Resolving Blocked Invoice Work Items (Quantity Discrepancy)

How do I resolve a blocked Invoice?
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.
This job aid includes:

- Why invoices get blocked for quantity differences 4-7
- How to access “Blocked for Quantity” ECC Inbox Work Items 8-12
- Understanding the Blocked Invoice Information/Resolution screen 13-20
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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
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.
If you do have the WIN GUI or ECC tab, click on the button on the User Menu to access your ECC Inbox.
The Inbox will open. Click on the arrows to the left of the Inbox and then the Workflow folder to view work items.
Double-click on the “Resolve Invoice Block for Quantity Diff…” work item to open it.
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**

<table>
<thead>
<tr>
<th>SRM Purchase Order</th>
<th>Vendor's ID and Name</th>
<th>Document Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000254207</td>
<td>1008121 Ortho Clinical Diagnostics Inc</td>
<td>11/15/2007</td>
</tr>
</tbody>
</table>

**Item Detail**

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

**Requisitioner's ID**

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

**Purchase Order History**

<table>
<thead>
<tr>
<th>Category</th>
<th>Posting Date</th>
<th>Posted By</th>
<th>Quantity</th>
<th>Order Unit</th>
<th>Unit Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice</td>
<td>11/28/2007</td>
<td>Diana Marie Hulson</td>
<td>1.000</td>
<td>Pack</td>
<td>2068.20</td>
</tr>
<tr>
<td>Invoice</td>
<td>12/05/2007</td>
<td>Diana Marie Hulson</td>
<td>1.000</td>
<td>Pack</td>
<td>2068.20</td>
</tr>
</tbody>
</table>

**Invoice receipt subtotal:**

<table>
<thead>
<tr>
<th></th>
<th>2.000</th>
<th>Pack</th>
<th>4,136.40</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice</td>
<td>11/28/2007</td>
<td>Diana Marie Hulson</td>
<td>1.000</td>
</tr>
</tbody>
</table>
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**

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

**Item Detail**

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

Requisitioner's ID: MEALDwil
Requisitioner's Name: Michael Baldwin

**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>Invoice Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goods receipt subtotal:</td>
<td></td>
<td></td>
<td></td>
<td>1.000</td>
<td>Pack</td>
<td></td>
<td>2000.00</td>
<td></td>
</tr>
<tr>
<td>Invoice</td>
<td>11/26/2007</td>
<td>Diana Marie Hulson</td>
<td>1.000</td>
<td>Pack</td>
<td>2068.20</td>
<td>2068.20</td>
<td>2068.20</td>
<td>Display, Paper Invoice</td>
</tr>
<tr>
<td>Invoice</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>2068.20</td>
<td>Display, Paper Invoice</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>4136.40</td>
</tr>
</tbody>
</table>
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

**SRM Purchase Order**: 2000254207

**Vendor's ID and Name**: 1008121 Ortho Clinical Diagnostics Inc

**Document Date**: 11/15/2007

#### Item Detail

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

**Requisition's ID**: MBALDW1

**Requisition's Name**: Michael Baldwin

#### Purchase Order History

<table>
<thead>
<tr>
<th>Category</th>
<th>Posting Date</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>Goods Receipt</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>Paper Invoice</td>
</tr>
<tr>
<td>Invoice</td>
<td>11/28/2007</td>
<td>Diana Marie Hulson</td>
<td>1.000</td>
<td>Pack</td>
<td>2068.20</td>
<td>2,068.20</td>
<td>Display</td>
</tr>
<tr>
<td>Invoice</td>
<td>12/05/2007</td>
<td>Diana Marie Hulson</td>
<td>1.000</td>
<td>Pack</td>
<td>2068.20</td>
<td>2,068.20</td>
<td>Paper Invoice</td>
</tr>
</tbody>
</table>

**Invoice receipt subtotal**: 2,000.00

**Invoice receipt subtotal**: 4,136.40
In all cases, a total quantity difference is displayed.

**Resolve invoice Blocked for Quantity Difference**

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

Requisitioner's ID: MBALDWIN
Requisitioner's Name: Michael Baldwin

**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>Amount</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goods Receipt</td>
<td>101</td>
<td>11/21/2007</td>
<td>Shawn Mcclain</td>
<td>1.000</td>
<td>Pack</td>
<td>100.00</td>
<td></td>
</tr>
<tr>
<td>Goods receipt subtotal:</td>
<td></td>
<td></td>
<td></td>
<td>1.000 Pack</td>
<td>100.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invoice</td>
<td>11/28/2007</td>
<td>Diana Marie Hulson</td>
<td>1.000 Pack</td>
<td>2068.20</td>
<td>2068.20</td>
<td>2,068.20</td>
<td>Paper Invoice</td>
</tr>
<tr>
<td>Invoice receipt subtotal:</td>
<td></td>
<td></td>
<td></td>
<td>2.000 Pack</td>
<td>4,136.40</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quantity differences:</td>
<td></td>
<td></td>
<td></td>
<td>1.000 Pack</td>
<td>2,136.40</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.
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.”
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.

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Latitude D830;Intel® Core™ i5</th>
<th>Quantity</th>
<th>Order Unit</th>
<th>Unit Price</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item 1</td>
<td>Dell Computer Corp</td>
<td>1063221</td>
<td>1</td>
<td>Each</td>
<td>1,729.02</td>
<td>1,729.02</td>
</tr>
</tbody>
</table>

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

Resolve Invoice Blocked for Quantity Difference

<table>
<thead>
<tr>
<th>Item 1</th>
<th>Description</th>
<th>Quantity</th>
<th>Order Unit</th>
<th>Net Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grey Stackable</td>
<td>Tote Bin 18x11x6</td>
<td>6</td>
<td>Box</td>
<td>112.00</td>
</tr>
</tbody>
</table>

Requisitioner's ID: NMOWERY1
Requisitioner's Name: Neal Mowery

Document 5002069816 successfully created
Go to the top left of the work item and click the **Update Workflow** button.
The work item will disappear from the screen and return you back to your Inbox.
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.
The work item will disappear from the screen and return you back to your Inbox.
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.

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**.

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.
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.

4. Type in a note.

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

2. Scroll Down to the “Cancel the Invoice” action.
At the “Cancel the Invoice” action, click **Submit**. A note box will appear.

3. Click **Submit**.

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.
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.

4. Type in a note.

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