

## Name of Report

### Held Invoice Report

## Purpose

The Held Invoice Report gives detail on all Invoices and Credit Notes with a 'Held' Status on e5. The 'Held' status is applied against E- Procurement Invoices and Credit Notes automatically in e5, when a Goods Receipt Note (GRN), entered onto the E- Procurement Portal, is not done or does not match the processed Supplier Invoice or Credit amount or quantity.

## How to Read the Report

Main Columns			
Col.	Description	Details	Action / Information
<b>I</b>	Requisition Owner	Name of requisitioner who raised the order	<b>Use the filter so that only your orders appear</b> (and/or those for other users whose requisitions you have been allocated)
<b>N</b>	Purchase Order Number	The Purchase Order Number created after a requisition has been approved	Requisitions will need to use this reference on the e-procurement portal to enable them to action the required GRN's is applicable.
<b>Q</b>	Line Status 1	A 'P' in this column indicates a Price mismatch between the order and the invoice	Indicates a difference between the price on the order and the price charged on the invoice for a quantity order. Any difference of less than £20.00, or 5% of the overall order, this differences are automatically cleared by the system and the invoice is paid. If the report is flagging a 'P' Line Status, action is required. Where the Invoice price is less than the Order price, Purchase to Pay will accept the difference and the invoice will be paid. Where the Invoice price is more than the Order price, the Budget Holder will be asked to approve the difference being accepted.
<b>S</b>	Line Status 3	A 'M' in this column indicates a Miscellaneous line has been added to the order to match the invoice received.	This is usually to cover delivery fees or blended vat rate changes and is accepted by Purchase to Pay staff if there is no change to the order value or the value is less than £20.00 or 5% the overall order value. If the difference exceeds this threshold, Purchase to Pay staff will contact the requisitioner.
<b>Z</b>	Entry Date (On to System)	The date the invoice has been entered onto the system	Requisitioner to use this column to sort held invoices into date order to identify the oldest invoices that require attention.

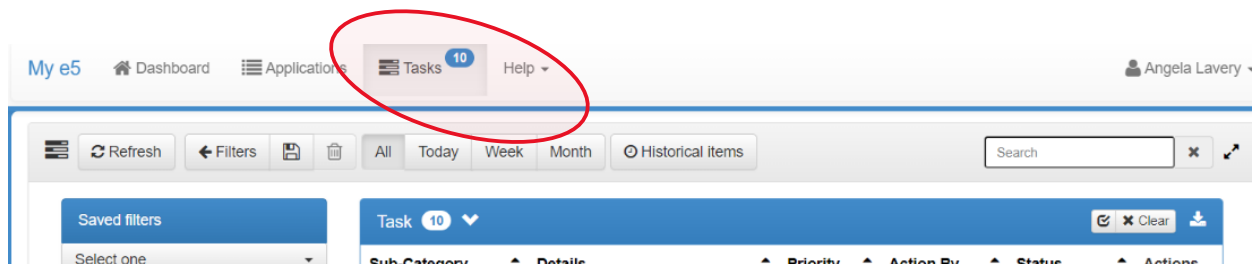
## How to Action the Report

Requisitioners need to either action the required Goods Receipt Note value/ quantity, or raise a dispute with the Supplier concerning the goods provided.

Col	Description	Details	Action
R	Line Status 2	A 'Q' in Line Status 2 indicates that the quantity of goods received does not match the invoiced quantity.	Review the quantity of Goods Received and receipted against those on the invoice. Either action the required GRN's to match or raise a Query with the Supplier.
T	Line status 4	A 'V' in Line Status 4 indicates that the receipted Value does not match the invoice.	Review the value of the Good Received and receipted against those on the invoice. Either action the required GRN's to match or raise a query with the Supplier.

## Helpful Hints

- Purchase to Pay will continue to contact Requisitioners or Budget Holders with details of all Held invoices shown on the weekly reports, where the invoice is over 30 days old.
- If you see an issue with the way the invoice has been processed and you believe the GRN's do match the invoice, please email [Purchasetopay@cumberland.gov.uk](mailto:Purchasetopay@cumberland.gov.uk) or [purchasetopay@westmorlandandfurness.gov.uk](mailto:purchasetopay@westmorlandandfurness.gov.uk)
- Any held invoices are shown as a task on the Requisitioners E-Procurement portal as shown below.



- To view an image of a processed invoice - Search for the order in E-receiver, click on the blue order number, click on the invoices tab, click on the invoice number then DBARCHIVE.

Clicking on the receipts/ returns tab will allow requisitioners to view what has already received.

My e5 e5 e5 Portals Loading...

e5live.cumbria.gov.uk:9519/fmis/purchasing/summary/view.do?reference=WF00006006+++++++&cid=16985

Ordered For: [REDACTED]  
 Delivered To: R/SERVICE CENTRE E-PROCUREMENT  
 Invoice To: ACCOUNTS PAYABLE

**COMMENTS**  
 There are no comments on this order

**ATTACHMENTS**  
 There are no attachments on this order  
 Attachments are managed through the Paperclip/DBArchive applications. Access Paperclip/DBArchive to maintain documents on this order.

**PAPERCLIP** **DBARCHIVE**

Requisitions | Line Summary | Receipts/Returns | Invoices | SplitAnalysis

**1** COMMERCIAL LOCUM ARINOLA (CC001-BA-SERVICE) - @ 80000

Invoice	Line	Qty	Net Value	Total	Invoice Issued	Invoice Received	Date Entered	Due Date	Payment Date	Transaction Status
00271450	1	0	1,474.00	1,768.80	01-Aug-2023	02-Aug-2023	23-Aug-2023	01-Sep-2023	30-Aug-2023	F/Paid
00271095	1	0	1,474.00	1,768.80	25-Jul-2023	26-Jul-2023	23-Aug-2023	25-Aug-2023	24-Aug-2023	F/Paid
00270730	1	0	1,474.00	1,768.80	19-Jul-2023	20-Jul-2023	23-Aug-2023	19-Aug-2023	24-Aug-2023	F/Paid
00270375	1	0	1,474.00	1,768.80	12-Jul-2023	13-Jul-2023	23-Aug-2023	12-Aug-2023	24-Aug-2023	F/Paid
00272138	1	0	1,474.00	1,768.80	15-Aug-2023	16-Aug-2023	23-Aug-2023	15-Sep-2023	13-Sep-2023	F/Paid
00272847	1	0	1,474.00	1,768.80	30-Aug-2023	31-Aug-2023	05-Sep-2023	30-Sep-2023	28-Sep-2023	F/Paid
00272492	1	0	1,474.00	1,768.80	22-Aug-2023	22-Aug-2023	22-Sep-2023	21-Sep-2023	25-Sep-2023	F/Paid
00273594	1	0	1,474.00	1,768.80	13-Sep-2023	14-Sep-2023	22-Sep-2023	14-Oct-2023	12-Oct-2023	F/Paid
00273951	1	0	1,474.00	1,768.80	19-Sep-2023	20-Sep-2023	28-Sep-2023	20-Oct-2023	18-Oct-2023	F/Paid
00274336	1	0	1,976.50	2,371.80	26-Sep-2023	27-Sep-2023	28-Sep-2023	27-Oct-2023	25-Oct-2023	F/Paid
00274670	1	0	1,474.00	1,768.80	04-Oct-2023	05-Oct-2023	11-Oct-2023	04-Nov-2023	02-Nov-2023	F/Paid
00275034	1	0	2,043.50	2,452.20	11-Oct-2023	11-Oct-2023	13-Oct-2023	10-Nov-2023	08-Nov-2023	F/Paid
00275376	1	0	1,507.50	1,809.00	17-Oct-2023	17-Oct-2023	18-Oct-2023	16-Nov-2023	14-Nov-2023	F/Paid
00273221	1	0	1,474.00	1,768.80	06-Sep-2023	07-Sep-2023	23-Oct-2023	07-Oct-2023	02-Nov-2023	Canc
00275717	1	0	1,474.00	1,768.80	25-Oct-2023	25-Oct-2023	25-Oct-2023	24-Nov-2023	22-Nov-2023	F/Paid
00276076	1	0	1,239.50	1,487.40	01-Nov-2023	02-Nov-2023	06-Nov-2023	02-Dec-2023	30-Nov-2023	F/Paid
00276428	1	0	1,541.00	1,849.20	08-Nov-2023	09-Nov-2023	13-Nov-2023	09-Dec-2023	23-Nov-2023	Canc
00273221	1	0	1,474.00	1,768.80	06-Sep-2023	07-Sep-2023	19-Nov-2023	07-Oct-2023	24-Nov-2023	F/Paid
00276790	1	0	1,608.00	1,929.60	15-Nov-2023	16-Nov-2023	21-Nov-2023	16-Dec-2023		Accpt
00277139	1	0	1,608.00	1,929.60	21-Nov-2023	21-Nov-2023	28-Nov-2023	21-Dec-2023		Accpt
00277496	1	0	1,608.00	1,929.60	29-Nov-2023	30-Nov-2023	06-Dec-2023	30-Dec-2023		Accpt

**Further Support can be found using the following link (e5 Portal Guidance):**

[My Finance - Managing Finance : Cumbria County Council \(intouch.ccc\)](https://intouch.ccc)