Oracle® Retail Invoice Matching Cloud Service/Invoice Matching

Match Invoices User Guide

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Send Us Your Comments

Oracle Retail Invoice Matching Cloud Service Match Invoices User Guide, Release 19.0

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Preface

This document describes the Invoice Match user interface. It provides step-by-step instructions to complete most tasks that can be performed through the user interface.

Audience

This document is for users and administrators of Oracle Retail Invoice Match. This includes merchandisers, buyers, business analysts, and administrative personnel.

Documentation Accessibility

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When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Review Patch Documentation

When you install the application for the first time, you install either a base release (for example, 16.0) or a later patch release (for example, 16.0.028). If you are installing the base release, additional patch, and bundled hot fix releases, read the documentation for all releases that have occurred since the base release before you begin installation. Documentation for patch and bundled hot fix releases can contain critical information related to the base release, as well as information about code changes since the base release.

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To more quickly address critical corrections to Oracle Retail documentation content, Oracle Retail documentation may be republished whenever a critical correction is needed. For critical corrections, the republication of an Oracle Retail document may at times not be attached to a numbered software release; instead, the Oracle Retail document will simply be replaced on the Oracle Technology Network Web site, or, in the case of Data Models, to the applicable My Oracle Support Documentation container where they reside.

This process will prevent delays in making critical corrections available to customers. For the customer, it means that before you begin installation, you must verify that you have the most recent version of the Oracle Retail documentation set. Oracle Retail documentation is available on the Oracle Technology Network at the following URL:

http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html

An updated version of the applicable Oracle Retail document is indicated by Oracle part number, as well as print date (month and year). An updated version uses the same part number, with a higher-numbered suffix. For example, part number E123456-02 is an updated version of a document with part number E123456-01.

If a more recent version of a document is available, that version supersedes all previous versions.

Oracle Retail Documentation on the Oracle Technology Network

Oracle Retail product documentation is available on the following Web site:

http://www.oracle.com/technetwork/documentation/oracle-retail-100266.html

(Data Model documents are not available through Oracle Technology Network. You can obtain them through My Oracle Support.)

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.

Convention	Meaning
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1

Match Merchandise Invoices

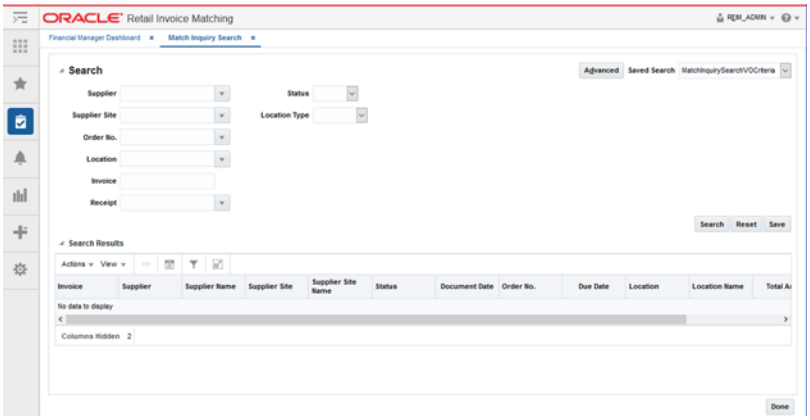
Matching merchandise invoices is the primary purpose of the Invoice Match system. Invoices are entered through a variety of sources, and then the Invoice Match system matches invoices to purchase order receipts, which are maintained in the Merchandising system. The matched invoices are passed on to the financial system for payment.

The match engine is the primary tool used by Invoice Match to match the merchandise invoices. The match engine is used by both the automatch batch program and the online matching process. The match engine uses configurable tolerances to provide flexibility in defining what is an acceptable match in various situations. The automatch batch also utilizes match strategies to provide flexibility in determining the rules around how to combine documents when attempting to match.

Search for Documents

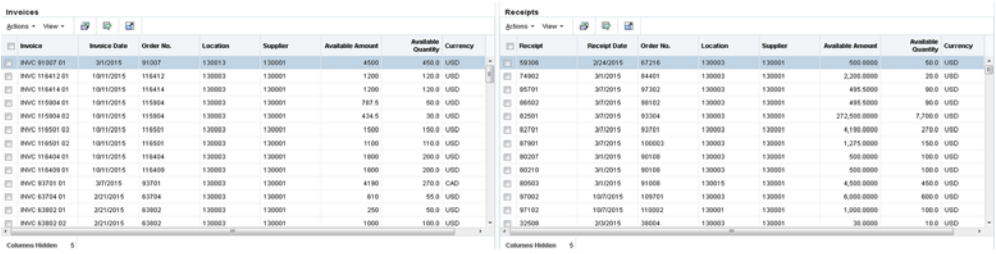
Navigate: From the Tasks menu, select **Invoice Matching > Summary Match**. The Summary Match Search window opens.

Figure 1–1 Summary Match Search Window



1. Enter criteria as desired to make the search more restrictive. You must enter at least one of the following search criteria: Supplier, Supplier Site, Order No., Location, and Item.
2. Click **Search**. The search results pane displays the invoices and receipts for each supplier that matches the search criteria.

Figure 1–2 Invoice/Receipt Summary Search Results



Invoices

Actions View

Invoice	Invoice Date	Order No.	Location	Supplier	Available Amount	Available Quantity	Currency
INVC 91007 01	3/1/2015	91007	130013	130001	4500	450.0	USD
INVC 116412 01	10/11/2015	116412	130003	130001	1200	120.0	USD
INVC 116414 01	10/11/2015	116414	130003	130001	1200	120.0	USD
INVC 115904 01	10/11/2015	115904	130003	130001	787.5	50.0	USD
INVC 115904 02	10/11/2015	115904	130003	130001	434.5	30.0	USD
INVC 116501 03	10/11/2015	116501	130003	130001	1500	150.0	USD
INVC 116501 02	10/11/2015	116501	130003	130001	1100	110.0	USD
INVC 116404 01	10/11/2015	116404	130003	130001	1800	200.0	USD
INVC 116409 01	10/11/2015	116409	130003	130001	1800	200.0	USD
INVC 93701 01	3/7/2015	93701	130003	130001	4190	270.0	CAD
INVC 63704 01	2/21/2015	63704	130003	130001	610	55.0	USD
INVC 63802 01	2/21/2015	63802	130003	130001	250	50.0	USD
INVC 63802 02	2/21/2015	63802	130003	130001	1000	100.0	USD

Columns Hidden 5

Receipts

Actions View

Receipt	Receipt Date	Order No.	Location	Supplier	Available Amount	Available Quantity	Currency
59306	2/24/2015	67216	130003	130001	500.0000	50.0	USD
74902	3/1/2015	84401	130003	130001	2,200.0000	20.0	USD
85701	3/7/2015	97302	130003	130001	495.5000	90.0	USD
86502	3/7/2015	98102	130003	130001	495.5000	90.0	USD
82501	3/7/2015	93304	130003	130001	272,500.0000	7,700.0	USD
82701	3/7/2015	93701	130003	130001	4,190.0000	270.0	USD
87901	3/7/2015	100003	130003	130001	1,375.0000	150.0	USD
80207	3/1/2015	90108	130003	130001	500.0000	100.0	USD
80210	3/1/2015	90108	130003	130001	500.0000	100.0	USD
80503	3/1/2015	91008	130015	130001	4,500.0000	450.0	USD
97002	10/7/2015	109701	130003	130001	6,000.0000	600.0	USD
97102	10/7/2015	110002	130001	130001	1,000.0000	100.0	USD
32508	3/3/2015	38004	130003	130001	30.0000	10.0	USD

Columns Hidden 5

3. Select the invoices and receipts you wish to bring to the Summary Match Screen. As long as one matchable invoice is selected, this will enable the 'Summary Match' button at the top right of the screen.
4. Click **Summary Match** to bring the selected documents to the Summary Match screen.

Match Manually

The online manual matching process allows users to combine documents, groups of invoices and receipts together, and match them. Matched invoices are then sent to the financial system for payment as part of the posting process.

The manual matching process can take many forms. Manual summary matching allows users to select one or more invoices and attempt to match them to against any number of receipts. The selection of various combinations are initiated by user interaction with the UI by selecting or deselecting invoices and/or receipts until the desired matched results are identified and executed.

In cases where the summary match is out of tolerance, the user has the option to attempt a detail (or line level) matching process. The Line Level matching process attempts to automatically match the invoice lines based on line level tolerances and then provide the user various options to manually match or resolve the items which did not automatically match.

Use Summary Match

The Summary Match screen allows for the manual matching of invoices which were not matched by the auto-match batch program. The screen displays invoices and receipts which meet user specified search criteria and allows the user to select any combination of invoices and receipts to attempt to bring the documents within a match tolerance. If matching at the summary level is not possible (or not desirable), the screen allows the user to navigate to a detail match screen where matching is performed against the items on the invoice(s) and receipt(s).

Use Suggested Match

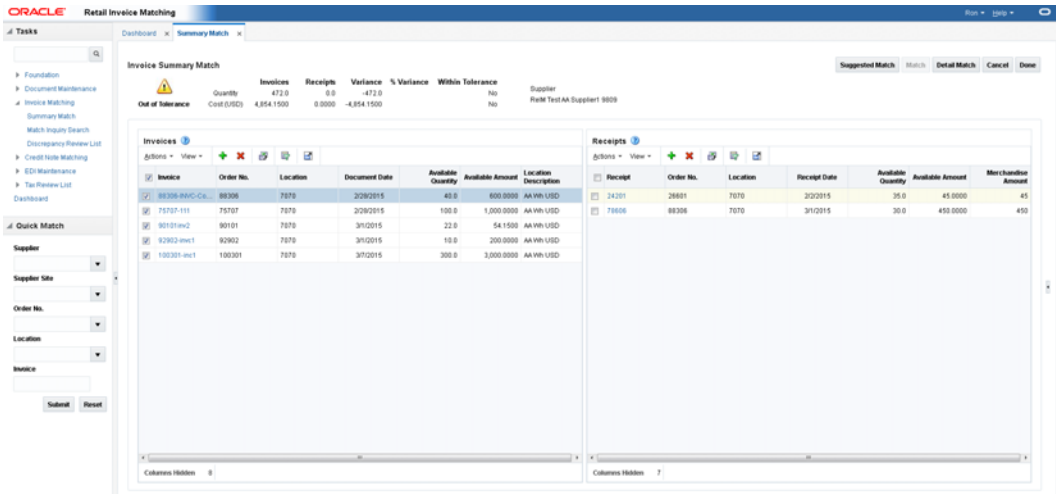
Suggested Match is used to suggest which receipts might be a good match for the invoice or invoices that are selected.

Navigate: From the Tasks menu, select **Invoice Matching > Summary Match**. The Invoice Summary Match window opens.

1. Perform a search for invoices and receipts. See "Search for Documents" for additional details.

2. In the search results, select all invoices and receipts from your search results and click **Summary Match**. The Invoice Summary Match screen is displayed.

Figure 1–3 Select Invoices for Suggested Match



3. Select one or more invoices and verify that all receipts are unselected. Click **Suggested Match**.

   The system evaluates various combinations of the receipts to determine the best match for the selected invoices. The combination of receipts which are considered the best match for the selected invoices are flagged as selected and the Summary Match table is updated to reflect the selected receipts.

   Note: The suggested match returns the best match it finds even if that match is outside of tolerance.

4. If the suggested match is within tolerance, click **Match** to match the invoices to the receipts. If the suggested match is out of tolerance you can elect to make adjustments as necessary.

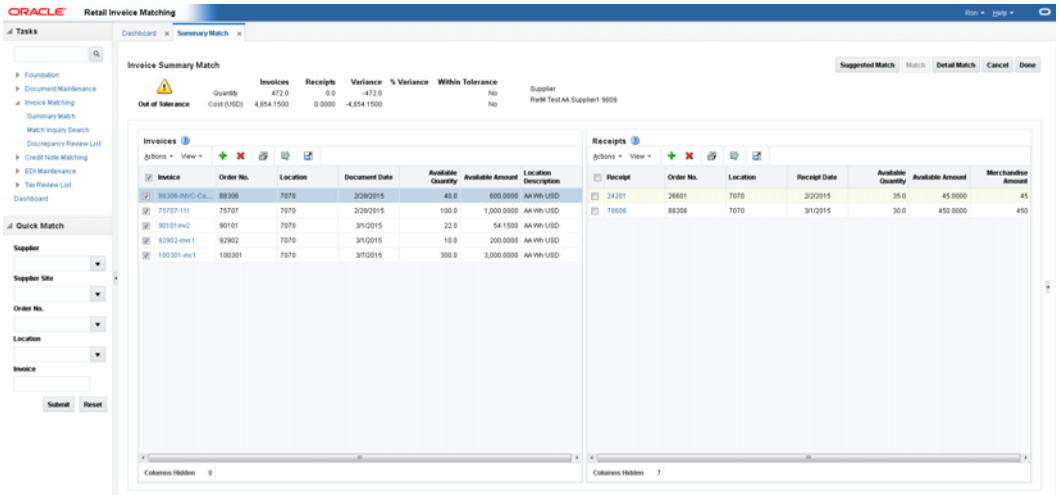
Add Documents to Summary Match

Navigate: From the Tasks menu, select **Invoice Matching > Summary Match**. The Invoice Summary Match Search window opens.

1. Perform a search for invoices and receipts. See "Search for Documents" for additional details.

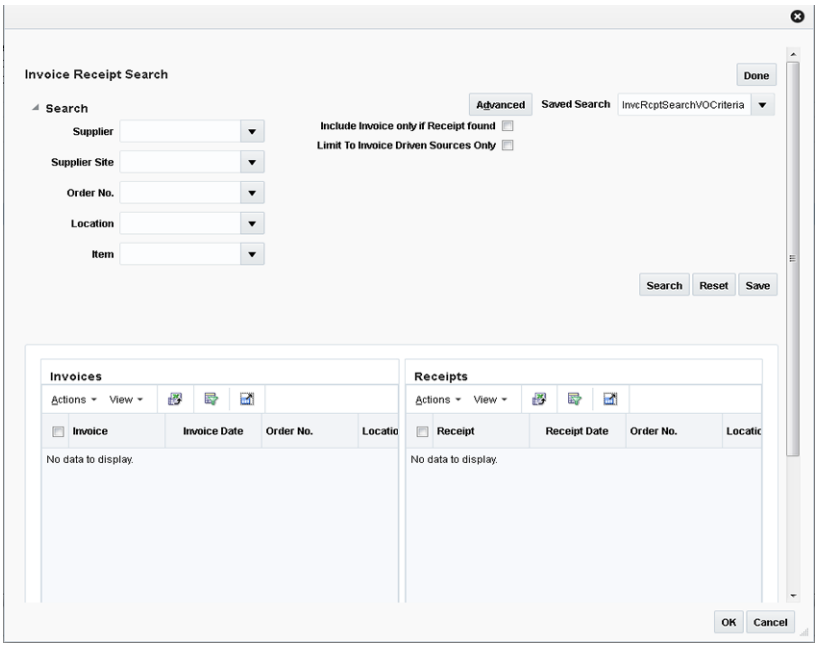
2. In the search results, select the invoices and receipts you want to match from your search results and click **Summary Match**. The Invoice Summary Match Search screen is displayed.

Figure 1–4 Invoice Summary Match Search Screen



3. Determine whether an invoice or a receipt is needed to reach tolerance. From the Action menu of the invoice or receipt list, select **Add**. The Invoice Receipt Search dialog is displayed.

Figure 1–5 Invoice Receipt Search Dialog



4. Enter your search criteria and click **Search**. A list of invoices and receipts is displayed based on your search criteria.

5. Check the invoice or receipt that you want to add to the summary match and click **OK**. You are returned to the Invoice Summary Match screen and the selected invoice or receipt is added to the respective list.

Use Detail Match

Detail Match enables the user to match the items on invoices to the items on receipts.

When navigating to the Detail Match screen invoices and receipts are grouped by item. All the items are in an unmatched status. Items which are within tolerance are flagged as selected.

The Detail Match screen shows two tables at the top section of the screen. On the left side is the Summary Match table. This is the same table that appears on the Summary Match screen, and it shows the matching status of the invoices and receipts which were brought to the Detail Match Screen. As items are matched or resolved, they are deducted from the Summary Match Totals table. As these deductions occur, if the match becomes within tolerance at the summary level, then the Summary Match button is enabled and the user has the option of summary matching the remainder of the invoice.

The Detail Match Totals table is in the upper right section of the screen. As items are selected from the detail match table below, the Detail Match Totals table is updated showing the totals for the items being considered for matching or resolution. When a match or resolution is executed, these totals are emptied as the action will consume everything that was currently selected.

The lower section of the screen shows the Detail Match table. The Detail Match table is a hierarchical table with three possible levels. The top level is a parent (or style) level. This level is optional, and only appears when a sku item has a parent. The parent level row is used for mass selection (or de-selection) of the child skus under the parent. The Parent level selection can be used for parent level matching if the supplier is configured for this feature.

The second level in the Detail Match table is the sku level. This is the main driver of the matching process. This row displays an accumulated total of all the invoices and receipts which are set to be included in a match for the item. The sku row also contains a check box to indicate that the user wishes to take an action on this item.

The third level in the Detail Match table is the invoices and receipts level. There are two types of rows at this level; the invoice row and the receipt row. The invoice row displays a document icon to distinguish it from the receipt row, and only the invoice columns are populated. The receipt row displays a truck icon to distinguish it from the invoice row and only the receipt column is populated.

There can be multiple invoice or receipt rows for the same item. The include check box is present on both invoice and receipt rows, and if checked, that row is included in the totals of the sku row. If the sku is selected, the row is also included in the action (matching or resolution). Rows that have the include check box unchecked are not included in the action.

Invoice/Item View

The Detail Match - Invoice/Item View is designed to facilitate the mass processing of simple resolutions. It does this by using the Query by Example (QBE) filtering feature of ADF which is available in this view since it is a single tiered table. Complicated resolutions should continue to be handled through the main detail match item view.

The Detail Match - Invoice/Item View screen displays the unmatched sku rows of the detail matched screen. All receipt rows included in the hierarchy under the sku are included in the sku totals on the Invoice/Item View regardless of the Include setting on individual rows. The Invoice/Item View is similar to the View on the Discrepancy Review List, except here the receipt total is based on the receipts under the item in the hierarchy table rather than based on the match key.

If there are two or more invoice rows under the sku row in the detail match item view, each invoice/item combination generates its own row in the alternative view. When

the same sku appears multiple times in the alternative view, the receipt totals for the item are repeated on all the item/invoice rows in the alternative view. That is, the receipt information is repeated for each row for the sku.

Note: Two or more rows with the same sku cannot be selected at the same time on the Invoice/Item view.

Match Items within Tolerance

Navigate: From the Tasks menu, select **Invoice Matching > Summary Match**. The Invoice Summary Match window opens.

1. Perform a search for invoices and receipts. See "Search for Documents" for additional details.
2. In the search results, select the invoices and receipts you want to match from your search results and click **Summary Match**. The Invoice Summary Match screen is displayed.
3. Select the invoice and receipts that you want to evaluate at the line level and click the **Detail Match** button. The Detail Match screen is displayed.
4. On the detail match screen, items which are 'within tolerance' are flagged as selected, click **Detail Match** to execute the Detail Matching routine. The selected items are flagged as cost and quantity matched.

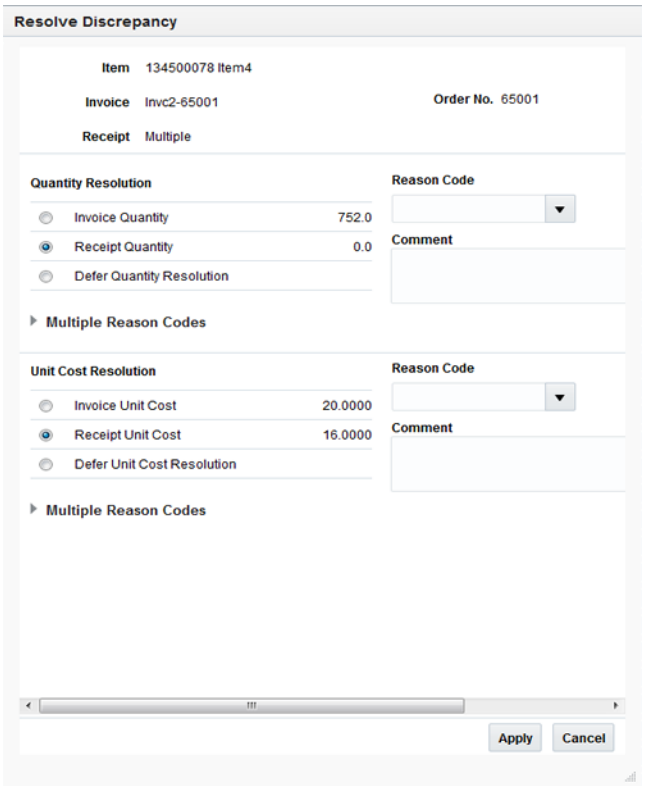
Note: The Detail Match button is enabled if the variance on each selected item is within line level tolerances. If any one of the selected items is outside of the tolerance, the detail match button is disabled.

Resolve Discrepancies

The Resolve button on the Invoice Matching Detail Match screen is enabled when you select an unmatched item that is valid to be resolved.

After the item is selected, clicking the Resolve button opens the Resolve Discrepancy dialog which allows the discrepancy resolution process to proceed. Note that both cost and quantity discrepancies can be resolved with the same Resolve Discrepancy dialog.

Figure 1–6 Resolve Discrepancy Dialog



Mass Resolve Discrepancies

The Resolve button on the Invoice Matching Detail Match screen is also enabled when there are multiple unmatched items selected which are valid to be resolved together. However, if multiple unmatched items are selected which cannot be resolved together, the Resolve button will be disabled. For example, if one sku is selected with a quantity overbill, and another sku is selected with a quantity underbill, the Resolve button is disabled. This is because resolving a quantity overbill with a quantity underbill is not allowed since it is typically resolved with a different type of reason code action.

When multiple items with similar discrepancies are selected, clicking the Resolve button opens the Resolve Discrepancy dialog which allows the discrepancy resolution process to proceed on all selected items. Note that both cost and quantity discrepancies can be resolved with the same Resolve Discrepancy dialog.

To Mass Resolve Discrepancies, do the following:

Navigate: From the Tasks menu, select **Invoice Matching > Summary Match**. The Invoice Summary Match window opens.

1. Perform a search for invoices and receipts. See Search for Documents for additional details.
2. In the search results, select the invoices and receipts you want to match from your search results and click **Summary Match**.

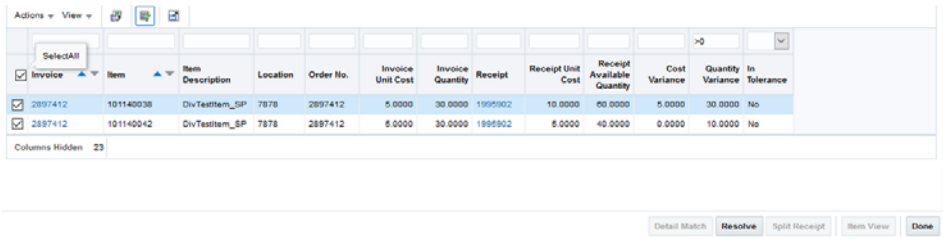
   The Invoice Summary Match screen opens.
3. Select the invoice and receipts that you want to evaluate at the line level and click the **Detail Match** button.

The Detail Match screen opens.

4. From here, you can select multiple items with similar discrepancies (quantity and cost overbills for example) and select the **Resolve** button to resolve all the selected items at once.

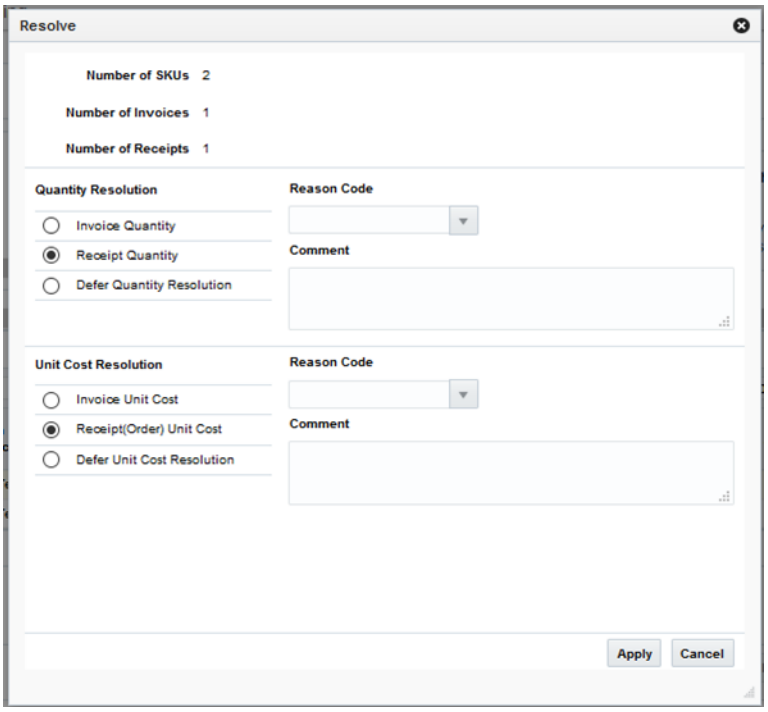
5. When using the 'Invoice/Item View', the 'Query by Example' feature can be used to find all the discrepancies which are either over bills or under bills.

   For example, enter '>0' (greater than 0) in the Query By Example field above Quantity Variance to find all the items with a quantity underbill as is shown in this example:



6. Click the **Select All** check box to select all the items shown.

7. Select the **Resolve** button to call up the Discrepancy Resolution Screen:



8. The discrepancy resolution screen shows the number of SKUs to be resolved, along with the number of invoices and receipts which will be affected.

9. If there are quantity discrepancies, select whether the Invoice or Receipt quantity is correct, then select the reason code for the resolution.

> **Note:** The Reason Codes available to be used will vary based on whether invoice or receipt is selected as correct.

10. If there are cost discrepancies, select whether the Invoice or Receipt cost is correct, then select the reason code for the resolution.

> **Note:** The Reason Codes available to be used will vary based on whether invoice or receipt is selected as correct.

11. Click the **Apply** button to resolve the discrepancies.

Split a Receipt

When the quantity on a receipt item is larger than the quantity on the invoice item, the invoice item can be matched to a portion of the receipt quantity using the split receipt capability. The remaining quantity on the receipt is available for matching to the item on other invoices.

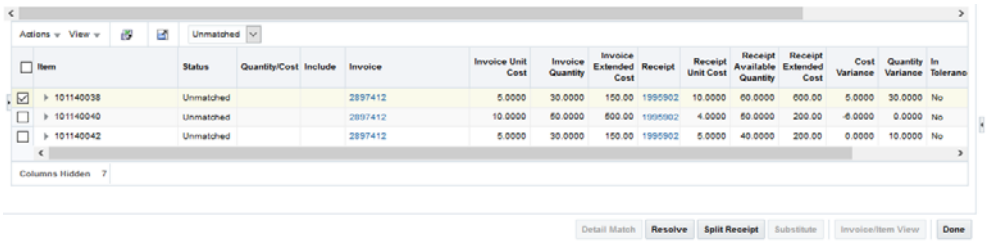
To split a receipt, do the following:

Navigate: From the Tasks menu, select **Invoice Matching > Summary Match**. The Invoice Summary Match window opens.

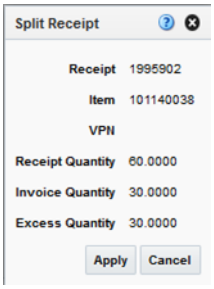
1. Perform a search for invoices and receipts. See Search for Documents for additional details.
2. In the search results, select the invoices and receipts you want to match from your search results and click **Summary Match**.

   The Invoice Summary Match screen opens.
3. Select the invoice and receipts that you want to evaluate at the line level and click the **Detail Match** button.

   The Detail Match screen opens.
4. Select an item where the receipt quantity is greater than the invoice quantity. The Split Receipt button will be enabled:



5. Select the **Split Receipt** button. The Split Receipt popup screen is displayed:



6. Click the **Apply** button to split the receipt.

Substitute Items

Situations may arise where a substitution may need to be made on a receipt item. For example:

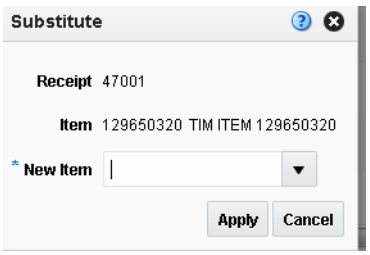
If a retailer ordered one item, but when the supplier went to ship the order there was a problem with the ordered item (maybe an out of stock). The supplier then shipped a replacement item. The replacement item is received at the retailer site, but the invoice was never updated to reflect the new item. When the invoice arrives, the summary match is outside of tolerance so detail matching is attempted. It is unsuccessful however since the invoice item which was replaced does not match to any items on the receipt.

When a situation like this occurs, the user is allowed to perform a substitute action on the receipt item to facilitate the matching process.

Substitution involves isolating a receipt row for an item, selecting it, and then identifying the sku where you want to move the substitute item. Receipt items can be selected for substitution as follows:

1. From the Invoice Matching Detail Match screen, ensure that only a single SKU row is selected. Substitution only allows one SKU at a time.
2. For the SKU that you want to use for a substitution, uncheck the 'include' check box for any invoice row associated with the SKU and check the 'include' check box for the receipt row you want to use for the substitution. The Substitute button is enabled.
3. Click the **Substitute** button. The Substitute dialog is displayed.

Figure 1–7 Substitute Dialog



4. Enter the item ID for which the receipt item is a substitute. Only items from invoices in the current match are allowed in the substitute action.
5. Click the **Apply** button to execute the substitution.

   When the substitution is complete, the receipt entry displays the substituted item ID under the hierarchy of the substitute item. The original item ID is retained and is available if you hover over the substitute item. Note that when the substituted item comes over into the hierarchy of the new item, the Include checkbox on the substitute item is off and must be checked to be included for it to be included in any subsequent matching or resolution.

> **Note:** If there was a receipt item already present for the substitute item, the unit costs must be the same on the receipt items or they can not be matched together.

Note: If a substitute process is started, but then the substituted item is not matched or resolved with the new item, it reverts to its original state if the user leaves the Detail Match screen and then returns.

Match by Parent

Some retailers order and receive product at the style level allowing the supplier some flexibility in substituting one size or color within the style for another. The Parent Match type is an extension of Detail Level Matching, allowing matching at the parent (or style) level instead of the sku level. Parent Level Matching is available through the Auto Match Batch by using a 'Parent Level' type on a Match Strategy Detail Level entry. It is also available in the online matching with the 'Online Parent Matching' Supplier Option.

Parent Level tolerances were added to the Tolerance Maintenance screen to facilitate parent matching. If a parent is outside of tolerance, no matching occurs. Discrepancy resolution is not supported at the parent level.

Use Auto-match

The Invoice Match auto-match program allows for four types of matching:

1. Cost Pre-matching
2. All-to-All Summary
3. One-to-Many Summary
4. Detail Matching

Retailers will be able to select which types of matches should be attempted and in what order the match attempts should occur, with the exception of Cost Pre-Matching which must be performed first if enabled. Also, users are able to specify what match key to use to combine documents together for matching.

The batch Auto-match program utilizes Match Strategies to determine which types of matches to attempt. Match strategies are setup on the Match Strategies Maintenance screen while the Supplier Options Maintenance screen allows a match strategy to be assigned to a supplier group or a supplier. If a match strategy is not defined at the supplier group or supplier level there is a system level default match strategy.

The auto-match program does not attempt to match an invoice if one or more items on the invoice meet the following criteria:

- a cost discrepancy exists for the item but the quantity is flagged as matched
- a quantity discrepancy exists for the item but the cost is flagged as matched

These conditions essentially are indicating that an item on an invoice is partially matched (either quantity or cost) to a receipt item. Therefore, the user is required to manually match the invoice which will require them to address this partially matched scenario directly during the manual matching process.

Use Match Strategies

The batch auto-match program performs several types of match attempts in an effort to match invoices to receipts. The Match Strategy rules feature allows retailers to build and maintain match strategies which specifically define the types of matches which should be attempted and the order in which they should be tried during the

auto-match process. The match strategies can be defined at the system, supplier group, or supplier level.

Map Match Strategy to a Supplier Group or a Supplier

The mapping of a Match Strategy to a Supplier or Supplier Group is done in the Supplier Options UI. The Match Strategy is a field on the Supplier Options table, available for either suppliers or supplier groups. If it is populated, then the supplier or supplier group is mapped to that strategy. If the supplier is not mapped at one of these levels, then the match strategy default is used for that supplier. For additional information, see "Manage Match Strategies" in the *Oracle Retail Invoice Matching Cloud Service Foundation Data User Guide*.

The creation of a Supplier Group is tightly integrated to the logic for selecting documents to be processed by the match engine. If a Supplier Group is created, all the documents for all the suppliers in the group are considered by the match engine together. If a match strategy is defined at the Supplier Group level, then it is used to determine what match attempts to apply against the documents in the supplier group.

If a match strategy is not defined at the supplier group level, then the system default match strategy is used to determine which match attempts are used to attempt to match documents for the supplier group. If a match strategy was set up for one of the suppliers for a supplier group, it is ignored by the match engine and the UI should show it as N/A.

If a supplier is not part of a supplier group, then all the documents for that supplier are considered by the match engine together. If a match strategy is defined at the Supplier level, then it is used to determine what match attempts to apply against the documents for that supplier.

If a match strategy is not defined at the supplier level, then the system default match strategy is used to determine which match attempts should be used to attempt to match documents for the supplier.

Cost Pre-Matching

The Cost Pre-Matching routine is optional but if it is run, it is always ran as the first step of the Auto-match batch. When the Cost Pre-Matching routine is run, it is run against all suppliers. The routine is only executed if no receipts are found for the invoice in the match pool. If it finds differences in the cost on the order and the cost on the invoice which are outside of the tolerance level, it generates a cost discrepancy.

Note: If the costs do match, the item is not flagged as 'cost matched' because it is still possible that the cost in RMS will change before the receipt comes in which would then need to be recognized as a variance.

Summary Match

The Auto Match Batch attempts various types of Summary Matches based on the Match Strategy associated with the supplier or supplier group. Summary Matching involves looking at the total document values (cost and optionally quantity) without considering the specific items on each document. The various types of Summary Matches are described below.

All to All

An all-to-all match attempts to match all invoice documents to all receipt documents in the match pool. Used in combination with the Match Strategy table, all-to-all matching provides the user:

- The option to choose whether or not to run the all-to-all match.
- The option to choose the order in which the all-to-all match is attempted. For example, the user could decide to execute the one-to-many match before the all-to-all match.
- The option to choose the number of times an all-to-all match is attempted. Ideally, multiple of the same type of match attempt will be separated by other types of match attempts.
- The option to decide how to group the invoices and receipts together to attempt matching by specifying the match key.

Note: The Best Match parameter is not applicable for all-to-all matches.

One to Many

A one-to-many match attempts to match one invoice document to one or more receipt documents. There are two options when performing a one-to-many summary match:

- Regular Match

  Regular Match attempts to match the invoices and receipts in the pool as one to one matches. If an invoice could match to two or more receipts within tolerance, then the match fails. Similarly, if two or more invoices could match to a single receipt (within tolerance), then the match fails. A match occurs only if the invoice item can only match (within tolerance) to a single receipt. If a Regular Match fails for any reason, the invoice is flagged as an 'Unresolved' match.

- Best Match

  The Best Match setting applies additional logic to select better matches when multiple receipts or receipt combinations can be matched to a single invoice. The best match process creates all combinations of one invoice to one or more receipts and selects the best match.

  The best match logic selects the receipt or combination of receipts that provides the lowest absolute variance. If two potential matches to the invoice have the same absolute variance but one is an overbill and one is an underbill, the underbill takes precedence. If the two potential matches have identical variances, then the invoice quantity matching will be used as additional criteria. The match with the smallest absolute quantity variance with be taken as the 'best match'. If the absolute quantity variances are the same then no best match can be determined and the invoice is left as unmatched.

SKU Compliance on Summary Match

Generally, a match is valid at the summary level if the invoices and receipts match within tolerance. The match is always checked against total cost tolerance and it is optionally checked against quantity. However, summary matching does not look at the items on the invoice at all so it is possible to get a match at the summary level where none (or only a few) of the items on the invoice are actually on the receipt. In this case, the value of the match is acceptable, so the match does happen, but the quality of the

match (meaning was the invoice really charging for items which were received) can be completely suspect.

The SKU compliance feature can be used with summary matching to ensure that the items on the invoice(s) were also on the receipt(s) which were included in the match. SKU compliance is only calculated if all invoices in a match have details. Therefore, if any of the invoices in the match is a header only invoice, the SKU compliance is skipped.

SKU compliance checks for how many of the items on the invoice(s) are on the receipt(s) and how many of the items on the receipt(s) are on the invoice(s). There is a percent calculation for each of these ratios, and both ratios must pass the Supplier's or Supplier Group's configured SKU compliance percent for the match to be accepted.

Tax Validation on Header only Matches

ReIM uses a routine in the auto-matching program to perform a tax validation for header only invoices. The tax validation is executed when a header only invoice matches (either perfectly or within tolerance). The tax validation compares the taxes on the invoice to the taxes generated by the items from the receipt. In addition, the tax validation:

- ensures that all tax codes used on the invoice(s) are also used on the receipts in the match, and that the tax rates are exactly the same.
- ensures that all tax codes on the receipts used in the match are also on the invoice(s) and that the rates match.

If the match passes these two criteria, the invoice (and receipts) can be considered matched. If the validation fails, the invoice(s) are put into tax discrepant status.

Detail Match

Detail matching provides the last level of matching possible.

Eligibility for Detail Matching

In auto-matching, matching can be performed for the entire invoice or it can be broken down to the line level. Detail (or line level) matching is performed by item.

In order to be eligible for detail matching, an invoice or receipt must meet the following conditions:

1. Lines must be present on the invoice: Auto-matching assumes that invoices either have all lines in the system or no lines. The system neither validates nor processes partial invoices. If any lines are present, auto-matching assumes that all lines are present.
2. The invoice must not be part of a manual group. Manual groups are created during the detail match process when an item is partially resolved to a receipt item (for instance the cost is resolved but quantity is deferred). In this circumstance, the invoice and receipt will be ignored by Auto Match Batch and the match will need to be completed through the online processing.

Routing Discrepancies

Part of the detail matching process includes the 'routing' of discrepancies. The 'routing' of discrepancies means that the discrepancies will appear on the 'Discrepancy Review List'. Discrepancies are not routed until after the 'routing date' has passed.

The system uses settings and a formula to arrive at its determination of routing days. A supplier option is used to define how long the system should wait before routing discrepancies for invoices for that supplier. However, if the invoice is due sooner than the routing date, then discrepancies may be routed earlier than the routing date. A system option determines the number of days before the invoice due date that discrepancies will be routed. The earliest date between the routing date defined by the supplier option and the routing date dictated by the system option is the date on which auto-match routes discrepancies for an invoice.

Supplier option: routing days = x days

System option: maximum days before due date = y days

Supplier driven routing date = invoice date + x days

System driven routing date = invoice due date - y days

The date of actual routing is the earlier of the supplier driven routing date and the system-driven routing date.

Therefore, discrepancies are typically not seen on the Discrepancy Review List until after the routing date has passed. (A discrepancy could potentially get to the Discrepancy Review List before the routing date if it was partially resolved manually through the UI.) There is also a system option called Delay Line Matching. If this indicator is checked, then the system does not even attempt detail matching until after the routing date has passed. If the indicator is unchecked, then detail matching is attempted before the routing date passes, but discrepancies will not show up on the Discrepancy Review List until after the routing date has passed.

Regular versus Best Match

Regular detail matching compares the invoice item with the matching receipt item from all receipts in the pool.

When regular matching is only done within a PO, the unit costs on all the receipt items are the same. If the match key being used allows the user to cross PO's, a constraint is included to require all receipt costs on an item to be the same. If receipt costs are different for the same item, detail matching is not allowed for the item.

The Best Match Strategy for detail matching does two separate routines when attempting to match items within the match pool:

1. If the cost of the item on all invoices in the pool is the same, (remember the cost of the item on all receipts also has to be the same - though not necessarily the same as the invoice item), Best Match attempts to match all invoices to all receipts in the pool for that item (an all-to-all match). If they are within tolerance for both cost and quantity in the all-to-all step, then the item is matched on all invoices and on all receipts within the pool. If either the cost or quantity match fails, then nothing is flagged as matched and the process continues with step 2.
2. For the item, look at the item on each invoice in the pool individually and compare it to the sum of all receipts in the pool and select the best match. The criteria for determining the best match in this scenario is as follows:
   - Calculate the unit cost variance, and if it is out of tolerance the invoice is rejected from best match consideration.
   - Calculate the quantity variance and if it is out of tolerance the invoice is rejected from best match consideration.
   - At this point the match is eligible for consideration for best match. Calculate the variance on the extended cost between the invoice item and the receipt

item(s). This variance is compared against all matches that have passed steps 1 and 2 and thus are eligible for best match consideration.

- Compare the absolute variance for all the matches which are eligible for best match consideration. Take the match with the least absolute variance as the best match. If two matches have the same absolute variance but one is an overbill and one is an underbill, select the underbill as the best match. If the variances are identical, then a best match is not possible, so the match is skipped.

If the Best Match attempt is unsuccessful, it means that the Regular Match would also have not been successful. However, if the routing date has passed you should attempt regular matching including the auto-resolution process and the generation of discrepancies.

Note: A Best Match may not have been valid because just the unit cost or just the quantity was out of tolerance. Therefore, it is possible that either unit cost or quantity is within tolerance.

The Regular Match attempts to match the invoice item with the receipt items from all receipts in the match key (all receipt unit costs must match the unit cost of the item for the PO/Location) for the invoice being matched).

Generate Discrepancies

During regular detail matching (not best match), the auto-matching process generates discrepancies for cost and quantity discrepancies which are outside of tolerance. There are four types of discrepancies possible:

- Cost in favor of supplier
- Quantity in favor of supplier
- Cost in favor of the retailer
- Quantity in favor of the retailer

In addition, the Tolerance table includes an Auto Resolution column which is used to determine the variance percent (or amount) allowed to complete an automatic resolution. The Auto Resolution column means that there are three types of discrepancies:

- Discrepancies which are within the 'variance within tolerance' (VWT) setting
- Discrepancies which have a variance which can be automatically resolved
- Discrepancies which have a variance which is too large to be automatically resolved. These variances generate a discrepancy and are sent to the Discrepancy Review list

Discrepancies which are within the variance within tolerance setting

Variance within tolerance (VWT) is a variance that is less than or equal to the tolerance amount.

Discrepancies which have a variance which can be automatically resolved

Discrepancies which can be automatically resolved are discrepancies where the variance is between the tolerance value (exclusive) and the auto resolution value (inclusive) from the tolerance table. When doing automatic resolutions, in addition to

the auto resolution value being populated, the Reason Code column needs to be populated.

Discrepancies which have a variance which is too large to be automatically resolved

Discrepancies which are outside of tolerance are those where the variance is greater than auto resolution value. These will have a discrepancy generated and sent to the Discrepancy Review List.

Automated Discrepancy Resolution

When a discrepancy has been identified as one which can be automatically resolved (based on comparing the variance with the applicable tolerance from the tolerance table), the resolution steps should mirror the processes which would occur if the discrepancy were resolved using the online discrepancy resolution process. These steps include:

1. The discrepancy is generated and sent to the review list.

   Note: The remaining steps in the process effectively remove the discrepancy from the review list, but the data trail is the same whether a discrepancy is automatically or manually resolve.

2. The system looks up the appropriate resolution action on the reason code table using the code assigned on the tolerance table row associated with the discrepancy.
3. The resolution action is applied to resolve the discrepancy. If the resolution is a receipt adjustment, entries are made to the appropriate tables in ReIM to execute the trigger which performs the receipt adjustment in RMS.
4. If this is the last item on the invoice to be resolved then the whole invoice is flagged as matched. If this was the last item for the receipt to be resolved, then the receipt is also flagged as matched.
5. When the automated resolution process has been completed, the resolution actions generate debit and/or credit memos during the rollup job assuming the invoice is not on hold. If the invoice is on hold, the documents are generated when the invoice is removed from hold after all credit note requests have been satisfied.

Match Across Purchase Orders

By utilizing the ability to assign additional Purchase Orders to an invoice, which enables the match engine to focus its matching efforts on the specific POs associated with the invoice, ReIM provides the ability to automatically match a merchandise invoice across multiple purchase orders.

This auto match is initiated only when the match key for the supplier (or supplier group) is above the PO level. This means that auto matching across POs is available when the match key is set to one of the following:

- Supplier Group/Location
- Supplier/Location
- Supplier Site/Location

On the One to Many Summary Match and Detail Match (Regular and Parent) strategies, the additional Purchase Orders assigned to an invoice are used to further filter the receipts which will be included in the match pool.

The Discrepancy Review List pulls receipts for an invoice/item based on the match key. When the 'Match Across Multiple Purchase Orders' indicator is set for a supplier, (or supplier group), the receipt results should be further filtered based on the list of POs for the invoice.

When the Summary Match screen is called from the Invoices Due Report on the dashboard, the match key is used to pull in all invoices and receipts associated with the match key. When the Match Across Multiple Purchase Orders indicator is set for a supplier (or supplier group), the results on the Summary Match screen should be further filtered based on the list of POs associated with the selected invoice on the dashboard.

2

Manage Match Inquiry

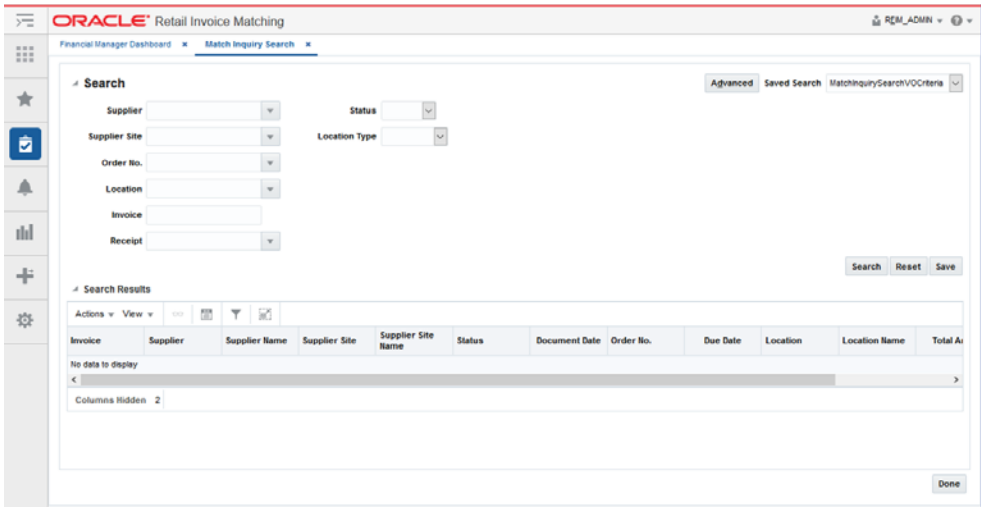
Invoice Match includes a feature to display all the match information associated with an invoice. For All to All Summary matches, the Match Inquiry screen will show all the invoices and receipts included in the match. For detail matches, all the item information on both the invoice and receipt are included. If discrepancies are generated, the reason codes used will be shown in a separate panel. Finally, after the invoice has been posted, any adjustment documents associated with the match will be shown.

Search for a Matched Invoice

To search for a match invoice, use the following procedure:

Navigate: From the Tasks menu, select **Invoice Matching > Match Inquiry Search**. The Match Inquiry Search window opens.

Figure 2–1 Match Inquiry Search Window



1. Enter criteria as desired to make the search more restrictive.
2. Click **Search**.

   The search results pane displays the invoices and receipts for each supplier that matches the search criteria.

View a Matched Invoice

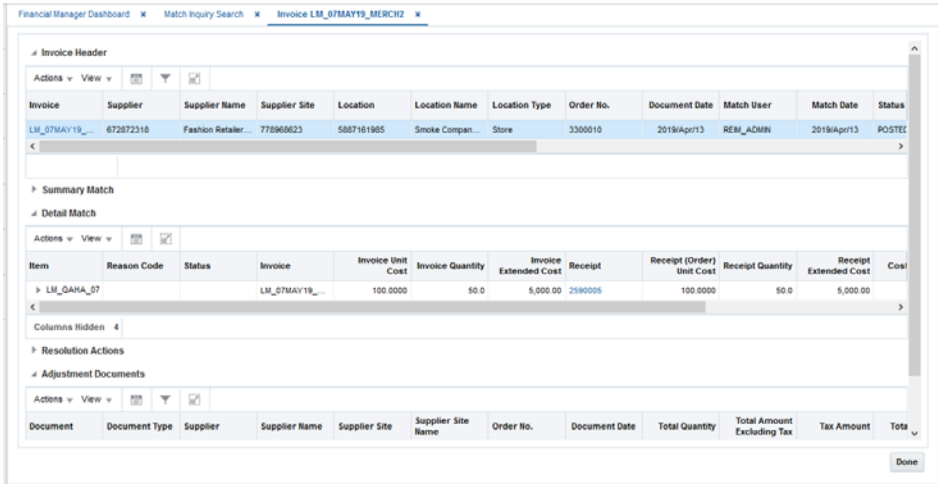
To view a matched invoice, use the following procedure:

Navigate: From the Tasks menu, select **Invoice Matching > Match Inquiry Search**. The Match Inquiry Search window opens.

1. From the Match Inquiry Search window, perform a search for a matched invoice. See Search for a Matched Invoice for additional information.
2. From the Search Results pane, select the Invoice you wish to view.
3. With the invoice selected, select **View** from the Action menu.

   The Matched Invoice window opens.

Figure 2–2 Matched Invoice Window



3

Un-match Invoices

The Unmatch feature allows unposted merchandise invoices to be unmatched. The unmatch process unmatches any receipts which were associated with the matched invoices and also remove any resolutions associated with the match. In addition, if the invoice was summary matched with additional invoices, these invoices are also unmatched. The unmatch feature is only available when the invoice is in a Matched status.

> **Note:** The Unmatch process is only allowed on documents which were matched within the ReIM system. Documents such as invoices from ERS Suppliers, Consignment invoices, or matched invoices from DSD integration can not be unmatched. In addition, matched invoices generated by a tax resolution can not be unmatched.

The Unmatch feature supports the unmatching of merchandise invoices that were matched by ReIM (either automatch or manual match). The following types of matched invoices can be unmatched:

- Detail Matched Invoices
- Summary Matched Invoices
- Invoices which were partially detail matched and then summary matched
- Partially Matched Invoices

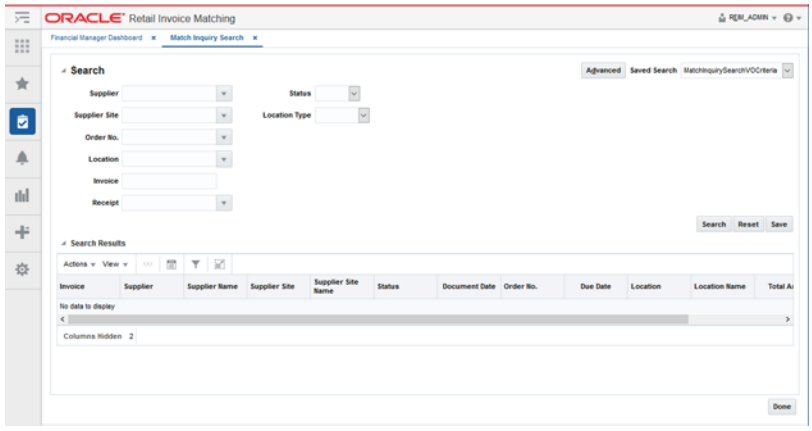
For summary matched invoices and invoices which were partially detail matched and then summary matched, if the summary match involved multiple invoices, the system shows the user the number of invoices which were part of the summary match and asks them if they also want to unmatch those invoices. If the user indicates no, then the unmatch process is canceled. If the user indicates yes, then all the invoices in the summary match have the summary match undone.

> **Note:** If any of the other invoices pulled into the summary match had been partially detail matched first, these detail matches will not be affected. The unmatch process only unmatches matches that are specifically related to the invoice selected for the unmatch. This means that for the other invoices, ReIM only confirms that they are in Matched status to be able to complete the unmatch. Any discrepancies related to these other invoices are outside the scope of the unmatch process.

Matched Invoice

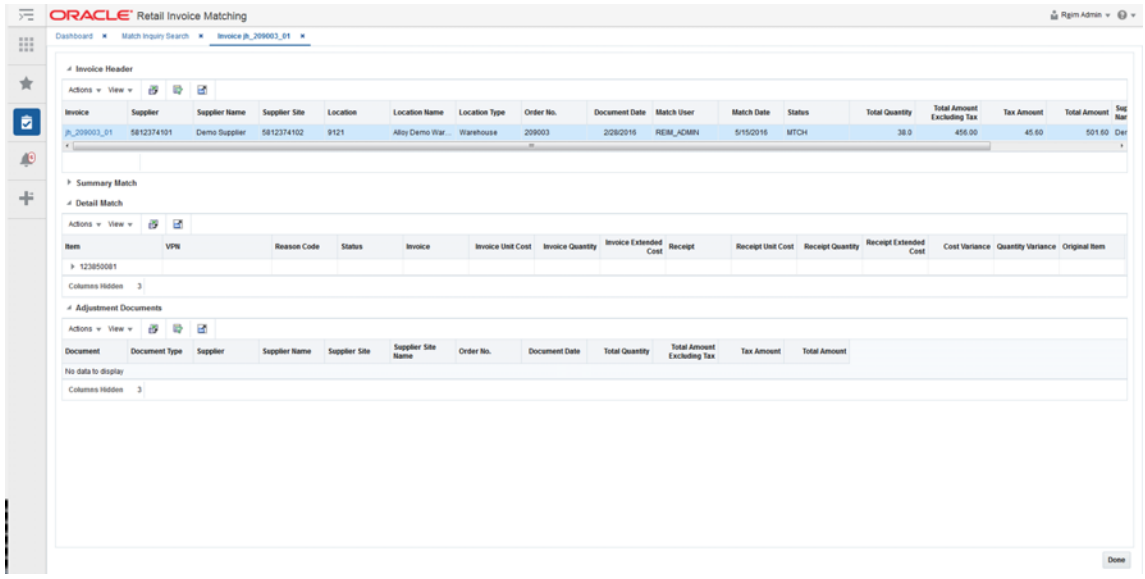
Navigate: From the Tasks menu, select **Invoice Matching > Match Inquiry Search**. The Summary Match Search window opens.

Figure 3–1 Match Inquiry Search Window



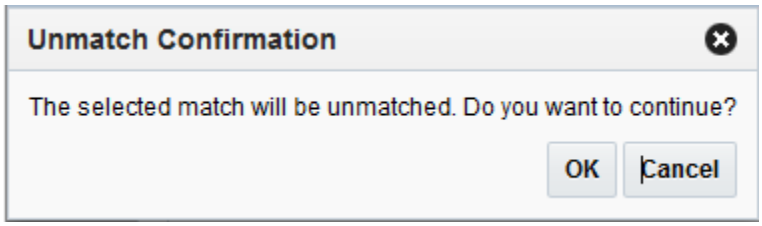
1. Perform a search for the invoice you want to unmatch. See "Search for Documents" for additional details.
2. In the search results, click the invoice you want to unmatch. The Matched Invoice screen is displayed.

Figure 3–2 Matched Invoice Screen



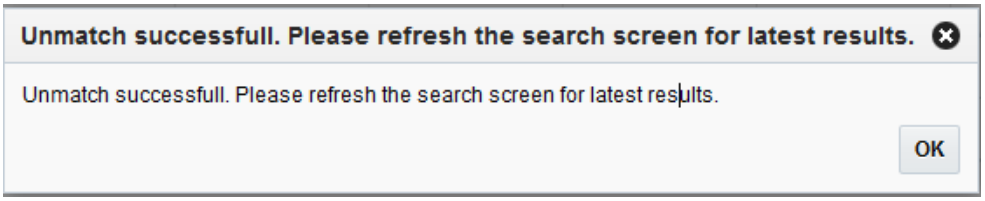
3. Select **Unmatch** from the Action menu. An Unmatch Confirmation dialog is displayed.

Figure 3–3 Unmatch Confirmation Dialog



4. Click **OK** to confirm the unmatch. A dialog is displayed confirming that the unmatch was successful.

Figure 3–4 Unmatch Successful Dialog



5. Click **OK**. You are returned to the Match Inquiry Search screen.

Partially Matched Invoice

When one or more items are matched on a partially matched invoice, you can unmatch an item.

1. Navigate to the detail match screen.
2. Select **Matched** from the drop down in the Actions bar.
3. Select the item(s) you wish to Unmatch.
4. Select **Unmatch** from the Actions menu.

4

Resolve Merchandise Invoice Discrepancies

ReIM has an automatic match program which initially attempts to match invoices to receipts at the summary level. If, after enough time passes, an invoice has still not matched at the header level the auto-matching program attempts to match the detail items on the invoice. If cost or quantity discrepancies are discovered at the item level and they cannot be automatically resolved within the pre-defined tolerance levels, they are sent to the Discrepancy Review List.

Invoices with items on the Discrepancy Review List may still be resolved by the match engine. The only time an invoice is skipped by the match engine is if an item on that invoice is partially matched. Partially matched in this context means that the item is either Cost Match but has a Quantity Discrepancy, or is Quantity Matched but has a Cost Discrepancy. If either of these conditions occur, the Auto match batch skips the invoice and the user must either manually match the invoice or resolve the discrepancy from the Discrepancy Review List. Please note, it is also possible that discrepant items may appear on the Discrepancy Review List after a user has taken some action on the item from the manual match screen. The resolution process is the same regardless of what caused the discrepant items to appear on the Discrepancy Review List.

This chapter describes the functionality around resolving discrepancies using the Discrepancy Review List.

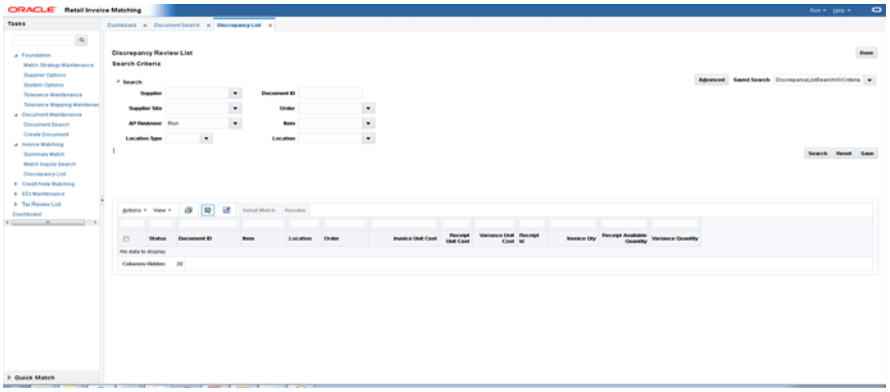
Discrepancy Search

The Discrepancy Review List window provides a way in which to search for, review, and resolve cost and quantity discrepancies.

The standard basic/advanced search screen is used for finding entries from the Discrepancy Review List. The user is then allowed to filter and select one or more discrepancies to resolve.

Navigate: From the Tasks menu, select **Invoice Matching > Discrepancy Review List**. The Discrepancy Review List window opens.

Figure 4–1 Discrepancy Review List Window



The following criteria are available to search on from the Discrepancy Review List window.

Table 4–1 Discrepancy Review Search Options

Field	Description
Supplier	The Supplier that is entered or selected is validated against the supplier master in RMS.
Supplier Site	Supplier Site is validated against the supplier site master in RMS.
AP Reviewer	The AP Reviewer that is entered is validated against the list of ReIM users.
Location Type	Location type can be either a physical warehouse or a store.
Document ID	The valid document ID of the invoice.
Order	This is the purchase order number.
Item	This is the item ID. The Item is validated against the item master
Location	Location is validated against the RMS Store and Warehouse tables.
Department	Department is validated against the RMS department table.
Class	Class can only be selected if a department is specified. When department is selected, the class LOV is narrowed down to include only classes within the selected department. Class is validated against the RMS Class table.
Subclass	Subclass can only be selected if a class is specified. When class is selected, the subclass LOV is narrowed down to include only subclasses within the selected class. Additionally, the 'validation' for subclass only allows for subclasses within the entered class. Subclass is validated against the RMS subclass table.
Start Resolve by Date	The Start Resolve by Date date allows users to exclude discrepancies which have a Resolve by Date earlier than the date specified. If End Resolve by date is not specified, then all discrepancies with a resolve by date equal to or later than the start date specified are shown.

Table 4–1 (Cont.) Discrepancy Review Search Options

Field	Description
End Resolve by Date	The End Resolve by Date allows users to exclude discrepancies which have a 'Resolve by Date' later than the date specified. If Start Resolve by date is not specified, then all discrepancies with a resolve by date equal to or earlier than the end date specified are shown.

At least one of the following fields is required as a search criterion:

- Supplier
- Supplier Site
- AP Reviewer
- Document ID
- Order
- Item

Discrepancy Review List

The Discrepancy Review List allows for two ways in which to resolve discrepancies:

- Resolve a Simple Discrepancy – The user selects one or more rows from the Discrepancy Review List and selects the Resolve action which allows them to select the reason code they wish to use to resolve the discrepancy.
- Resolve Complex Discrepancies – The user selects one discrepancy and selects the Detail Match option to navigate to the Detail Match screen where they can resolve more complicated discrepancies.

Resolve a Simple Discrepancy

Simple discrepancies are those which can be resolved directly from the Discrepancy review list with the summary information shown on the sku row. They can be quantity discrepancies, cost discrepancies or both, as long as the user does not need to see more details related to multiple receipts include in the match pool. A cost discrepancy is the difference between the receipt unit cost and the invoice unit cost. A quantity discrepancy is the difference between the receipt quantity and the invoice quantity.

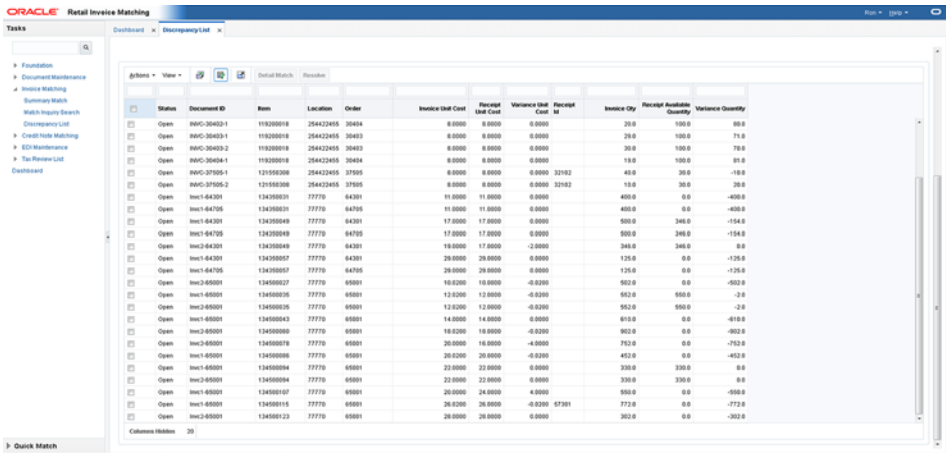
When a cost or quantity discrepancy is identified, you must review and reconcile the discrepancy. The cost discrepancy is based on a comparison between the invoice and the receipt. A quantity discrepancy is based on a comparison between the invoice and the receipt. If a receipt is not available, the invoice cost can be compared to the purchase order cost.

Resolve Cost and Quantity Discrepancies

Navigate: From the Tasks menu, select **Invoice Matching > Discrepancy Review List**. The Discrepancy Review List window opens.

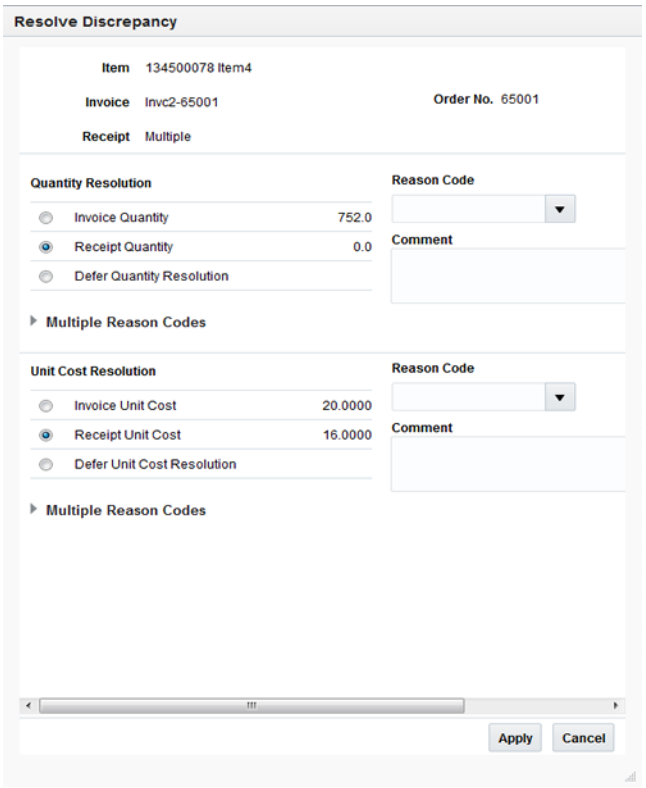
1. Enter your search criteria to locate your cost discrepancies. See "Discrepancy Search" for additional information. Your search results are displayed in the lower pane of the Discrepancy List window.

Figure 4–2 Discrepancy List



2. In the Discrepancy Review List, use the check boxes in the first column to select the cost or quantity discrepancies that you want to resolve and click the **Resolve** button. The Resolve Discrepancy dialog opens.

Figure 4–3 Resolve Discrepancy Dialog



3. For a quantity discrepancy, select either the invoice quantity or the receipt quantity as correct (the default is the receipt quantity).

   For a cost discrepancy, select either the invoice cost or the receipt cost as correct (the default is the receipt cost).

4. If you only wish to resolve the cost discrepancy, select Defer Quantity Resolution. This allows the cost discrepancy to be resolved without affecting the quantity discrepancy.
5. Enter or select (from LOV) a reason code to resolve the discrepancy.
6. Optionally, enter a comment with the reason code. In some cases, a reason code requires that a comment be entered. When a comment is required, the word Required appears to the right of the Comment heading after the reason code is selected.
7. Click **Apply** to save your changes and close the window.

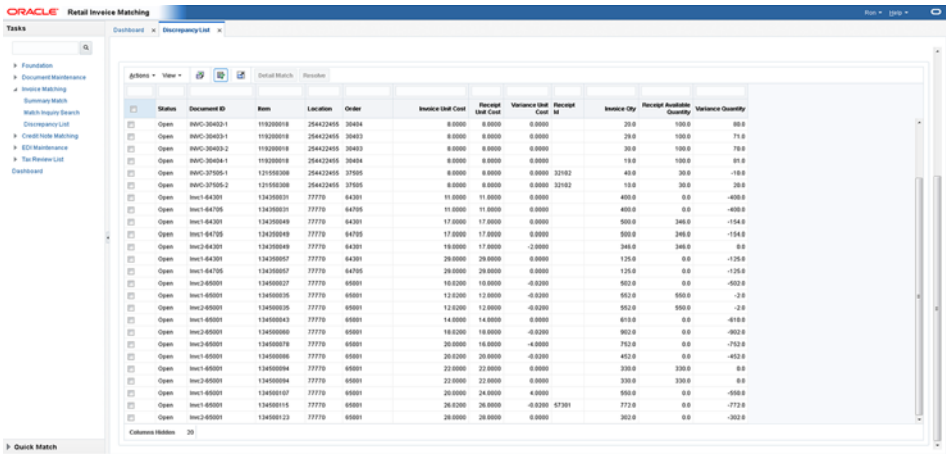
Resolve Discrepancies with Multiple Reason Codes

Occasionally, there is a need to resolve either a cost or a quantity discrepancy using multiple reason codes. This is only supported when a single item is selected for resolution.

Navigate: From the Tasks menu, select **Invoice Matching > Discrepancy Review List**. The Discrepancy Review List window opens.

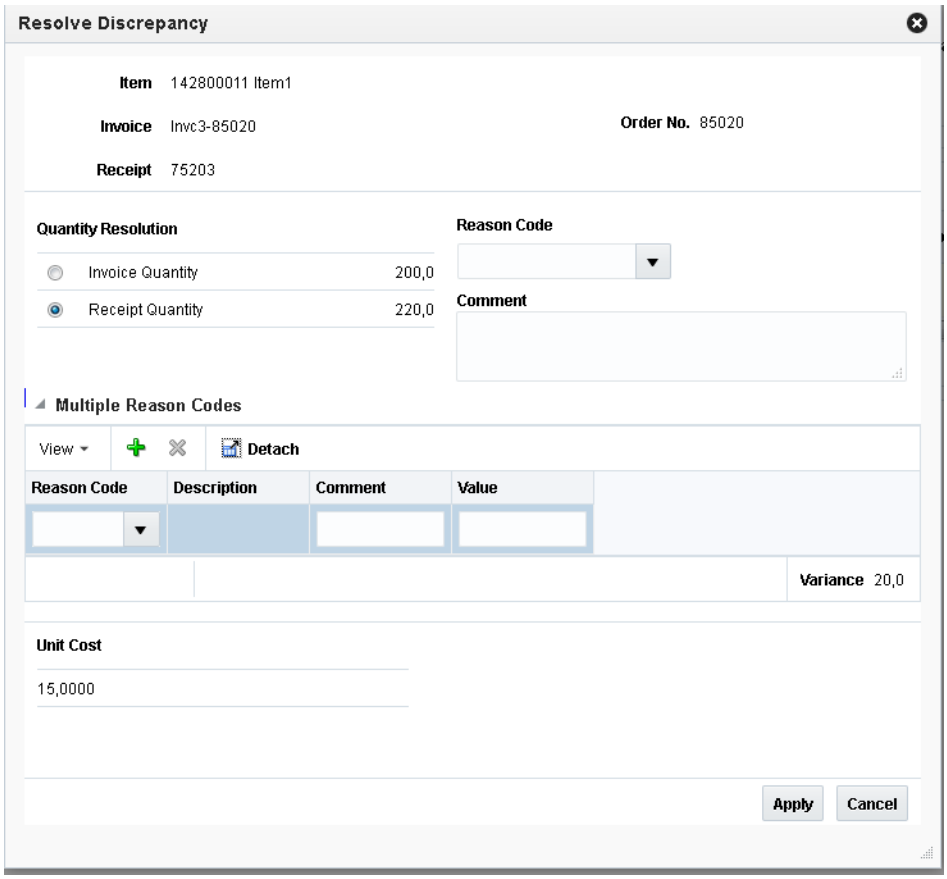
1. Enter your search criteria to locate your cost or quantity discrepancies. See "Discrepancy Search" for additional information. Your search results are displayed in the lower pane of the Discrepancy List window.

Figure 4–4 Discrepancy List



2. Select the item you want to resolve and click the **Resolve** button. The Resolve Discrepancy dialog is displayed.

Figure 4–5 Resolve Discrepancy Dialog



3. Expand the Multiple Reason Codes panel of the Results popup for the type of discrepancy you which to resolve with multiple reason codes. A Reason code table is displayed and you are able to select the 'Plus' key to add multiple reason codes to resolve the discrepancy.
4. Optionally, enter a comment with the reason code. In some cases, a reason code requires that a comment be entered. When a comment is required, the word Required appears to the right of the Comment heading after the reason code is selected.
5. Each reason code entered requires a value to be entered as well. The sum of the values for all the reason codes must match the discrepancy.
6. Click **Apply** to resolve the discrepancy and return to the Discrepancy Review List screen.

Security

The simple discrepancy resolution process has three levels of security:

- "User Privileges"
- "Data Security"
- "Department Security"

User Privileges

User privileges can be used to limit which discrepancies a user is allowed to resolve.

Cost Discrepancies Only

If a user only has the privilege to resolve cost discrepancies, then when the search criteria is entered, only items with cost discrepancies are returned. These items might also have a quantity discrepancy, but while the user may see the quantity associated with the item, they are not allowed to resolve the quantity discrepancies. When the Resolve button is clicked, only the cost discrepancy and reason code for the cost discrepancy is enabled in the Resolve Discrepancy dialog. The quantity information can be displayed in the Resolve Discrepancy dialog, but selection of reason code to resolve quantity discrepancies is disabled.

Quantity Discrepancies Only

If a user only has the privilege to resolve quantity discrepancies, then when the search criteria is entered, only items with quantity discrepancies are returned. These items might also have a cost discrepancy, but while the user may see the cost associated with the item, they are not allowed to resolve the cost discrepancies. When the Resolve button is clicked, only the quantity discrepancy and reason code for the quantity discrepancy is enabled in the Resolve Discrepancy dialog. The cost information can be displayed in the Resolve Discrepancy dialog, but selection of the reason code to resolve cost discrepancies is disabled.

Both Cost and Quantity Discrepancies

If a user has the privilege to resolve both cost and quantity discrepancies, then all cost and quantity discrepancies (for which they have data security for) are returned in the search results and the user is able to resolve both cost and quantity discrepancies.

Data Security

Location data security is a primary driver for users to have access to discrepancies on the Discrepancy Review List. A user must have Location Level Security for the location on the invoice in order to see either a cost or quantity discrepancy on the Discrepancy Review List.

Department Security

Department level security is used as a secondary level of security, part of which functions as a pre-filtering device for items where there are only cost discrepancies. If an Item has only a cost discrepancy, and there is no quantity discrepancy, then the cost discrepancy does not appear on the cost review list if the user does not have department level security for the department of the item. If an item has both a cost and a quantity discrepancy, then the user sees the item and both the cost and quantity discrepancy on the review list. However, if the user does not have department level security for the item, then when the item is selected for resolution, the cost resolution process is hidden and only the quantity resolution is allowed.

If multiple cost discrepancies are selected, the user must have security for all departments of the selected discrepancies, or the Resolve button is not enabled.

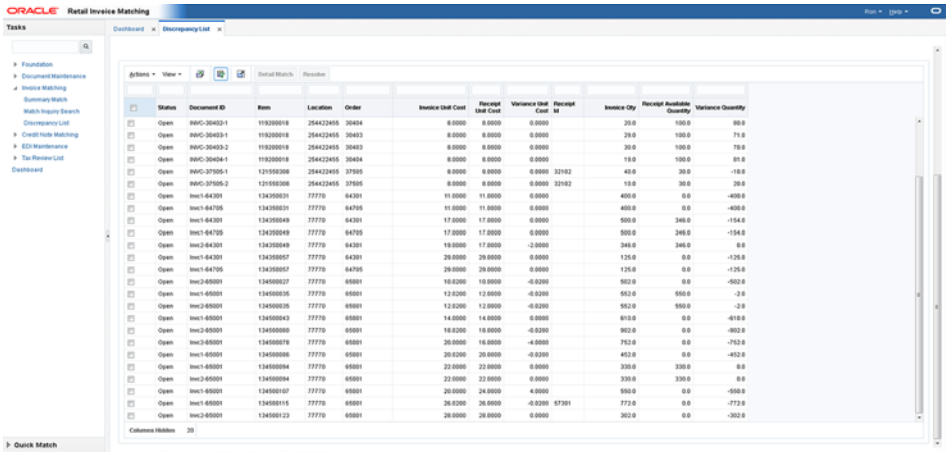
Resolve Complex Discrepancies

The discrepancy review list Resolve Popup will handle many types of discrepancies in a quick efficient manner. There will be occasions where the resolution process is a bit more complicated than the Resolve popup allows. The Discrepancy Review List – Detail Match Screen can be used to resolve more complicated discrepancies. This screen is only supported when a single item is selected for resolution.

Navigate: From the Tasks menu, select **Invoice Matching > Discrepancy Review List**. The Discrepancy Review List window opens.

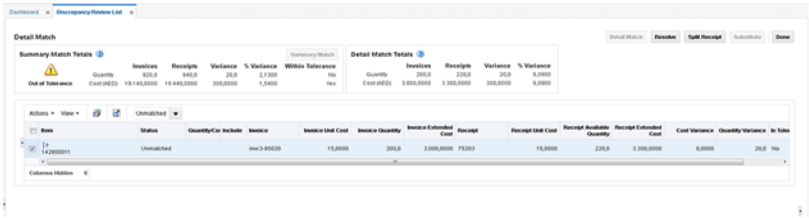
1. Enter your search criteria to locate your quantity or cost discrepancies. See "Discrepancy Search" for additional information. Your search results are displayed in the lower pane of the Discrepancy List window.

Figure 4–6 Discrepancy List



2. In the Discrepancy Review List, use the check box in the first column to select the discrepancy that you want to resolve and click the **Detail Match** button. The Detail Match window is displayed.

Figure 4–7 Discrepancy Review List Detail Match Screen



3. From here, you have all the same matching and resolution capabilities that you have from the regular Detail Match screen. Therefore, you are able to do the following:

   - Expand the hierarchical sku table to show the invoice and receipt rows. If there are multiple receipt rows, you can optionally remove one or more rows by unchecking the Include column.
   - If a there is an overbill on quantity, you can select the overbill receipt and do a split receipt.

- If one of these changes puts your item within tolerance, the Detail Match button is enabled allowing you to match the item.
- The **Resolution** button will be enabled as appropriate to the rules of the detail match screen.

4. When you are finished on the Detail Match screen, click **Done** to return to the Discrepancy Review List.

Use Mass Discrepancy Resolution

Multiple discrepancies that are similar can be resolved at once from the discrepancy review screen. This is similar to the mass resolution process supported as part of the detail match process.

The Resolve button on the Discrepancy Review List screen is also enabled when there are multiple, unmatched items selected that are valid to be resolved together. However, if multiple unmatched items are selected that cannot be resolved together, the Resolve button will be disabled.

For example, if one SKU is selected with a quantity overbill, and another SKU is selected with a quantity underbill, the Resolve button is disabled. This is because resolving a quantity overbill with a quantity underbill is not allowed: it is typically resolved with a different type of reason code action.

When multiple items with similar discrepancies are selected, the Resolve button is enabled. Clicking it opens the Resolve Discrepancy dialog, which allows the discrepancy resolution process to proceed on all selected items.

> **Note:** Both cost and quantity discrepancies can be resolved with the same Resolve Discrepancy dialog.

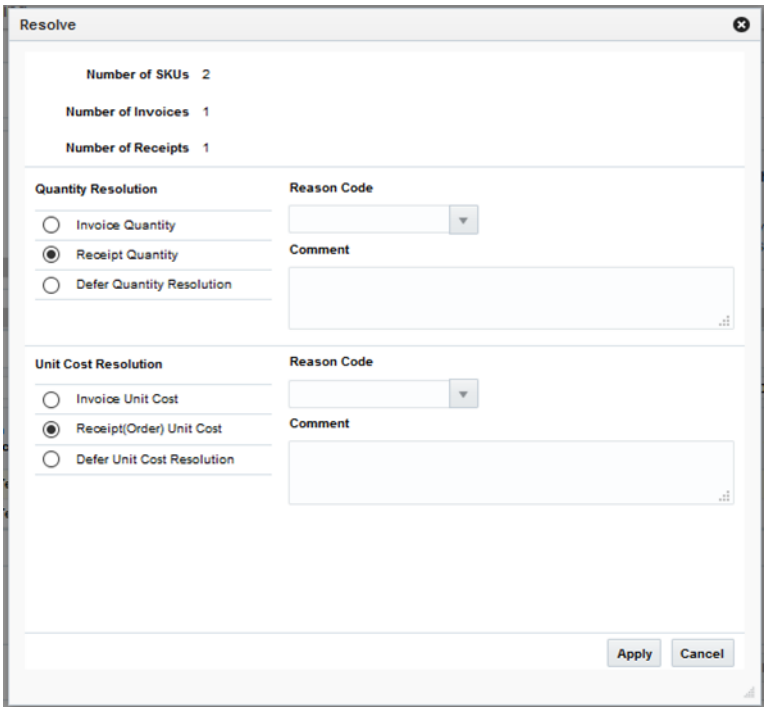
To Mass Resolve Discrepancies from the Discrepancy Review List, do the following:

Navigate: From the Tasks menu, select **Invoice Matching > Discrepancy Review List**. The Discrepancy Review List screen opens.

1. Perform a search for invoices with discrepancies. See Discrepancy Search for additional details.
2. In the search results, select the discrepancies you want to resolve from your search results and click the **Resolve** button. The Discrepancy Resolution screen opens.

> **Note:** The 'Query by Example' feature can be used to find all the discrepancies that are either overbills or underbills. As an example, enter '<0' (less than 0) in the query by example field above Quantity Variance to find all the items with a quantity overbill. When the query is executed, the search results are filtered to show only quantity overbill discrepancies.

The discrepancy resolution screen shows the number of SKUs to be resolved along with the number of invoices and receipts which will be affected.



3. If there is a quantity discrepancy, select whether the Invoice or Receipt quantity is correct, then select the reason code for the resolution.

> **Note:** The Reason Codes available to be used will vary based on whether invoice or receipt is selected as correct.

4. If there is a cost discrepancy, select whether the Invoice or Receipt cost is correct, then select the reason code for the resolution.

> **Note:** The Reason Codes available to be used will vary based on whether invoice or receipt is selected as correct.

5. Click the **Apply** button to resolve the discrepancies.

5

Resolve Tax Discrepancies

A tax discrepancy occurs when the tax stored in RMS for an item is different than the tax on a merchandise invoice. When there is a tax discrepancy in either the retailer's or supplier's favor, a reviewer must do a tax review. Tax discrepancies can also exist for header-only invoices.

When a tax discrepancy is identified, you must review and reconcile the discrepancy. The tax discrepancy is based on a comparison between the tax on the invoice and the tax stored in RMS on the item. Depending on your user permissions, you may or may not be able to access these windows or all discrepancies. Header-only tax discrepancies require details to be entered via invoice maintenance before the tax discrepancy can be addressed.

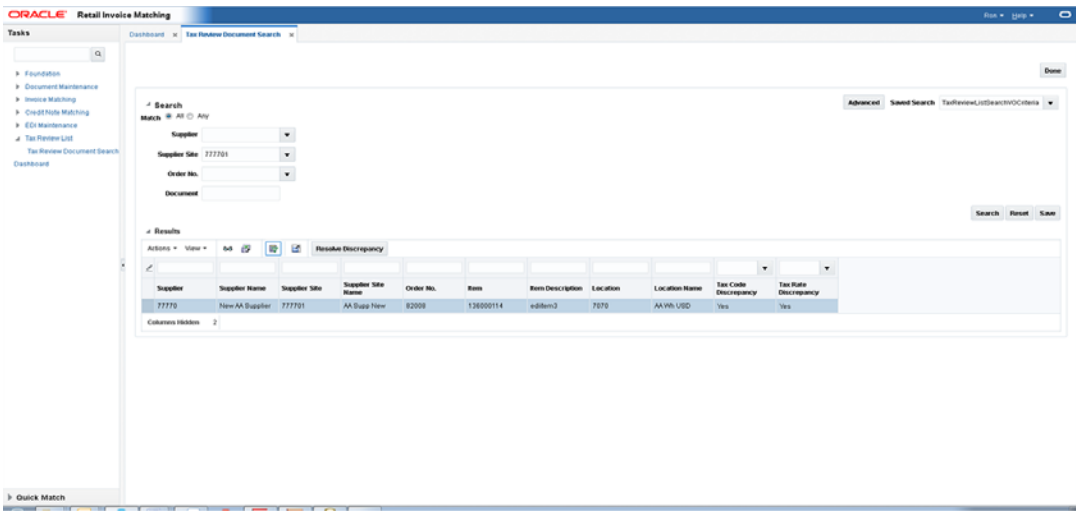
Tax discrepancies for header-level-only invoices are created during the auto-match process when the invoice tax does not match the purchase order tax.

Tax discrepancies for invoices with details are created when the invoice details are added to the invoice and when the entered tax information for an item does not match the system-maintained tax information for the item.

Resolve Tax Discrepancies

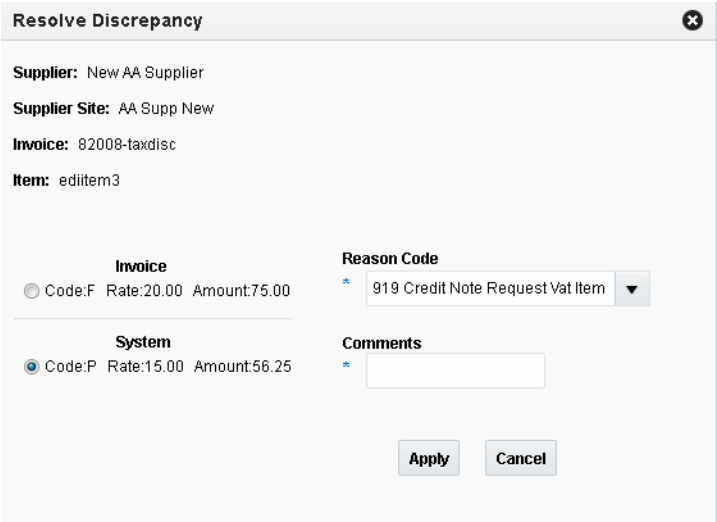
Navigate: From the Tasks menu, select **Tax Review List > Tax Review Document Search**. The Tax Review Document Search tab opens.

Figure 5–1 Tax Review Document Search Tab



1. Enter your search criteria to locate your tax discrepancies. Your search results are displayed in the lower pane of the Tax Review Document Search window.
2. From your search results, select the invoice you want to resolve and click the Resolve button. The Resolve Discrepancy dialog is displayed.

Figure 5–2 Resolve Tax Discrepancy Dialog



Note: Only one tax discrepancy may be resolved at a time.

3. From the Resolve Discrepancy dialog, select whether the Invoice tax information is correct or whether the System tax information is correct.
4. After selecting which tax information is correct, select a reason code to resolve the discrepancy. The available reason codes are filtered based on whether invoice or system was selected as correct.
5. If desired, enter a comment.
6. Click **Apply** to complete the tax discrepancy resolution.