FastFacts
Feature Presentation

March 4, 2008

We are using audio during this session, so please dial in to our conference line...

- Phone number: 877-322-9648
- Participant code: 182500
Today’s Topic

- We’ll be taking a look at...
  - Resolving Blocked Invoice Work Items (Quantity Discrepancy)
Today’s Presenter

- Bob Sicoli
  SAP Trainer for the Johns Hopkins Health System
Session Segments

- Presentation
  - Bob will show you how to resolve invoices blocked for quantity discrepancies in the R/3 Inbox.
  - During Bob’s presentation, your phone will be muted.
- Q&A
  - After the presentation, we’ll hold a Q&A session.
  - We’ll open up the phone lines, and you’ll be able to ask questions.
  - Bob will answer as many of your questions as time allows.
Contact Us

- If you would like to submit a question during the presentation or if you’re having technical difficulties, you can email us at: fastfacts@jhu.edu
- You can also send us an instant message!
  - GoogleTalk – HopkinsFastFacts@gmail.com
  - AOL Instant Messenger – HopkinsFastFacts
  - MSN – FastFacts@jhu.edu
At the end of this FastFacts session, we’ll ask you to complete a short survey.

Your honest comments will help us to enhance and improve future FastFacts sessions.
Resolving Blocked Invoice Work Items (Quantity Discrepancy)
New Enhancements

- This presentation highlights the New Enhancements to the Quantity Discrepancy Work Items that you receive in the R/3 Inbox.
- The enhancements make resolving Blocked Invoices due to quantity differences simpler and faster.
- The information needed to analyze the issue and actions to take are all on ONE screen.
- A new action has been added for Blocked Invoices on items that have not been physically received yet.

**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.
Agenda

Today we will cover ...
1. Why invoices get blocked due to quantity discrepancies and the consequences of not resolving them.
2. How to access the “Blocked for Quantity” R/3 Inbox work items.
3. How to analyze the Blocked Invoice Information/Resolution screen.
4. The actions necessary to resolve the discrepancy:
   - Enter goods receipt
   - Defer the work item
   - Change the purchase order
   - Cancel the invoice
1. Why Does an Invoice Get Blocked for Quantity Discrepancies?
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: If the...

- 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 R/3 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 work item in their R/3 Inbox and an email in their regular email account.
- If NO Goods Receipt has been done on the Purchase Order – The person who requested the items will receive an Invoice Blocked for Quantity Difference work item in their R/3 Inbox and an email in their regular email account.
- This is a work item – An action must take place to remove it.
Blocked for Quantity Discrepancies

- Some of the Consequences for not resolving Blocked invoices are:
  - 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 “Blocked for Quantity” R/3 Inbox Work Items
Accessing the WebGUI R/3 Inbox

- Click the **R/3 Inbox** tab at the top of the SAP portal screen.

Welcome to the Johns Hopkins SAP Portal!

**ATTENTION HR MANAGERS: Deadline for Hiring Actions ** **(2/18)**
Please be aware that there will be an outage for processing any Hire, Rehire, Reinstatement and Employee Reassignment Internal Service Request forms so that the enhanced Hire ISR form can be implemented.

To ensure any Hire, Rehire, Reinstatement and Employee Reassignment ISRs are not impacted by this outage, the ISRs need to be submitted and approved in workflow and received by HR Shared Services by no later than close of business on Tuesday, March 4. Any ISRs of this type received after this will be rejected and will have to be resubmitted after the enhanced Hire ISR is implemented, which will be on March 9.

A job aid is being prepared and two FastFacts sessions are being developed to explain how to use the new form. These will be communicated soon.
Accessing the WinGUI R/3 Inbox

- Click the button on the User Menu.
Accessing the R/3 Inbox

- The Inbox will open. Click on the arrows to the left of the Inbox and Workflow folders to view work items.
Executing the Work Item

- Double-click the “Resolve Invoice Block for Quantity Diff...” work item to open it.

*Business Workplace of Test ID for SRM Requisition SRMRQ*

<table>
<thead>
<tr>
<th>Executable</th>
<th>Creation Date</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>01/08/2008</td>
<td>Quantity Variance Options - Invoice: 5108014507 Item: 000007</td>
</tr>
<tr>
<td></td>
<td>02/20/2008</td>
<td>Resolve Invoice Block for Quantity Diff, OFFICE DEPOT INC/FILE</td>
</tr>
</tbody>
</table>
3. Analyzing the Blocked Invoice Information/Resolution Screen
The first section will show the basic information about the purchase order line item related to this invoice.

In addition, it shows the transactions that occurred (goods receipts and invoices) related to the line item.

Resolve Invoice Blocked for Quantity Difference

<table>
<thead>
<tr>
<th>Category</th>
<th>Posting Date</th>
<th>MvT</th>
<th>Posted By</th>
<th>Quantity</th>
<th>Order Unit</th>
<th>Unit Price</th>
<th>Amount</th>
<th>Invoice Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice</td>
<td>11/28/2007</td>
<td>100</td>
<td>Diana Marie Hulson</td>
<td>1.000</td>
<td>Pack</td>
<td>2068.20</td>
<td>2068.20</td>
<td>Paper Invoice</td>
</tr>
<tr>
<td>Invoice</td>
<td>12/05/2007</td>
<td>100</td>
<td>Diana Marie Hulson</td>
<td>1.000</td>
<td>Pack</td>
<td>2068.20</td>
<td>2068.20</td>
<td>Display</td>
</tr>
</tbody>
</table>
The Goods Receipt(s) will be next. This line will be missing if no goods receipt was done. In the process now, the actual name of the person who did the goods receipt will display.

**Resolve Invoice Blocked for Quantity Difference**

<table>
<thead>
<tr>
<th>Menu</th>
<th>Back</th>
<th>Cancel</th>
<th>Tools</th>
<th>Update Workflow</th>
</tr>
</thead>
<tbody>
<tr>
<td>SRM Purchase Order</td>
<td>2000254207</td>
<td>Vendor's ID and Name</td>
<td>1008121 Ortho Clinical Diagnostics Inc</td>
<td>Document Date</td>
</tr>
</tbody>
</table>

| Item Detail |
|------------------|-------------------|----------------|--------|-----------------|
| Item | Description | Quantity | Order Unit | Pack | Net Price |
| Item 1 | rhogam #780525 | 1.000 | Pack | 2,000.00 |

<table>
<thead>
<tr>
<th>Requisitioner's ID</th>
<th>Requisitioner's Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEALDWIN</td>
<td>Michael Baldwin</td>
</tr>
</tbody>
</table>

| Purchase Order History |
|------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|----------------|
| Category | Posting Date | Posted By | Quantity | Order Unit | Unit Price | Amount | Invoice Type |
| Goods Receipt | 11/21/2007 | Shawn Mcclain | 1.000 | Pack | 2,000.00 | 2,000.00 | |

**Goods receipt subtotal:** 1.000 Pack 2,000.00

| Invoice | Posting Date | Posted By | Quantity | Order Unit | Unit Price | Amount | Invoice Type |
| Invoice | 12/05/2007 | Diana Marie Hulson | 1.000 | Pack | 2,068.20 | 2,068.20 | Display Paper Invoice |

**Invoice subtotal:** 2.000 Pack 4,136.40
The Invoice line(s) will be next. In this case, there is more than one invoice posted to this purchase order line item. 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

<table>
<thead>
<tr>
<th>Category</th>
<th>MvT</th>
<th>Posting Date</th>
<th>Posted By</th>
<th>Quantity</th>
<th>Order Unit</th>
<th>Unit Price</th>
<th>Amount</th>
<th>Attachments</th>
<th>Invoice Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice</td>
<td></td>
<td>11/28/2007</td>
<td>Diana Marie Hulson</td>
<td>1.000</td>
<td>Pack</td>
<td>2068.20</td>
<td>2068.20</td>
<td></td>
<td>Paper Invoic</td>
</tr>
<tr>
<td>Invoice</td>
<td></td>
<td>12/05/2007</td>
<td>Diana Marie Hulson</td>
<td>1.000</td>
<td>Pack</td>
<td>2068.20</td>
<td>2068.20</td>
<td></td>
<td>Display Paper Invoic</td>
</tr>
<tr>
<td>Invoice receipt subtotal:</td>
<td></td>
<td></td>
<td></td>
<td>2.000</td>
<td>Pack</td>
<td>4136.40</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invoice receipt subtotal:</td>
<td></td>
<td></td>
<td></td>
<td>1.000</td>
<td>Pack</td>
<td>2138.40</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
In all cases, a total quantity difference is displayed.

**Resolve Invoice Blocked for Quantity Difference**

<table>
<thead>
<tr>
<th>Item Detail</th>
<th>Item</th>
<th>Description</th>
<th>Quantity</th>
<th>Order Unit</th>
<th>Net Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item 1</td>
<td>rhogem #780525</td>
<td>1</td>
<td>Pack</td>
<td>2,000.00</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requisition's ID</th>
<th>Requisition's Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEALMW1</td>
<td>Michael Baldwin</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Purchase Order History</th>
<th>Category</th>
<th>MVT</th>
<th>Posting Date</th>
<th>Posted By</th>
<th>#Quantity</th>
<th>Order Unit</th>
<th>Unit Price</th>
<th>#Amount Attachments</th>
<th>Invoice Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goods Receipt</td>
<td>Goods</td>
<td>101</td>
<td>11/21/2007</td>
<td>Shawn Mcclain</td>
<td>1.000</td>
<td>Pack</td>
<td>2000.00</td>
<td>2,000.00</td>
<td></td>
</tr>
<tr>
<td>Goods receipt subtotal</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1.000</td>
<td>Pack</td>
<td>2,000.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invoice</td>
<td>Invoice</td>
<td>11/28/2007</td>
<td>Diana Marie Hulson</td>
<td>1.000 Pack</td>
<td>2068.20</td>
<td></td>
<td>2,068.20</td>
<td>2,068.20</td>
<td>Paper Invoice</td>
</tr>
<tr>
<td>Invoice receipt subtotal</td>
<td>Session</td>
<td></td>
<td></td>
<td></td>
<td>2.000</td>
<td>Pack</td>
<td>4,136.40</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quantity differences</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1.000 Pack</td>
<td></td>
<td>2,136.40-</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
There is also a newly added link on this screen to enable users to view the scanned image of the invoice if it is attached. It is located in the Attachment column to the right. Click the Display button to look at the invoice. The Invoice Type details how the invoice was posted.
Double click on the document “AP Invoices – PDF format ONLY” to display the document.
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.
In Summary

In order to resolve Blocked Invoices due to a Quantity Discrepancy, work items you must:

1. Access and check your R/3 Inbox regularly
2. Double Click on the Work Item to open it
3. Analyze the Blocked Invoice Information/Resolution screen
4. Decide on the Course of Action
5. Take action to resolve the discrepancy
4. Actions Available to Resolve the Quantity Discrepancy
Actions for Resolving the Discrepancy

- **Enter a Goods Receipt**
  - Used When: The goods receipt quantity is less than the invoice(s) quantity or there is no goods receipt done at all. This is the most common reason for the blocked invoice.

- **Defer the Work Item**
  - Used When: The invoice has been posted before the goods have actually been received.

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

- **Cancel the Invoice**
  - Used When: The invoice from the vendor is incorrect OR has been entered incorrectly.
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 done at all. This is the most common reason for the blocked invoice.
- TIP: If this is a multiple line 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.
In the example below, there is no goods receipt entered, only an invoice. The quantity difference is 1.

Resolves Invoice Blocked for Quantity Difference

- Item 1: Description - Latitude D830, Intel REG CoreTM 2
  - Quantity: 1
  - Order Unit: Each
  - Net Price: 1,729.02

Purchase Order History:

<table>
<thead>
<tr>
<th>Category</th>
<th>MVT</th>
<th>Posting Date</th>
<th>Posted By</th>
<th>Quantity</th>
<th>Order Unit</th>
<th>Unit Price</th>
<th>Amount</th>
<th>Attachments</th>
<th>Invoice Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice</td>
<td></td>
<td>01/26/2018</td>
<td>Production Service User</td>
<td>1,000 Each</td>
<td>Each</td>
<td>1,729.02</td>
<td>1,729.02</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Invoice receipt subtotal:

| Quantity differences: | | 1,000 Each | 1,729.02 |
Enter a Goods Receipt

If you determine that you HAVE received the item(s), you can enter a goods receipt for just this line.

Resolve Invoice Blocked for Quantity Difference

[Table showing purchase order history with highlighted rows for invoice and quantity differences]
Enter a Goods Receipt

- Scroll down to the “Enter a Goods Receipt” action, enter the quantity of items that you received, and click **Submit**.
After you have pressed the submit button, scroll or go to the top left and press the **Update Workflow** button.

**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.
Enter a Goods Receipt

- The work item will disappear from the screen and return you back to your Inbox.
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 and return after the number of days that you specify in the action.
- Not to exceed 10 days.
Defer the Work Item

- In the same example use previously, you may determine that you have not received the items yet.
If you have NOT received the item(s) yet, you can defer the work item for a number of days until you receive them.
Defer the Work Item

- 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**.
Defer the Work Item

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

- Change 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 put in a note to tell Supply Chain Shared Services what you want done.

- After the purchase order gets changed, you should then go in and do a Confirmation (Goods Receipt) for the additional quantity so the blocked invoice gets paid.
In this case, the total quantity of the invoices is greater than the quantity ordered. Therefore, in order to keep the additional items, you must request that the purchase order be increased so that you can confirm the additional items received.

### Resolve Invoice Blocked for Quantity Difference

<table>
<thead>
<tr>
<th>Item Detail</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Item 1</td>
<td>Description</td>
</tr>
<tr>
<td>Quantity</td>
<td>2</td>
</tr>
<tr>
<td>Requisitioner's ID</td>
<td>MARMSTR2</td>
</tr>
</tbody>
</table>

### Purchase Order History

<table>
<thead>
<tr>
<th>Category</th>
<th>MVT</th>
<th>Posting Date</th>
<th>Posted By</th>
<th>Quantity</th>
<th>Order Unit</th>
<th>Unit Price</th>
<th>Amount</th>
<th>Attachments</th>
<th>Invoice Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goods Receipt</td>
<td>101</td>
<td>10/30/2007</td>
<td>Terrence Strose</td>
<td>2,000</td>
<td>Each</td>
<td>71.84</td>
<td>143.68</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Goods receipt subtotal:</td>
<td></td>
<td></td>
<td></td>
<td>2,000</td>
<td>Each</td>
<td></td>
<td>143.68</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invoice</td>
<td>10/31/2007</td>
<td>Production Service User PI</td>
<td>2,000</td>
<td>Each</td>
<td>68.06</td>
<td>136.12</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invoice receipt subtotal:</td>
<td></td>
<td></td>
<td></td>
<td>2,000</td>
<td>Each</td>
<td></td>
<td>136.12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invoice</td>
<td>12/22/2007</td>
<td>Production Service User PI</td>
<td>4,000</td>
<td>Each</td>
<td>68.06</td>
<td>272.24</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quantity differences:</td>
<td></td>
<td></td>
<td></td>
<td>2,000</td>
<td>Each</td>
<td></td>
<td>128.56</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Change the Purchase Order

- Scroll down to the “Change the Purchase Order” action and click Submit. A note box will appear.

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.
Change the Purchase Order

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

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

- Cancel 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 cancelled.
- Please contact the vendor for the action that needs to happen with the invoice or what the problem is – Send a corrected invoice, you are returning items, they sent a duplicate invoice, ect ...
In the same case as before, if you only received two items, then this is a true duplicate and you would request that this invoice be cancelled.

### Resolve Invoice Blocked for Quantity Difference

<table>
<thead>
<tr>
<th>SRM Purchase Order</th>
<th>Vendor's ID and Name</th>
<th>Document Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000227944</td>
<td>1008156 Owens And Minor</td>
<td>10/11/2007</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item Detail</th>
<th>Item 1</th>
<th>Description</th>
<th>Quantity</th>
<th>Order Unit</th>
<th>Net Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item 1</td>
<td>SCALE DETECT0 DIET</td>
<td>2</td>
<td>Each</td>
<td>71.84</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Requisitioner's ID</th>
<th>Requisitioner's Name</th>
<th>Material</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAPMSTR2</td>
<td>Michael Armstrong</td>
<td>31912</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>MVT</th>
<th>Posting Date</th>
<th>Posted By</th>
<th>%Quantity</th>
<th>Order Unit</th>
<th>Unit Price</th>
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<th>Attachments</th>
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<td></td>
<td></td>
<td></td>
<td>2.000</td>
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<td>143.68</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invoice</td>
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<td>10/31/2007</td>
<td>Production Service User Pr</td>
<td>2.000</td>
<td>Each</td>
<td>68.06</td>
<td>136.12</td>
<td>Electronic Inv</td>
<td></td>
</tr>
<tr>
<td>Invoice</td>
<td>101</td>
<td>12/22/2007</td>
<td>Production Service User Pr</td>
<td>2.000</td>
<td>Each</td>
<td>68.06</td>
<td>136.12</td>
<td>Electronic Inv</td>
<td></td>
</tr>
<tr>
<td>Invoice receipt subtotal:</td>
<td></td>
<td></td>
<td></td>
<td>4.000</td>
<td>Each</td>
<td>272.24</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quantity differences:</td>
<td></td>
<td></td>
<td></td>
<td>2.000</td>
<td>Each</td>
<td>128.56</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Scroll down to the “Cancel the Invoice” action and click the **Submit** button. A note box will appear.

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.
Cancel the Invoice

- 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.

Please cancel this invoice. I ordered and received only 2.
Cancel the Invoice

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

- **Enter a Goods Receipt**
  - Used When: The goods receipt quantity is less than the invoice(s) quantity or there is no goods receipt done at all. This is the most common reason for the blocked invoice.

- **Defer the Work Item**
  - Used When: The invoice has been posted before the goods have actually been received.

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

- **Cancel the Invoice**
  - Used When: The invoice from the vendor is incorrect OR has been entered incorrectly.
In Conclusion

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

- Check your R/3 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
Thank You!

- Thank you for listening.
- We hope this information will be helpful.
We’re going to open the phone lines now!
There will be a slight pause, and then a recorded voice will provide instructions on how to ask questions over this conference call line.
We’ll be answering questions in the order that we receive them.
We’ll also be answering the questions that were emailed to us during the presentation.
If there’s a question that we can’t answer, we’ll do some research after this session, and then email the answer to all participants.
Thank You!

- Thank you for participating!
- We would love to hear from you.
  - Are there certain topics that you would like us to cover in future FastFacts sessions?
  - Would you like to be a FastFacts presenter?
  - Please email us at: fastfacts@jhu.edu
Survey

- Before we close, please take the time to complete a short survey.
- Your feedback will help us as we plan future FastFacts sessions.
- Click this link to access the survey...
  
  http://connectpro28579135.acrobat.com/fastfactssurvey/

Thanks again!