



Resolving Price Discrepancies

Use this Job Aid to:

- Learn how to resolve discrepancies based on price differences.

BEFORE YOU BEGIN

You should have a blocked invoice in your ECC Inbox.

Resolving Price Discrepancies

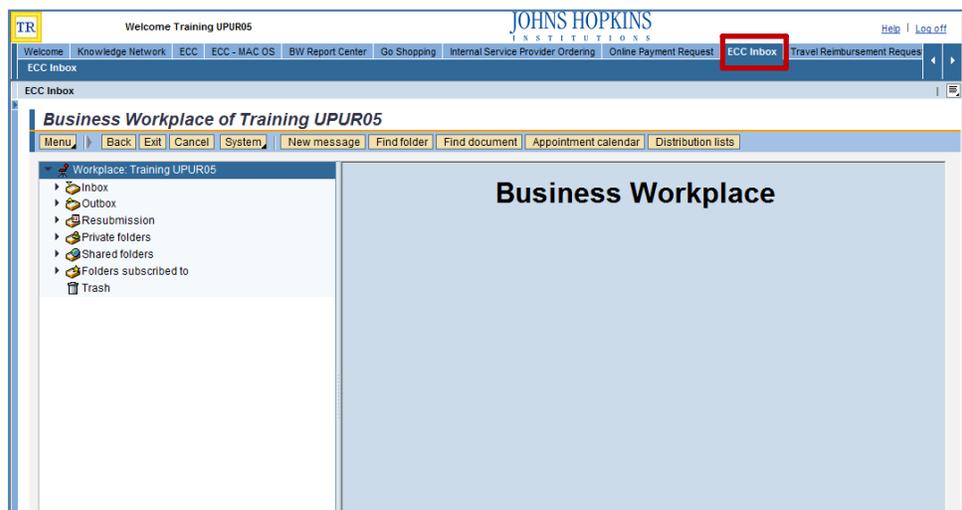
Accounts Payable Shared Services directly receives invoices from vendors for PO (Purchase Order) related goods and services. Invoices will be posted and paid when there is a three-way match (the information on the PO, the goods receipt (confirmation) and the invoice all must agree). If a JHU purchase is less than \$2,500, a two-way match is sufficient. With a two-way match, you make your purchase, and then Accounts Payable can pay for the purchase. In this case you can receive the goods/service without a confirmation/goods receipt. Note that there are some exceptions to the two-way match policy (i.e., SPPO, PROJ, CAPP, DRUG, inventory purchases, internal purchase orders, and independent contractor purchase orders).

Invoices may be blocked for payment when there is a discrepancy in the match between the price of the purchase order, goods receipt(s) confirmation (if necessary), and the invoice(s). When an invoice is blocked, SAP creates a work item and the person who completed the last goods receipt will receive an “Invoice Blocked for Price Difference” work item in their ECC Inbox and an email in their regular email account. In the case of a two-way match, the end user or Purchasing will receive the work item and email.

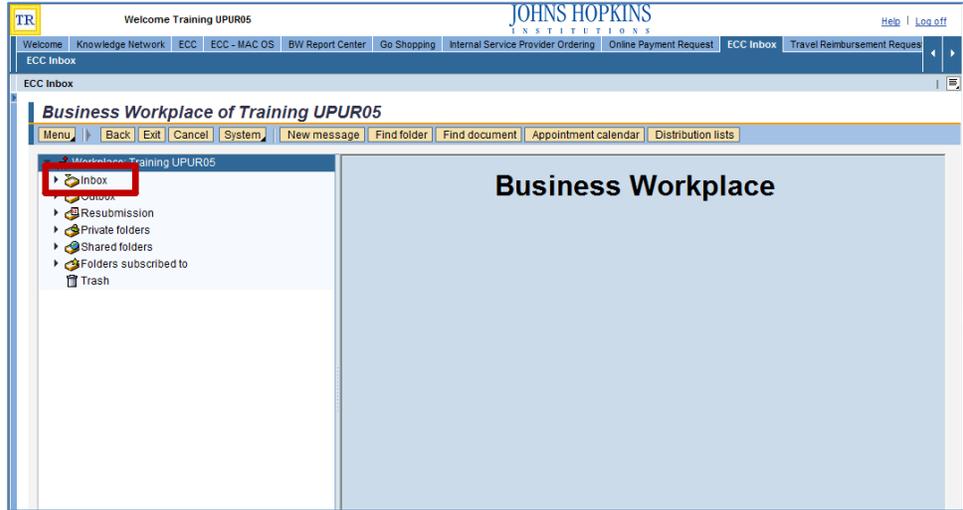
If a blocked invoice isn’t resolved, the vendor will not be paid, expenses may not incur properly against the budget (you may think you have more money to spend than you actually do), and your supervisor or the shopping cart approver may be contacted.

The process for accessing the “Invoice Blocked” work items and resolving discrepancies is shown below.

1. **Select “ECC.”** At the top level of SAP, select the “ECC Inbox” tab. Note that this tab was called the “R/3 Inbox” prior to the upgrade in May 2010.



2. **Access the Inbox.** Click the triangle next to the **“Inbox”** label on the Workplace Menu.

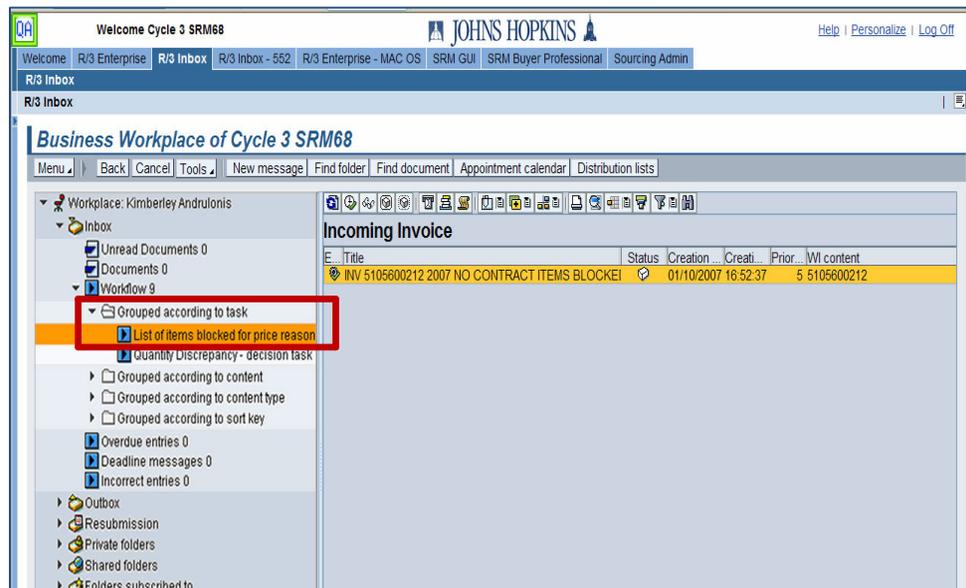


3. **Access the Workflow Folders.** The Inbox will open. Click the black triangle icon to the left of the Workflow folder to see the work items in this folder.



4. **Execute the Work Item.**

- Open the folder named **“Grouped according to task”** to check for invoices blocked for price.
- To view items, double-click on the blue triangle to the left of **“List of items blocked for price reason.”**
- Double-click the work item to execute it.



7. Review the Invoice Information.

Review the invoice information and then click **“Back”** to go to the decision table.

The screenshot shows the SAP SRM68 interface for displaying an invoice. The title is "Display Invoice Document 5105600212 2007". The menu bar includes "Menu", "Back", "Cancel", "Tools", "Show PO structure", and "Follow-on documents". The "Back" button is highlighted with a red box. The main content area is divided into several sections:

- Basic data:** Invoice date: 01/10/2007, Posting Date: 01/10/2007, Amount: 825.00, Tax amount: 0.00, Reference: TEST, USD, Calculate tax checkbox, Text field, Paymt terms: Due immediately, Baseline date: 01/10/2007, Company Code: JHEN JOHNS HOPKINS ENTERPRISE U.S.A., Lot No. field.
- Vendor:** Vendor 0001000027, AMBION, 2130 WOODWARD ST, STE 200, AUSTIN TX 78744, 410-735-7039, 410-735-ZZZZ, Bank acct field.
- PO reference:** A table with columns: Item, Amount, Quantity, Purchas..., Item, PO text, Tax cod.

Item	Amount	Quantity	Purchas...	Item	PO text	Tax cod
1	175.00	1 EA	2000000141	micro	IO (A)	
2	275.00	1 EA	2000000142	micro stand	IO (A)	
3	375.00	1 EA	2000000143	micro lab book	IO (A)	

8. Accept Price Difference. Click on **“Accept Price Difference”** on the decision table.

The screenshot shows the SAP SRM68 interface for a decision step in a workflow. The title is "Decision Step in Workflow". The menu bar includes "Menu", "Cancel", "Tools", "Workflow", and "Create". The main content area is titled "DECISION INV 5105600212 2007 BLOCKED FOR PRICE". Below this, there is a section "Choose one of the following alternatives" with a list of options:

- Change purchase order
- Accept Price Difference** (highlighted with a red box and a red arrow)
- Request Credit Memo
- Cancel invoice
- Cancel and keep work item in inbox

Below the list, there is a "Description" section with the text: "Choose one of the decision options given:" followed by a list of options: "Change Purchase Order", "Accept Price Difference", "Request Credit Memo (credit memo from vendor is pending)", and "Cancel Invoice". To the right, there is an "Objects and attachments" section with a list: "Incoming Invoice: 5105600212".

9. Enter Explanatory Notes.

- Enter a note explaining the reason for the price difference and authorizing payment for the additional cost. **Note that this is a mandatory field. You must provide sufficient information so that this work item can be closed!**
- Then, select the green check icon to save the note.

Business Workplace of Cycle 3 SRM68

Menu | Back | Cancel | Tools | New message | Find folder | Find document

Create note

Title of note: Note created by SRM68 on 01/10/2007

This was an emergency delivery. The added cost is accepta

NO CONTRACT ITEMS

Shared folders

10. Save Your Work.

1. Highlight the line items for which you would like to have the block removed.
 2. Click "Save." This will remove the block on the selected work items.
- If any items remain with a price block, the workflow will start over.

These steps are important and are often missed! These two mandatory steps must be completed in order for the order to properly workflow.

Welcome Cycle 3 SRM68

JOHNS HOPKINS

Welcome > R/3 Enterprise > R/3 Inbox > R/3 Inbox - 552 > R/3 Enterprise - MAC OS > SRM GUI > SRM Buyer Professional > Sou

R/3 Inbox

R/3 Inbox

List of Items Blocked due to Price in Invoice 5105600212 2007

Menu | Save | Back | Cancel | Tools | Invoice

Select the item price blocks to be removed

Invitem	PO	Item	Short text	Diff.val	Net price	Per
1	200000014	1	micro	64.00	111.00	1 EA 401		
2		2	micro stand	64.00	211.00	1 EA 401		
3		3	micro lab book	64.00	311.00	1 EA 401		

11. Complete Work Item. Finally, click on “**Complete Work Item**” to complete the process.

12. Refresh. Select the “**Refresh**” icon to make sure that the process is complete. Once you click Refresh, the price discrepancy has been resolved.

