

# *Standard Forms Invoicing Discrepancy Resolution*

## *Chapter 10*



# ***Standard Forms Invoicing Discrepancy Resolution***

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## **Section Objectives**

At the end of this section, you should be able to:

- Understand what causes invoicing discrepancies
- Understand how to avoid creating discrepancies
- Know how to correct invoicing discrepancies

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You will be notified by Payment Processing via email of any invoice discrepancies. The email will contain an image of the invoice, and will identify the NOID type. Once the PO is corrected, send a return email to Payment Processing, to notify the discrepancy processor that the order is ready for invoicing.

### ***Price, Quantity, Unit of Measure, PO Fully Invoiced***

**Cause** – Incorrect price; quantity on invoice is greater than quantity on PO; UOM on PO does not match UOM on PO; PO has been invoiced in full, but invoices for additional quantities are received.

**Prevention** – Contact supplier if unsure of price; do not verbally change an order with a supplier without updating the PO.

#### **Resolution**

1. Find PO with *Document Search*.
2. Click on PO #.
3. Open the form for the PO line that needs modified.
4. Change the Price, Quantity, UOM.
5. Go to Available Actions at top of screen.
6. Choose Save. Click **Go**.
7. Close Form.
8. Go to Available Actions, choose Finalize Revision, click **Go**.
9. Enter Reason for Revision.
10. Uncheck Distribute PO checkbox so the order does not refax to the supplier.
11. Click Save.
12. Close the Revision window.

### ***Item Missing***

**Cause** – Item on Invoice does not exist on the PO.

**Prevention** – Do not verbally add to or change an order with a supplier without updating the PO.

#### **Resolution**

1. Note original PO #.
2. Open same type of form as the original PO & key in supplier and line item information.
3. Go to Available Actions at top of screen, select Add to PO Revision, Click **Go**.
4. Enter PO #, click **Go**.
5. Select PO by clicking the Action button.
6. Click Add to PO. Note confirmation message saying item was successfully added.
7. Click Close.

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## ***Item Missing (cont'd)***

8. Go To *Document Search*.
9. Find original PO, click on PO #.
10. Go to Available Actions, choose Finalize Revision, click **Go**.
11. Enter Reason for Revision.
12. Uncheck Distribute PO checkbox so the order does not refax to the supplier.
13. Click Save.
14. Close the Revision window.

## ***Supplier***

**Cause** – Supplier name on invoice differs from supplier name on PO.

**Prevention** – This can occur through no fault of the purchaser, if the supplier changes names, is acquired by another company, etc. If you need assistance in choosing the correct supplier, contact PantherExpress Customer Service.

### **Resolution**

1. Go to *Document Search*.
2. Locate the requisition associated with the PO with the NOID.
3. Click on the Requisition Number.
4. Go to Available Actions, select Copy to New Cart, click **Go**. The copy opens.
5. Click on Forms Link for the first line item. Enter the correct supplier name. Make sure to update the Supplier Distribution with your own email address since you do not want the order to get re-sent to the supplier. The Supplier Distribution is a required field.
6. Go to Available Actions, select Save, Click **Go**. Close the form.
7. Repeat for each line item in the order.
8. Submit Requisition. Note the PO # of the new order in your return email to Payment Processing.
9. Locate the original PO. Click on the PO #.
10. Click on the Purchase Order tab.
11. Scroll to see the PO lines. Click the checkbox at the end of each line.
12. Go to the Selected Line Items dropdown menu; Cancel PO lines will default.
13. Click **Go**. Enter Reason for Cancel.
14. A question appears: “Would you like to create Revision now?”. Click Yes.
15. Enter reason for revision.
16. Uncheck Distribute PO checkbox. Click Save.
17. Close Revision window.

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## ***Line Cancelled***

**Cause** – A PO line is canceled before invoicing has been completed.

**Prevention** – Do not cancel a valid PO line.

### **Resolution**

1. Find PO with *Document Search*.
2. Click on the PO #.
3. Scroll to the line level. Click the checkbox for the line to Uncancel.
4. Go to the Selected Line Item dropdown. Uncancel Selected PO Lines will default.
5. Click **Go**.
6. Enter the reason for Uncanceling.
7. Respond *Yes* to the message, “Would you like to create revision now?”
8. Enter the reason for the revision.
9. Uncheck Distribute PO checkbox. Click Save.
10. Close the Revision window.

## ***Disabled Account No.***

**Cause** – Account no. entered in PO is disabled before invoicing occurs.

**Prevention** – Do not charge items to accounts when they are due to expire.

### **Resolution**

1. Find PO using *Document Search*.
2. Click on PO number.
3. Click on Purchaser Order tab.
4. Click on Edit in the Accounting Codes area.
5. Modify the charge account.
6. Click Save.
7. Go to Available Actions drop down.
8. Choose Finalize Revision, click **Go**.
9. Enter Reason for Revision.
10. Make sure Distribute PO is unchecked.
11. Click Save.
12. Click Close.

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## ***Blanket Invoice Exceeds Funds***

**Cause** – Occurs on blanket orders when dollar amount invoiced exceeds dollar amount in the order.

**Prevention** – Allocate sufficient funds when you create the order, and monitor spending on the PO.

### **Resolution**

1. Find PO with *Document Search*.
2. Click on PO #.
3. Open the form for the PO line that needs modified.
4. Change the Blanket Order total, adding additional dollars to the current total.
5. Go to Available Actions at top of screen.
6. Choose Save. Click **Go**.
7. Close Form.
8. Go to Available Actions, choose Finalize Revision, click **Go**.
9. Enter Reason for Revision.
10. Make sure Distribute PO is unchecked.
11. Click Save.
12. Click Close.