Electronic Invoice Rejection Reasons

Electronic Invoice Rejection Reason	When to Use
Invoice Doesn't Belong to This Unit	Your location did not order or receive delivery for any of the items on this invoice.
Invoice Previously Processed	This invoice was submitted for payment previously (different invoice number, manually entered in UFS, submitted via ePay or office transmittal, etc.,) Please provide submitted/paid date and details in comment section to assist with review.
Entire Invoice is for Fixed Asset Purchase	All the items on this invoice should be charged against an existing AE. You must contact Sodexo Fixed Asset for payment processing instructions.
Entire Invoice Products Not Received	All the items on this invoice were not received for delivery. (i.e., "None of the items we ordered and invoiced for were received for delivery.") Do not use this rejection reason if the delivery was short individual item(s). When a delivery is short individual item(s), you should accept the invoice and request a credit for the missing items. When the supplier sends the credit invoice, accept that invoice, submit for processing and your unit will receive the credit.
Entire Invoice Products Not Ordered	All the items on this invoice do not reflect the items ordered. The delivery was not accepted. (i.e., "None of the items on the invoice are what we ordered from this supplier, and we did not accept delivery.")
Client to Pay this Invoice	Your client will pay this invoice directly. You must print this invoice and provide to client for processing and payment. (Note - This should be an uncommon occurrence. If your unit should be set up as a Client Pay account, please contact your Operations Accountant)
Client Pay Customer # Charged in Error	Your unit is set up as Client Pay, but Sodexo should pay this invoice. (Note - This should be an uncommon occurrence. If your unit should have a customer number for frequent Sodexo-pay purchases, please complete the Supplier Information Form found on SodexoNet>The Market Connection)