

Troubleshooting ON HOLD Invoices

A few things to remember as you begin researching an invoice that has an ON HOLD status.

The below status should not appear on the PO for more than 48hrs from PO issuance.

- Pending Supplier Acknowledgement = acknowledging by accepting the PO. Never reject.

The below statuses should not appear on the PO once the Requested or Promised Delivery date is met.

- Open = missing ASN and missing invoice
- Closed for receiving = missing invoice
- Closed for invoicing = missing ASN

If you have issues pulling up the PO, you need to set INCLUDE CLOSED DOCUMENTS to YES. It's a good habit to always do this when searching on an individual PO#.

The screenshot displays the 'Manage Orders' interface. The search filters are as follows:

- Keywords: (empty)
- Procurement BU: Kohl's US BU
- Supplier: (empty)
- Buyer: (empty)
- Order: PO100246
- Requisition: (empty)
- Status: (empty)
- Include Closed Documents: Yes

The search results table is shown below:

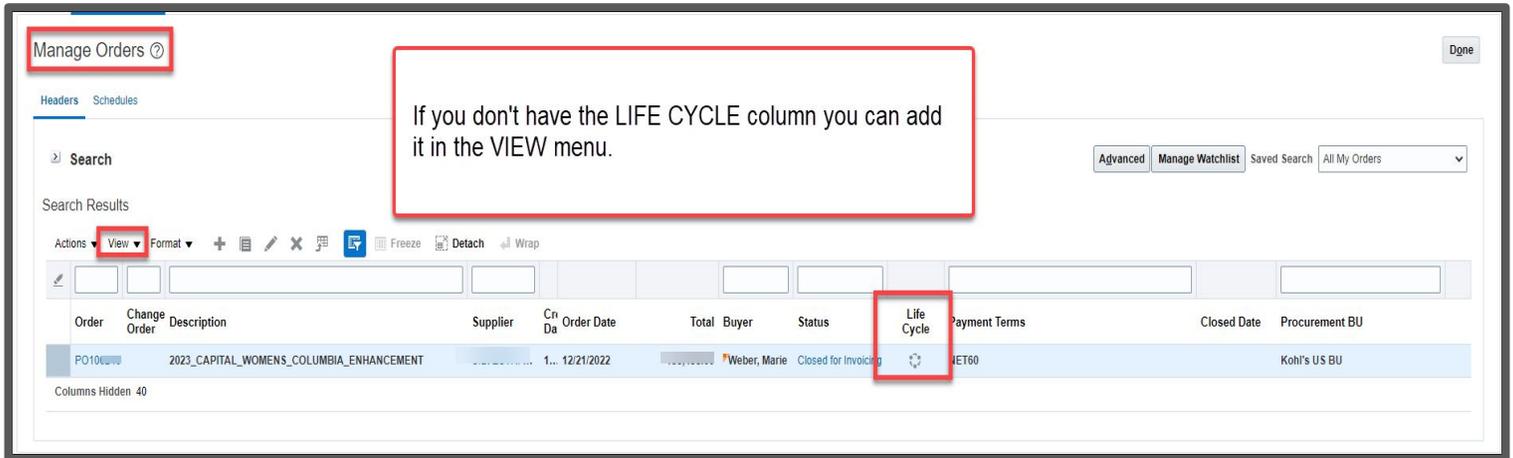
Order	Change Order	Description	Supplier	Cn Da	Order Date	Total	Buyer	Status	Life Cycle	Payment Terms	Closed Date	Procurement BU
PO100246		2023_CAPITAL_WOMENS_COLUMBIA_ENHANCEMENT	SILVESTRI ...	1...	12/21/2022	171,610.00	Weber, Marie	Closed		NET60	05/02/2023	Kohl's US BU

Columns Hidden: 40

Troubleshooting ON HOLD Invoices

The first thing you should ALWAYS check is the LIFE CYCLE of the PO when you have an invoice on hold. This will 99% of the time give you the answer instead of having to reach out to me and wait for an answer.

From the Manage Orders screen, search the PO you're seeing the invoice on hold for.



Manage Orders

Search

Search Results

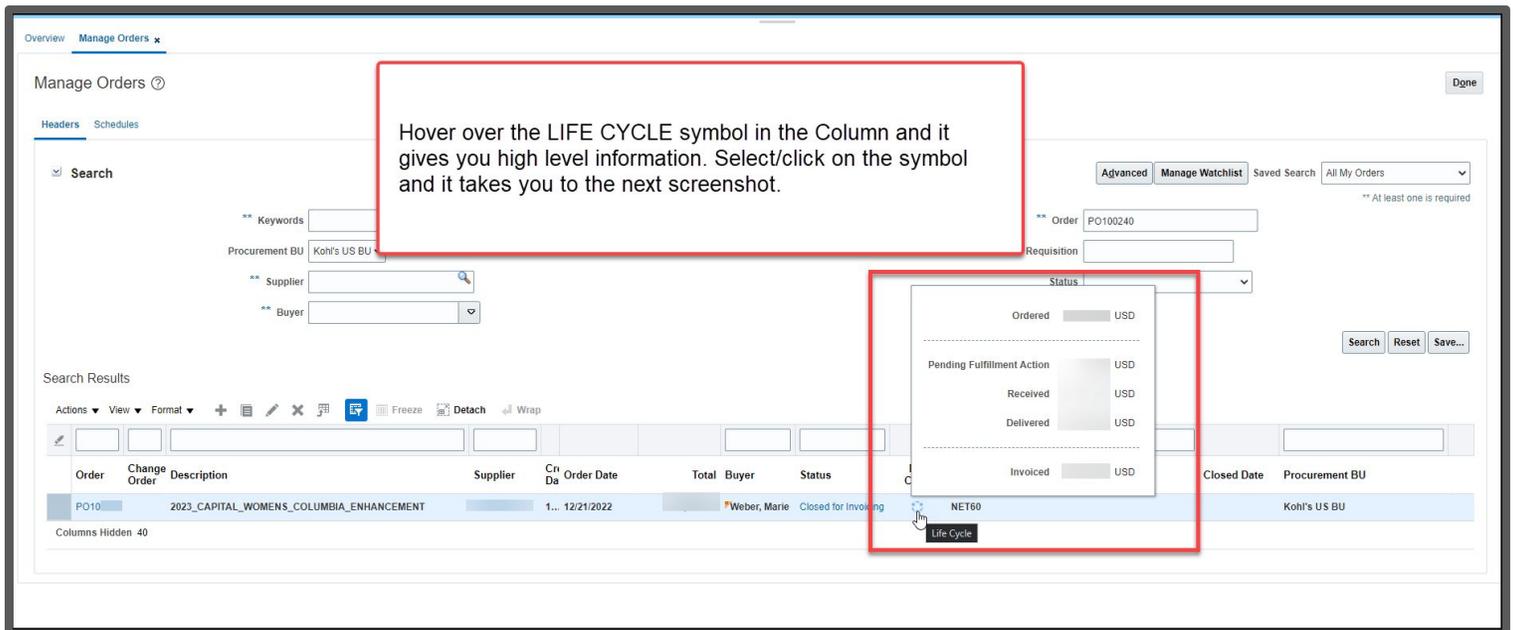
View

If you don't have the LIFE CYCLE column you can add it in the VIEW menu.

Order	Change Order	Description	Supplier	Cr Da	Order Date	Total	Buyer	Status	Life Cycle	Payment Terms	Closed Date	Procurement BU
PO10		2023_CAPITAL_WOMENS_COLUMBIA_ENHANCEMENT		1...	12/21/2022		Weber, Marie	Closed for Invoicing		NET60		Kohl's US BU

Columns Hidden 40

All BLUE wording is a hyperlink to more in-depth information regarding the subject, ie Order/PO number gives you all details, Life Cycle.



Manage Orders

Search

Search Results

View

Hover over the LIFE CYCLE symbol in the Column and it gives you high level information. Select/click on the symbol and it takes you to the next screenshot.

Life Cycle

Ordered USD

Pending Fulfillment Action USD

Received USD

Delivered USD

Invoiced USD

Order	Change Order	Description	Supplier	Cr Da	Order Date	Total	Buyer	Status	Life Cycle	Payment Terms	Closed Date	Procurement BU
PO10		2023_CAPITAL_WOMENS_COLUMBIA_ENHANCEMENT		1...	12/21/2022		Weber, Marie	Closed for Invoicing		NET60		Kohl's US BU

Troubleshooting ON HOLD Invoices

In the Life Cycle screen you can find information on the PO and all items that need to be uploaded to the PO in order to receive payment.

Example below - The issue here is that the invoice is for more than what was shipped based on the ASN submitted. The remaining ASN needs are for a line or lines that were missed when uploading the original ASN or shipped later.

Order Life Cycle: PO100240

Sold-to Legal Entity: Kohl's, Inc.
Order: PO100240
Supplier: [Redacted]
Supplier Site: PURCH_2
Supplier Contact: [Redacted]
Ordered: USD

Order Life Cycle

Category	Amount (USD)
Ordered	~180K
Shipped	~180K
Received	~180K
Delivered	~180K
Invoiced	~180K

Summary:

Category	Amount (USD)
Ordered	USD
Shipped	USD
Received	USD
Delivered	USD
Invoiced	USD

In-Transit Shipments

Shipment	Ship Date	Tracking Number	Packing Slip	Expected Receipt Date	Shipped	Carrier	Bill of Lading
No results found.							

Receipts

Receipt	Receipt Date	Shipment	Ship Date	Packing Slip	Returned	Received	In Receiving	Delivered	Invoiced	Open to Invoice	Not Available to Invoice
[Redacted]	04/25/2023 7:00 PM	03766	04/12/202...		0.00	[Redacted]	0.00	[Redacted]	0.00	0.00	0.00

Invoices

Invoice	Invoice Date	Status	Invoice Total	Paid	Unpaid	Matched Amount	Receipt	Packing Slip
[Redacted]	04/18/2023	On Hold	[Redacted]	0.00	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Annotations:

- Top section is PO information and portal submissions to the PO by the vendor.
- In-Transit and Receipts are related to ASN submission.

Troubleshooting ON HOLD Invoices

You can also search and view the PO and scroll to the lines of the PO to look for issues. See screenshot and notes below. **LINES 179, 182 and 260 need the remaining 1 qty ASN'd.**

Oracle Procurement Cloud - Purchase Order: PO100240

General Information:

- Procurement BU: Kohl's US BU
- Supplier: [Redacted]
- Supplier Site: PURCH_2
- Ordered: [Redacted] USD
- Requisitioning BU: Kohl's Purchasing
- Supplier Contact: [Redacted]
- Total Tax: 0.00 USD
- Sold-to Legal Entity: Kohl's, Inc.
- Supplier Contact: [Redacted]
- Total: [Redacted] USD
- Bill-to BU: Kohl's US BU
- Communication Method: E-Mail
- Description: 2023_CAPITAL_WOMENS_COLUMBIA_ENHANCEMENT
- Order: PO100
- Email: [Redacted]
- Requisition: [Redacted]
- Status: Closed for Invoicing
- Bill-to Location: KOHL'S DEPARTMENT STORES
- Source Agreement: [Redacted]
- Buyer: Marie Weber
- Ship-to Location: Multiple
- Supplier Order: [Redacted]
- Overriding Approver: [Redacted]
- Creation Date: 12/21/2022

Terms and Conditions:

- Required Acknowledgment: Document
- Shipping Method: KOHL'S ROUTING GUIDE
- Acknowledge Within Days: 2
- Freight Terms: FOB Origin
- Payment Terms: [Redacted]
- Pay on receipt
- Confirming order

Additional Information:

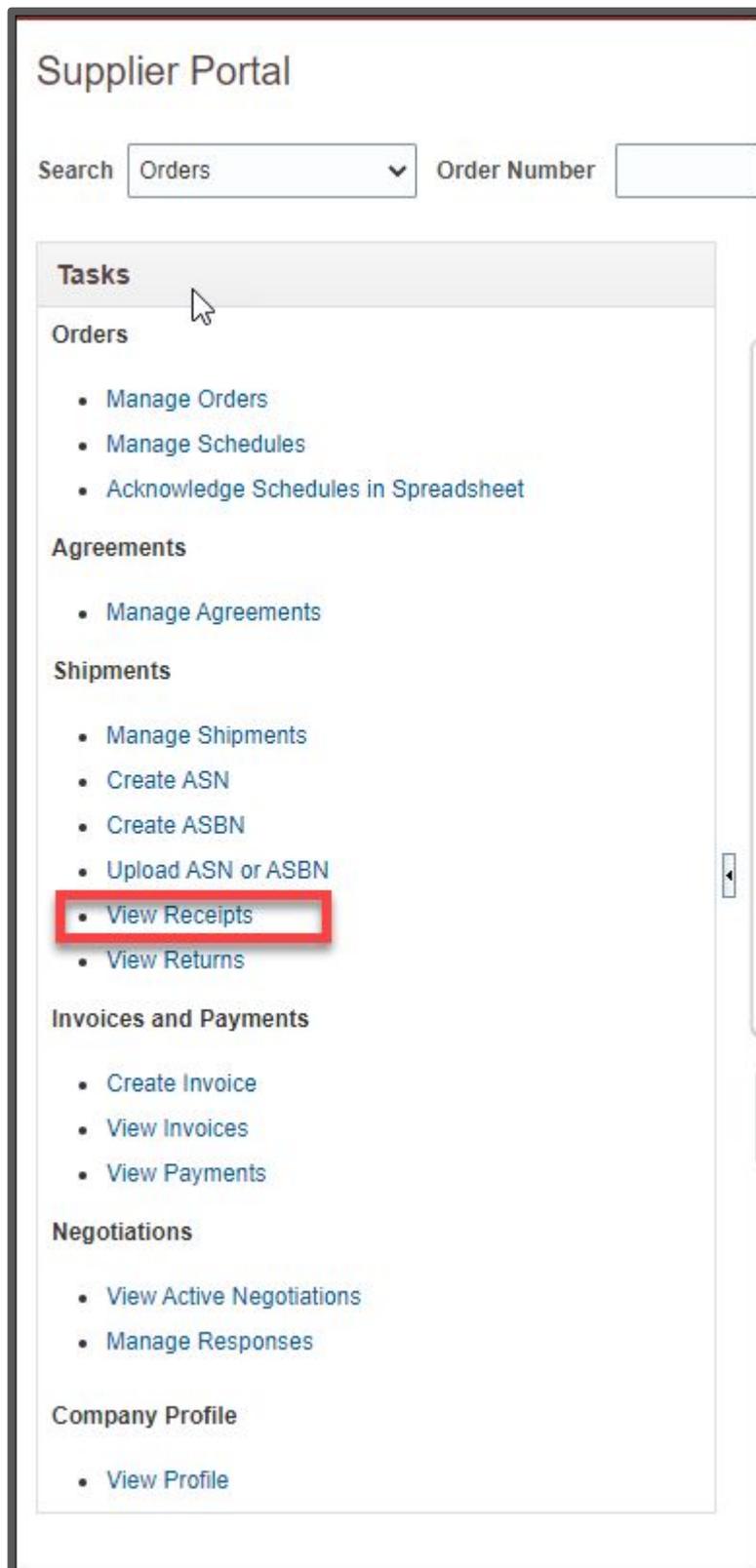
- Lines
- Schedules
- Distributions

Table of PO Lines:

Line	Item	Description	Quantity	UOM	Price	Ordered	Status
179	MQ-MSCOL-1DWBASE	DESIGNER WHITE STABILITY BASE FOR MQ-MSCOL-1 IV	2	EACH			Closed for Invoicing
260	MQ-MSCOL-1DWBASE	DESIGNER WHITE STABILITY BASE FOR MQ-MSCOL-1 IV	2	EACH			Closed for Invoicing
182	MQ-MSCOL-1DWBASE	DESIGNER WHITE STABILITY BASE FOR MQ-MSCOL-1 IV	2	EACH			Closed for Invoicing
1	MQ-MSCOL-1T4-DWMB	MQ WMNS COLUMBIA,ARMS DOWN, WIHEAD,TONE 4,DI	1	EACH			Closed
2	MQ-MSCOL-1T2-DWMB	MQ WMNS COLUMBIA,ARMS DOWN, WIHEAD,TONE 2,DI	1	EACH			Closed
3	MQ-MSCOL-1T4-DWMB	MQ WMNS COLUMBIA,ARMS DOWN, WIHEAD,TONE 4,DI	1	EACH			Closed
4	MQ-MSCOL-1T2-DWMB	MQ WMNS COLUMBIA,ARMS DOWN, WIHEAD,TONE 2,DI	1	EACH			Closed
5	MQ-MSCOL-1T4-DWMB	MQ WMNS COLUMBIA,ARMS DOWN, WIHEAD,TONE 4,DI	1	EACH			Closed
6	MQ-MSCOL-1T2-DWMB	MQ WMNS COLUMBIA,ARMS DOWN, WIHEAD,TONE 2,DI	1	EACH			Closed
7	MQ-MSCOL-1T4-DWMB	MQ WMNS COLUMBIA,ARMS DOWN, WIHEAD,TONE 4,DI	1	EACH			Closed

Troubleshooting ON HOLD Invoices

Additionally, in the portal select VIEW RECEIPTS.



Troubleshooting ON HOLD Invoices

In the portal you can look up the ASN/Receipt to see what Lines still have open qtys. I pulled up some of your old POs in our test environment so you can see what the screen looks like.

I used dates in our test environment so that I could pull up some old Silvestri orders to use as an example. Normally you would use the PO number in question.

Advanced Saved Search All Receipts
** At least one is required

Search Results

Receipt	Receipt Date	Organization	Shipment	Ship Date	Purchase Order	Invoice	Packing Slip	Bill of Lading	Supplier Site
	02/12/2023 6:00...	Kohli's Purchasing	03793	02/10/2023					PURCH_2
	02/02/2023 6:00...	Kohli's Purchasing	03774	02/03/2023					PURCH_2
	02/01/2023 6:00...	Kohli's Purchasing	03465	02/01/2023					PURCH_2
	02/01/2023 6:00...	Kohli's Purchasing	03482	02/01/2023					PURCH_2
	01/25/2023 6:00...	Kohli's Purchasing	03760	01/26/2023					PURCH_2
	01/09/2023 6:00...	Kohli's Purchasing	03730	01/09/2023					PURCH_2
	01/17/2023 6:00...	Kohli's Purchasing	03711-1	01/17/2023					PURCH_2
	01/17/2023 6:00...	Kohli's Purchasing	03712-1	01/17/2023					PURCH_2
	01/17/2023 6:00...	Kohli's Purchasing	03659	01/17/2023					PURCH_2
	01/09/2023 6:00...	Kohli's Purchasing	03712	01/09/2023					PURCH_2
	01/09/2023 6:00...	Kohli's Purchasing	03711	01/09/2023					PURCH_2
	01/09/2023 6:00...	Kohli's Purchasing	03728	01/09/2023					PURCH_2
	01/04/2023 6:00...	Kohli's Purchasing	03664-K	01/04/2023					PURCH_2
	01/09/2023 6:00...	Kohli's Purchasing	03692	01/09/2023					PURCH_2

Troubleshooting ON HOLD Invoices

You can select a receipt number and open it to review what has an ASN.

Receipt: [Redacted]

Summary

Supplier [Redacted]
Shipment [Redacted]
Shipped Date 02/10/2023 9:45 AM
Shipping Method [Redacted]
Number of Supplier Packing Units [Redacted]
Supplier Site PURCH_2

Packing Slip
Waybill
Bill of Lading
Note
Attachments None

Additional Information

Lines

Item	Item Description	Document Type	Document Number	Quantity				UOM Name	Currency	Receipt Date
				Ordered	Returned	Net Received	Rejected			
MQ-MSACT-4D...	MQ FML,EGGH...	Purchase order	PO11	1	0	1	0	EACH	02/13/2023 6:00...	

So back in the live environment here's your PO. You can see line 260 2 were ordered and only one was received because the ASN was not loaded for the 2nd unit on the line.

Overview Manage Orders x Purchase Order: PO100240 x

Receipt: [Redacted]

Summary

Supplier [Redacted]
Shipment [Redacted]
Shipped Date 04/12/2023 10:17 AM
Shipping Method [Redacted]
Number of Supplier Packing Units [Redacted]
Supplier Site PURCH_2

Packing Slip
Waybill
Bill of Lading
Note
Attachments None

Additional Information

Lines

Item	Item Description	Document Type	Document Number	Quantity				UOM Name	Currency	Receipt Date	Document Line
				Ordered	Returned	Net Received	Rejected				
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order	[Redacted]	1	0	1	0	EACH	04/25/2023 7:00 PM	204	
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order	[Redacted]	1	0	1	0	EACH	04/25/2023 7:00 PM	263	
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order	[Redacted]	1	0	1	0	EACH	04/25/2023 7:00 PM	262	
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order	[Redacted]	1	0	1	0	EACH	04/25/2023 7:00 PM	261	
MQ-MSCOL-1...	DESIGNER WH...	Purchase order	[Redacted]	2	0	1	0	EACH	04/25/2023 7:00 PM	260	
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order	[Redacted]	1	0	1	0	EACH	04/25/2023 7:00 PM	259	
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order	[Redacted]	1	0	1	0	EACH	04/25/2023 7:00 PM	258	
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order	[Redacted]	1	0	1	0	EACH	04/25/2023 7:00 PM	257	
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order	[Redacted]	1	0	1	0	EACH	04/25/2023 7:00 PM	256	
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order	[Redacted]	1	0	1	0	EACH	04/25/2023 7:00 PM	255	
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order	[Redacted]	1	0	1	0	EACH	04/25/2023 7:00 PM	254	
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order	[Redacted]	1	0	1	0	EACH	04/25/2023 7:00 PM	253	
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order	[Redacted]	1	0	1	0	EACH	04/25/2023 7:00 PM	252	
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order	[Redacted]	1	0	1	0	EACH	04/25/2023 7:00 PM	251	
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order	[Redacted]	1	0	1	0	EACH	04/25/2023 7:00 PM	250	

Here you will want to export to excel so you can see what lines were received and which were not.

Troubleshooting ON HOLD Invoices

Line 182 and 179 same issue 2 ordered, 1 ASN'd.

Overview Manage Orders x Purchase Order: PO100240 x

Receipt: [REDACTED]

Summary

Supplier [REDACTED] Packing Slip
Shipment [REDACTED] Waybill
Shipped Date 04/12/2023 10:17 AM Bill of Lading
Shipping Method Note
Number of Supplier Packing Units Attachments None
Supplier Site PURCH_2

Additional Information

Lines

Actions View [Filter Icon]

Item	Item Description	Document Type	Document Number	Quantity				JOM Name	Currency	Receipt Date	Document Line
				Ordered	Returned	Net Received	Rejected				
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order		1	0	1	0	EACH		04/25/2023 7:00 PM	186
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order		1	0	1	0	EACH		04/25/2023 7:00 PM	185
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order		1	0	1	0	EACH		04/25/2023 7:00 PM	184
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order		1	0	1	0	EACH		04/25/2023 7:00 PM	183
MQ-MSCOL-1...	DESIGNER WH...	Purchase order		2	0	1	0	EACH		04/25/2023 7:00 PM	182
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order		1	0	1	0	EACH		04/25/2023 7:00 PM	181
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order		1	0	1	0	EACH		04/25/2023 7:00 PM	180
MQ-MSCOL-1...	DESIGNER WH...	Purchase order		2	0	1	0	EACH		04/25/2023 7:00 PM	179
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order		1	0	1	0	EACH		04/25/2023 7:00 PM	178
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order		1	0	1	0	EACH		04/25/2023 7:00 PM	177
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order		1	0	1	0	EACH		04/25/2023 7:00 PM	176
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order		1	0	1	0	EACH		04/25/2023 7:00 PM	175
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order		1	0	1	0	EACH		04/25/2023 7:00 PM	174
MQ-MSCOL-1...	MQ WMNS CO...	Purchase order		1	0	1	0	EACH		04/25/2023 7:00 PM	173