JAGGAER RETURNED INVOICE TRAINING GUIDE

March 2026

LEAD ON.

TCU

How to access a Returned Invoice:

1. The first method is to select the "flag" at the top right corner of Jaggaer. It will display a list of your Returned Invoices.

<u>HINT</u>: Selecting the flag will display any and all Jaggaer Actions Items in your queue to complete this may include Returned Invoices, Invoice Approvals, Returned Requisitions etc.

After selecting My Returned Invoices, a list of returned invoice will be visible:

1. Click on the specific Invoice name/number to open in order to "Action" that specific Entry.

Once you have selected the specific invoice:

1. **Go to the Comments tab for the reason that your invoice was returned.**
2. **Instructions on what to fix/correct will be found here.**
3. **After reading, then select the Entry tab to return to the invoice form to correct.**

Once you have read the instructions on why/how to "fix" the Returned Invoice, the following fields are available to edit and correct:

1. Invoice Date.
2. Invoice Number.
3. Amount of the invoice.
4. Remit Address (by selecting the "pencil" icon).
5. Last, once any and all edits are completed, select "Save".

Please ensure that a copy of the Invoice that you are paying is attached. To accomplish follow:

1. **Select the Attachments tab.**
2. **Select Add Internal Attachments.**
3. **Last, select Complete to submit invoice for payment.**

Once your Invoice is submitted, this green box will appear and a JINV number will be assigned.

⊘ Invoice Submitted

Summary

Invoice number	JINV000147956
Invoice Status	Pending
Supplier Invoice No.	501234
Invoice name	2026-03-12 108018342 01
Invoice date	3/9/2026
Invoice total	1,500.00 USD
Number of line items	1
Created for the PO No(s)	P00120016

Create Invoice

Type	Invoice
From	PO
PO numbers	

Create

QUESTIONS?

Submit to
procurement@tcu.edu

TCU