



# 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](mailto:fastfacts@jhu.edu)
- You can also send us an instant message!
  - GoogleTalk – [HopkinsFastFacts@gmail.com](mailto:HopkinsFastFacts@gmail.com)
  - AOL Instant Messenger – HopkinsFastFacts
  - MSN – FastFacts@jhu.edu



# Survey

- Survey
  - 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?



# 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



# Blocked for Quantity Discrepancies

- 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.



The screenshot shows the top navigation bar of the Johns Hopkins SAP Portal. The bar is dark blue with white text. On the left, it says 'Welcome SCPURCV2'. In the center, the 'JOHNS HOPKINS' logo is displayed. On the right, there is a horizontal menu with several tabs: 'Welcome', 'R/3 Enterprise', 'R/3 Enterprise - MAC OS', 'Workload Distribution', 'Go Shopping', 'Settings', 'Internal Service Provider Ordering', 'R/3 Inbox', and 'SRM GUI'. The 'R/3 Inbox' tab is highlighted with a red rectangular box.

Welcome SCPURCV2

JOHNS HOPKINS

Welcome R/3 Enterprise R/3 Enterprise - MAC OS Workload Distribution Go Shopping Settings Internal Service Provider Ordering **R/3 Inbox** SRM GUI

Getting Started

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.

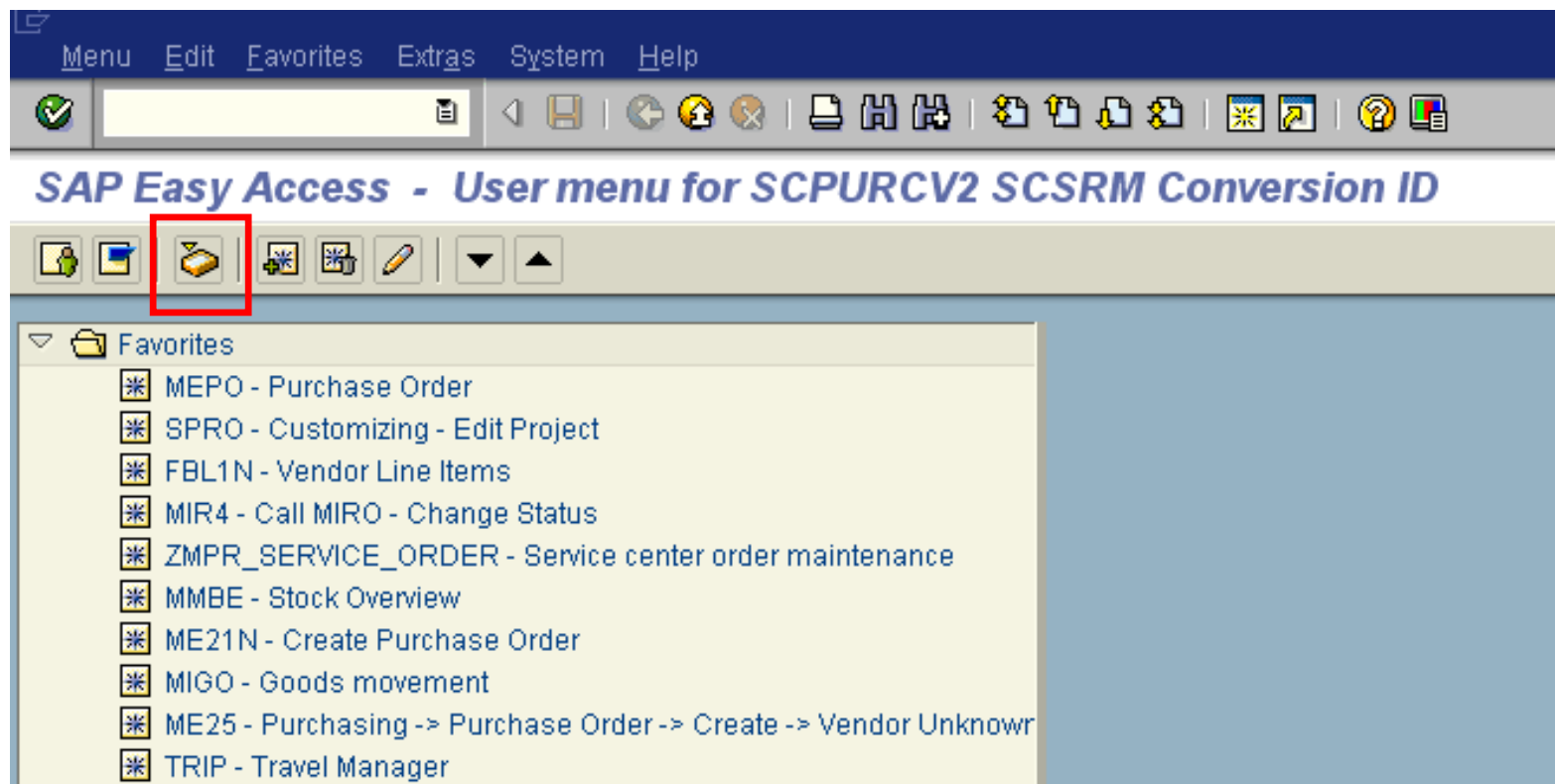
To ensure any Hire, Rehire, Reinstatement and Employee Reassignment ISRs are not impacted by this outage, the ISRs need to be submitted and approved in workflow and received by HR Shared Services by no later than close of business on Tuesday, March 4. Any ISRs of this type received after this will be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

*Business Workplace of Test ID for SRM Requisitioner SRMRQ*

The screenshot displays the Business Workplace interface. The left sidebar shows a tree view of folders, with 'Inbox' and 'Workflow 2' highlighted by red boxes. A red arrow points to the 'Workflow 2' folder. The main area shows a table of workflow items with columns for Executable, Creation Date, Title, and Status.

Executable	Creation Date	Title	Status
	01/04/2008	Quantity Variance Options - Invoice: 5106014507 Item: 000007	
	02/20/2008	Resolve Invoice Block for Quantity Diff. OFFICE DEPOT INC/FIL...	

**Business Workplace**



# 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 Requisitioner SRMRQ

The screenshot displays the Business Workplace interface for a specific requisitioner. The left sidebar shows a folder tree under 'Inbox', with 'Workflow 2' expanded. The main area shows a table of workflow items. A red box highlights the second row of the table, which contains the work item 'Resolve Invoice Block for Quantity Diff. OFFICE DEPOT INC/FIL...'. A red arrow points to the 'Workflow 2' folder in the sidebar.

Executable	Creation Date	Title	Status
	01/04/2008	Quantity Variance Options - Invoice: 5106014507 Item: 000007	
	02/20/2008	Resolve Invoice Block for Quantity Diff. OFFICE DEPOT INC/FIL...	

**Business Workplace**



### 3. Analyzing the Blocked Invoice Information/Resolution Screen



# 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

Menu ▾ | Back | Cancel | Tools ▾ | Update Workflow











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

**Item Detail**


Item: 1    Description: rhogam #780525    Quantity: 1    Order Unit: Pack    Net Price: 2,000.00

Requisitioner's ID: MBALDWI1    Requisitioner's Name: Michael Baldwin    Material:

**Purchase Order History**

Category	Mvt	Posting Date	Posted By	Quantity	Order Unit	Unit Price	Amount	Attachments	Invoice Type
Goods Receipt	101	11/21/2007	Shawn McClain	1.000	Pack	2000.00	2,000.00		
<b>Goods receipt subtotal:</b>				<b>1.000</b>	<b>Pack</b>		<b>2,000.00</b>		
Invoice		11/28/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20		Paper Invoice
Invoice		12/05/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20	Display	Paper Invoice
<b>Invoice receipt subtotal:</b>				<b>2.000</b>	<b>Pack</b>		<b>4,136.40</b>		
				1.000	Pack		2,136.40		

▶ R3Q (800) 



# Information/Resolution Screen

- 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

Menu ▾ | Back | Cancel | Tools ▾ | Update Workflow

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

**Item Detail**

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

Requisitioner's ID: MBALDWI1 | Requisitioner's Name: Michael Baldwin | Material:

**Purchase Order History**

Category	Mvt	Posting Date	Posted By	Quantity	Order Unit	Unit Price	Amount	Attachments	Invoice Type
Goods Receipt	101	11/21/2007	Shawn McClain	1.000	Pack	2000.00	2,000.00		
<b>Goods receipt subtotal:</b>				<b>1.000</b>	<b>Pack</b>		<b>2,000.00</b>		
Invoice		11/28/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20		Paper Invoice
Invoice		12/05/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20	Display	Paper Invoice
<b>Invoice receipt subtotal:</b>				<b>2.000</b>	<b>Pack</b>		<b>4,136.40</b>		
				1.000	Pack		2,136.40		

R3Q (800)



# WebGUI Information/Resolution Screen

- 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

Menu ▾ | Back | Cancel | Tools ▾ | Update Workflow

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


Item Detail

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

Requisitioner's ID: MBALDWI1 | Requisitioner's Name: Michael Baldwin | Material:

Purchase Order History

Category	MvT	Posting Date	Posted By	Quantity	Order Unit	Unit Price	Amount	Attachments	Invoice Type
Goods Receipt	101	11/21/2007	Shawn McClain	1.000	Pack	2000.00	2,000.00		
<b>Goods receipt subtotal:</b>				<b>1.000</b>	<b>Pack</b>		<b>2,000.00</b>		
Invoice		11/28/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20		Paper Invoice
Invoice		12/05/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20	Display	Paper Invoice
<b>Invoice receipt subtotal:</b>				<b>2.000</b>	<b>Pack</b>		<b>4,136.40</b>		
				1.000	Pack		2,136.40		

▶ R3Q (800) 



# Information/Resolution Screen

- In all cases, a total quantity difference is displayed.

## Resolve Invoice Blocked for Quantity Difference

Menu ▾ | Back | Cancel | Tools ▾ | Update Workflow

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

**Item Detail**

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

Requisitioner's ID: MBALDWIL | Requisitioner's Name: Michael Baldwin | Material:

**Purchase Order History**

Category	MVT	Posting Date	Posted By	Quantity	Order Unit	Unit Price	Amount	Attachments	Invoice Type
Goods Receipt	101	11/21/2007	Shawn McClain	1.000	Pack	2000.00	2,000.00		
<b>Goods receipt subtotal:</b>				<b>1.000</b>	<b>Pack</b>		<b>2,000.00</b>		
Invoice		11/28/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20		Paper Invoice
Invoice		12/05/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20	Display	Paper Invoice
<b>Invoice receipt subtotal:</b>				<b>2.000</b>	<b>Pack</b>		<b>4,136.40</b>		
				1.000	Pack		2,136.40-		
<b>Quantity differences:</b>				<b>1.000</b>	<b>Pack</b>		<b>2,136.40-</b>		



# Information/Resolution Screen

- 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.

## Resolve Invoice Blocked for Quantity Difference

Menu ▾ | Back | Cancel | Tools ▾ | Update Workflow

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

**Item Detail**

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

Requisitioner's ID: MBALDWI1 | Requisitioner's Name: Michael Baldwin | Material:

**Purchase Order History**

Category	MvT	Posting Date	Posted By	Quantity	Order Unit	Unit Price	Amount	Attachments	Invoice Type
Goods Receipt	101	11/21/2007	Shawn McClain	1.000	Pack	2000.00	2,000.00		
<b>Goods receipt subtotal:</b>				<b>1.000</b>	<b>Pack</b>		<b>2,000.00</b>		
Invoice		11/28/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20		Paper Invoice
Invoice		12/05/2007	Diana Marie Hulson	1.000	Pack	2068.20	2,068.20	Display	Paper Invoice
<b>Invoice receipt subtotal:</b>				<b>2.000</b>	<b>Pack</b>		<b>4,136.40</b>		
				1.000-	Pack		2,136.40-		
<b>Quantity differences:</b>				<b>1.000-</b>	<b>Pack</b>		<b>2,136.40-</b>		





# Information/Resolution Screen

- Double click on the document "AP Invoices – PDF format ONLY" to display the document.

## Resolve Invoice Blocked for Quantity Difference

Menu | Back | Cancel | Tools | Update Workflow

SRM P | Attachment list

Attachment(s) for JHEN51002732352008

Item	Title	Creator Name	Created On
	AP Invoices - PDF format ONLY		01/02/2008

Logistics Inc | Document Date | 11.

Order Unit | Pack | Net Price | 2,000.00

Material

Unit Price	Amount	Attachments	Invo
2000.00	2,000.00		
2,000.00			
2068.20	2,068.20		Pap
2068.20	2,068.20	Display	Pap
4,136.40			
	2,136.40-		
<b>Quantity differences:</b>			
	1.000- Pack		
	1.000- Pack		
	2,136.40-		

Confirm | X



# Information/Resolution Screen

- 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.

## Resolve Invoice Blocked for Quantity Difference

Menu ▾ | Back | Cancel | Tools ▾ | Update Workflow

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

Requisitioner's ID MBALDWI1 | Requisitioner's Name Michael Baldwin | Material

Purchase Order History

Category	MvT	Posting Date	Price	Amount	Attachments	Invoice Type	SAP Doc #	Vendor Invoice #	Quantity Block
Goods Receipt	101	11/21/2007	00.00	2,000.00			5001941026		
<b>Goods receipt subtotal:</b>				<b>2,000.00</b>					
Invoice		11/28/2007	68.20	2,068.20		Paper Invoice	5105972755	27138227 SO	No
Invoice		12/05/2007	68.20	2,068.20	Display	Paper Invoice	5105982371	27138227	Yes
<b>Invoice receipt subtotal:</b>				<b>4,136.40</b>					
				2,136.40-					
<b>Quantity differences:</b>				<b>2,136.40-</b>					

◀ | ▶



# 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.



# Enter a Goods Receipt

- In the example below, there is no goods receipt entered, only an invoice. The quantity difference is 1.

System Help SAP

**Resolve Invoice Blocked for Quantity Difference**

Update Workflow

SRM Purchase Order: 2000293813 Vendor's ID and Name: 1003221 Dell Computer Corp Document Date: 01/16/2008

**Item Detail**

Item: 1 Description: Latitude D830;IntelREG CoreTM 2 Quantity: 1 Order Unit: Each Net Price: 1,729.02

Requisitioner's ID: PSHARP1 Requisitioner's Name: Patrice Sharp Material:

**Purchase Order History**

Category	MvT	Posting Date	Posted By	Σ	Quantity	Order Unit	Unit Price	Σ	Amount	Attachments	Invoice Type
Invoice		01/20/2008	Production Service User...		1.000	Each	1729.02		1,729.02		Electronic In
<b>Invoice receipt subtotal:</b>					<b>1.000</b>	<b>Each</b>			<b>1,729.02</b>		
					1.000-	Each			1,729.02-		
<b>Quantity differences:</b>					<b>1.000-</b>	<b>Each</b>			<b>1,729.02-</b>		



# 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

Update Workflow

Purchase Order History

Category	MvT	Posting Date	Posted By	Σ	Quantity	Order Unit	Unit Price	Σ	Amount	Attachments	Invoice Type
Invoice		01/20/2008	Production Service User...		1.000	Each	1729.02		1,729.02		Electronic Ir
<b>Invoice receipt subtotal:</b>					<b>1.000</b>	<b>Each</b>			<b>1,729.02</b>		
					1.000	Each			1,729.02		
<b>Quantity differences:</b>					<b>1.000</b>	<b>Each</b>			<b>1,729.02</b>		

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.

Quantity  Submit





# Enter a Goods Receipt

- Scroll down to the “Enter a Goods Receipt” action, enter the quantity of items that you received, and click **Submit**.

## Resolve Invoice Blocked for Quantity Difference

Update Workflow

Purchase Order History

Category	MvT	Posting Date	Posted By	Σ	Quantity	Order Unit	Unit Price	Σ	Amount	Attachments	Invoice Type
Invoice		01/20/2008	Production Service User...		1.000	Each	1729.02		1,729.02		Electronic In
<b>Invoice receipt subtotal:</b>					<b>1.000</b>	<b>Each</b>			<b>1,729.02</b>		
					1.000-	Each			1,729.02-		
<b>Quantity differences:</b>					<b>1.000-</b>	<b>Each</b>			<b>1,729.02-</b>		

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.


Quantity



# Enter a Goods Receipt

- After you have pressed the submit button, scroll or go to the top left and press the **Update Workflow** button.

## Resolve Invoice Blocked for Quantity Difference

 Update Workflow

### Purchase Order History

Category	MvT	Posting Date	Posted By	Σ	Quantity	Order Unit	Unit Price	Σ	Amount	Attachments	Invoice Type
Invoice		01/20/2008	Production Service User...		1.000	Each	1729.02		1,729.02		Electronic In
<b>Invoice receipt subtotal:</b>					<b>1.000</b>	<b>Each</b>			<b>1,729.02</b>		
					1.000-	Each			1,729.02-		
<b>Quantity differences:</b>					<b>1.000-</b>	<b>Each</b>			<b>1,729.02-</b>		

### 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.

Quantity



# Enter a Goods Receipt

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

## Business Workplace of Robert Sicoli

Menu ▾ | Back | Cancel | Tools ▾ | New message | Find folder | Find document | Appointment calendar | Distribution lists

Workplace: Robert Sicoli

- Inbox
  - Unread Documents 0
  - Documents 0
  - Workflow 417**
    - Grouped according to content
    - Grouped according to content type
    - Grouped according to sort key
    - Grouped according to task
  - Overdue entries 0
  - Deadline messages 0
  - Incorrect entries 0
  - Outbox
  - Resubmission
  - Private folders
  - Shared folders
  - Folders subscribed to

**Workflow 417**

Executable	Creation Date	Title
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC !
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC !
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC !
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC !
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC !
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC !
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC !
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC !
	02/29/2008	Resolve Invoice Block for Quantity Diff. QUALITY INFORMATION P.
	02/29/2008	Resolve Invoice Block for Quantity Diff. QUALITY INFORMATION P.
	02/29/2008	Resolve Invoice Block for Quantity Diff. RMS OMEGA TECHNOLOC
	02/29/2008	Resolve Invoice Block for Quantity Diff. SARSTEDT INC 51059959
	02/29/2008	Resolve Invoice Block for Quantity Diff. SIMFENS HEAL THCARE F



# 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 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.

System Help SAP

**Resolve Invoice Blocked for Quantity Difference**

Update Workflow

SRM Purchase Order: 2000293813 Vendor's ID and Name: 1003221 Dell Computer Corp Document Date: 01/16/2008

**Item Detail**

Item 1 Description: Latitude D830;Inte1REG CoreTM 2 Quantity: 1 Order Unit: Each Net Price: 1,729.02

Requisitioner's ID: PSHARP1 Requisitioner's Name: Patrice Sharp Material:

**Purchase Order History**

Category	MvT	Posting Date	Posted By	Σ	Quantity	Order Unit	Unit Price	Σ	Amount	Attachments	Invoice Type
Invoice		01/20/2008	Production Service User...		1.000	Each	1729.02		1,729.02		Electronic In
<b>Invoice receipt subtotal:</b>					<b>1.000</b>	<b>Each</b>			<b>1,729.02</b>		
					1.000-	Each			1,729.02-		
<b>Quantity differences:</b>					<b>1.000-</b>	<b>Each</b>			<b>1,729.02-</b>		



# Defer the Work Item

- If you have NOT received the item(s) yet, you can defer the work item for a number of days until you receive them.

System Help SAP

**Resolve Invoice Blocked for Quantity Difference**

Update Workflow

SRM Purchase Order: 2000293813 Vendor's ID and Name: 1003221 Dell Computer Corp Document Date: 01/16/2008

**Item Detail**

Item 1 Description: Latitude D830;Inte1REG CoreTM 2 Quantity: 1 Order Unit: Each Net Price: 1,729.02

Requisitioner's ID: PSHARP1 Requisitioner's Name: Patrice Sharp Material:

**Purchase Order History**

Category	MvT	Posting Date	Posted By	Σ	Quantity	Order Unit	Unit Price	Σ	Amount	Attachments	Invoice Type
Invoice		01/20/2008	Production Service User...		1.000	Each	1729.02		1,729.02		Electronic In
<b>Invoice receipt subtotal:</b>					<b>1.000</b>	<b>Each</b>			<b>1,729.02</b>		
					1.000-	Each			1,729.02-		
<b>Quantity differences:</b>					<b>1.000-</b>	<b>Each</b>			<b>1,729.02-</b>		



# 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

If the goods related to the invoice(s) above were not yet received or services were not yet rendered and/or you want to defer this work please enter the number of days to defer the work item and click on the Submit button to execute. The work item will be deleted from your inbox for the number of days specified. The work item will return to your inbox if the invoice is still blocked after the number of days specified.

Day(s)



# Defer the Work Item

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

## Business Workplace of Robert Sicoli

Menu Back Cancel Tools New message Find folder Find document Appointment calendar Distribution lists

Workplace: Robert Sicoli

- Inbox
  - Unread Documents 0
  - Documents 0
  - Workflow 417**
    - Grouped according to content
    - Grouped according to content type
    - Grouped according to sort key
    - Grouped according to task
  - Overdue entries 0
  - Deadline messages 0
  - Incorrect entries 0
  - Outbox
  - Resubmission
  - Private folders
  - Shared folders
  - Folders subscribed to

**Workflow 417**

Executable	Creation Date	Title
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC !
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC !
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC !
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC !
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC !
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC !
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC !
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC !
	02/29/2008	Resolve Invoice Block for Quantity Diff. QUALITY INFORMATION P.
	02/29/2008	Resolve Invoice Block for Quantity Diff. QUALITY INFORMATION P.
	02/29/2008	Resolve Invoice Block for Quantity Diff. RMS OMEGA TECHNOLOC
	02/29/2008	Resolve Invoice Block for Quantity Diff. SARSTEDT INC 51059959
	02/29/2008	Resolve Invoice Block for Quantity Diff. SIMFENS HEAL THCARE F





# 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.



# Change the Purchase Order

- 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

Menu ▾ | Back | Cancel | Tools ▾ | Update Workflow

SRM Purchase Order 2000227944 Vendor's ID and Name 1008156 Owens And Minor Document Date 10/11/2007

Item Detail

Item 1 Description SCALE DETECTO DIET Quantity 2 Order Unit Each Net Price 71.84

Requisitioner's ID MARMSTR2 Requisitioner's Name Michael Armstrong Material 31912

Purchase Order History

Category	MvT	Posting Date	Posted By	Quantity	Order Unit	Unit Price	Amount	Attachments	Invoice Type
Goods Receipt	101	10/30/2007	Terrence St.rose	2.000	Each	71.84	143.68		
<b>Goods receipt subtotal:</b>				<b>2.000</b>	<b>Each</b>		<b>143.68</b>		
Invoice		10/31/2007	Production Service User Pi	2.000	Each	68.06	136.12		Electronic In
Invoice		12/22/2007	Production Service User Pi	2.000	Each	68.06	136.12		Electronic In
<b>Invoice receipt subtotal:</b>				<b>4.000</b>	<b>Each</b>		<b>272.24</b>		
				2.000-	Each		128.56-		
<b>Quantity differences:</b>				<b>2.000-</b>	<b>Each</b>		<b>128.56-</b>		

R3Q (800)



# Change the Purchase Order

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

## Change the Purchase Order

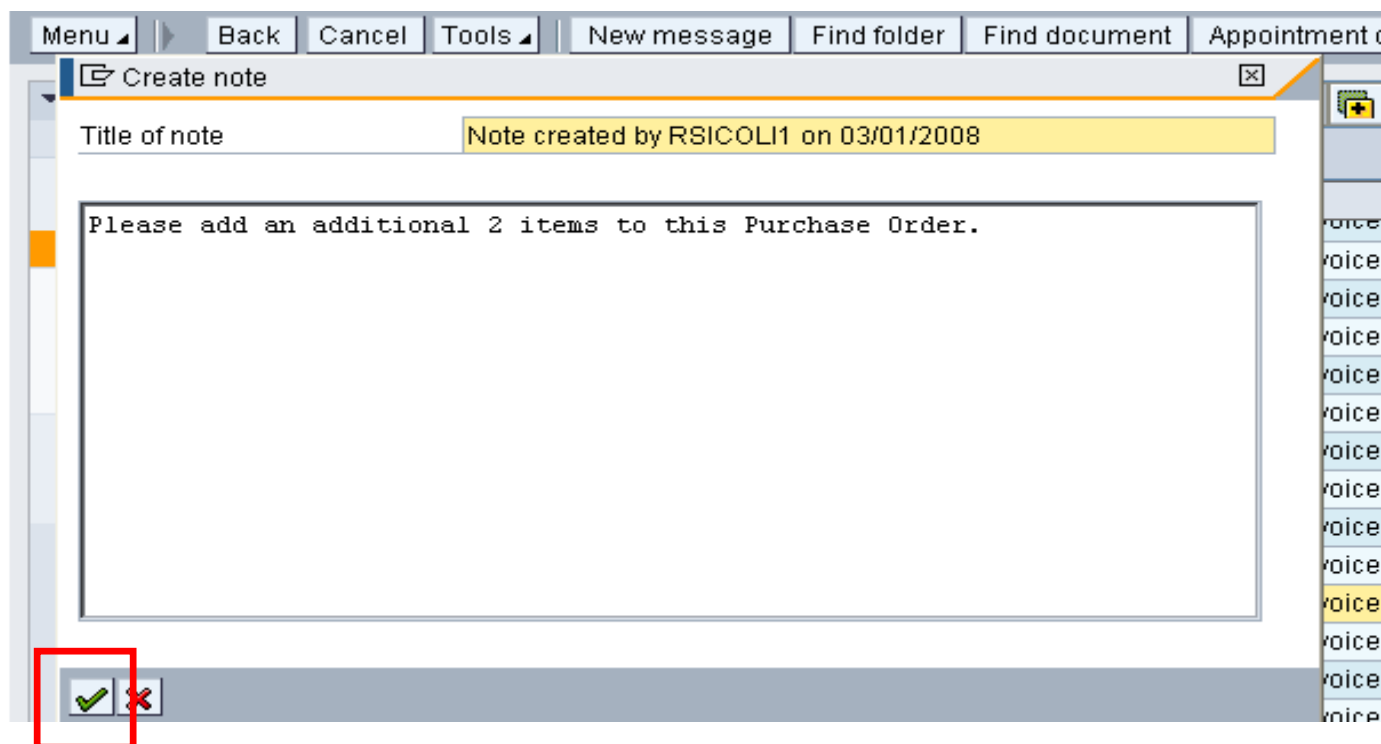
If you want to increase the quantity of the Purchase Order for this line item due to an overshipment or duplicate shipment in which you are accepting and planning to keep the additional goods and have the authorization or have received the approval to do so, then enter the additional quantity and provide 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.

Submit



# 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.

## Business Workplace of Robert Sicoli

Menu | Back | Cancel | Tools | New message | Find folder | Find document | Appointment calendar | Distribution lists

Workplace: Robert Sicoli

- Inbox
  - Unread Documents 0
  - Documents 0
  - Workflow 416**
    - Grouped according to content
    - Grouped according to content type
    - Grouped according to sort key
    - Grouped according to task
  - Overdue entries 0
  - Deadline messages 0
  - Incorrect entries 0
  - Outbox
  - Resubmission
  - Private folders
  - Shared folders

**Workflow 416**

Executable	Creation Date	Title
✓	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ?
⚙	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ?
⚙	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ?
⚙	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ?
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⚙	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ?
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⚙	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ?
⚙	02/29/2008	Resolve Invoice Block for Quantity Diff. QUALITY INFORMATION P.
⚙	02/29/2008	Resolve Invoice Block for Quantity Diff. QUALITY INFORMATION P.
⚙	02/29/2008	Resolve Invoice Block for Quantity Diff. SARSTEDT INC 51059959
⚙	02/29/2008	Resolve Invoice Block for Quantity Diff. SIEMENS HEALTHCARE C
⚙	02/29/2008	Resolve Invoice Block for Quantity Diff. SIEMENS HEALTHCARE C



# 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 ...



# Cancel the Invoice

- 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

Menu ▾ | Back | Cancel | Tools ▾ | Update Workflow

SRM Purchase Order 2000227944 Vendor's ID and Name 1008156 Owens And Minor Document Date 10/11/2007

Item Detail

Item 1 Description SCALE DETECTO DIET Quantity 2 Order Unit Each Net Price 71.84

Requisitioner's ID MARMSTR2 Requisitioner's Name Michael Armstrong Material 31912

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Category	MVT	Posting Date	Posted By	Quantity	Order Unit	Unit Price	Amount	Attachments	Invoice Type
Goods Receipt	101	10/30/2007	Terrence St.rose	2.000	Each	71.84	143.68		
<b>Goods receipt subtotal:</b>				<b>2.000</b>	<b>Each</b>		<b>143.68</b>		
Invoice		10/31/2007	Production Service User Pi	2.000	Each	68.06	136.12		Electronic In
Invoice		12/22/2007	Production Service User Pi	2.000	Each	68.06	136.12		Electronic In
<b>Invoice receipt subtotal:</b>				<b>4.000</b>	<b>Each</b>		<b>272.24</b>		
				2.000-	Each		128.56-		
<b>Quantity differences:</b>				<b>2.000-</b>	<b>Each</b>		<b>128.56-</b>		

▶ R3Q (800) E



# Cancel the Invoice

- Scroll down to the “Cancel the Invoice” action and click the **Submit** button. A note box will appear.

Cancel the Invoice

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.

Submit





# 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.

A screenshot of a software application window titled 'Create note'. The window has a title bar with a close button. Below the title bar, there is a text field for the 'Title of note' containing the text 'Note created by RSICOLI1 on 03/01/2008'. Below this is a large text area containing the text 'Please cancel this invoice. I ordered and received only 2.'. At the bottom left of the window, there are two buttons: a green checkmark and a red 'X'. A red rectangular box highlights these two buttons. The window is partially obscured by other windows in the background, which are visible as faint text on the right side.



# Cancel the Invoice

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

## Business Workplace of Robert Sicoli

Menu ▾ | Back | Cancel | Tools ▾ | New message | Find folder | Find document | Appointment calendar | Distribution lists

Workplace: Robert Sicoli

- Inbox
  - Unread Documents 0
  - Documents 0
  - Workflow 419**
    - Grouped according to content
    - Grouped according to content type
    - Grouped according to sort key
    - Grouped according to task
  - Overdue entries 0
  - Deadline messages 0
  - Incorrect entries 0
- Outbox
- Resubmission
- Private folders
- Shared folders
- Folders subscribed to
- Trash

**Workflow 419**

Executable	Creation Date	Title
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ?
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ?
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ?
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ?
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ?
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ?
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ?
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ?
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ?
	02/29/2008	Resolve Invoice Block for Quantity Diff. OWENS AND MINOR INC ?
	02/29/2008	Resolve Invoice Block for Quantity Diff. QUALITY INFORMATION P.
	02/29/2008	Resolve Invoice Block for Quantity Diff. QUALITY INFORMATION P.
	02/29/2008	Resolve Invoice Block for Quantity Diff. RMS OMEGA TECHNOLOG
	02/29/2008	Resolve Invoice Block for Quantity Diff. SARSTEDT INC 51059959



# 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.



# Q&A

- 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](mailto: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!