

PRISM Purchasing NOID Resolutions Quick Reference

NOID No.	Cause	Prevention	Resolution
01 – Price	Incorrect Price	Call supplier if unsure of price; ask supplier to fax you an order confirmation.	Open PO, modify price field, save PO, and reapprove.
02 – Item	Item described on invoice does not match item on PO, or item does not exist on PO.	Do not verbally change an order with a supplier without updating the PO.	If item on invoice is the same as item on PO, notify Payment Processing it is ok to pay; If item on invoice does not exist on PO, but item was received, add it to PO by adding a line. If item was not received, & charge is invalid, request credit invoice; add item to PO & reapprove, so Payment Processing can enter the credit.
03 – Quantity	Quantity on invoice is greater than quantity on PO.	Do not verbally change an order with a supplier without updating the PO.	Open PO, adjust quantity field, save PO, and reapprove.
04 – Requires Action	PO status is something other than approved.	Do not place verbal orders with a supplier while awaiting approval of a PO.	Complete the approval process.
05 – Supplier	Supplier name on invoice differs from supplier name on PO.	This can occur through no fault of the purchaser, if the supplier changes names, merges with another company, etc. If you need assistance in choosing the correct vendor, contact Purchasing Services.	A new PO must be issued with the same supplier name that appears on the invoice. Use the Copy Document feature to create the new PO (Tools, Copy Document). Enter note to Payables in both PO's, noting new & old PO #'s; Cancel original PO.
06 – Credit	The invoice reflects a credit and the credit amount is greater than the amount paid on the PO, or nothing has been paid yet on the PO.	Place a note to Payables in the PO detailing status of PO, if a credit is due. Use the Attachment function.	Check PO for invoicing information (PO Summary, Inquire, View Invoices). Contact supplier if you need clarification on the credit. Place a note to Payables in PO detailing status of PO.
08 – Unit of Measure	UOM on PO does not match UOM on invoice, or UOM on PO is Each but should be US Dollars	When creating a PO for computers, UOM should always be US Dollars.	Open PO, change the UOM (if changing to US Dollars, also change Quantity & Price fields), save PO, and reapprove.
09 – Line Paid in Full	PO line has been invoiced in full, but invoices for additional quantities are received.	Use US Dollar as the UOM for blanket agreements, computer orders, or orders for multiple low value items.	Verify that the additional invoice is valid. If it is valid, add an additional line to the PO, save PO, and reapprove.
10 – Line Cancelled	A PO line is canceled before invoicing has been completed.	Do not cancel a valid PO line.	Add an additional line to the PO for the quantities canceled, save PO, and reapprove.
12 – Disabled Account Number	Account no. entered in PO is disabled before invoicing occurs.	Do not charge items to accounts when they are due to expire.	Open PO, move your cursor to the appropriate line, move to the Distribution level and change the account number. Save the PO, and reapprove.
14 – Contract Monies Exceed Allowance	Occurs on blanket orders, when dollar amount invoiced exceeds dollar amount in the PO.	Allocate sufficient funds when you create the PO, and monitor spending on the PO.	Add more money to the PO by adding an additional line, using US Dollars as the UOM. Save the PO, and reapprove.