I Procurement- How to amend a HOLD requisition on I Procurement

Process Maps

IProc Amend a Hold Requisition in iProcurement

1. Search for Item on IProc
2. Go to Item to Amend
3. Check Item on Requisition
   a. Correct Requisition Amount
   b. Change PO amount to 0
4. Approve Change
5. Submit for PO
6. PO Processing
7. Pay Supplier
8. Receive Hold Notification
9. Reverse Transaction
10. Receive Requisition
11. Reverse Requisition
12. Communicate Requisition to Suppliers
13. Receive Request for Goods or Service
14. Prepare Requisition for Goods or Service
15. Approve Change
16. Submit for PO
17. PO Processing
18. Pay Supplier
19. Receive Hold Notification
20. Reverse Transaction
21. Receive Requisition
22. Reverse Requisition

Trinity College Dublin
Coláiste na Tríonóide, Baile Átha Cliath
The University of Dublin
**Work Description**

The Amount or Quantity on an invoice/on lines of an invoice should be equal to or less than the relevant PO Amount/lines of the PO /Received line/ PO line or Quantity in order to pay the invoice. If not, the invoice will go on hold for payments.

The PO can only be fixed by the Preparer of the hold.

**Work Instruction**

<table>
<thead>
<tr>
<th>#</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td><strong>How to fix a hold on iprocurement</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Applies To: Oracle iprocurement</strong></td>
</tr>
<tr>
<td>1.1</td>
<td>Oracle: Preparer login to Oracle at fis.tcd.ie</td>
</tr>
<tr>
<td>1.2</td>
<td>Iprocurement: Once in Oracle applications home page navigate to Iprocurement in main menu and select</td>
</tr>
</tbody>
</table>

1.1 **Go to requisitions**: Select the second tab ‘Requisitions’ as below
1.2 **Requisitions Search page:** You will see on the right of the screen ‘search’, click on this icon to bring you to requisitions search page

1.3 Select ‘Clear’ to empty all populated boxes on the requisitions Search page

1.4 Enter the Order number (purchase order) of the PO that is on hold

1.5 **PO information:** Select ‘GO’, all the requisitions associated with the PO number will be displayed
Details of PO: Click the PO Number at the far right of the screen as highlighted above, this will bring you to the details of the PO (Requisitions information page)

2. Validate Reason why this PO is On Hold

2.1 Why this is on hold: The summary box on the right of the requisition information screen will show you the invoiced amount, the receipted amount, the PO amount (total amount) and status of payment. If there is not a 3-way match in the numbers then this will go on hold. Holds can also occur at line level when 3 totals at PO summary level match each other but do not at line Level (See Hold Type 5 for further information).

2.2 Double click on Invoice Amount

2.3 Select On hold reason (Highlighted in blue)

2.4 Hold reasons: Scroll to the bottom of the page and you will see, Hold reasons, Revise hold reasons
There are several different reasons why you a PO can go on hold:

A. **Hold Type: Price – Invoice Price exceeds purchase order price**

Solution: If the invoice amount is correct, the preparer will need to change the PO amount (total amount). See steps 4, 5 & 6.

Or

Solution: If the Invoiced amount is not correct then the preparer will need to go back to the supplier and request a credit note which should be sent to AP query by preparer.

B. **Hold Type: Quantity Rec - Goods not receipted.**

Solution: Preparer will need to receipt the item if they have received the goods and are satisfied.
C. **Hold Type: Invoice Price exceeds purchase order price and received amount.**

![Summary Table]

*Solution:* Firstly, ensure that invoice is correct, if correct, Received amount needs to be changed back to €0 by receipting to €0. Once that is confirmed PO amount, (Total amount) will need to be changed to Invoiced amount. This will be re-sent to approver for approving, once approved you can go back and receipt. **See steps 4, 5 and 6 on how to complete this.**

D. **Hold Type: Qty Order - the quantity/amount on the invoice exceeds the quantity/amount ordered.**

*Note:* this may not show on the summary box and further investigation will be needed in show all line details.

Select Show all Details at bottom of Requisition Summary Page.

![PO Details]

Line by line amount will be detailed for the requisition. Invoice amount should equal Ordered amount.
**Solution** - If the PO quantity is correct, a credit note should be requested from the supplier and sent to AP Query from the preparer quoting PO number.

**Solution** - If the invoice is correct, the Preparer should update the requisition accordingly by changing each line amount to equal invoice amount as shown in Steps 4, 5 & 6.

**E. Hold Type: Max Ship Amount** - amount invoiced exceeds value of PO by a certain amount, or invoiced lines exceed more than one or more PO lines.

**Solution** - Correct the PO or invoice and resubmit invoice validation. See steps 3,4,5 & 6.

**F. Hold Type: Max Amount Rec** - amount billed exceeds amount received by more than tolerance amount

**Solution** - Increase receipt quantity in the requisition

**Solution** - Request a credit note from supplier If invoice is incorrect.
3 Check Invoice Amount is Correct

The preparer should check the invoice amount to see if correct.

3.1.1 Go to the summary box (To see how to get to this page Visit Step 1 -1.6)

3.1.2 Select the highlighted invoice amount. This will show all the invoices under the selected Purchase order.

3.1.3 Navigate to the right of the screen and click on the attachment of the Requisition Invoice you would like to see

3.1.4 Double click on image as below to show a copy of invoice

If you are happy with the invoice amount then you will need to change the PO amount, the PO amount is the total amount in the summary box, as they are not matching. If you are not happy with the invoice amount, you will need to go back to the Supplier.

3.2 Check Invoiced Line Amount is Correct
3.2.1 Select Show all Details at bottom of Requisition Summary Page.

3.2.2 Line by line amount will be detailed for the requisition. Invoice amount should equal Ordered amount.

3.2.3 When it does not Equal you will need to change the PO amount or obtain a credit note from the supplier if their invoice is correct. Go to steps 4, 5 and 6.
4 Correct Receipt Amount to €0 (if PO had been receipted already)

4.1 The PO may need to be re-opened by the POA if not already done so. You can see if the PO is open by looking at the status of the PO on the standard purchase order detail page. As below, (Status can be Open, Closed or on Hold) It may also be necessary to reopen a line within an Open PO, you will need to request your POA to do this.

4.2 Once PO is open the receipt amount will need to be changed to €0.

4.3 Go to the iProcurement homepage.

4.4 Click on the tab labelled ‘Receiving’ located at the top left of the page.

4.5 Select the link ‘Correct Receipt’.

4.6 Click the ‘Clear’ button to remove all the default values in the search fields.
4.7 Enter PO number in order number box that you wish to cancel and press ‘Go’.

4.8 You will now be presented with the PO line(s) that shows each Receipt, giving the Quantity/ Amount that has been received to date.

4.9 Insert a new receipt amount in the ‘Correct Quantity’ field and press the ‘Continue’ button. (e.g. 0)

4.10 Review the correct quantity and press ‘Submit’.

The summary box as below should now show received value at €0.
5. **Change PO amount (TOTAL AMOUNT)**

**How to Change Amount or Quantity on a Requisition**

5.1 Go to iProcurement\Requisition (Follow steps 1.0 - 1.5)

5.2 Select the requisition (P0) that you wish to update then click “Change”

Please note that only the preparer of the requisition can make a change to the req. If you need to change the preparer than contact FIS Support on ext 2700 please also see helpful hints at the end of this document.

5.2 Change the Qty or Price on the appropriate requisition line to match invoiced amount or invoiced lines.

5.3 Line amounts can sometimes be decimals amounts therefore it is important to put in the exact invoiced line amount as per Invoiced Line amount eg. (seen in step 3.2).

5.4 Input a reason for change in Reason box.

5.5 Click “Next”

5.6 Review and select Submit.

5.7 **The updated PO will be sent again to the supplier. Important that the supplier is made aware that it isn’t a new PO and that a new service/goods are not required. The preparer may email supplier. The change comments made are not included in the reissued PO.**

Alternative as per FSD procurement is to raise a completely new PO with comments that will be seen by the supplier. This then requires an instruction to AP to partially or fully rematch the invoice linked to the original PO.
5.8 A dot will be showing next to the requisitions Approval status representing the change as highlighted below.

![Image of requisition with approval status highlighted]

5.9

* When the change request is approved by your approver, the PO amount will be updated.*

Once the PO has been approved the correct PO amount will need to be receipted

Other Helpful Hints

**Assistance:** Please contact the FIS Support Team on Extn 2700 or Email fis-support@tcd.ie and we can provide you with this information.

**When on Vacation:** On your main page, under your work list, please click on "Vacation Rule" and reset all your notifications to go to a specified user by choosing this user from the drop down list and submit. For More information go to TCD Procurement

**Training can be organised through:** FIS Support Team at fis-support@tcd.ie or at: 01 8962700 to discuss your needs or complete the booking form at the following link: FIS Training Requirements Form

https://www.tcd.ie/financial-services/fis/training/index.php

**Online training, manuals, helpful tips on procurement can be found at :**

https://www.tcd.ie/financial-services/procurement/iprocurement/
### Prepared By

<table>
<thead>
<tr>
<th>Signature</th>
<th>Position</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ita Keenan Gordon Hughes Nicola Boutall Yasmin Madigan</td>
<td></td>
<td>28/06/2018</td>
</tr>
</tbody>
</table>

### Reviewed By

<table>
<thead>
<tr>
<th>Signature</th>
<th>Position</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ita Keenan Gordon Hughes Nicola Boutall Yasmin Madigan</td>
<td></td>
<td>28/06/2018</td>
</tr>
</tbody>
</table>