Resolving Blocked Invoice Work Items (Quantity Discrepancy)

> How do I resolve a blocked Invoice?

**Last update
May, 2010**

New Enhancements

- This job aid highlights the enhancements to the Quantity Discrepancy Work Items that you receive in the ECC Inbox.

- The enhancements make resolving blocked Invoices due to quantity differences much simpler and faster.

- The information needed to analyze issues and actions are all on ONE screen.

- The Goods Receipt can now be entered directly in ECC if necessary.

- IMPORTANT NOTE – This new process does not replace the current Confirmation (Goods Receipt) process. A large majority of these work items will not appear if Confirmations are completed in SRM as the items arrive.

Contents

This job aid includes:

1. Why Invoices get Blocked for Quantity Discrepancy Differences ?

- Invoices are blocked for payment when there is a discrepancy in the 3-way match between the quantities of the Purchase Order, Goods Receipt(s) (Confirmation), and the Invoice(s).

- For Example, the invoice will block if:

  - Purchase Order Qty - 3 bookcases
  - Goods Receipt – No GR
  - Invoice Qty - 3 bookcases

  - Purchase Order Qty - 2 lab coats
  - Goods Receipt Qty - 2 lab coats
  - Invoice Qty - 20 lab coats

  - Purchase Order Qty - 1 computer
  - Goods Receipt Qty - 1 computer
  - Invoice #1 Qty - 1 computer
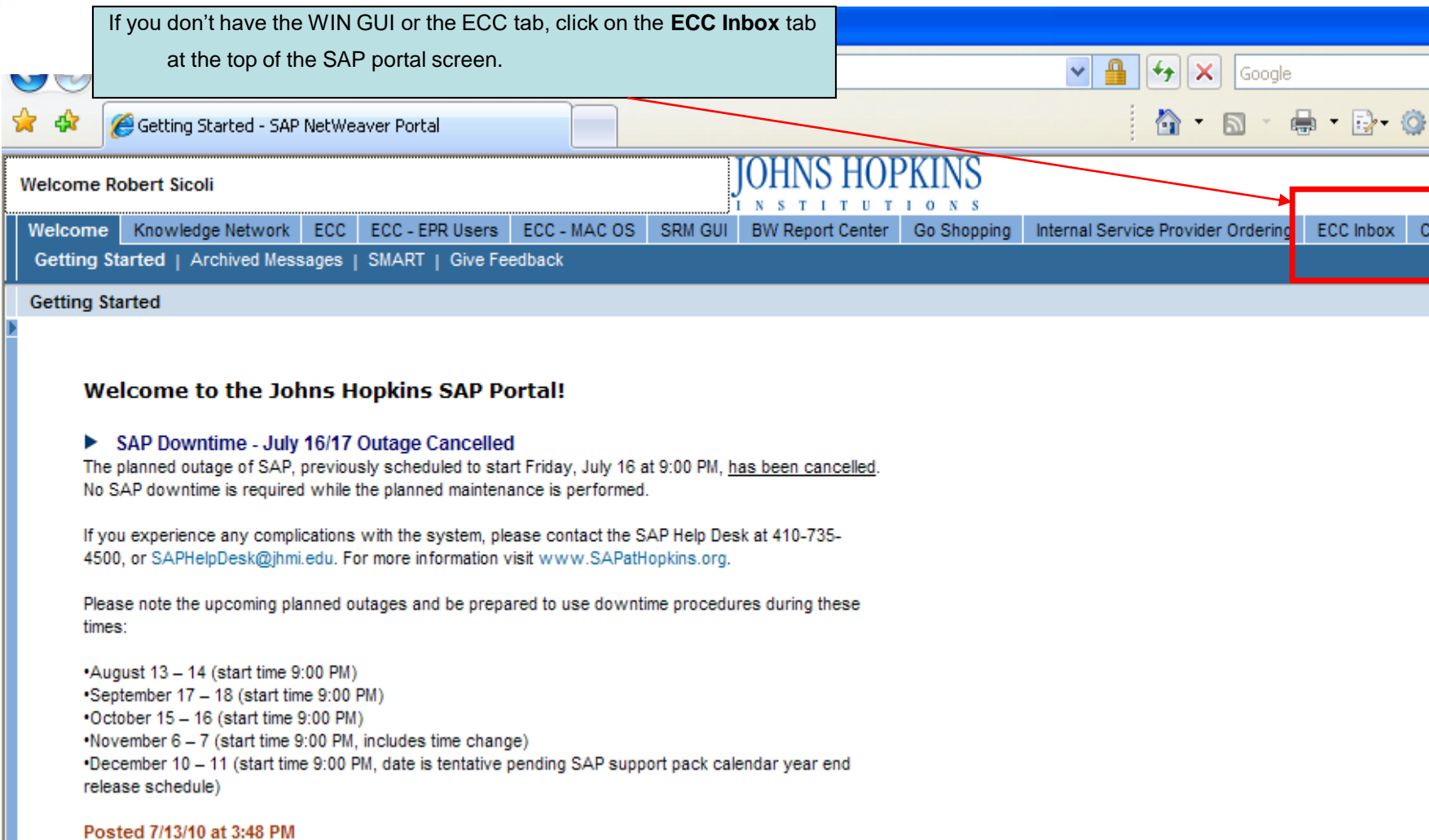 - Invoice #2 Qty - 1 computer

- What happens in ECC after an Invoice gets blocked?

  - SAP creates a work item
  - If a Goods Receipt has been done (on the Purchase Order), the person who did the last Goods Receipt will receive an "Invoice Blocked for Quantity Difference" in their ECC Inbox .
  - If NO Goods Receipt has been done (on the Purchase Order), the person who requested the item(s) (Shopping Cart requisitioner) will receive an "Invoice Blocked for Quantity Difference" in their ECC Inbox.
  - This is a work item – An action must take place to remove it.

- Consequences of not resolving blocked Invoices:

    – The vendor may not get paid

    – Expenses may not incur against the budget – You may think you have more money to spend than you actually do

    – Your supervisor or the shopping cart approver may be contacted

2. Accessing the "Blocked for Quantity" ECC Inbox Work Items

JOHNS HOPKINS

If you don't have the WIN GUI or the ECC tab, click on the **ECC Inbox** tab at the top of the SAP portal screen.

Google

Getting Started - SAP NetWeaver Portal

JOHNS HOPKINS
INSTITUTIONS

Welcome Robert Sicoli

| Welcome | Knowledge Network | ECC | ECC - EPR Users | ECC - MAC OS | SRM GUI | BW Report Center | Go Shopping | Internal Service Provider Ordering | ECC Inbox | C |

Getting Started | Archived Messages | SMART | Give Feedback

Getting Started

Welcome to the Johns Hopkins SAP Portal!

▶ **SAP Downtime - July 16/17 Outage Cancelled**
The planned outage of SAP, previously scheduled to start Friday, July 16 at 9:00 PM, has been cancelled. No SAP downtime is required while the planned maintenance is performed.

If you experience any complications with the system, please contact the SAP Help Desk at 410-735-4500, or SAPHelpDesk@jhmi.edu. For more information visit www.SAPatHopkins.org.

Please note the upcoming planned outages and be prepared to use downtime procedures during these times:

•August 13 – 14 (start time 9:00 PM)
•September 17 – 18 (start time 9:00 PM)
•October 15 – 16 (start time 9:00 PM)
•November 6 – 7 (start time 9:00 PM, includes time change)
•December 10 – 11 (start time 9:00 PM, date is tentative pending SAP support pack calendar year end release schedule)

Posted 7/13/10 at 3:48 PM

If you do have the WIN GUI or ECC tab, click on the button on the User Menu to access your ECC Inbox.

SAP Easy Access - User menu for SCPURCV2 SCSRM Conversion ID

Menu   Edit   Favorites   Extras   System   Help

▽ 🗀 Favorites
   ⊞ MEPO - Purchase Order
   ⊞ SPRO - Customizing - Edit Project
   ⊞ FBL1N - Vendor Line Items
   ⊞ MIR4 - Call MIRO - Change Status
   ⊞ ZMPR_SERVICE_ORDER - Service center order maintenance
   ⊞ MMBE - Stock Overview
   ⊞ ME21N - Create Purchase Order
   ⊞ MIGO - Goods movement
   ⊞ ME25 - Purchasing -> Purchase Order -> Create -> Vendor Unknowr
   ⊞ TRIP - Travel Manager

The Inbox will open. Click on the arrows to the left of the Inbox and then the Workflow folder to view work items.

Business Workplace of Test ID for SRM Requisitioner SRMRQ

New message | Find folder | Find document | Appointment calendar | Distribution lists

Workplace: Test ID for SRM Requisitioner SRMRQ
- ▽ Inbox
  - Unread Documents 0
  - Documents 8
  - ▽ Workflow 2
    - ▷ Grouped according to content
    - ▷ Grouped according to content type
    - ▷ Grouped according to sort key
    - ▷ Grouped according to task
  - Overdue entries 0
  - Deadline messages 0
  - Incorrect entries 0
- ▷ Outbox
- ▷ Resubmission
- ▷ Private folders
- ▷ Shared folders
- ▷ Folders subscribed to
- Trash

Workflow 2

Executable	Creation Date	Title	Status
◉	01/04/2008	Quantity Variance Options - Invoice: 5106014507 Item: 000007	◇
◉	02/20/2008	Resolve Invoice Block for Quantity Diff. OFFICE DEPOT INC/FIL...	◇

Business Workplace

Double-click on the "Resolve Invoice Block for Quantity Diff…" work item to open it.

Business Workplace of Test ID for SRM Requisitioner SRMRQ

New message | Find folder | Find document | Appointment calendar | Distribution lists

- Workplace: Test ID for SRM Requisitioner SRMRQ
  - Inbox
    - Unread Documents 0
    - Documents 0
    - Workflow 2
      - Grouped according to content
      - Grouped according to content type
      - Grouped according to sort key
      - Grouped according to task
    - Overdue entries 0
    - Deadline messages 0
    - Incorrect entries 0
  - Outbox
  - Resubmission
  - Private folders
  - Shared folders
  - Folders subscribed to
  - Trash

Workflow 2

Executable	Creation Date	Title	Status
	01/04/2008	Quantity Variance Options - Invoice: 5106014507 Item: 000007	
	02/20/2008	Resolve Invoice Block for Quantity Diff. OFFICE DEPOT INC/FIL...	

Business Workplace

3.Understanding the Blocked Invoice Information/Resolution screen

This section shows the basic information about the Purchase Order line item related to this Invoice.
In addition, it also shows the transactions that occurred (Goods Receipts and Invoices) related to the line item.

Resolve Invoice Blocked for Quantity Difference

Menu ▲ | ▶ | Back | Cancel | Tools ▲ | Update Workflow

| SRM Purchase Order | 2000254207 | Vendor's ID and Name | 1008121 Ortho Clinical Diagnostics Inc | Document Date | 11/15/2007 |

Item Detail

| Item | 1 | Description | rhogam #780525 | Quantity | 1 | Order Unit | Pack | Net Price | 2,000.00 |

| Requisitioner's ID | MBALDWI1 | Requisitioner's Name | Michael Baldwin | Material | |

Purchase Order History

Category	MvT	Posting Date	Posted By	∑Quantity	Order Unit	Unit Price			Invoice Type
Goods Receipt	101	11/21/2007	Shawn Mcclain	1.000	Pack	2000.00			
Goods receipt subtotal:				**1.000**	**Pack**				
Invoice		11/28/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20		Paper Invoic
Invoice		12/05/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20	Display	Paper Invoic
Invoice receipt subtotal:				**2.000**	**Pack**		**4,136.40**		
				1.000-	Pack		2,136.40-		

Purchase Order Item Information

▷ R3Q (800)

The next section that we will look at is the Goods Receipt information. The Goods Receipt line item will be missing if no Goods Receipt was done. As you can see, the name of the person who did the Goods Receipt is displayed.

Resolve Invoice Blocked for Quantity Difference

| Menu ▾ | ▶ | Back | Cancel | Tools ▾ | Update Workflow |

| SRM Purchase Order | 2000254207 | Vendor's ID and Name | 1008121 Ortho Clinical Diagnostics Inc | Document Date | 11/15/2007 |

Item Detail

| Item | 1 | Description | rhogam #780525 | Quantity | 1 | Order Unit | Pack | Net Price | 2,000.00 |

| Requisitioner's ID | MBALDWI1 | Requisitioner's Name | Michael Baldwin |

Goods Receipt Information

Purchase Order History

Category	MvT	Posting Date	Posted By	∑Quantity	Order Unit	Unit Price	∑Amount	Attachments	Invoice Type
Goods Receipt	101	11/21/2007	Shawn Mcclain	1.000	Pack	2000.00	2,000.00		
Goods receipt subtotal:				**1.000**	**Pack**		**2,000.00**		
Invoice		11/28/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20		Paper Invoic
Invoice		12/05/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20	Display	Paper Invoic
Invoice receipt subtotal:				**2.000**	**Pack**		**4,136.40**		
				1.000-	Pack		2,136.40-		

▷ R3Q (800)

The next item that we will look at is the Invoice line items. In this case, there is more than one Invoice posted to this Purchase Order. The red highlighted invoice is the Invoice that is blocked and the one that relates to this work item.

Resolve Invoice Blocked for Quantity Difference

| Menu ⌄ | ▶ | Back | Cancel | Tools ⌄ | | Update Workflow |

| SRM Purchase Order | 2000254207 | Vendor's ID and Name | 1008121 Ortho Clinical Diagnostics Inc | Document Date | 11/15/2007 |

Item Detail

| Item | 1 | Description | rhogam #780525 | Quantity | 1 | Order Unit | Pack | Net Price | 2,000.00 |

| Requisitioner's ID | MBALDWI1 | Requisitioner's Name | Michael Baldwin | Material | |

Invoice Information

Purchase Order History

Category	MvT	Posting Date	Posted By	�sQuantity	Order Unit	Unit Price	�sAmount	Attachments	Invoice Type
Goods Receipt	101	11/21/2007	Shawn Mcclain	1.000	Pack	2000.00	2,000.00		
Goods receipt subtotal:				**1.000**	**Pack**		**2,000.00**		
Invoice		11/28/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20		Paper Invoic
Invoice		12/05/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20	Display	Paper Invoic
Invoice receipt subtotal:				**2.000**	**Pack**		**4,136.40**		
				1.000-	Pack		2,136.40-		

R3Q (800)

In all cases, a total quantity difference is displayed.

Resolve Invoice Blocked for Quantity Difference

Menu ▲ | ▶ | Back | Cancel | Tools ▲ | Update Workflow

| SRM Purchase Order | 2000254207 | Vendor's ID and Name | 1008121 Ortho Clinical Diagnostics Inc | Document Date | 11/15/2007 |

Item Detail

| Item | 1 | Description | rhogam #780525 | Quantity | 1 | Order Unit | Pack | Net Price | 2,000.00 |

| Requisitioner's ID | MBALDWI1 | Requisitioner's Name | Michael Baldwin | Material | |

Purchase Order History

Category	MvT	Posting Date	Posted By	ΣQuantity	Order Unit		...ount	Attachments	Invoice Type
Goods Receipt	101	11/21/2007	Shawn Mcclain	1.000	Pack		0.00		
Goods receipt subtotal:				▪ **1.000**	**Pack**		..0.00		
Invoice		11/28/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20		Paper Invoic
Invoice		12/05/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20	Display	Paper Invoic
Invoice receipt subtotal:				▪ **2.000**	**Pack**	▪	**4,136.40**		
				1.000-	Pack		2,136.40-		
Quantity differences:				▪ **1.000-**	**Pack**	▪	**2,136.40-**		

Quantity Difference Total

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There is also a new link on this screen that enables users to view the scanned image of the Invoice if it is attached. It is located in the "Attachments" column. Click the "Display" button to view.

Resolve Invoice Blocked for Quantity Difference

| Menu ▲ | ▶ | Back | Cancel | Tools ▲ | | Update Workflow |

| SRM Purchase Order | 2000254207 | Vendor's ID and Name | 1008121 Ortho Clinical Diagnostics Inc | | Document Date | 11/15/2007 |

Item Detail

| Item | 1 | Description | rhogam #780525 | | Quantity | 1 | Order Unit | Pack | | Net Price | 2,000.00 |

| Requisitioner's ID | MBALDWI1 | Requisitioner's Name | Michael Baldwin | | ...terial | |

Link to view the Invoice. Click Display.

Purchase Order History

Category	MvT	Posting Date	Posted By		ΣQuantity	Order Unit	Unit Price		ΣAmount	Attachments	Invoice Type
Goods Receipt	101	11/21/2007	Shawn Mcclain		1.000	Pack	2000.00		2,000.00		
Goods receipt subtotal:				▪	**1.000**	**Pack**		▪	**2,000.00**		
Invoice		11/28/2007	Diana Marie Hulson		1.000	Pack	2068.20		2,068.20		Paper Invoic
Invoice		12/05/2007	Diana Marie Hulson		1.000	Pack	2068.20		2,068.20	Display	Paper Invoic
Invoice receipt subtotal:				▪	**2.000**	**Pack**		▪	**4,136.40**		
					1.000-	Pack			2,138.40-		
Quantity differences:				▪	**1.000-**	**Pack**		▪	**2,136.40-**		

Double click on the document "AP Invoices – PDF format ONLY" to display the document.

Resolve Invoice Blocked for Quantity Difference

Menu ▲ | ▶ | Back | Cancel | Tools ▲ | Update Workflow

SRM P | Attachment list | ⊠ | gnostics Inc | Document Date | 11,

Attachment(s) for JHEN51002732352008

	Title	Creator Name	Created On
	AP Invoices - PDF format ONLY		01/02/2008

rder Unit | Pack | Net Price | 2,000.

Material

Link to view the Invoice. Double Click on the name.

Purch

Cate		¤Amount	Attachments	Invoi
Good		2,000.00		
Good		**2,000.00**		
Invoi		2,068.20		Pap
Invoi		2,068.20	Display	Pap
Invoi	▪	**4,136.40**		
	1.000-Pack	2,136.40-		
Quantity differences:	▪	1.000-Pack	▪	2,136.40-

✓ Confirm ✗

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If you use the scroll bar and scroll to the right there is information about the "Invoice Type" (electronic or paper), "SAP Doc number", and "Vendor Invoice number."

Resolve Invoice Blocked for Quantity Difference

Menu ▲ | ▶ | Back | Cancel | Tools ▲ | | Update Workflow

Item Detail

Item 1   Description rhogam #780525   Quantity 1   Order Unit Pack   00.00

Requisitioner's ID   MBALDWI1   Requisitioner's Name   Michael Baldwin

Additional Invoice Information.

Purchase Order History

Category	MvT	Posting Date	Price	ΣAmount	Attachments	Invoice Type	SAP Doc #	Vendor Invoice #	Quantity Block
Goods Receipt	101	11/21/2007	00.00	2,000.00			5001941026		
Goods receipt subtotal:				**2,000.00**					
Invoice		11/28/2007	68.20	2,068.20		Paper Invoice	5105972755	27138227 SO	No
Invoice		12/05/2007	68.20	2,068.20	Display	Paper Invoice	5105982371	27138227	Yes
Invoice receipt subtotal:				**4,136.40**					
				2,136.40-					
Quantity differences:				**2,136.40-**					

Scroll bar.

Page 20

4. Actions Available to Resolve the Quantity Discrepancy

Enter a Goods Receipt

- Enter a Goods Receipt
  - Used When: The Goods Receipt quantity is less than the Invoice(s) quantity or there is no Goods Receipt. This is the most common reason for the blocked Invoice.
- TIP: If this is a multiple line item order, each item in which the Invoice is blocked will receive its own work item.
- It may be more efficient to copy down the Purchase Order number, access the Shopping Cart module (SRM), and complete the Confirmation (goods receipt) for the whole Purchase Order.

IMPORTANT NOTE – This new process does not replace the current Confirmation (Goods Receipt) process. A large majority of these work items will not appear if Confirmations are completed in SRM as the items arrive.

Analyze the work item to determine the necessary action. If you determine that you HAVE received the item(s) and want to enter a Goods Receipt for just this line, scroll down.

System Help

Resolve Invoice Blocked for Quantity Difference

Update Workflow

| SRM Purchase Order | 2000293813 | Vendor's ID and Name | 1003221 Dell Computer Corp | te | 01/16/2008 |

Item Detail

| Item 1 | Description | Latitude D830;IntelREG CoreTM 2 | Quantity | 1 | Order Unit | Ea | 1,729.02 |

| Requisitioner's ID | PSHARP1 | Requisitioner's Name | Patrice Sharp |

Purchase Order History

Category	MvT	Posting Date	Posted By	Σ	Quantity	Order Unit	Unit Price	Σ	Amount	Attachments	Invoice Typ
Invoice		01/20/2008	Production Service User...		1.000	Each	1729.02		1,729.02		Electronic
Invoice receipt subtotal:				▪	**1.000**	**Each**		▪	**1,729.02**		
					1.000-	Each			1,729.02-		
Quantity differences:				▪	**1.000-**	**Each**		▪	**1,729.02-**		

2. Scroll Down to the "Enter a Goods Receipt" action.

At the "Enter a Goods Receipt" action, enter the quantity of items that you received, and click **Submit**.

Resolve Invoice Blocked for Quantity Difference

Update Workflow

Purchase Order History

Category	MvT	Posting Date	Posted By	Σ	Quantity	Order Unit	Unit Price	Σ	Amount	Attachments	Invoice Type
Invoice		01/20/2008	Production Service User...		1.000	Each	1729.02		1,729.02		Electronic In
Invoice receipt subtotal:				■	**1.000**	**Each**		■	**1,729.02**		
					1.000-	Each			1,729.02-		
Quantity differences:				■	**1.000-**	**Each**		■			

3. Enter the quantity and Click Submit.

Enter a Goods Receipt

There have been no goods receipts entered for this Purchase Order, or previously entered goods receipts were cancelled. Please enter the quantity of the goods or services actually received.

Quantity [   ] Submit

Note the document number created at the bottom of the screen.

Resolve Invoice Blocked for Quantity Difference

Update Workflow

| SRM Purchase Order | 2000250234 | Vendor's ID and Name | 1006925 Medical Marketing Inc | Document Date | 11/09/20 |

Item Detail

| Item 1 | Description | Grey Stackable Tote Bin 18x11x6 | Quantity | 6 | Order Unit | Box | Net Price | 112.00 |

| Requisitioner's ID | NMOWERY1 | Requisitioner's Name | Neal Mowery | Material | |

Purchase Order History
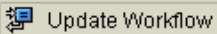
4. Note the document number.

Category	MvT	Posting Date	Posted By	ty	Order Unit	Unit Price Σ	Amount	Attachments	Invoice Typ
Goods Receipt	101	11/21/2007	Shawn Mcclain	0	Box	112.00	560.00		
Goods receipt subtotal:				0	**Box**	■	**560.00**		
Invoice		12/10/2007	Sabrina Wolf	6.000	Box	118.55	711.30	Display	Paper Invo
Invoice receipt subtotal:				■	**6.000 Box**	■	**711.30**		
					1.000- Box		151.30-		
Quantity differences:				■	**1.000- Box**	■	**151.30-**		

✅ Document 5002069816 successfully created

Go to the top left of the work item and click the **Update Workflow** button.

Resolve Invoice Blocked for Quantity Difference

[Update Workflow]

Purchase Order History

Category	MvT	Posting Date		Quantity	Order Unit	Unit Price	Σ	Amount	Attachments	Invoice Type
Invoice		01/20/2008		1.000	Each	1729.02		1,729.02		Electronic Ir
Invoice receipt subtotal:				**1.000**	**Each**		▪	**1,729.02**		
				1.000-	Each			1,729.02-		
Quantity differences:				**1.000-**	**Each**		▪	**1,729.02-**		

5. Click Update Workflow

Enter a Goods Receipt

There have been no goods receipts entered for this Purchase Order, or previously entered goods receipts were cancelled. Please enter the quantity of the goods or services actually received.

Quantity [   ] [Submit]

The work item will disappear from the screen and return you back to your Inbox.

Business Workplace of Robert Sicoli

Menu ⊿ | ▶ | Back | Cancel | Tools ⊿ | | New message | Find folder | Find document | Appointment calendar | Distribution lists

▼ Workplace: Robert Sicoli
  ▼ Inbox
    Unread Documents 0
    Documents 0
    ▼ ▶ Workflow 417
      ▶ Grouped according to content
      ▶ Grouped according to content type
      ▶ Grouped according to sort key
      ▶ Grouped according to task
    ▶ Overdue entries 0
    ▶ Deadline messages 0
    ▶ Incorrect entries 0
  ▶ Outbox
  ▶ Resubmission
  ▶ Private folders
  ▶ Shared folders
  ▶ Folders subscribed to

Workflow 417

Executable	Creation Date	Title
⬦	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC 5
⬦	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC 5
⬦	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC 5
⬦	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC 5
⬦	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC 5
⬦	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC 5
⬦	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC 5
⬦	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC 5
⬦	02/29/2008	Resolve Invoice Block for Quantity Diff. QUALITY INFORMATION P.
⬦	02/29/2008	Resolve Invoice Block for Quantity Diff. QUALITY INFORMATION P.
⬦	02/29/2008	Resolve Invoice Block for Quantity Diff. RMS OMEGA TECHNOLO(
⬦	02/29/2008	Resolve Invoice Block for Quantity Diff. SARSTEDT INC 51059959
⬦	02/29/2008	Resolve Invoice Block for Quantity Diff. SIEMENS HEALTHCARE [

Defer the Work Item

- Defer the Work Item

  - Used When: The Invoice has been posted before the goods have actually been received.

- This will cause the work item to be removed from your inbox. The item will return once the deferred days have expired.

- Not to exceed 10 days.

Analyze the work item to determine the necessary action. If you determine that you HAVE NOT received the item(s) or for some other reason, and want to defer the work item, scroll down.

2. Scroll Down to the "Defer the Work Item" action.

Scroll down to the "Defer the Work Item" action, enter the number of day(s) to defer (not to exceed 10 days), and click **Submit**.

3. Enter the Day(s) and Click Submit.

Defer the Work Item

If the goods related to the invoice(s) above were not yet received or services were not yet rendered and/or you want to defer this work ple[...] to defer the work item and click on the Submit button to execute. The work item will be deleted from your inbox for the number of days spe[...] to your inbox if the invoice is still blocked after the number of days specified.

Day(s) [   ]   Submit

The work item will disappear from the screen and return you back to your Inbox.

Business Workplace of Robert Sicoli

| Menu ⊿ | ▶ | Back | Cancel | Tools ⊿ | | New message | Find folder | Find document | Appointment calendar | Distribution lists |

▼ 🖥 Workplace: Robert Sicoli
  ▼ 📂 Inbox
      📑 Unread Documents 0
      📑 Documents 0
    ▼ ▶ Workflow 417
      ▶ 📁 Grouped according to content
      ▶ 📁 Grouped according to content type
      ▶ 📁 Grouped according to sort key
      ▶ 📁 Grouped according to task
      ▶ Overdue entries 0
      ▶ Deadline messages 0
      ▶ Incorrect entries 0
  ▶ 📂 Outbox
  ▶ 📂 Resubmission
  ▶ 📂 Private folders
  ▶ 📂 Shared folders
  ▶ 📂 Folders subscribed to

Workflow 417

Executable	Creation Date	Title
✅	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ⸱
✅	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ⸱
✅	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ⸱
✅	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ⸱
✅	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ⸱
✅	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ⸱
✅	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ⸱
✅	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ⸱
✅	02/29/2008	Resolve Invoice Block for Quantity Diff. QUALITY INFORMATION P⸱
✅	02/29/2008	Resolve Invoice Block for Quantity Diff. QUALITY INFORMATION P⸱
✅	02/29/2008	Resolve Invoice Block for Quantity Diff. RMS OMEGA TECHNOLO⸱
✅	02/29/2008	Resolve Invoice Block for Quantity Diff. SARSTEDT INC 51059959
✅	02/29/2008	Resolve Invoice Block for Quantity Diff. SIEMENS HEALTHCARE ⸱

Changing the Purchase Order

- ## Changing the Purchase Order
  - Used When: You receive more items than you ordered and would like to keep, and pay for, the additional items.

- You must indicate in the notes section what you want done, which will be communicated to Supply Chain Shared Services.

- After the purchase order gets changed, you should do a Confirmation (Goods Receipt) for the additional quantity so that the blocked Invoice gets paid.

Analyze the work item to determine the necessary action. If you determine that you want to change the Purchase Order, scroll down.

Resolve Invoice Blocked for Quantity Difference

| Menu ⬛ ▶ | Back | Cancel | Tools ⬛ | Update Workflow |

| SRM Purchase Order | 2000227944 | Vendor's ID and Name | 1008156 Owens And Minor | Date | 10/11/2007 |

Item Detail

| Item | 1 | Description | SCALE DETECTO DIET | Quantity | 2 | Order Unit | | 71.84 |

| Requisitioner's ID | MARMSTR2 | Requisitioner's Name | Michael Armstrong | | 12 |

Purchase Order History

| 🔍 | 🖶 | ▼ | 📖 | ▼⬛ | 📄 | 🖶 | 🔀 | 📤 | ▦ | 🔄 |

Category	MvT	Posting Date	Posted By		∑Quantity	Order Unit	Unit Price	∑Amount	Attachments	Invoice Type
Goods Receipt	101	10/30/2007	Terrence St.rose		2.000	Each	71.84	143.68		
Goods receipt subtotal:				▪	**2.000**	**Each**	▪	**143.68**		
Invoice		10/31/2007	Production Service User P		2.000	Each	68.06	136.12		Electronic In
Invoice		12/22/2007	Production Service User P		2.000	Each	68.06	136.12		Electronic In
Invoice receipt subtotal:				▪	**4.000**	**Each**	▪	**272.24**		
					2.000-	Each		128.56-		
Quantity differences:				▪	**2.000-**	**Each**	▪	**128.56-**		

▷ R3Q (800)

2. Scroll Down to the "Change the Purchase Order" action.
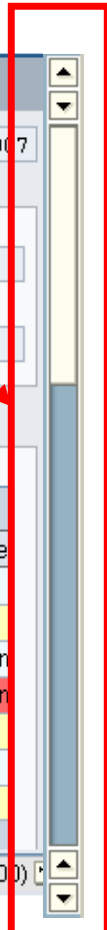
Scroll down to the "Change the Purchase Order" action and click **Submit**. A note box will appear.

3. Click Submit.

Change the Purchase Order

If you want to increase the quantity of the Purchase Order for this line item due to an overshipment or duplicate shipment in which you are accepting and planning to keep the additional goods and have the authorization or have received the approval to do so, then enter the additional quantity and provide an explanation in the comments section after clicking on the Submit button. A work item with your request will route to a buyer in the Supply Chain Shared Services Organization to make this change. After the Purchase Order has been changed, a goods receipt can be entered to match the invoice.

Submit

Type in a note that will be sent to Supply Chain Shared Services. Then click the green checkmark in the lower left corner to complete the transaction.

Menu ▲ | ▶ | Back | Cancel | Tools ▲ | | New message | Find folder | Find document | Appointment

☑ Create note ⊠

Title of note | Note created by RSICOLI1 on 03/01/2008

Please add an additional 2 items to this Purchase Order.

4. Type in a note.

5. Click the green check.
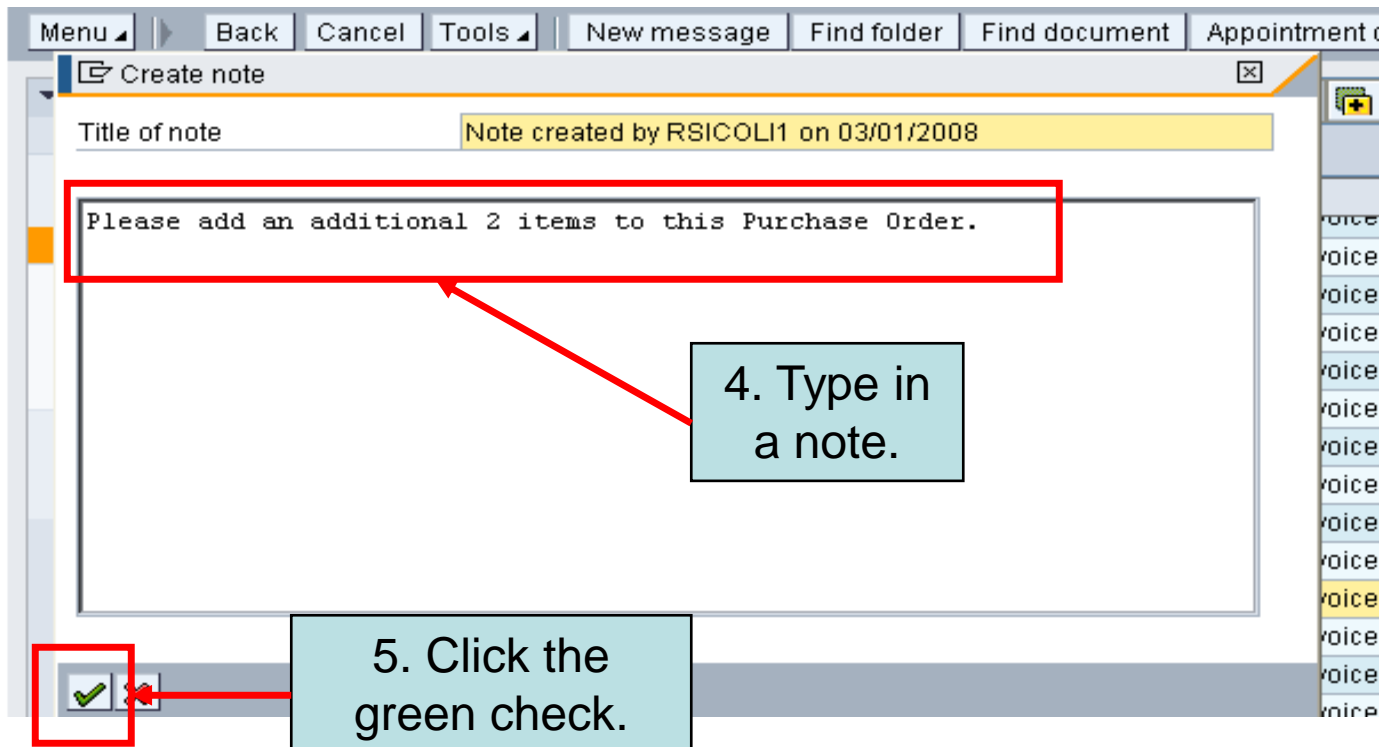
The work item will disappear from the screen and return you to your Inbox.

Business Workplace of Robert Sicoli

Menu ▲ ▶ | Back | Cancel | Tools ▲ | New message | Find folder | Find document | Appointment calendar | Distribution lists

▼ 🪑 Workplace: Robert Sicoli
  ▼ 🗁 Inbox
    📨 Unread Documents 0
    📨 Documents 0
  ▼ ▶ Workflow 416
    ▶ 📁 Grouped according to content
    ▶ 📁 Grouped according to content type
    ▶ 📁 Grouped according to sort key
    ▶ 📁 Grouped according to task
    ▶ Overdue entries 0
    ▶ Deadline messages 0
    ▶ Incorrect entries 0
  ▶ 🗁 Outbox
  ▶ 📖 Resubmission
  ▶ 📁 Private folders
  ▶ 🌐 Shared folders

Workflow 416

Executable	Creation Date	Title
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC
🔷	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC
🔷	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC
🔷	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC
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🔷	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC
🔷	02/29/2008	Resolve Invoice Block for Quantity Diff. QUALITY INFORMATION P.
🔷	02/29/2008	Resolve Invoice Block for Quantity Diff. QUALITY INFORMATION P.
🔷	02/29/2008	Resolve Invoice Block for Quantity Diff. SARSTEDT INC 51059959
🔷	02/29/2008	Resolve Invoice Block for Quantity Diff. SIEMENS HEALTHCARE [
🔷	02/29/2008	Resolve Invoice Block for Quantity Diff. SIEMENS HEALTHCARE [

Canceling the Invoice

- Canceling the Invoice
  - Used When: The Invoice from the vendor is incorrect OR has been entered incorrectly.
- You must put a note in to tell Accounts Payable Shared Services why you want the Invoice canceled.
- Please contact the vendor for the action that needs to happen with the Invoice or what the problem is. For example, does a corrected Invoice need to be sent, are you returning items, or did you receive a duplicate Invoice, etc.,?
  NOTE: AP Shared Services cannot alter an invoice; if an invoice needs to be changed, the vendor has to do it and resubmit.

Analyze the work item to determine the necessary action. If you determine that you want to cancel the Invoice, scroll down.

Resolve Invoice Blocked for Quantity Difference

| Menu ▲ | ▶ | Back | Cancel | Tools ▲ | | Update Workflow |

| SRM Purchase Order | 2000227944 | Vendor's ID and Name | 1008156 Owens And Minor | Date | 10/11/2007 |

2. Scroll Down to the "Cancel the Invoice" action.

Item Detail

| Item | 1 | Description | SCALE DETECTO DIET | Quantity | 2 | Order Unit | | 71.84 |

| Requisitioner's ID | MARMSTR2 | Requisitioner's Name | Michael Armstrong | Material | 31912 |

Purchase Order History

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Invoice receipt subtotal:				▪	**4.000**	**Each**		▪	**272.24**		
					2.000-	Each			128.56-		
Quantity differences:				▪	**2.000-**	**Each**		▪	**128.56-**		

▷ R3Q (800)

At the "Cancel the Invoice" action, click **Submit**. A note box will appear.

3. Click Submit.

Cancel the Invoice

If the invoice entered is incorrect, please call the vendor to send a new corrected invoice. Press the Submit button to send a work item to Accounts Payable Shared Services to cancel the invoice. If the invoice is a duplicate to one previously entered for this Purchase Order Line item, then this invoice will be canceled.

Submit

Type a note that will be sent to Accounts Payable Shared Services. Then click the green checkmark in the lower left corner to complete the transaction.

Create note

Title of note   Note created by RSICOLI1 on 03/01/2008

Please cancel this invoice. I ordered and received only 2.

4. Type in a note.

5. Click the green check.

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The work item will disappear from the screen and return you to your Inbox.

Business Workplace of Robert Sicoli

Menu | Back | Cancel | Tools | New message | Find folder | Find document | Appointment calendar | Distribution lists

Workflow 419
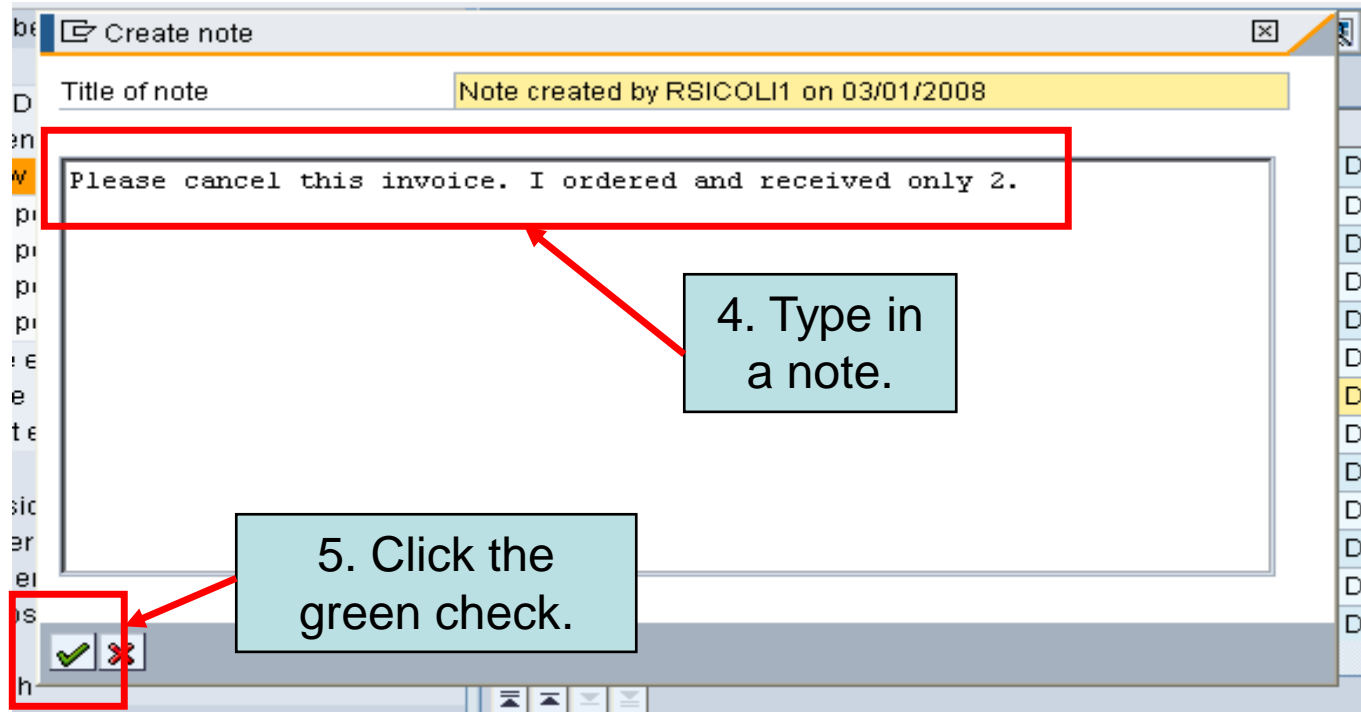
- Workplace: Robert Sicoli
  - Inbox
    - Unread Documents 0
    - Documents 0
    - Workflow 419
      - Grouped according to content
      - Grouped according to content type
      - Grouped according to sort key
      - Grouped according to task
    - Overdue entries 0
    - Deadline messages 0
    - Incorrect entries 0
  - Outbox
  - Resubmission
  - Private folders
  - Shared folders
  - Folders subscribed to
  - Trash

Executable	Creation Date	Title
👁	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC 5
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👁	02/29/2008	Resolve Invoice Block for Quantity Diff. QUALITY INFORMATION P.
👁	02/29/2008	Resolve Invoice Block for Quantity Diff. QUALITY INFORMATION P.
👁	02/29/2008	Resolve Invoice Block for Quantity Diff. RMS OMEGA TECHNOLO(
👁	02/29/2008	Resolve Invoice Block for Quantity Diff. SARSTEDT INC 51059959

In Conclusion

In order to resolve invoices that were blocked due to a quantity difference, you must:

- Check your ECC Inbox regularly.

- Double-click the blocked invoice work item to access it.

- Analyze the Blocked Invoice Information/Resolution screen.

- Decide on a course of action.

- Take action to resolve the discrepancy:
  – Enter a goods receipt
  – Defer the work item
  – Change the purchase order
  – Cancel the invoice