

## **Price Discrepancy invoices – Approve SBWP - School Business Workplace**

This guidance shows Approvers how to approve invoices relating to Purchase Orders, which have been blocked for payment due to a price discrepancy ie the invoice amount is higher than the original purchase order approved amount.

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### **Introduction**

How the invoice payment process works:

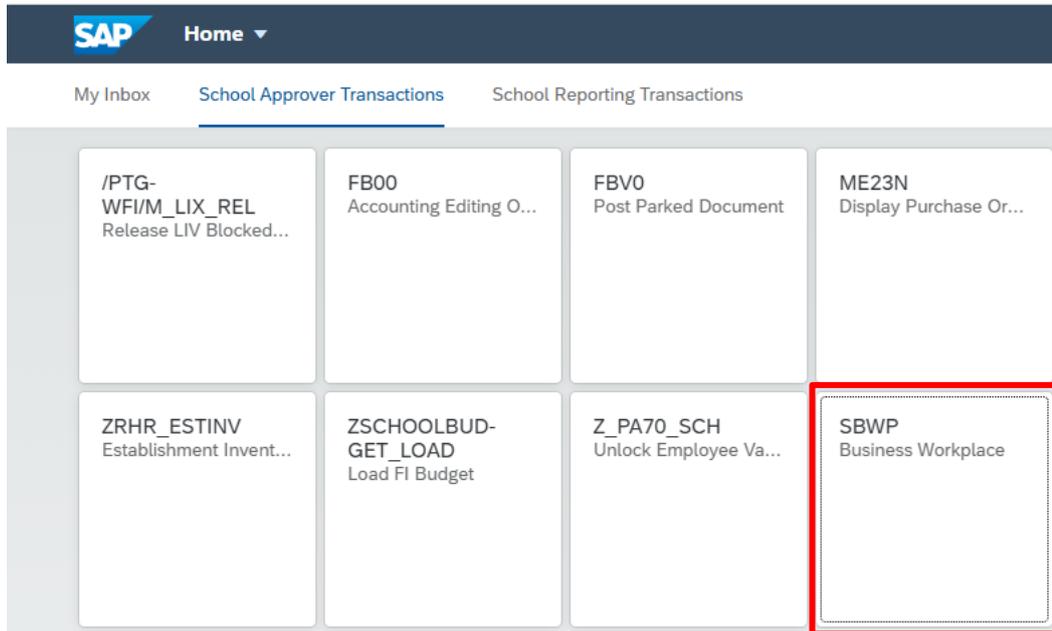
- Purchase Order invoices are scanned into SAP by the Accounts Payable team at County Hall and automatically matched to their purchase order.

The following checks are made:

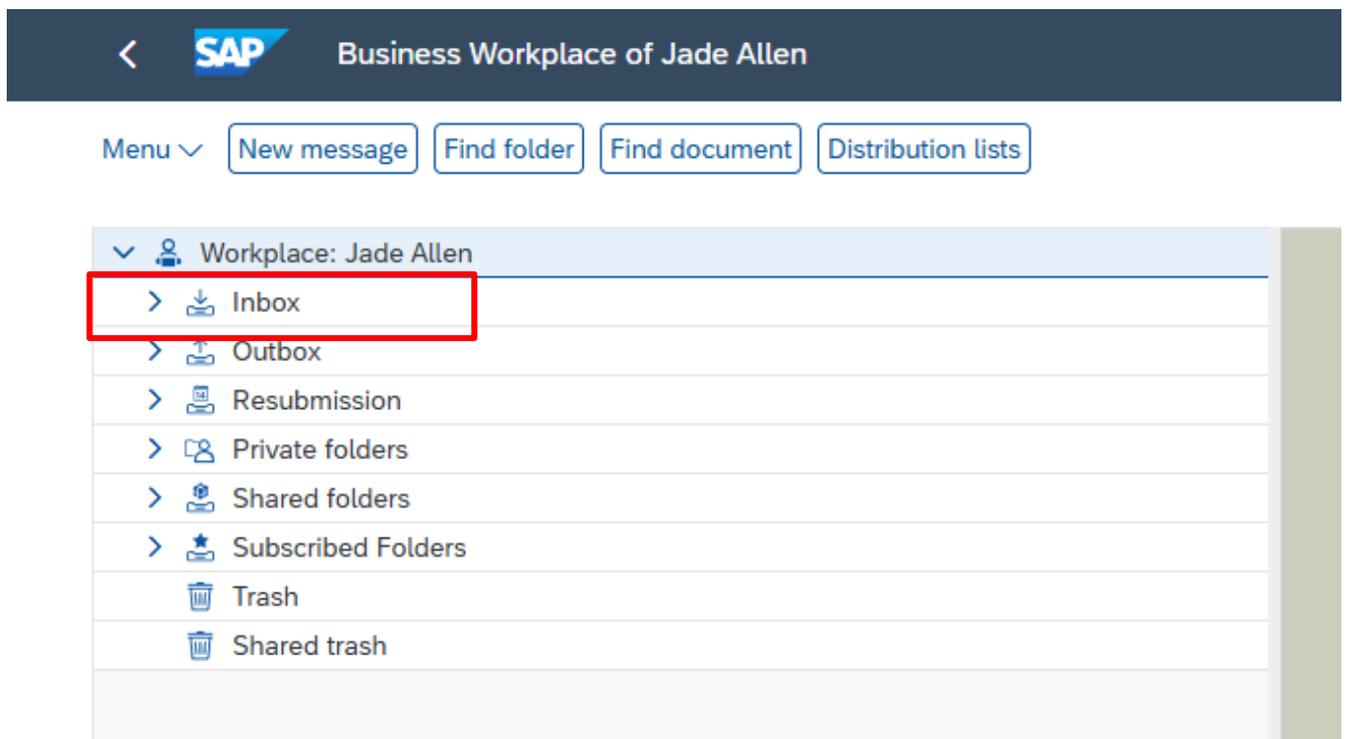
- Do the quantities ordered and receipted in SAP, match the quantities on the invoice? The checks are made line by line for each individual line item.
  - Do the prices on the purchase order match the prices charged on the invoice?
- 
- If the invoice prices are greater than the original purchase order prices, ie a price discrepancy, the invoice is automatically blocked for payment.
  - The Primary approver in your school will receive notification in their SAP Business Workplace Inbox.

## Section 1 - Viewing the Price Discrepancy

- Log onto **SAP Fiori**
- Click on the **SBWP (School Business Workplace) App**



On this screen click on **Inbox**.



- Double click on **Workflow** to expand the line entries displayed.

SAP Business Workplace of Jade Allen

Menu ▾ New message Find folder Find document Distribution lists

Workplace: Jade Allen

- Inbox
  - Unread Documents 0
  - Documents 0
  - Workflow 42**
  - Overdue entries 0
  - Deadline Messages 0
  - Entries with Errors 0
  - Outbox
  - Resubmission

Inbox

Title	Date rece...	Time r...
Process Dashboard for Invoice- 5156152740 ...	12.05.2025	11:22:25
Process Dashboard for Invoice- 5156152740 ...	12.05.2025	11:22:25
Process Dashboard for Invoice- 5156152740 ...	12.05.2025	11:22:24
Process Dashboard for Invoice- 5156152739 ...	12.05.2025	11:20:25
Process Dashboard for Invoice- 5156152739 ...	12.05.2025	11:20:25
Process Dashboard for Invoice- 5156152738 ...	12.05.2025	11:17:27

- Price discrepancy invoices show with the title “**Process Dashboard for Invoice 5xxxx**” and there is one message for each line with a discrepancy. (So it may be that your Workflow shows several lines if they have price discrepancies).
- The **Creation Date** field shows the date/time the price discrepancy message was created in SAP.
- The **Status** field indicates if the item has been **opened** (a dark blue flower  ( or **not** opened (a light blue flower) ).
- To view the discrepancy details Double click on a line item.

SAP Business Workplace of Jade Allen

Menu ▾ New message Find folder Find document Distribution lists

Workplace: Jade Allen

- Inbox
  - Unread Documents 0
  - Documents 0
  - Workflow 42**
  - Overdue entries 0
  - Deadline Messages 0
  - Entries with Errors 0
  - Outbox
  - Resubmission

Workflow 42

Exe...	Title	Status
	Process Dashboard for Invoice- 5156152740 20...	
	Process Dashboard for Invoice- 5156152740 20...	
	Process Dashboard for Invoice- 5156152740 20...	
	Process Dashboard for Invoice- 5156152739 20...	
	Process Dashboard for Invoice- 5156152739 20...	
	<b>Process Dashboard for Invoice- 5156152738 20...</b>	

- On this next screen you can view the **Quantity** ordered/receipted/invoiced, the pdf of the **Invoice (Orig. Inv)**, the **Purchase Order**, the **Purchase order history (PO History)**, **Goods receipt**.

The screenshot shows the SAP Vendor Invoice Management interface. At the top, there is a navigation bar with 'SAP' logo and 'Dashboard 5156152738 2025 LIV - Price Discrepancy'. Below this are several buttons: 'Menu', 'Create/Edit Comments', 'Dashboard', 'Documentation', and 'Services for Object'. The main header reads 'opentext | Vendor Invoice Management for SAP® Solutions'. A section titled 'Blocked Document Info' contains five tabs: 'Orig. Inv', 'PO History', 'Purchase Order', 'Goods Receipt', and 'SAP Invoice'. The 'Orig. Inv' tab is highlighted with a red box. Below the tabs is a comparison table:

	8500000496/00010	5001434762/0001	5156152738/000001
Doc/Item:	8500000496/00010	5001434762/0001	5156152738/000001
Quantity:	1.000 EA	1.000 EA	1.000 EA
Price / 1 EA:	20.00 GBP	20.00 GBP	30.00 GBP / 20.00 GBP
Amount:	20.00 GBP	20.00 GBP	30.00 GBP / 20.00 GBP

Below the comparison table is a section titled 'Process Options For Buyer' with a table of options:

Option	Description	Receiving Actor
Pay as is	Pay as invoiced - Enter comments first using button 'Create/Edit Comments'	BUYER
Refer	Refer to PO Invoice AP Processor	AP_PROCESSOR

- To view the invoice pdf click **Orig. Inv**.
- The following **'Attachment list'** screen is displayed.
- Click on the **'VIM PO vendor invoice'** line entry.

The screenshot shows the 'Attachment list' screen. At the top, it says 'Attachment for 5156152738'. Below this is a toolbar with various icons for document management. The main part of the screen is a table with the following data:

Icon	Title	CreatrName	Created On
	VIM PO vendor invoice		12.05.2025
	Workflow History		

A PDF copy of the invoice is displayed.

YOUR LOGO HERE	<i>[Company Slogan]</i>	INVOICE				
[Company Name] [Street Address, City, ST ZIP Code] [phone] [fax] [email]			DATE: JUNE 16, 2015 INVOICE # TEST1			
TO [Customer Name] [Company Name] [Street Address] [City, ST ZIP Code] [Phone] Customer ID [No.]			SHIP [Customer Name] TO [Company Name] [Street Address] [City, ST ZIP Code] [Phone] Customer ID [No.]			
SALESPERSON	JOB	SHIPPING METHOD	SHIPPING TERMS	DELIVERY DATE	PAYMENT TERMS	DUE DATE
					Due on receipt	
QTY	ITEM #	DESCRIPTION	UNIT PRICE	DISCOUNT	LINE TOTAL	

• **Make the following checks:**

- Is the invoice for your school?
- Is the invoice for a Purchase Order placed by one of your school’s shoppers? (*Purchase order number begins with 85\**)
- Does the invoice actually relate to the purchase order?

Has the invoice already been paid or is it a duplicate?

- **If you are not satisfied** with any of the above, refer the invoice back to Accounts Payable following the **referring the Invoice** instructions on page 10 of this guide.

- **If you are satisfied**, click on the back arrow to return to the original screen and then you can view the Purchase order along with the invoice by clicking on **Purchase Order**.

The screenshot shows the SAP Vendor Invoice Management interface. At the top, there is a navigation bar with a back arrow, the SAP logo, and the text "Dashboard 5156152738 2025 LIV - Price Discrepancy". Below this is a menu bar with options: "Menu", "Create/Edit Comments", "Dashboard", "Documentation", and "Services for Object". The main header reads "opentext™ | Vendor Invoice Management for SAP® Solutions".

The "Blocked Document Info" section contains a table with the following data:

	Orig. Inv	PO History	Purchase Order	Goods Receipt	SAP Invoice
Doc/Item:			8500000496/00010	5001434762/0001	5156152738/000001
Quantity:			1.000 EA	1.000 EA	1.000 EA
Price / 1 EA:			20.00 GBP	20.00 GBP	30.00 GBP / 20.00 GBP
Amount:			20.00 GBP	20.00 GBP	30.00 GBP / 20.00 GBP

- The following screen shows details of the purchase order, the **Purchase order number**, the **name of the Shopper** (Created by), **Vendor name** and number, the **Date the Purchase order was created** (Doc. Date).

The screenshot shows the SAP DCC Non Stock PO details screen. The title bar reads "DCC Non Stock PO 8500000496 Created by Beverley Bonnet". The menu bar includes: "Menu", "Document Overview On", "Create", "Display/Change", "Other Purchase Order", "Print Preview", "Messages", "Help", "Personal Setting", and "Services for Object".

Key fields include:

- Shopping cart icon: DCC Non Stock PO (dropdown), 8500000496
- Supplier: 20029028 Muffoz Inc.
- Doc. Date: 09.05.2025
- Item: [10] Test

Navigation tabs at the bottom include: "Material Data", "Quantities/Weights", "Delivery Schedule", "Delivery", "Invoice", "Conditions", "Account Assignment", and "Purchase Order History" (highlighted with a red box).

The "Purchase Order History" table contains the following data:

Short Text	MvT	Material Document	Item	Posting Date	Quantity	Delivery cost quantity	OUn	Amt.in Loc.Cur.	L.cur
WE	101	5001434762	1	09.05.2025	1.000	0.000	EA	20.00	GBP
Tr./Ev. Goods receipt					1.000		EA	20.00	GBP
RE-L		5156152738	1	12.05.2025	1.000	0.000	EA	30.00	GBP
Tr./Ev. Invoice receipt					1.000		EA	30.00	GBP

- It shows the items of the **Purchase order**, listed line by line. You can move from line to line by clicking on the down arrows (in the centre of the screen).
- Ensure you are in the **Purchase Order History** tab. Here you can view all the items of the order and see the original order amount and the invoice amount (price discrepancy).

**Note: If you have multiple price discrepancy lines in your Inbox for the same invoice, there is more than one line item with a price discrepancy awaiting approval.**

Once you have seen the information:

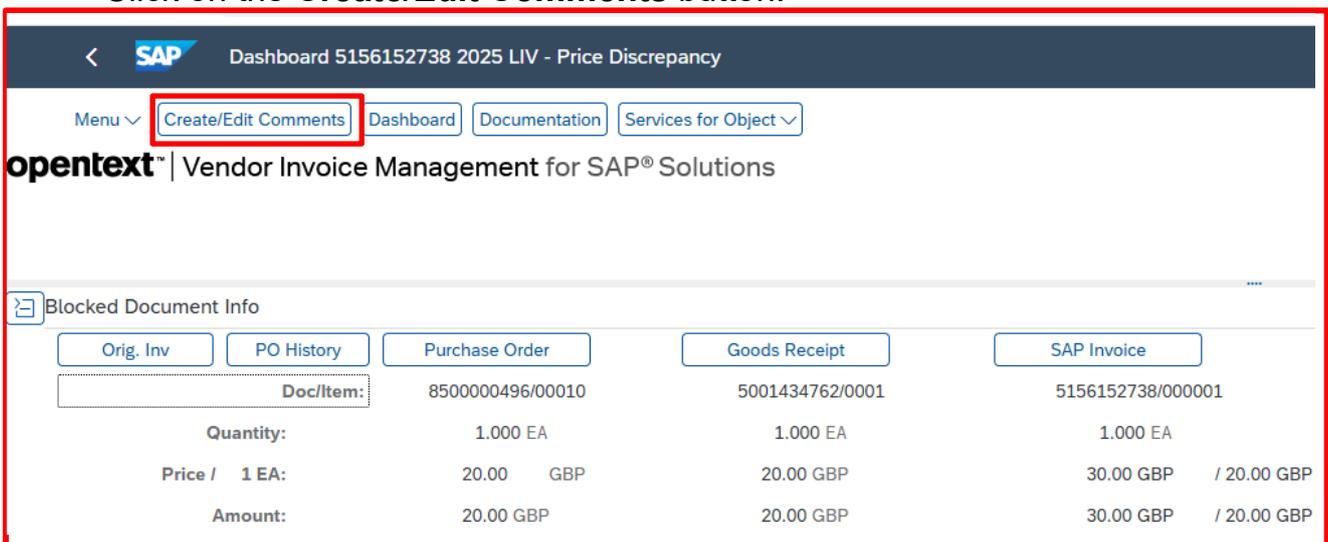
- Click **Back** (top left of screen) to return to the previous screen.

## Section – 2 Paying the Invoice “As-Is”

Once you have made your checks and you are happy to pay the invoice at the new price(s) for each line, you can “Pay As Is”.

**Please Note: Before you do that, you must enter a comment to support paying the invoice at its higher cost.**

- Click on the **Create/Edit Comments** button.



The screenshot shows the SAP Vendor Invoice Management interface. At the top, there is a navigation bar with a back arrow, the SAP logo, and the title "Dashboard 5156152738 2025 LIV - Price Discrepancy". Below this is a menu bar with buttons for "Menu", "Create/Edit Comments" (highlighted with a red box), "Dashboard", "Documentation", and "Services for Object". The main content area displays "opentext | Vendor Invoice Management for SAP® Solutions". Below this is a section titled "Blocked Document Info" with a sub-section containing a table of document information. The table has columns for "Orig. Inv", "PO History", "Purchase Order", "Goods Receipt", and "SAP Invoice". The rows show "Doc/Item", "Quantity", "Price / 1 EA", and "Amount" for each document type.

	Orig. Inv	PO History	Purchase Order	Goods Receipt	SAP Invoice
Doc/Item:			8500000496/00010	5001434762/0001	5156152738/000001
Quantity:			1.000 EA	1.000 EA	1.000 EA
Price / 1 EA:			20.00 GBP	20.00 GBP	30.00 GBP / 20.00 GBP
Amount:			20.00 GBP	20.00 GBP	30.00 GBP / 20.00 GBP

- In the **Comments box**, ensure you **add your name and the reason for the higher price**, then click **Save**. See below for examples.

Edit Comments /OPT/LIV 51561527382025000001 ✕

Current Comments

Examples of what you may type in here:  
 Okay to pay as is this price discrepancy invoice  
 Goods ordered from an out of date price list  
 Vendor supplied incorrect price  
 Substitute items supplied by vendor which are more expensive

Save Cancel

- The comment will attach to the invoice as a permanent Audit trail.
- Now click on **Pay as is**.

SAP Dashboard 5156152738 2025 LIV - Price Discrepancy

Menu Create/Edit Comments Dashboard Documentation Services for Object

opentext™ | Vendor Invoice Management for SAP® Solutions

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Blocked Document Info

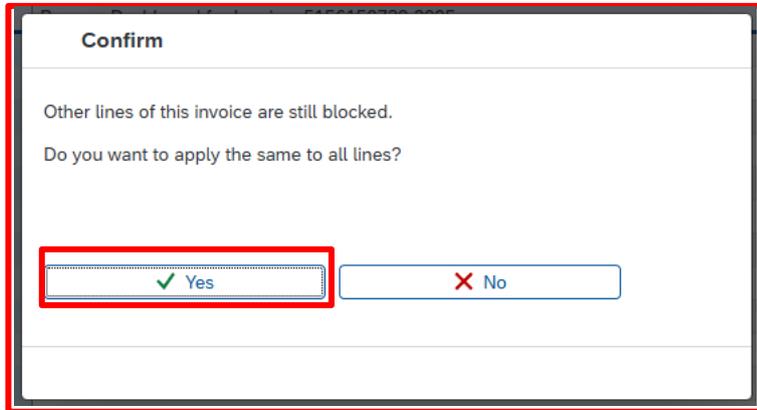
	Orig. Inv	PO History	Purchase Order	Goods Receipt	SAP Invoice
Doc/Item:			8500000496/00010	5001434762/0001	5156152738/000001
Quantity:			1.000 EA	1.000 EA	1.000 EA
Price / 1 EA:			20.00 GBP	20.00 GBP	30.00 GBP / 20.00 GBP
Amount:			20.00 GBP	20.00 GBP	30.00 GBP / 20.00 GBP

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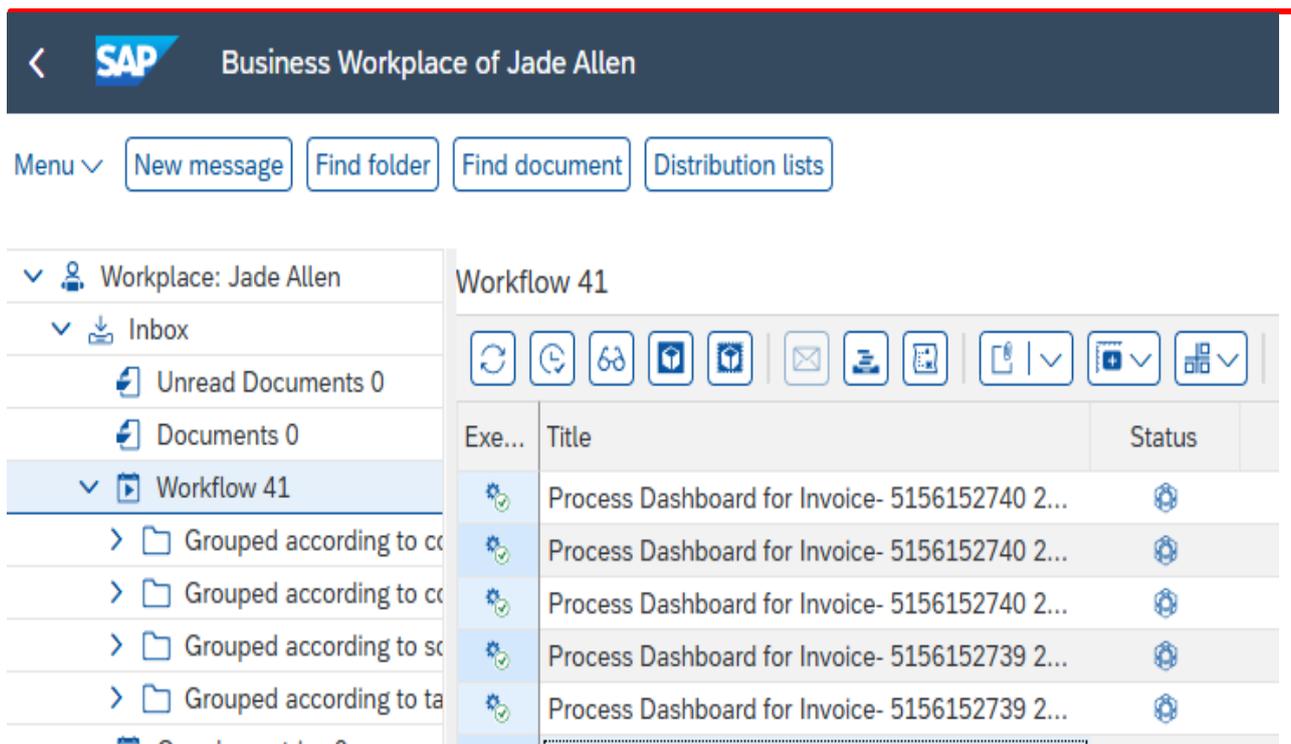
Process Options For Buyer

Option	Description	Receiving Actor
Pay as is	Pay as invoiced - Enter comments first using button 'Create/Edit Comments'	BUYER
Refer	Refer to PO Invoice AP Processor	AP_PROCESSOR

- Click **Yes** to the confirm message – this will unblock any other lines on the invoice with price discrepancies.



- You will be returned to your Workflow and the price discrepancy line(s) relating to that invoice will have gone and your Workflow has reduced by 1 now showing 41 items in the Inbox.



### Section - 3 Credit Notes

If, after completing your checks on the price discrepancy, you contact the Vendor and they agree to issue a credit note for the price difference, you need to wait until the Credit note is applied to the Purchase order by Accounts Payable. This will remove the respective price discrepancy lines from your Inbox, leaving only those where “Pay as is” can be applied.

So you will **refer** the invoice back to Accounts Payable for them to match this against the credit note.

#### Receiving the Credit Note:

- When you receive the Credit Note from the Vendor, please stamp it and write the Purchase Order number on it.
- Scan and e-mail it to Accounts Payable.
- The credit note will be applied against the Purchase Order.
- If the credit note equates to the price difference, the invoice will be automatically released for payment.
- If the credit note does not fully address the price difference, Accounts Payable will refer the item back your SAP Inbox as unresolved.

#### After making all the checks as shown in Section of this guide 1:

- Click on **Refer - Refer to PO Invoice AP Processor.**

The screenshot shows the SAP Vendor Invoice Management interface. At the top, there is a navigation bar with the SAP logo and the text 'Dashboard 5156152739 2025 LIV - Price Discrepancy'. Below this is a menu bar with options: 'Menu', 'Create/Edit Comments', 'Dashboard', 'Documentation', and 'Services for Object'. The main header reads 'opentext™ | Vendor Invoice Management for SAP® Solutions'. The main content area is titled 'Blocked Document Info' and contains a table with columns for 'Orig. Inv', 'PO History', 'Purchase Order', 'Goods Receipt', and 'SAP Invoice'. The table data is as follows:

	Orig. Inv	PO History	Purchase Order	Goods Receipt	SAP Invoice
Doc/Item:			8500000497/00010	5001434761/0001	5156152739/000001
Quantity:			5.000 EA	5.000 EA	5.000 EA
Price / 1 EA:			10.00 GBP	10.00 GBP	14.00 GBP / 10.00 GBP
Amount:			50.00 GBP	50.00 GBP	70.00 GBP / 50.00 GBP

Below the table is a section titled 'Process Options For Buyer' with a table of options:

Option	Description	Receiving Actor
Pay as is	Pay as invoiced - Enter comments first using button 'Create/Edit Comments'	BUYER
Refer	Refer to PO Invoice AP Processor	AP_PROCESSOR

- In the **Comments Box** which pops up, type the reason why a credit note has been requested from the Vendor. This note goes to Accounts Payable.
- **Add your name** and click **Save**.

Edit Comments /OPT/LIV 51561527392025000001

Current Comments

For example: Vendor has confirmed a credit note will be issued to address the total price difference.  
Add your name here eg Jane Smythel

Save Cancel

- From the **Recipient List** of names which appears, **click on the first name** that appears (this is already highlighted). *These are the Accounts Payable team.*
- Click on **Continue**.

Display Recipient List

USERS

Recipient List

<input checked="" type="checkbox"/>	Harriet Murray
<input type="checkbox"/>	Lily Whitehouse
<input type="checkbox"/>	Leah Williams
<input type="checkbox"/>	Ifor Baker
<input type="checkbox"/>	Laura Kennedy
<input type="checkbox"/>	Ollie White
<input type="checkbox"/>	Generys Armstrong
<input type="checkbox"/>	Trahaearn O'Donnell
<input type="checkbox"/>	Elliot Chapman
<input type="checkbox"/>	Merfyn Robinson
<input type="checkbox"/>	Betrys Lawson
<input type="checkbox"/>	Margaret MacKenzie

Continue Cancel

You will be returned to your SAP Business Workplace Inbox and the invoice has gone back to Accounts Payable in the workflow.

Now log out of SAP Fiori.