



Accounts Payable Processing Guide

INDEX

Topics	Page
Accounts Payable Forms	3
General Information	4
Dates to Remember	4
Vendor Statements	4
General Ledger Coding Structure	5
Invoice Coding and Preparation (including examples)	6-11
How to Electronically Sign PDF Documents	12-13
Employee Expense Claims	14-15
Miscellaneous Payment Requisition	16
Petty Cash	17
U.S. Invoices	17
Credit Notes	17
Credit Applications	17
Batching	18-19
Priority Batching	20
Submitting Batches to Accounts Payable	20

ACCOUNTS PAYABLE FORMS

[Accounts Payable Batch Header](#) ORG.1311.PR.001.FORM.01– This form is for sites/programs to package a group of invoices to be sent to accounts payable. This form includes a summary of the invoices included from the site/program and dates.

[Accounts Payable Batch Log](#) ORG.1311.PR.001.FORM.02 - This form is a tool for sites/programs to document batches sent to accounts payable

[Accounts Payable Coding Stamp](#) ORG.1311.PR.001.FORM.02 – This tool is used to electronically stamp an invoice for multiple general ledger coding and authorization

[Employee Expense Claim](#) ORG.1310.FORM.002– This form is used to reimburse employee expenses

[Miscellaneous Payment Requisition](#) ORG.1311.FORM.004– This form is used if there is no other invoice available and a payment is required to be made

[Petty Cash Reimbursement Form](#) ORG.1311.PL.001.FORM.03 – This form is used to submit a petty cash reimbursement

[Direct Deposit Form Employee](#) ORG.1311.FORM.002– Employees can submit this form to accounts payable to change their electronic funds transfer banking information from default payroll banking information for expense claim reimbursements

[Direct Deposit Form Vendor](#) ORG.1311.FORM.003– Vendors can submit this form to accounts payable to add or change their electronic funds transfer banking information for payments

GENERAL INFORMATION

Accounts Payable Team:

General accounts payable email accountspayable@southernhealth.ca

General accounts payable phone line (204) 428-2763

Deanne Leary	(204) 428-2763	dleary@southernhealth.ca
Karen Tunski	(204) 428-2729	ktunski@southernhealth.ca
Rachel Philippe	(204) 428-2765	rphilippe@southernhealth.ca
Noreen Soltys-Elash	(204) 428-2764	nsoltys@southernhealth.ca
Tracy Tully	(204) 428-2766	ttully@southernhealth.ca

Accounts Payable Supervisor

Tara Janeczko (204) 428-2751 tjaneczko@southernhealth.ca

The accounts payable department is committed to providing Southern Health-Santé Sud employees and vendors with the best possible service in the most cost-efficient manner. We will continuously look for new and innovative ways to identify lowest cost methods practicable for providing the necessary services.

DATES TO REMEMBER

- Payments are issued every **Thursday** based on payment terms (Electronic Funds Transfers, VISA payments, cheques)
- Please allow **2-3 weeks** from when the accounts payable department receives an **employee expense claim** for it to be paid

MONTH-END REQUIREMENTS

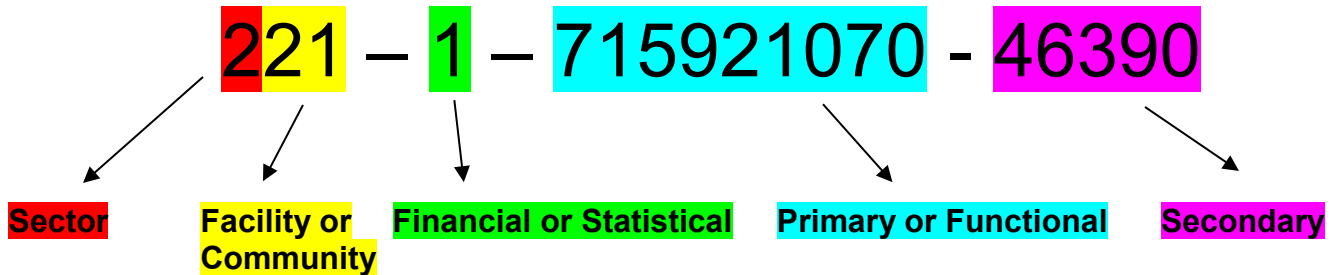
- Facility or Program should ensure that all current month invoices are coded, authorized, batched and scanned to the accounts payable department by the **end of the first business day of the next month**. This deadline permits accounts payable three business days to key and post the invoices into the prior month, otherwise the invoices will be posted into the new month.
- An **example of an Accounts Payable Batch Header** completed accurately is as follows: A batch includes July and prior invoices and your batch is sent in on the first business day of August. "Month to Post To" in this case is July. If you also have a batch of August invoices and it is sent in on the same day, the "Month to Post to" would be August for that particular batch.

VENDOR STATEMENTS

- Statements should be forwarded to accounts payable for reconciliation against the vendor history.

GENERAL LEDGER CODING STRUCTURE

The General Ledger Code (GL code) consists of four segments:



1) Sector – One digit. Manitoba Health, Seniors and Active Living sector code:

1. Acute
2. Long Term Care
3. Corporate
4. Mental Health
5. Non-Global Medical
6. Emergency Medical Services
7. Global Medical
8. Community
9. Elderly Persons' Housing and Handivan

Facility or Community – Two digits. This code identifies the facility or community

2) Financial or Statistical – One digit. 1 and 9 (juxtaposed only) for financial and 2 and 7 (juxtaposed only) for statistical

A juxtaposed site is one that shares services and/or products between Acute and Long Term Care sectors. Such sites would use 9 (financial) and 7 (statistical) in order to allocate costs or statistics between these two sectors.

3) Primary or Functional – Between 5 to 9 digits. This code identifies the department or program

4) Secondary – up to 7 digits. Classifies the nature of the revenue, expense or statistical details

If you are unsure of which GL codes to use, these can be obtained from the Financial Analyst or Junior Accountant assigned to the facility or program. A chart of accounts can be available through these same individuals. Please see the current listing of [Finance contacts](#) for further guidance.

INVOICE CODING AND PREPARATION

Each invoice and receipt is expected to detail sufficient and reasonable information to support the transaction. At a minimum, invoices and receipts should provide the following content:

- Vendor name
- Vendor address
- Invoice number
- Amount of charge
- Transaction date
- Taxes
- Transaction details (what was purchased)


- **Invoices that require only one general ledger (GL) code - Pre-tax, taxes and totals do not need to be noted on a stamp; however, they must be clearly documented on the invoice.** GL must be clearly noted on the invoice and authorized by a signing manager. See invoice examples on pages 7 and 8.
- **Invoices that contain extra charges** (i.e. minimum order, fuel surcharge, freight or shipping) - Please add these charges to the applicable expense total by GL code. These charges do not have to be broken out separately but **require a stamp**.
- **Invoices that require two or more general ledger codes must be stamped** and contain the pre-tax amount, PST, GST and total amounts shown separately for each separate GL account; the pre-tax amounts and total amounts totaled. See invoice examples on pages 9 and 10.

Please apply the following guidelines to invoices and associated back-up documents:

- Accounts payable (AP) does not require original receipts. Copies are sufficient. Please note that AP does not keep the original receipts.
- Smaller documents are to be scanned or copied onto an 8 ½ x 11 sheet (can have multiple smaller documents on one sheet) and be coded
- Do not staple, tape or highlight
- Ensure that the stamp is on the front of the invoice and that it is not covering information that supports the transaction. Please avoid to stamp on an extra blank sheet unless absolutely necessary. If required, please ensure that the vendor name and invoice number are included and that it accompanies the applicable invoice.
- Include manual purchase orders and packing slips with invoices, if applicable
- Include timesheets or other documentation backing-up agency nurse hours, if applicable
- Do not include any medical or private employee documents or any unnecessary or redundant documentation as back-up
- AP cannot process statements, packing slips or order confirmations
- All invoices have to be coded, authorized, legible and complete to be processed. Incomplete invoices will be returned to the facility or program for correction.


Electronic example – One general ledger code without extra charges – No stamp required

The authorized manager can type the general ledger code via Adobe Reader and can add his or her signature electronically. Please use Adobe Reader's default font size and style for clear and easy legibility.

 TRANE Trane Canada ULC 1000 Bata Avenue Burnaby, BC V3G 1K4		REMIT TO: TRANE CANADA ULC T42214C PO BOX 42224C, 4222 PONTIAC STATION WSI CC, A TORONTO, ON M5W 3P4		TYPE: INVOICE * NUMBER: 3108NH766 DATE: 22-JUL-19 PAGE: 1 of 1 PURCHASE ORDER NUMBER: 145292 PROJECT JOB NAME: ORIGINAL SYSTEM NUMBER: CLIENTS ACCOUNT #: 4097536 PREVIOUS #:		
Service Provided By: Vancouver/Winnipeg Main Office Pk 284-632-1543 Fax 284-633-6578 WINNIPEG, MB		SOLD TO: PORTAGE GENERAL HOSPITAL ATTN: ACCOUNTS PAYABLE FIFTH ST. SE PORTAGE LA PRAIRIE, MB R1H 3A8		SHIP TO SERVICE LOCATION: PORTAGE GENERAL HOSPITAL PORTAGE GENERAL HOSPITAL 524 FIFTH STREET SE PORTAGE LA PRAIRIE, MB R1H 3A8		
ORDERING LOCATION:		CREDIT A/R PROJECT #:		SALES ORDER / CALL CONTRACT: 19-8089698		
PAYMENT TERMS: N/30	DUPLICATE: 21-AUG-19	FOB:	FREIGHT TERMS:	SHIP CLOSE DATE: 22-JUL-19	SHIP VIA:	SHIPPING REFERENCE:
DATE:	DESCRIPTION:	COMMIT:	QTY:	UNIT PRICE:	EXTENDED AMOUNT:	
	RTAC2505UP011UAFNN1WX1DDNNADEA1HBR0FXN, U08F09571, Trane : Supply and Install Condenser Fan Motor- as per quote Jason Seidler Quoted Billing Summary		1.00	4,300.00	4,300.00	
<div style="border: 2px solid red; border-radius: 50%; padding: 10px; display: inline-block;"> 111-1-71168-43500 <i>Signature</i> </div>						
Tax Summary by Tax Code						
Tax GST @ 5.00% 215.00						
Tax PST @ 7.00% 301.00						
* PLEASE REFERENCE NUMBER WITH YOUR PAYMENT 3108NH766 ** PAY IN 10 DAYS FOR 0.5% DISCOUNT - ACCOUNT MUST BE CURRENT						
SPECIAL INSTRUCTIONS: For invoice orders, please contact Joanne Leach, please email joanne@trane.com						
To view or pay your invoice online, Visit www.comfortline.com New users sign up at www.trane.com/invoices		SUBTOTAL	TAX	FREIGHT	TOTAL	
		4,300.00	516.00		4,816.00	
GST ID: 10336 9934 RT0003 PST ID: N1T0002		Currency: CAD 9.5% Discount: * Payment within 10 days of invoice date * Amount must be correct				

Manual example – One general ledger code without extra charges – No stamp required

The authorized manager can clearly write the complete general ledger code and sign the invoice.



Casterland

Casterland Winnipeg
875 Century St.
Winnipeg MB R3H 0M3
Tel. (204)783-5500
Fax (204)775-7977
Tax ID # 100840404

Invoice

Date: 4/10/2019
Invoice #: INW34085
Terms: Net 30
PO #: 144553
Ship Via: Customer's Carrier
Ship Date: 4/10/2019
Tracking #:
Rep: Brett
Rep Email: brett_w@casterland.com
Created From: Sales Order #WRW32048

Bill To				Ship To		
Portage District General Hospital 524 Fifth Street S.E. Portage la Prairie MB R1N 3A8 Canada				Portage District General Hospital 524 Fifth Street S.E. Portage la Prairie MB R1N 3A8 Canada		
				Contact: Gilbert Dondo PH: (204) 239-2206 FAX: (204) 239-6039		
Item	Quantity	Units	Description	Unit Price	Amount	
SD002365	8	Ea	1 3/8" DIA FURNITURE GLIDE/5/16-18 X 2	2.54	20.32	
				Tax Code Summary		
				Tax Rate		Total Tax
				PST_MB_8		8.0% \$1.63
				GST-5		5.0% \$1.02
<div style="border: 2px solid red; border-radius: 50%; padding: 10px; display: inline-block;"> 111-1-71165-43500 AR </div>						
				Subtotal		20.32
				Shipping Cost (Customer's Carrier)		0.00
				Tax		1.02
				PST		1.63
				Total		\$22.97


** Please refer to Casterland's Conditions of Sale for Terms, Returns, and Warranties. For a copy call your Sales rep or go to www.casterland.com

Electronic example – Multiple general ledger codes or extra charges – stamp required

Invoices that require **more than one GL code** or **includes extra charges** must contain a **stamp**. Document each general ledger (GL) code with the appropriate pre-tax amount, PST, GST and total amounts allocated to each GL code. Pre-tax Amt and Total columns must also be totaled.

Invoices can be electronically stamped and signed. If you require assistance on how to process invoices using this method, please contact [Tara Janeczko](#). Please note that not all software programs support this method.

PF44A.1



Customer service / 24 hour Trouble calls
Service à la clientèle /
Dépannage 24 h sur 24

Winnipeg 204-480-5900
 Outside Winnipeg / 1-888-MBHYDRO
 Extérieur de Winnipeg (1-888-624-9376)
 Deaf access line 204-360-6154
 Ligne pour malentendants
 E-Mail address customerservice@hydro.mb.ca
 Adresse électronique

Sign up for MyBill and receive your bill and account information online.
www.hydro.mb.ca/mybill

Inscrivez-vous à MyBill et recevez en ligne votre facture et des données sur votre compte.
www.hydro.mb.ca/francais/mybill

LEDs come in a wide range of styles and colours
 Les ampoules à DEL sont offertes en plusieurs styles et couleurs.

Customer name / Nom du client: SOUTHERN HEALTH SANTE SUD
 Account number / N° de compte: 8404074 6399763
 Service location / Adresse de service: 30 RUE PRINCIPALE LA SALLE MB R0G 0A2
 Date issued / Date d'émission: Aug 12 AOÛ 2019
 Amount due / Montant à payer: \$ 457.52
 Due date / Date d'échéance: Aug 28 AOÛ 2019
 Cycle number / N° de cycle: 05

Account summary / Sommaire du compte

Previous charges and credits / Frais et crédits antérieurs
 Previous balance / Solde antérieur: \$ 360.83
 Payment / Paiement: Jul 19 JUL: 360.83 CR
 Balance forward / Solde reporté: \$ 0.00

New charges / Nouveaux frais
 Electricity / Électricité (GST/TPS \$ 20.42): \$ 457.52

Amount due / Montant à payer: \$ 457.52

Due date / Date d'échéance: Aug 28 AOÛ 2019

Code	Pro Fax Amt	PST	GST	Total
480-1-715701070-43040	204.25	14.30	10.21	228.76
880-1-715521211-43040	204.25	14.30	10.21	228.76
Total Invoice	408.50			457.52

Rec'd by: _____ Date: _____ Appr. by: *Signature* Proc. by: _____

Manitoba Hydro
 Mail Payment to / Envoyez le paiement par la poste à: PO BOX 7900 STN MAIN WINNIPEG MB R3C 5R1
 If mailing, please specify amount paid on return portion of bill and enclose with payment. / Si vous payez par la poste, veuillez inscrire le montant payé sur le retour de la facture et l'enclore avec le paiement.

SOUTHERN HEALTH SANTE SUD
 180 CENTENNAIRE DR
 RR 3
 SOUTHPORT MB R0H 1N1

015666 43968 - 2 A

Account number / N° de compte: 8404074 6399763
 Amount due / Montant à payer: \$ 457.52
 Due date / Date d'échéance: Aug 28 AOÛ 2019
 Payment enclosed / Paiement c-joint: \$
 CH CA DR


00000000 0840407463997630 000000000000 0000045752 0000000000 ?
 100 24 3 900 96

Manual example – Multiple general ledger codes or extra charges – stamp required

Invoices that require **more than one GL code** or **includes extra charges** must contain a **stamp**. Document each general ledger (GL) code with the appropriate pre-tax amount, PST, GST and total amounts allocated to each GL code. Pre-tax Amt and Total columns must also be totaled.

The below invoice was manually stamped and coded then scanned into a batch.

If you require a manual stamp, please request one from the accounts payable office.



Page 3 of 3

Customer ID: 12-93644-93003
 Customer Name: PORTAGE DISTRICT GENERAL HOSP
 Service Period: 04/01/19-04/30/19
 Invoice Date: 03/25/2019
 Invoice Number: 1090537 0635 3

Details for Service Location:		Customer ID: 12-93647-83002		
Prtg Dist Douglas Campbell Ldg, 150 9th St SE, 2042396006, Portage La Prairie Mb R1n 3t6				
Description	Date	Ticket	Quantity	Amount
Fuel / environmental charge				221.51
Regulatory cost recovery chrg				32.28
Gst tax B76294844				46.46
Total charges for service location				975.46

Details for Service Location:		Customer ID: 12-93647-93000		
Prtg Dist Lions Prairie Manor, 24 9th St SE, Portage La Prairie Mb R1n 3v4				
Description	Date	Ticket	Quantity	Amount
Overage service yards incident# 14226954 Picture taken on 03/04/2019 at 06:24 am Ticket Total	03/04/19	507052	1.00	125.00 0.00 125.00
Overage service yards incident# 14289671 Picture taken on 03/08/2019 at 06:43 am Ticket Total	03/08/19	51217*	1.00	125.00 0.00 125.00
Container service plan 6 Yard dumpster service msw Fuel / environmental charge Regulatory cost recovery chrg Gst tax B76294844	04/01/19 04/01/19		1.00 1.00	19.90 874.15 375.35 54.71 78.75
Total charges for service location				1,652.86
Total Current Charges				5,117.68

Tax Summary:				
Service Period: TAX SUMMARY				
Description	Date	Ticket	Quantity	Amount
Gst tax B76294844				243.72

Code	Pre-Tax Amt	PST	GST	Total
111-1-71155-91096	2370.85	0	118.51	2489.36
211-1-71155-91090	1574.11	0	78.75	1652.86
221-1-71155-91090	929.00	0	46.46	975.46
Total				4873.96
Total				5117.68
Rec'd. by/Date	Appr. by	Proc. by		
April 8/19	Signature	Signature		

Purchased Agency example – Multiple general ledger codes – stamp required

Purchased Agency (RN, LPN or HCA) invoices must include both **financial and statistical General Ledger (GL) codes**. In the **Code** section of the **stamp**, enter a **“1”** for the **financial** amounts (including mileage) and a **“2”** for the **hours**. Please include all worked hours “(regular and overtime but not travel time)”. Be sure to break out the GST and have the invoice authorized by the applicable manager. Please see an example below:

Quick Care Ltd
 1854 Templeton Avenue
 Winnipeg MB R2P IT3
 services@quickcareltd.co
 m
 GST/HST Registration No.: 736457292

Invoice 2315

INVOICE TO
 Janine Lodder
 Carman Memorial
 Hospital
 269-297 4 St SW
 Carman Manitoba ROG
 OJO

07-20-201 g

PLEASE PAY
\$644.34

DUE DATE
 08Ä9 2019

DESCRIPTION	QTY	RATE	AMOUNT
Bundle - SRI-IA RN	1	613.65	613.65
RN:RN Work Hours	7.75	65.00	
J. Vendivil - July 19 - DB			
RN:RN Travel Time	0.50	65.00	
J. Vendivil - July 19 De			
Mileage:SRHA RN Mileage	180	0.43	
Origin: J. Vendivil • Winnipeg			
		SUBTOTAL	613.65
		GST @ 5%	30.69
		TOTAL	644.34

		TOTAL DUE	
Code	Pro-Tax Amt	PST	GST
113-1-71230-35092	613.65		30.69
113-2-71230-35092			7.75 hours
		Total	\$ 644.34
		Total	\$ 613.65
Rec'd. by/Date	Appr. by	Signature	Proc. by
Aug 1/19	Signature	Signature	Signature

As per Multi-Service Agreement
 All enquiries should be directed to services@quickcareltd.com

GbT Tokai
 THANK YOU

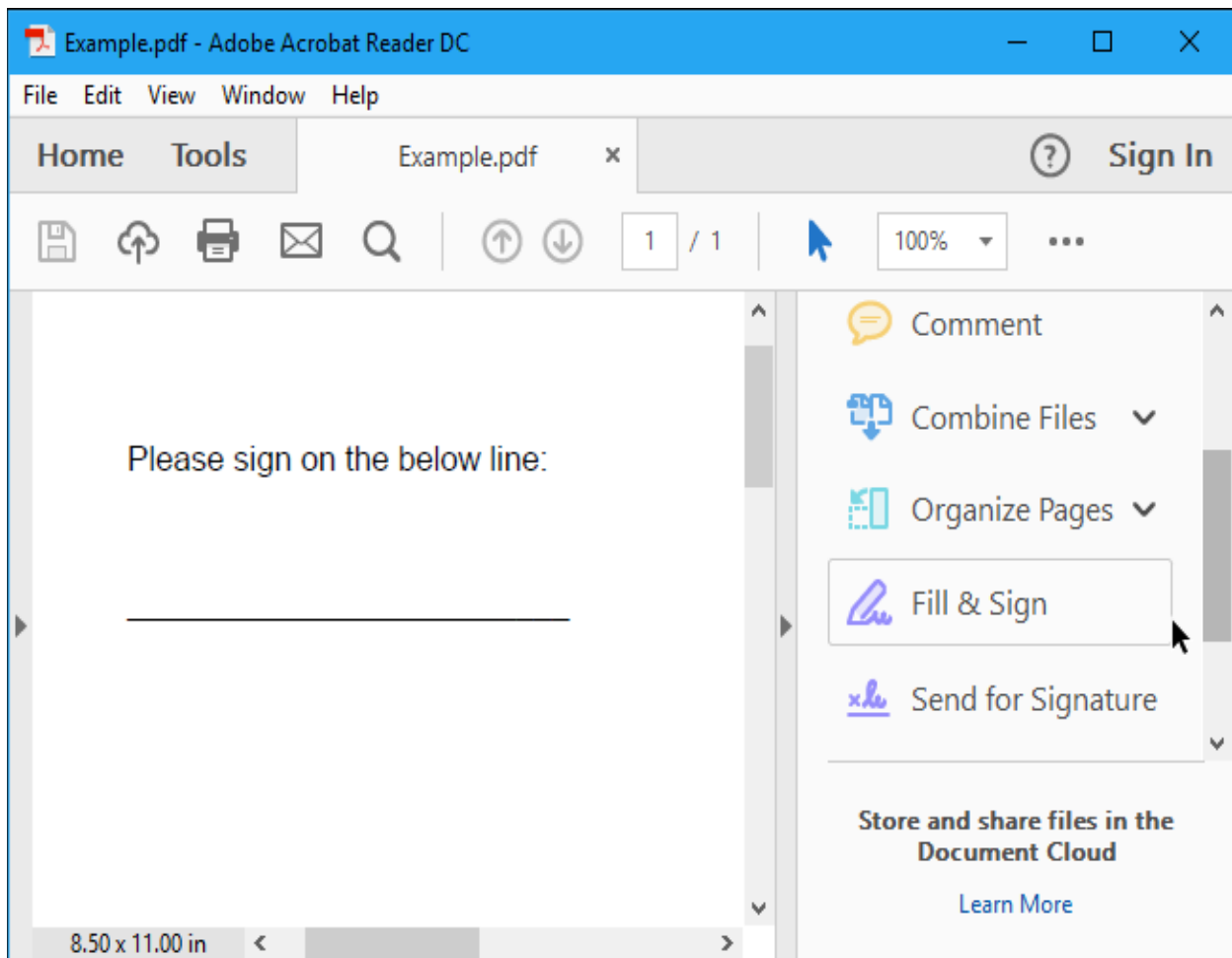
HOW TO ELECTRONICALLY SIGN PDF DOCUMENTS

In order to set up your electronic signature, you will need to sign on plain white paper and scan it as a picture (jpg).

Please ensure that your signature is thick and dark in order for it to appear clearly.

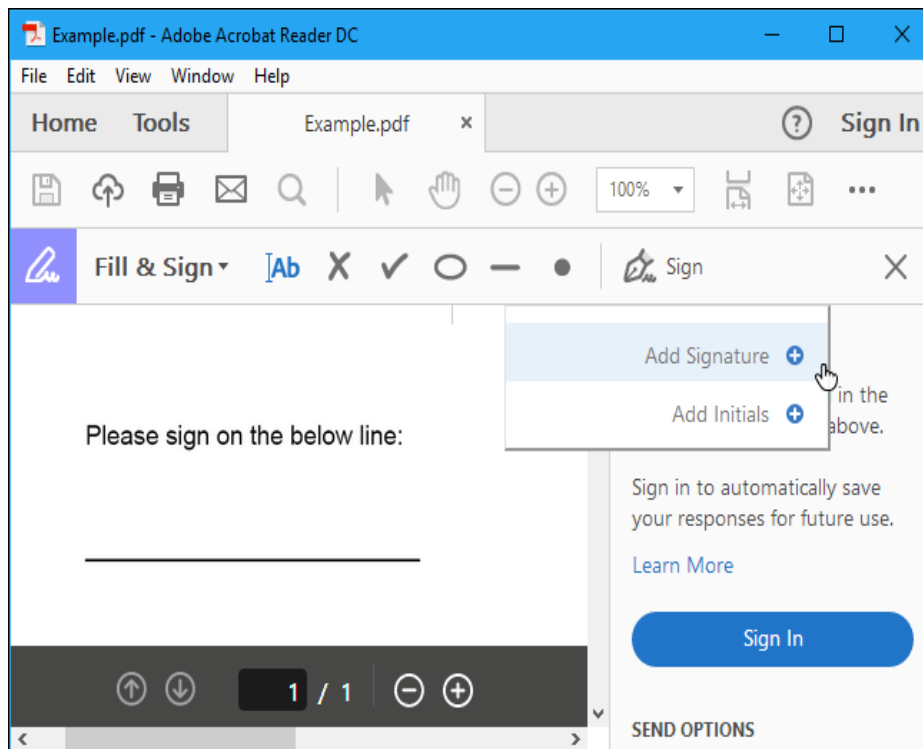
Please save it in a secure location that only yourself can access. You will need to access it with Adobe Reader for the next step.

In Adobe Reader, open a PDF document that you would like to sign and select the “Fill & Sign” button in the right pane.

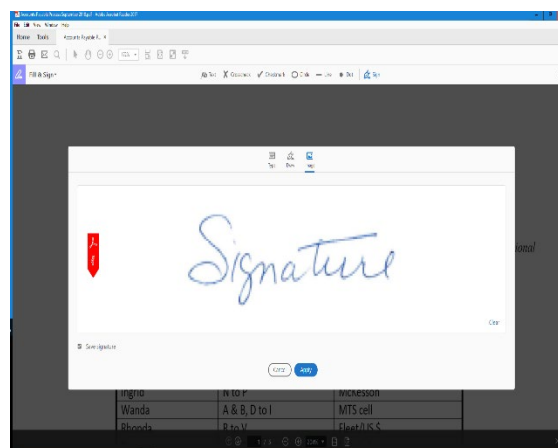


Select the “Sign” button on the toolbar and select “Add Signature”.

If you need to add other information to the document, you can use the other buttons on the toolbar to do so. For example, you can type text (Ab button) to add the General Ledger Code.



Select the “Image” option and insert your jpg signature into the box outlined. Be sure the “Save Signature” check box is marked in the bottom right corner of the window for quick use of your signature in the future.



Once your signature is added and saved, it can be accessed in the future by selecting the “Sign” symbol and by dragging your signature to where you require it. You will then need to save your signed PDF document in order for it to be emailed.

EMPLOYEE EXPENSE CLAIMS

- Please use the **current** [Employee Expense Claim](#) ORG.1310.FORM.001 located on HPS. Updates to the form occur on a regular basis for rate changes, tax changes or improved functionality of the form.
- Completing employee expense claims **electronically** is preferred as information is clearer and some information is calculated automatically.
- Please use the same name as payroll on your employee expense claims.
- Employee Expense claims are to be completed **monthly** by the claimant.
- Separate Employee Expense claims are to be completed for separate months (i.e. please do not combine months onto one expense claim form).
- PST and GST should be shown on applicable coding lines:
 - GST only: mileage, parking, courses
 - PST and GST: meals
 - Other: verify receipts for taxes paid
- All expense claim forms must contain the **employee's full name** (first and last), **employee number** and **home mailing address**. Please use the [Employee Expense Claim Checklist](#) on the following page to ensure that you are not missing any information.
- Forms must be signed by the employee and authorized by his or her manager.
- All MNU expense claims must be sent to [Brenda Hiebert](#) for approval and batching. Please do not send MNU claims directly to accounts payable.
- All Regional Orientation expense claims are completed the day of and provided to the facilitator for authorization and processing.
- Incomplete or incorrect expense claims will be returned to the original batcher or approving manager, resulting in delayed payments.

PETTY CASH

- Please use the [Petty Cash Reimbursement Form](#) ORG.1311.PL.001.FORM.03
- The use of petty cash funds should be limited to reimbursement of staff members generally not to exceed \$25, excluding employee travel expenses
- Replenish as required
- Ensure that each expense has a valid general ledger code
- Ensure that PST and GST are shown on each coding line, where applicable
- Receipts for petty cash need to be submitted along with the reimbursement form
- Please see the [Petty Cash](#) ORG.1311.PL.001 policy for further information

U.S. INVOICES

- Invoices to be paid in U.S. funds are to be forwarded to accounts payable in a separate batch marked U.S. funds
- Please ensure that the vendor is requesting payment in U.S. funds even if the vendor address is in the U.S.
- Please ensure that the U.S invoice contains a valid general ledger code and is authorized by a manager

CREDIT NOTES

- Facility or program is responsible to obtain **credit notes** from suppliers, where applicable, and to continue follow-up action until credit notes are received.
- **An invoice awaiting a credit note**, whether in full or in part, should be held until credit note is received, and then submitted together in the same batch. Please let accounts payable staff know if you are holding invoices.

CREDIT APPLICATIONS

- A vendor may require a credit application to be completed if we have not used this specific vendor in the past
- Please forward any credit applications required by vendors to [Tara Janeczko](#) for completion

BATCHING

- Batches should be prepared at the facility or program level as approved invoices are received and **should be submitted minimum weekly** to accountspayable@southernhealth.ca
- All batches are numbered and sequential. The first three numbers of a batch number is the facility or program code, followed by “AP”, then by the last digit of the fiscal year. With each new fiscal year starting April 1st, it is necessary to modify your batch numbering. As an example, the format to be used for the fiscal year 2019/2020 will be XXXAP0000. For example, your first batch headers in April will begin with XXXAP0001, XXXAP0002, XXXAP0003, etc.
- Scan and email batches to Accounts Payable (AP) with a completed batch header, where the amount of documents are counted and document amounts are totaled (credits not subtracted but rather added as well)
- Batch files scanned to AP are to be renamed the same as the batch number example: File name: 109AP0020.pdf
- Batches are to be approximately 25 documents and can include a variety of invoices. The only invoices that need to be separately batched are **priority** and **U.S. invoices**. Please see those sections for further information.
- Facility or Program needs to document all batches submitted in their [Batch Log](#) and assign sequential batch numbers
- Batches submitted to AP through inter-office mail must be scan ready
- Batches containing Regional Orientation expense claims should be sent with the listing of attendees (list on top of batch)
- Any special instructions should be noted on the [Batch Header](#)

PRIORITY BATCHING

Payable documents that are urgent should be directed to us in a separately-marked priority batch.

Be sure to mark **Priority** on your Batch Header.

Urgent invoices include:

- Date sensitive documents that will be subject to penalties if paid late or that are due within 10 business days
- Overdue invoices
- Utility bills or similar charges
- Petty cash reimbursements
- Any client refunds (i.e. EMS, panel, other)
- Resident trusts

Priority batches should not include employee expense claims.

SUBMITTING BATCHES TO ACCOUNTS PAYABLE

Invoices are coded at the facility or program level and are to be forwarded to the accounts payable department in **batches only**.

Please review all scanned documents before sending to accounts payable to ensure that they are complete and legible.

The recommendation is for sites and programs to **retain original paper batches sent to accounts payable for a period of 30 days** in order to ensure that scans are complete and legible and processed by the accounts payable department.

Please submit all batches (which include Batch Headers, invoices, receipts and other required documents) to accountspayable@southernhealth.ca. **Scanned and emailed batches are preferred.**

If you require a confirmation that your batch has been received, apply the "Request a Read Receipt" option. To include this option to your email, click Options > in the Tracking group > click Request a Read Receipt. Another way to do this is to hit the Alt key then type PQ (one key at a time).