Invoicing and Credits

Chapter 6

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:

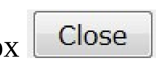
1. Click on the following: *Document Search→ Search Documents→ my purchase orders.*

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 

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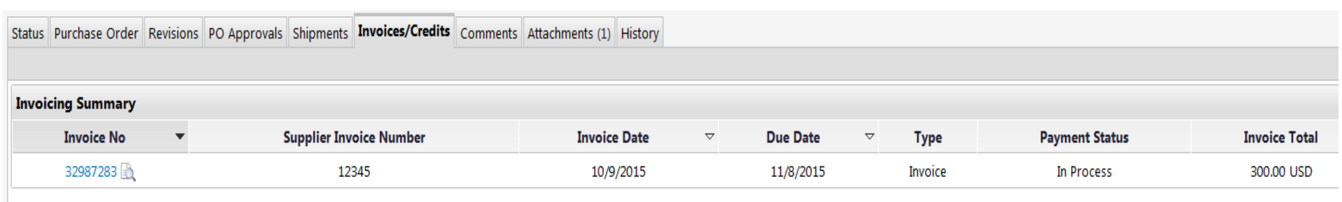
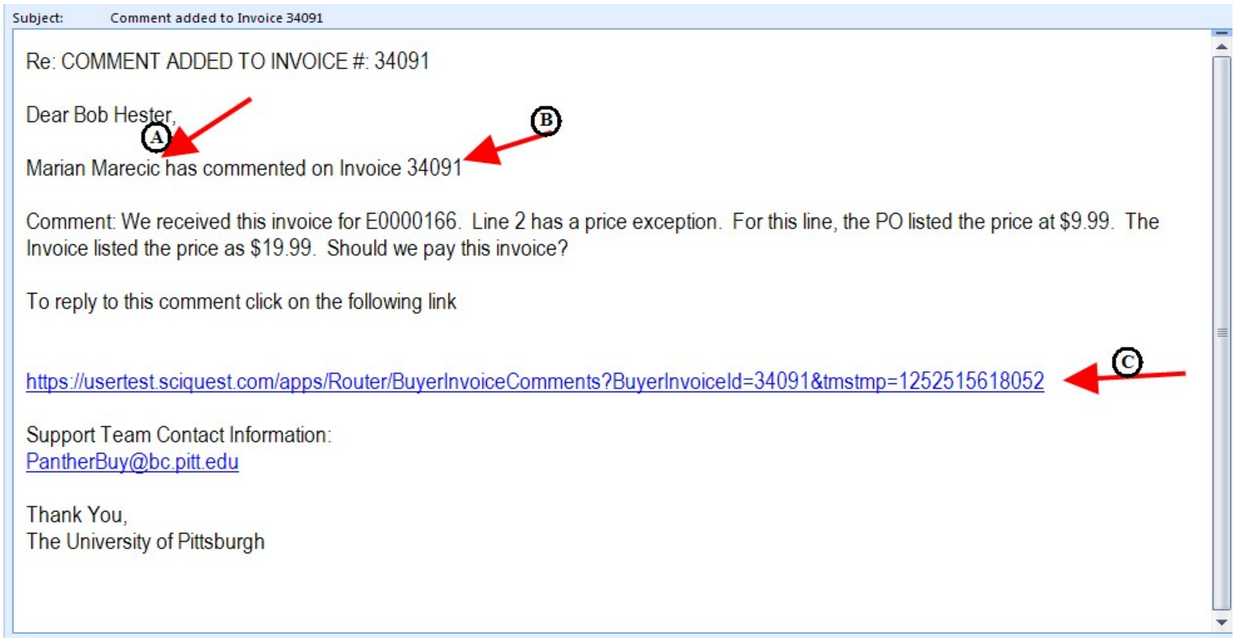


Invoice No	Supplier Invoice Number	Invoice Date	Due Date	Type	Payment Status	Invoice Total
32987283	12345	10/9/2015	11/8/2015	Invoice	In Process	300.00 USD

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:


Subject: Comment added to Invoice 34091

Re: COMMENT ADDED TO INVOICE #: 34091

Dear Bob Hester,

Marian Marecic has commented on Invoice 34091

Comment: We received this invoice for E0000166. Line 2 has a price exception. For this line, the PO listed the price at $9.99. The Invoice listed the price as $19.99. Should we pay this invoice?

To reply to this comment click on the following link

https://usertest.sciquest.com/apps/Router/BuyerInvoiceComments?BuyerInvoiceId=34091&tmstmp=1252515618052

Support Team Contact Information:
PantherBuy@bc.pitt.edu

Thank You,
The University of Pittsburgh

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.*

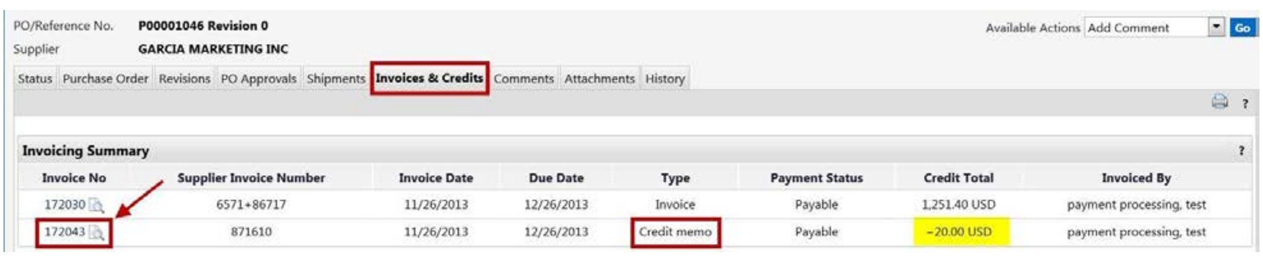
2. Locate the order; click on the PO number.

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:

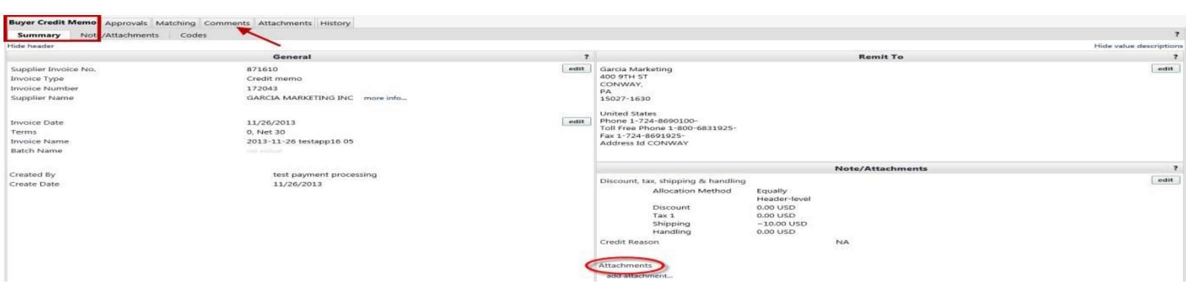
   Credits will either be received electronically or will be generated by Payment Processing and will appear on the monthly level reports. If the credit does not appear on the report, **do not** call the supplier. Call Payment Processing at 412-624-4004.



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

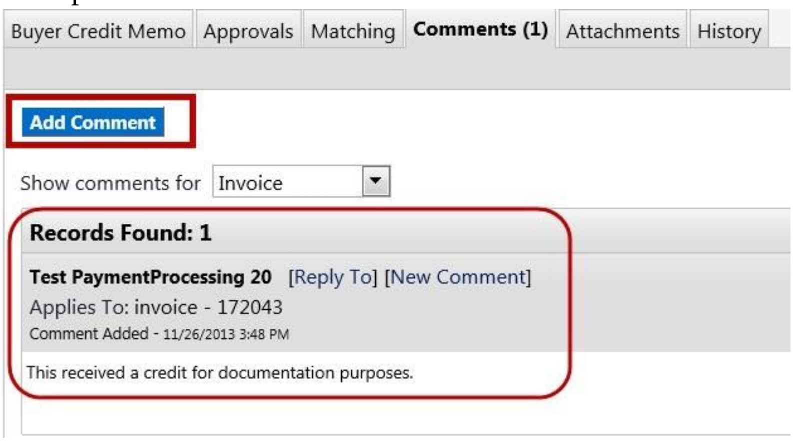
5. To obtain additional information, click on the *Invoice/Credit Number* to review the entire invoice. Credits will have a "–" before the dollar amount.
   a. You can also click on the *Invoice Nnumber* to view invoices in the system that have been paid.
6. The Buyer Credit memo will populate and allow you to review any attachments and the line items given the credit.

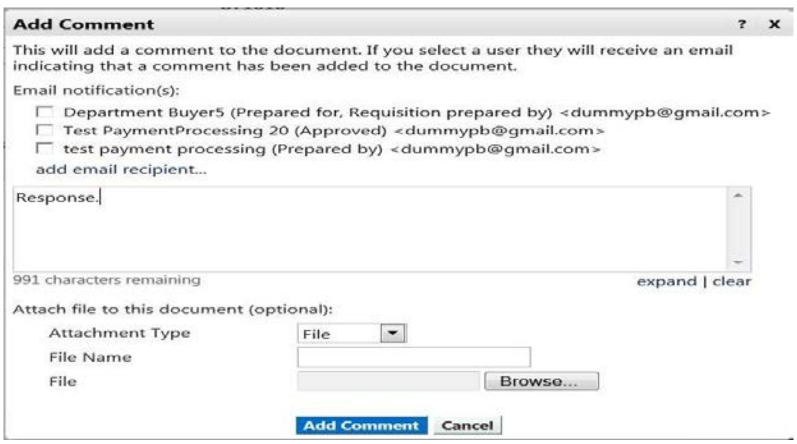
7. Click on the *Comments* tab to review any comments or add an additional comment.



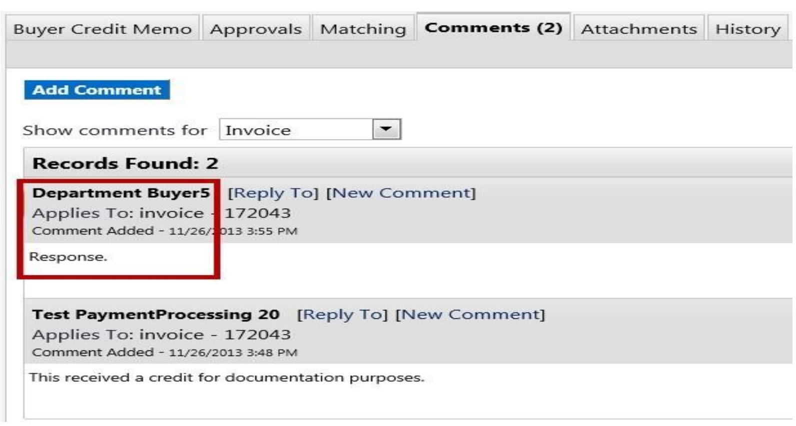
Checking the Invoice/Credit History

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





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



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.