



## ***eInvoice Hold: Quantity billed exceeds quantity ordered***

This document will guide the department on what steps need to be taken to correct a '*Quantity billed exceeds quantity ordered*' hold.

There are various reasons for an invoice to go on this hold, which is usually combined with a Quantity Received hold:

- An amendment has been made to the original Marketplace order
- The supplier delivered the goods even though they were advised that they were no longer needed
- The department has processed a manual invoice from the supplier and an eInvoice was also transmitted

### **Please Note:**

- If you are unsure of which process to follow or if additional guidance is required, please contact the AP helpdesk.
- Detailed guidance notes can also be found on the UFS home page, Documentation and FAQ.

Scenario		Suggested Resolution	How to stop the issue re-occurring
Cancellation of line/order	<p><b>Cancelled goods were delivered in error and returned to supplier.</b></p> <p><i>Please note: the dept may be charged a stocking fee if the supplier was not advised that the items were no longer required.</i></p>	<ol style="list-style-type: none"> <li>1. A 'return' in CUFS is not possible due to the item/s being cancelled.</li> <li>2. Liaise with the supplier to collect the items.</li> <li>3. Request a credit note from the supplier.</li> <li>4. Process the credit note in CUFS and make reference to the invoice in the description field.</li> <li>5. Find the eInvoice and make reference to the credit note in the description field.</li> <li>6. Manually release the holds.</li> </ol>	<p>If item/s are no longer required, or the quantity needs to be changed from the original order:</p> <ol style="list-style-type: none"> <li>1. Contact the supplier immediately to advise of the cancellation.</li> <li>2. If cancellation can go ahead, update the original order and email or fax a revised confirmation to the supplier.</li> </ol>
	<p><b>Cancelled goods were delivered in error but the department has accepted the goods</b></p> <p><b>Or</b></p> <p><b>The supplier refuses to accept the</b></p>	<ol style="list-style-type: none"> <li>1. Raise a non-catalog requisition (ensuring that the site address is <b>not</b> ZMarketplace).</li> <li>2. Receipt the items on the system.</li> <li>3. Find the eInvoice.</li> <li>4. Discard the existing item line/s that are matched to the cancelled PO/PO lines.</li> <li>5. Click on the 'General' tab and match eInvoice to the new order raised in step 1.</li> </ol>	



	<b>return of the items</b>	<ol style="list-style-type: none"> <li>6. Calculate tax and validate the eInvoice.</li> <li>7. Check holds.</li> </ol>	
<b>PO amended</b>	<b>Quantities on the order were amended by the dept</b> as the cost was to be split over more than one code	<ol style="list-style-type: none"> <li>1. Find the eInvoice in AP</li> <li>2. Discard the item lines</li> <li>3. Click on the 'General' tab and re-match to the order again as this will pull through the changes</li> <li>4. Calculate tax and validate the eInvoice</li> <li>5. Check holds</li> </ol>	The revised order does not need to be sent to the supplier as the item, quantity and price has remained unchanged.
	<b>Quantities on the order were amended by the dept</b>		If an amendment to an order effects what is being delivered by the supplier then the supplier must be contacted first, then amend the order and finally submit a confirmation revised order.
	<b>An additional line was added to the original order</b> as it was missed from the original order/replacement item ordered as original not available		Do not add additional lines for new items to a Marketplace order that has already been transmitted to Science Warehouse. The requisitioner/buyer must raise a brand new requisition for the new item.
<b>Duplicate Invoices</b>	<b>Manual invoice entered by department and matched to order;</b> einvoice interfaced and also matched to the same PO number.	<ol style="list-style-type: none"> <li>1. Please contact the AP helpdesk on (7)66888</li> </ol>	<p>If a paper invoice is received from an eInvoice supplier check if the invoice relates to items purchased via Non-Catalog. Invoices from suppliers that were raised as non-catalog orders are manually processed by the department.</p> <ol style="list-style-type: none"> <li>1. Find the order via the Buyers Work Centre and click on the number.</li> <li>2. Check the Supplier Site.</li> <li>3. If it is ZMarketplace, click on the Lines tab and the details icon.</li> <li>4. Does the description look like it's been manually entered in terms of words used, format etc as Marketplace descriptions are very precise.</li> </ol>



Detailed Procedure  
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			<ol style="list-style-type: none"><li>5. If there is no information populated in the Supplier Item it would indicate that it was a non-catalog order raised but using ZMarketplace as the site.</li><li>6. Dept to process the invoice</li><li>7. Advise the requisitioner/buyer not to select supplier site as ZMarketplace for a Non-Catalog requisition.</li></ol> <p>If information was populated in the Supplier Item field, liaise with the requisitioner to establish which process they followed when raising the requisition. This will help to determine whether to manually process the invoice or if it's a duplication of an invoice which therefore should not be processed. Please contact AP helpdesk if further guidance required</p> <p>A list of eInvoice suppliers can be found <a href="#">here</a>.</p>
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