eInvoicing: Dealing with a Tax Variance Hold: PO incorrect, eInvoice correct

The most common scenario for tax variance holds is when a purchase order has been raised with the wrong tax code e.g. buying some catering supplies which are NO UK VAT but SR20% was left as the default, or items that are SR20% but where ME0% has been entered.

Once the invoice that is on hold has been identified by running the invoice on hold report, it can easily be corrected.

> **Responsibility: AP Invoice Entry/Manager**
>
> **Navigate: Entry > Invoices**

1. Query back the eInvoice using any of the relevant fields in the *Find Invoice* screen.

2. Click on the **Find** button to display the eInvoice line. In this scenario you will notice that the VAT amount from the suppliers invoice is 0.00 as none of the items purchased were subject to VAT.

To assist in identifying which PO line is incorrect, the suppliers eInvoice can be printed by navigating to **Reports** in the toolbar, **Print XML Invoice, OK** to single request, click in the List of Values for the report name field and **XML Gateway Invoice Print (UFS) – XML Publisher** will default in. In the supplier field, enter the suppliers name and this will activate the invoice number field. Populate with the invoice number from the invoice

header screen, click **OK** and check number of copies under **Options**. Click **OK** to display the request screen and once the phase is completed the invoice will print. Detailed guidance 'Printing an eInvoice' is available.

The invoice can then be used to check against the lines from the purchase order to identify the incorrect one as per step 3.

3. Click on the **Lines** tab to display the lines from the purchase order. The fields will populate with the information from the purchase order, in this case the wrong tax name was entered at the requisition/order stage.

To deal with the *Tax Variance* hold each incorrect line will need to be discarded and re-matched (you can't simply overtype with the correct tax name).

4. Click in the incorrect *Item* line and click on **Discard Line x** (x is the number of the line you are discarding).

5. A caution message will display, simply click **OK**
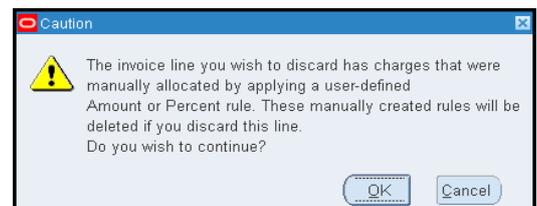
6. The *Item* line *Net Amount* will be 0.00.

7. Click on **Discard** for the other incorrect item lines and ensure that the values are 0.00.

By using Discard, this means that the order and the invoice are no longer matched, which is why it is vital that you re-match the invoice and the order manually.

8. Click on the **General** tab to activate the **Match** button, and then click on it.

The *Find Purchase Orders for Matching* screen will display with the *Purchase Order Num* field completed.

9. Click **Find** to display the *Match to Purchase Orders* screen.

10. Click in the boxes in the *Match* column. A note will display for every box you tick which you can click **OK** to.

APP-SQLAP-10074: This purchase order line is closed. You may want to review the purchase order before continuing with this match.

OK

11. Once all lines have been ticked click **Match,** and the *General* tab will display.

12. Click on the **Lines** tab and the newly matched lines will appear, but with the incorrect *Tax Name*.

13. Click in the *Tax Name* field for each of the new matched lines and amend to that of the invoice header.

Num	Type	Net Amount	Tax Name	Charge Account	Track As Asset	Description	Item
1	Item	0.00	SR20.0%		☐	Oligo ref:602650 pRS300-B, GCG GAT	Oligo
3	Item	0.00	SR20.0%		☐	Oligo ref:602649 pRS300-A, CTG CAA	Oligo
4	Tax	0.00			☐	PD-1937948	
5	Item	2.80	ME0.0%		☐	Oligo ref:602650 pRS300-B, GCG GAT	Oligo
6	Item	2.50	ME0.0%		☐	Oligo ref:602649 pRS300-A, CTG CAA	Oligo

Total Gross 5.30 Retained Net

14. **Calculate Tax.**

15. Click **Actions… 1, Validate, OK.**

16. Click on **Holds** and it should now be awaiting secondary approval.

Why does the eInvoice not display on the SIA screen?

eInvoices will not display on the SIA screen as there is an automatic CUFS process that will carry out the SIA process.