



Reverse a Project Payment Request

This job aid describes how to reverse a project payment request. The reverse process is the same regardless of the project payment request type (e.g., milestone, rate table, or resource rate table). This task is restricted to supplier users with the assigned user role of Billing Submitter.

NOTE: ONLY project payment requests with a status of 'Submitted for Invoicing' can be reversed. If a payment request has not yet been approved, it can be retracted rather than reversed.

User role requirements for access to project payment requests is provided at the end of this document.

Standard Formats Used for Payment Request Data Entry

- **Field Name*** (with asterisk) – A red asterisk (*) indicates a field that is a required entry for IQNavigator. These fields must be completed or the system will not allow the user to proceed if the field is left blank.
- **Field Name** (bold text) – **Bold** text indicates a field that is not a required entry for IQNavigator, but it is a required entry for the Shell process. These fields should not be left blank since it will cause problems downstream and disrupt the process.
- Field Name (no formatting) – Standard text indicates a field that is neither a required entry for IQNavigator nor required for the Shell process. These fields can either be left blank or retain their default value.
- All Other Fields -- If a field displayed in IQNavigator is not mentioned in the job aid; it is not relevant for Shell and can be ignored.

To reverse a project payment request:

1. Log in to IQNavigator using your *user name* and *password* and go to your Alternate UI dashboard.
2. Use either the Projects pull-down menu list in the header bar or one of your dashboard Projects hyperlinks to access your Project Agreements list screen.

The screenshot shows the IQNavigator dashboard interface. At the top, there is a navigation bar with dropdown menus for 'My IQN', 'Jobs', 'Projects', 'Resources', 'Work Orders/Assignments', 'Time/Expense', 'Reports', 'Invoicing', and 'Set Up'. Below this, a 'Project RFxs' dropdown menu is open, showing 'Project Agreements' as the selected option. On the left sidebar, under the 'Projects' section, there are several hyperlinks: 'View My Archived Projects', 'View My Projects', and 'View Project RFxs'. A red arrow points from 'View My Projects' to the 'Project Agreements' link in the dropdown. On the right side of the dashboard, there is a 'Status' section with a 'Recalculate' button and a list of project metrics: 'Available Jobs' (30), 'My Effective Project Agreements' (0), 'My Pending Effective Project Agreements' (0), 'Supplier Organization Effective Project Agreements' (0), and 'Supplier Organization Pending Effective Project Agreements' (0). A red arrow points from the 'Project Agreements' link in the dropdown to the 'My Effective Project Agreements' metric.



3. Locate the project with the payment request you need to reverse, then select **manage project** in the Actions column drop-down selection list, and click the blue Go action arrow (➔). The Project Agreement Transactions list screen displays.

Project Agreement / Effective Change Request #	Change Request In Process #	Project Agreement Name	Supplier Project Manager	Billing Submitter	Total Milestone Reimbursement	Start Date	Project Agreement	Actions
6477671 / 4		0.00	10/1/15	Effective	manage project ➔
7220885 / 5		0.00	3/1/16	Effective	manage project ➔

4. Scroll through the transactions list to locate the payment request you need to reverse.
 - ⚠️ ONLY payment requests with a status of 'Submitted for Invoicing' can be reversed so check the Status column to verify the current status of the payment request. If the payment request is still pending approval, use the retract process instead of a reverse.

Project Agreement Transaction ID	Project Agreement Transaction Type	Description	Total Amount	Agreement Currency Total Amount	Submitted Date	Status	Actions
6299940	Milestone Payment Request		EUR 23454.55	EUR 23454.55	7/21/18	Submitted for Invoicing	reverse ➔
6299941	Milestone Payment Request		EUR 21181.68	EUR 21181.68	7/21/18	Submitted for Invoicing	view ➔

Tip: Click the Status column header to sort the transactions list in either ascending or descending order by status.

5. Select **reverse** in the Actions column pull-down selection list, then click the blue Go arrow (➔).

Agreement Currency Total Amount	Submitted Date	Status	Actions
EUR 23454.55	7/21/18	Submitted for Invoicing	reverse ➔
EUR 21181.68	7/21/18	Submitted for Invoicing	view ➔



- Review the details on the Reversal Transaction Payment Request screen. (See the “Standard Formats Used for Payment Request Data Entry” section located at the top of this document for guidance.)

Project Agreement - Provision of Audit Coverage Support and Integrity (102777)

Reversal transaction for payment request 6299940.

Actions: [Cancel Changes](#) [Save Changes](#) [Submit](#) [Return To List](#)

Status: Needs Approval

Project Agreement Details

Project Title: Provision of Audit Coverage Support and Integrity

Project Identifier: Provision of Audit Coverage Support and Integrity

Project Agreement Title: Provision of Audit Coverage Support and Integrity

Project Agreement #: 10277

Payment Request Details	Document	Attached By	Attached Date	Visibility
1.			7/21/18 12:02 AM	Public
2.			7/21/18 12:03 AM	Public

Period Start Date: 1/1/18

Period End Date: 12/31/18

Description: See SOW

Buyer Organization: Shell International BV

Supplier Organization: [Redacted]

Supplier Organization Reporting Alias: [Redacted]

Supplier Reference Number: 1354999217

Supplier Reference Date: 7/20/18

Project Agreement Milestone:

Title	Est. Start Date / Est. End Date	Comments
Audit	1/1/18 - 12/31/18	

Allow multiple payment requests by supplier organization? Yes

Document	Date	Submitted By	Organization
[Redacted]	2/13/18	(CSD), Contractor Service Desk	Royal Dutch / Shell Group

Billable Event Amount - Management Fee = EUR

Yes 2700000.00 - 0.00 [0%] = 2700000.00 EUR

Agreement Currency = 2707425.00

Adjusted Amount = EUR

Payment Request History

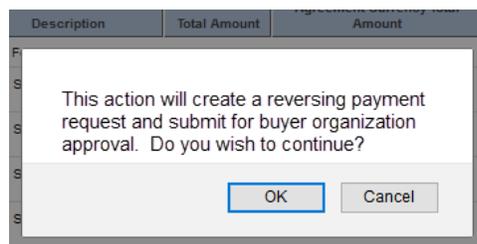
Project Agreement Total Budget: 2700000.00 EUR

Project Agreement Total Expenditures: 369650.96 EUR

This Payment Request Amount: -23454.55 EUR

Project Agreement Remaining Budget: 2330349.04 EUR

- Click the **submit** button ([Submit](#)) located in the Actions section to continue. A pop-up warning message displays: “This action will create a reversing payment request and submit for buyer organization approval. Do you wish to continue?”
- Click **OK** to confirm your action. The system returns to the Project Agreement Transactions list. Once the reversal is approved, the status updates to ‘submitted for invoicing’ and a reversal transaction will be processed in the invoice.





USER ROLE REQUIREMENTS:

Project Payment Requests access is limited to the following user roles:

- Billing Submitter -- ability to view and manage project-based milestone invoice requests
- Organization Supplier Project Manager – ability to view ALL project agreements within their system organization structure
- Supplier Project Manager – ability to respond to project agreements

If you need access to project-based files, please contact your supplier firm to have your IQN user profile adjusted.