

Invoicing and Credits

Chapter 6



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Invoice/Credits

Section Objectives

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

- Identify the three different kinds of Invoice Discrepancies
- Review an Invoice/Credit
- Review an Invoice Discrepancy
- Comment on an Invoice Discrepancy
- Know the process for receiving a credit on an order
- Check the PO History to check on an Invoice/Credit
- Identify who to contact should you have difficulty tracking a credit

Invoicing Discrepancies

PO Numbers

- There are two prefixes for PantherExpress orders:
 - “E” for all Electronic Invoicing Suppliers (E1234567)
 - “P” for Paper Invoicing Suppliers (P00012345)
- Invoices over \$5,000, or invoice discrepancies must be approved by the department before payment

Invoicing Discrepancies

Types of Invoice Discrepancies

Buyers and/or Approvers may be asked to check an invoice received in the case of a discrepancy. We anticipate that these discrepancies will be limited to:

- Quantity
- Price
- Shipping and Handling Charges (S&H)
- Tax

If there is a discrepancy on an invoice, Payment Processing will contact the appropriate person(s) to have the discrepancy corrected.

Noid Reason Codes

Price –The unit price is 0, or the unit price is incorrect; the price on the invoice does not match the corresponding PO. (Use a 10% difference rule.)

Item – An invoiced item does not match to the PO, or does not exist on the PO.

Quantity – Quantity on the invoice is greater than the quantity on the PO.

PO Requires Action – A message will appear that you must enter a valid PO number for this invoice type. PO status is something other than approved.

Supplier – Supplier name on the invoice differs from the supplier name on the PO (the product on the PO is correct).

Credit – *This applies to credit memos only.* The credit and the credit amount is greater than the amount paid on the PO or nothing has been paid yet on that line of the PO.

Unit of Measure – The Units of Measure on the PO and the Invoice do not match.

Line is Paid in Full – A PO line has been invoiced in full but invoices for additional quantities or items have been received. (A message will appear)

Invoicing Discrepancies

Line is Cancelled – PO line was cancelled before invoicing has been completed (a message will appear stating this).

Disabled Account Number – Account numbers entered in the PO are disabled or expired before invoicing occurs. This message appears as needs validation.




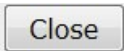
Contract Monies Exceed Allowance – This occurs on US Dollar orders when the dollar amount invoiced exceeds the match amount.


Bad PO – The supplier name and the items on the invoice differs from those on the PO.

Invoice/Credit Quick View

The invoice Quick View icon is available in several locations in the application, including: invoice search results, purchase order invoice tab, invoice matching screen, invoice export queue, and on the invoice summary screen.

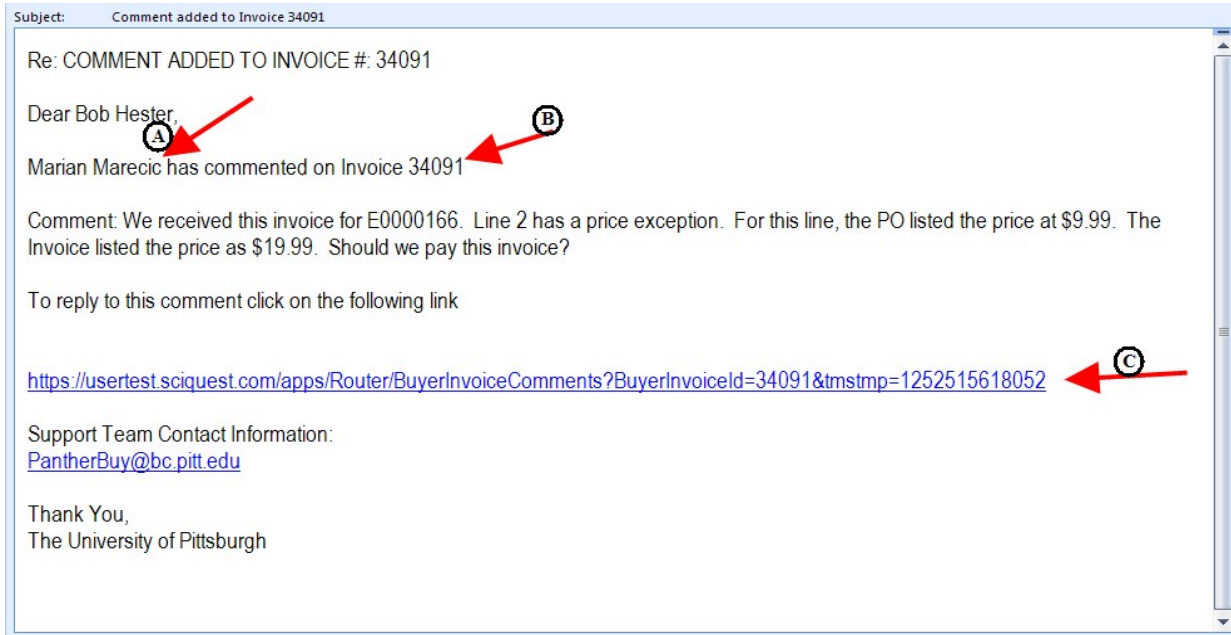
Example:

1. Click on the following: *Document Search* → *Search Documents* → *my purchase orders*.
2. Locate the order; click on the PO number.
3. Click on the *Invoices/Credits* tab.
4. Click on the Quick View Icon  located next to the Invoice/Credit number. The electronic invoice/credit will display in a new window for easy review.
5. To print invoice/credit, click on the Print icon  on the top right corner, and then click  or to close out of the Quick View click on the Close box .

Status	Purchase Order	Revisions	PO Approvals	Shipments	Invoices/Credits	Comments	Attachments (1)	History
Invoicing Summary								
Invoice No	Supplier Invoice Number	Invoice Date	Due Date	Type	Payment Status	Invoice Total		
32987283 	12345	10/9/2015	11/8/2015	Invoice	In Process	300.00 USD		

How to Resolve a Discrepancy

In the case of an invoice discrepancy, Payment Processing will notify the buyer and/or approver of the discrepancy via the Comment functionality. The buyer and/or approver will then receive an email that looks like this:



In this email you can see the following information is provided:

- A – The name of the Payment Processing Agent
- B – The Invoice Number
- C – A link to the PantherExpress system

Once the email is received, the buyer and/or approver can click on the link within the email to direct them to the PantherExpress system. After locating the correct Invoice, the buyer and/or approver will be able to access the *Matching* tab. This will allow the buyer and/or approver to see the discrepancy that is involved with the order.

At this point, the buyer and/or approver must work with the supplier to resolve the issue. Payment Processing will not resolve any invoice discrepancies. It is up to the buyer and/or approver to resolve all invoice discrepancies with the supplier. After the matter is resolved with the supplier, the buyer and/or approver must go into the PantherExpress system and locate the invoice. Locate the *Comments* tab within the invoice and click on “Reply To” next to the Payment Processing Agent’s name. Once the buyer and/or approver adds their comment, the agent will be notified via email.

How to Process a Credit or Cancelled Order

Users do not have the ability to create a credit on their own. All credits are entered into the PantherExpress system by Payment Processing.

To process a credit (Returning items to a supplier)

Department Buyers must contact the supplier to schedule a return for the item(s).

For a complete listing of PantherExpress supplier contacts, please visit <http://cfo.pitt.edu/pexpress/pbuysuppliers.php>.

Buyers must obtain a credit memo from the supplier to either be mailed directly to the buyer or to Payment Processing. If a buyer decides to have the credit memo sent to themselves, then the end user must make sure to send a copy of the credit memo to Payment Processing.

Cancelled Orders

Department Buyers must contact the supplier directly to cancel the PO with them.

Checking the Invoice/Credit History

1. Click on the following: *Document Search* → *Search Documents* → *my purchase orders*.
2. Locate the order; click on the PO number.
3. Click on the *Invoices/Credits* tab.
4. Click on *Invoice/Credit #*, then the *Codes* tab. Line Item Details area will display credit quantity, credit amount, and account(s) credited.

NOTE:

Credits will either be received electronically or will be generated by Payment Processing and will appear on the monthly level reports. If the credit does not appear on the report, **do not** call the supplier. Call Payment Processing at 412-624-4004.

PO/Reference No. P00001046 Revision 0								
Supplier GARCIA MARKETING INC								
Available Actions Add Comment Go								
Status Purchase Order Revisions PO Approvals Shipments Invoices & Credits Comments Attachments History								
Invoicing Summary								
Invoice No	Supplier Invoice Number	Invoice Date	Due Date	Type	Payment Status	Credit Total	Invoiced By	
172030	6571+86717	11/26/2013	12/26/2013	Invoice	Payable	1,251.40 USD	payment processing, test	
172043	871610	11/26/2013	12/26/2013	Credit memo	Payable	-20.00 USD	payment processing, test	

Note: The invoice numbers generated are for Electronic, and Paper invoicing suppliers. The Invoices/Credit tab will look the same for both.

5. To obtain additional information, click on the *Invoice/Credit Number* to review the entire invoice. Credits will have a “-“ before the dollar amount.
 - a. You can also click on the *Invoice Nnumber* to view invoices in the system that have been paid.
6. The Buyer Credit memo will populate and allow you to review any attachments and the line items given the credit.
7. Click on the *Comments* tab to review any comments or add an additional comment.

Buyer Credit Memo Summary		Approvals	Matching	Comments	Attachments	History
General						
Supplier Invoice No.	871610	Garcia Marketing				
Invoice Type	Credit memo	400 9714 ST				
Invoice Number	172043	CONWAY				
Supplier Name	GARCIA MARKETING INC	PA 15027-1630				
Invoice Date	11/26/2013	United States				
Terms	0, Net 30	Phone 1-724-8690100-				
Invoice Name	2013-11-26 testapp10 05	Toll Free Phone 1-800-6831025-				
Batch Name		Fax 1-724-8691925-				
Created By	test payment processing	Address 10 CONWAY				
Create Date	11/26/2013	Discount, tax, shipping & handling				
Note/Attachments						
Allocation Method						
Discount	0.00 USD	Equality				
Tax 1	0.00 USD	Header-level				
Shipping	-10.00 USD	Shipping				
Handling	0.00 USD	Handling				
Credit Reason	NA	Credit Reason				
Attachments						
Add attachment...						

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Checking the Invoice/Credit History

8. When at the Comments tab, click *Add Comment* to add a comment in response to a previous comment.

The screenshot shows a navigation bar with tabs: Buyer Credit Memo, Approvals, Matching, **Comments (1)**, Attachments, and History. Below the tabs is a blue button labeled "Add Comment". Underneath, there is a dropdown menu labeled "Show comments for" with "Invoice" selected. A red box highlights a comment entry:

Records Found: 1

Test PaymentProcessing 20 [Reply To] [New Comment]
Applies To: invoice - 172043
Comment Added - 11/26/2013 3:48 PM
This received a credit for documentation purposes.

The screenshot shows the "Add Comment" dialog box. It contains the following elements:

- Header: "Add Comment" with a close button (X).
- Text: "This will add a comment to the document. If you select a user they will receive an email indicating that a comment has been added to the document."
- Section: "Email notification(s):" with three checkboxes:
 - Department Buyer5 (Prepared for, Requisition prepared by) <dummyspb@gmail.com>
 - Test PaymentProcessing 20 (Approved) <dummyspb@gmail.com>
 - test payment processing (Prepared by) <dummyspb@gmail.com>
- Text: "add email recipient..."
- Text input field: "Response:" with a vertical scrollbar.
- Text: "991 characters remaining" and "expand | clear" link.
- Section: "Attach file to this document (optional):" with a dropdown for "Attachment Type" (set to "File"), a "File Name" input field, and a "Browse..." button.
- Buttons: "Add Comment" and "Cancel".

9. Click on *Add Comment* and your new comment will be added.

The screenshot shows the navigation bar with tabs: Buyer Credit Memo, Approvals, Matching, **Comments (2)**, Attachments, and History. Below the tabs is a blue button labeled "Add Comment". Underneath, there is a dropdown menu labeled "Show comments for" with "Invoice" selected. A red box highlights the first comment entry:

Records Found: 2

Department Buyer5 [Reply To] [New Comment]
Applies To: invoice - 172043
Comment Added - 11/26/2013 3:55 PM
Response.

Test PaymentProcessing 20 [Reply To] [New Comment]
Applies To: invoice - 172043
Comment Added - 11/26/2013 3:48 PM
This received a credit for documentation purposes.

10. You can now view two comments in the comment tab.

Checking the Invoice/Credit History

11. To return to the Buyer Invoice/Credit Memo, click on the *Buyer Invoice/Credit Memo* tab.