



PROCEDURE 22:

RESPONDING TO AN INVOICE HEADER EXCEPTION

AP01

Job Aid AP01-22

The purpose of this job aid is to explain how to respond to an invoice header exception in NCAS.

After accessing the *Invoice Matching (IMP)* screen:

1. Type the **invoice header information** on the *IMP* screen. (Refer to **Procedure 20A/B: Entering Invoice Header Information for Matching Invoices.**)
2. Press **ENTER** to process the invoice header information and to access the *Invoice Line Audit (ILA)* screen.
3. The system displays one of the following exception messages:
 - a. **220: EXCEPTION - VENDOR ENTERED DOES NOT MATCH VENDOR ON THE PO**
 - b. **222: TAX/VAT IS NOT AUTHORIZED FOR THIS PO**
 - c. **224: FREIGHT IS NOT AUTHORIZED FOR THIS PO**
 - d. **226: ADDITIONAL COST IS NOT AUTHORIZED FOR THIS PO**
4. Review the information entered. Correct any mistakes.
5. If all the information is correct, type **CONT** in the REQUEST field to continue processing the invoice.
6. Press **ENTER** again to access the *Invoice Line Audit (ILA)* screen.
7. Identify and tag the appropriate PO line for the amount on the invoice. (Refer to **Procedure 21: Entering Invoice Line Information for Matching Invoices.**)
8. Type **N** or **NEXT** in the REQUEST field to balance the invoice and access a blank *IMP* screen.
9. The system displays the error message from Step 3 again.
10. Type **C** in the EXCEPTION CMNTS field and press **ENTER** to pass the exception to the buyer and access the *Invoice Exception Comments (IEC)* screen.
 - a. If no comments need to be added to the invoice, type **PASS** in the REQUEST field and press **ENTER** to pass the invoice to the buyer for resolution of the exception. Skip to step 15.
11. On the *IEC* screen, type a **number between 01 and 50** in the CMT # field.
12. Type **your comments** in the COMMENTS field.
13. Repeat steps 11 and 12 until all comments are entered.

14. Type **R** in the REQUEST field and press **ENTER** to return to a blank *IMP* screen.

The system places the invoice that passed into the buyer's *Invoice Work Queue (IWQ)*. The *IWQ* screen lists all the invoices that have been passed to a particular buyer for review. From this screen, a buyer can review invoice details, resolve any errors and release the invoice for the AP processor to finish processing.

The system also places a copy of the invoice in your *Invoice Reapplication Work Queue (IRQ)* with a **B** (*pending buyer review*) status. You can type *IRQ* in the NEXT FUNCTION field and press **ENTER** to access the *IRQ* screen and see all the invoices you have passed.

15. Wait for the buyer's instructions regarding further processing of the invoice.