How to Resolve Holds Information Sheet

Hold Name	Hold Reason	How to resolve this hold
Buyer	Query back to Buyer	Please follow this up with the buyer and follow with appropriate action; either release hold for payment in the 'Invoice Holds' screen or request credit note from the supplier.
PO Not Approved	PO has not been approved	The Purchase Order has not been approved or has been unreserved. Within the purchasing module, go to the Purchase Order Distributions Screen and change the GL date on each distribution line to the current period. Approve or re-approve the PO. Should you have any difficulties with this process, please contact the Purchasing Helpdesk on x65101.
Qty Ord	Quantity billed exceeds quantity ordered	Confirm that goods surplus to the Purchase Order have been received. If satisfied that additional items have been received, manually release the hold in the 'Invoice Holds' screen and save. If additional goods have not been received, investigate why the duplication has occurred and query back to the supplier if appropriate.
Qty Rec	Quantity billed exceeds quantity received	Goods have not been received within the PO module before matching the invoice to the PO. Check goods have arrived and preferably go back to the PO to receive the goods or if this is not possible, manually release the hold in the 'Invoice Holds' screen. Save.
Price	Invoice price exceeds purchase order price	The invoice value is over or under the system tolerance of 6%. Investigate why this would have occurred and request any credit notes if due. Override the hold manually in the 'Invoices Holds' screen if satisfied or apply an 'await credit note' hold if appropriate.
Final Matching	PO has already been final matched to another invoice	The Purchase Order has been finally closed. Please contact the helpdesk with regards to resolving this query. They will be able to run a 'Final Matching Holds Release Report' in order to identify the distribution lines which are matched to a finally closed purchase order. These identified lines will then need to be unmatched individually from the PO. This is done by clicking on the relevant line with-in the invoice distributions, and clicking on the reverse 1 button. The replacement line will need entering manually; If this is a general ledger code enter it in to the account field, or if this is grant related, enter the grant information as per normal and allow the account mapping code to default in. Save and validate.
Tax Difference	Invoice tax code different from PO tax code	Invoice tax code is different to the PO tax code. Investigate why differences have occurred and confirm that the invoice has the correct tax code applied within the invoice distributions. When satisfied that this is the case, manually release the hold in the Invoice Holds screen. Save.
Max Total Amount	Sum of invoice and exchange rate variances exceeds limit	Sum of invoice and exchange rate variances exceeds tolerance limit set by the system. Investigate why this may have occurred, and check for any other holds and when satisfied that the invoice information is correct, the hold can be manually released in the Invoice Hold screen. Save.
Payment Approval	Awaiting Payment Approval	Hold placed by the department as there is a query on the invoice. Investigate if the issue has now been resolved and manually release the hold in the 'Invoice Holds' screen if appropriate.
Secondary Approval	Awaiting Secondary Approval	Follow the usual Secondary Invoice Approval procedures.
Charge Account Hold	Query re Charge Account	Hold placed by department as there is a query on the account coding applied to the invoice. Investigate if this has now been resolved and manually release the hold if appropriate. Click on Holds button in the Invoice Header Page, go to 'Release Name' and click on the 'List of Values' button. The release name and reason should default in. Save.
Dist Acct Invalid	Distribution account is invalid	This usually occurs when one of the general ledger account codes is missing from the distributions. Enter the invoice distributions and 'ok' any error messages that may occur. Scroll down until you find the empty 'account code' cell. Re-enter the correct account code as usual; If this is a general ledger code enter it in to the account field, or if this is grant related, enter the grant information as per normal and allow the grant mapping code to default into the 'account code' field. Save and validate.
Funds Check Failed	Insufficient funds exist for this invoice	**Funds checking** - Investigate the reasons for failure and should you require further assistance then please contact Grants Administrator who will be able to help you resolve the hold. Then validate the invoice in Actions_1. **Funds checking - Invoice zero'd/cancelled**- funds check hold remains. Investigate the reasons for failure and should you require further assistance then please contact Grants Administrator who will be able to help you resolve the hold. Then cancel the invoice in Actions_1.
Internal Dispute	Invoice hold following internal dispute	This hold is used for Internal trading only. Resolve the invoice dispute with the issuing department, who can issue a credit note if appropriate. If a credit is no required or when the credit note is received, the hold should be manually released in the 'Invoices Holds' screen. Note: Any disputes that cannot be resolved between the issuing and receiving departments should be referred to the AP helpdesk.
Internal Trading problem	Hold from Payment batch due to Internal Trading problem	This will be resolved Centrally - No departmental action required at this time
Internal Trading	Invoice has no match in AR	This will be resolved Centrally - No departmental action required at this time
CUFS - RGO - INVOICE HOLD	CENTRAL AP HOLD - Call the helpdesk in the event of query	This will be resolved Centrally - No departmental action required at this time
Tax Amount Range	Invoice tax amount does not fall within range	Often accompanyed by a Tax Variance Hold and a Distribution Variance Hold - Resolve Distribution Variance hold first as this usually releases the tax holds as well.
Tax Variance	Invoice tax amount is not equal to the calculated tax amount	Often accompanyed by a Tax Amount Range Hold and a Distribution Variance Hold - Resolve Distribution Variance hold first as this usually releases the tax holds as well.

Dist Variance	Total of invoice distributions does not equal invoice amount - **Penny Rounding**	Distribution amount is out by 0.01 (or sometimes 0.02 pence) in compaison with the Invoice Total, due to rounding differences on the VAT. **Unmatched Invoice** - Invoice is not matched to a PO. Click on the highest value tax line and overtype the amount to correct Vat amount (usually +/- 0.01p). Save and validate in Actions_1. **Matched Invoice** - Invoice is matched to a PO. Click onto to the highest value tax line and create new line directly underneath by using the new line (gate with green cross in top left corner) icon. Amend 'item' to 'tax' in the type field, Input +/- 0.01p in amount field. If GL account code, copy down the account code using ctrl F5; or if Grant /Project Related leave account code blank and skip to Grant/Project code and copy down all related information. Validate in Actions_1.
Dist Variance	Total of invoice distributions does not equal invoice amount - **Distribution Total and Invoice Total already match**	Check the status of the invoice, if it shows as 'Needs revalidation' the Distributions have been amended and therefore the invoice and distribution totals look as though they match, but the changes to the invoice have not been validated. Revalidate invoice through Actions 1 button and check the Holds button to ensure that the Secondary Invoice Approval has been applied. If the Distribution Hold remains please contact the helpdesk.
Dist Variance	Total of invoice distributions does not equal invoice amount - **Distribution Total and Invoice Total do not match**	Total of Invoice Distributions – Check item and tax line amounts in Distributions and at Header level. Amend accordingly – advice can be given according to the amendment required. Validate invoice. Please note: That if the distribution amount has dilberately been left in an incorrect state to prevent payment on on invoice; (for example when waiting for a credit note). Please correct distributions to balance to the invoice amount, validate and apply a Credit Note Hold
Credit Note	Awaiting Credit Note	Await Credit Note - Chase up credit note with supplier. Release Hold when Credit note is received and processed. If you are waiting on a credit from the supplier please ensure that all distributions are complete and balance to invoice header amount and that the invoice is validated. The accounting process should be allowed to run over night, before applying the credit note hold the following day. This allows the distributions to post to the General Ledger.A credit note hold is sufficient to prevent payment of invoice.
Unaccounted	Invoice needs revalidation	Invoice 'Status' will be 'Validated' & 'Accounted' will show as 'Partial'. Invoice requires revalidation as changes have been made within the distributions but not validated afterwards – go to Actions 1 and tick the validate box. Note: The invoice will show as partially accounted until the Payables Accounting process is run overnight. Please confirm 'Status' is 'Yes' the following day, if it isn't please contact the Helpdesk x66888. You may also want to refer to the Accompanying Notes section below, if the validate option is not available.
Not Validated	Invoice has never been validated	Invoice has not been validated – Check that invoice detail is complete - go to Actions 1 and tick the validate box
Not Validated	Invoice has never been validated - **Internal Trading Unmatched Invoice - is not going to be matched to a PO**	Enter 0.00 in the Vat Amount field and enter the distributions. Click on the Internal Trading default account line and click on reverse 1 to reverse out the distribution. Enter a new distribution line and enter the correct account coding. Save and go to Actions 1 and tick the validate box.
Not Validated	Invoice has never been validated - **Internal Trading Matched Invoice - is going to be matched to a PO**	Enter 0.00 in the Vat Amount field and enter the distributions. Click on the distribution line containing the Internal Trading default coden and click on reverse 1 to reverse out the distribution. Save your changes in the distributions and check that the distribution amount is now sitting at 0.00. Click out of the distribution screen and click on the match button - enter the PO number in the find screen and match as any other invoice - go to Actions 1 and tick the validate box.
Not Validated (Needs Revalidation)	Invoice needs revalidation	Invoice 'Accounted' field will show as 'partial'. Invoice requires revalidation as changes have been made within the distributions but not validated afterwards. – go to Actions 1 and tick the validate box. Please note that this can also sometimes occur due to the Tieback process.

Accompanying Notes:
How To Release A Hold in the Invoice Holds Screen
For holds that can be released in the AP module only
Click on Holds button in the 'Invoice Header' Page, go to 'Release Name' and click on the 'List of Values' button. The release name and release reason should default in. Save
Should the 'List of values' provide you with a selection, please select the most appropriate release name from the List of Values available
Please DO NOT USE the QUICK RELEASE function to release any hold

How to resolve an Invoice that Requires Revalidation but Validation Button is Not Available (Greyed Out
Add a new 0.00 value item line posted to any active GL code in the distributions and save. This should reactivate the validation button, and revalidation can then occur
Any previously unposted distribution lines will now post through to the general ledger

Internal Trading Disputes
Please apply an Internal Dispute hold to the invoice
Please do not leave the invoice unvalidated, post through on the Internal default account code and apply Internal Dispute Hold
This allows Central Finance to pick up any invoices in dispute so that a resolution can be agreed between departments