

## How to Manage Holds

1. Go to your Ben Pays Web Inbox ([https://benfprd1-mv.isc-seo.upenn.edu/markview/MVT\\_MV\\_home.home](https://benfprd1-mv.isc-seo.upenn.edu/markview/MVT_MV_home.home))
2. Verify the Invoice#, PO# and Dollar amount were all entered correctly by matching Header and 'PO Line Details' to the image of the Invoice.
  - a. If not entered correctly, hit "Route to Accounts Payable", request the incorrect information be rekeyed, and provide the correct number.
  - b. If everything is correct, continue to review the reason(s) the invoice is on hold, under the Holds section.
    - i. **Qty Rec**- Quantity billed exceeds quantity received. This occurs when invoice amounts exceed the dollar or quantity of receipts in BEN. A receipt will be required to release this hold.
      1. Confirm the difference from Quantity Billed and Quantity Received equals the invoice amount for each line.
        - a. If the invoice line was not matched to the correct PO line (mismatching PO Line Item Descriptions), hit "Route to Accounts Payable", request the incorrect information be rekeyed, and provide the correct number.
        - b. For subcontracts lines using both 5332 and 5333 on the same PO line, you may need to check the amount billed to each object code under the 'Accounting' section and then expand the Num field.
        - c. In BEN under PO Manager, Select 'Enter Receipt' and provide the current PO number. Enter the variance from Quantity Billed and Quantity Received for each appropriate line.
          - i. It is a good practice to enter the invoice number on the Receipt in BEN as well as add a Blue Sticky note to the Invoice on hold to reference the Receipt number. Do NOT hit the 'Resolve Holds' as this will not release the hold.
        - d. WARNING, Requisitions may have entered a receipt as well for part or all of the purchase order. The hold will not be released until the Quantity Received is equal to or greater than\* the Quantity Billed.
      2. **Max Ship Amount**- The variance between invoice and shipment amount exceeds limit or the invoice amount is \$25 or 25% (whichever is lower) higher than the original PO line amount. Review the PO lines and confirm there was no quoted price.
        - a. If there was no quote and the new price is acceptable to the account owner being charged, hit the 'Resolve Holds' and provide a brief statement as to who approved the new amount.
        - b. If there was a quoted price, the PO Manager or Requisitioner must work directly with the vendor to have the invoice revised or a credit issued.\*\*
    - ii. **Qty Ord**- Quantity billed exceeds quantity ordered. This occurs when invoice amounts exceed the quantity of items ordered.
      1. Confirm the invoice line items were matched to the correct PO lines by matching PO Line Item Descriptions to the invoice image.
        - a. If the invoice line was not matched to the correct PO line (mismatching PO Line Item Descriptions), hit "Route to Accounts Payable", request the incorrect information be rekeyed, and provide the correct number.
        - b. This may occur when there are changes to the packaging, the po was not setup correctly, or AP entered the quantity as the wrong unit. Examples include:
          - You ordered 1 case of 500 and then shipped 10 boxes of 50

- The PO was placed as a quantity and not an amount, such as services
  - AP entered the 2 water bottle deliveries as \$10.00 and not 2 Bottles. If the original PO was for 5 bottles, the quantity will have been exceeded by 5.
- c. Occurrences similar to the example as above may be approved by hitting the 'Resolve Holds' and explaining the variance. This approval may affect the future invoices being put on hold, such as the water bottle example above. All future invoices for the remaining 3 water bottles will exceed the quantity ordered.

#### Additional Comments

\*Over Receipting a PO is informing the university you received more than you ordered and are expecting to pay the additional amount. If a receipt needs to be corrected or removed, you must provide AP with the current Receipt number and the amount as well as the appropriate amount the prior receipt should have been entered.

\*\*For vendor credits, there are two options that can be discussed with the vendor and both parties must agree on the next step of action:

1. The original invoice is rejected and a new invoice is generated. The PO Manager should hit "Route to Accounts Payable", state "cancel. Don not pay", provide the name of the vendor contact and note that a new revised invoice will be forthcoming.
2. A credit will be issued by the vendor. The PO Manager will hit the 'Resolve Holds' and state name of the vendor contact and note that a credit will be forthcoming.
  - a. If the vendor is an EDI vendor, the credit must be issued through the EDI system as well. The PO Manager should monitor the PO to ensure the credit is received.