INVOICE REVIEW

Two totals, one gap.

INVOICE / INV-2048

USD 1,280.00

PURCHASE ORDER / PO-1048

USD 1,180.00

USD 100.00 Invoice above the purchase order

Exception Desk is a local prototype for checking a mismatched invoice and recording the reviewer’s next action.

THE AP REVIEWER'S WORK

The desk in four steps.

01 / OPEN

Open the case

Inspect invoice INV-2048 and its linked purchase order PO-1048.

02 / COMPARE

Compare totals

Read both source totals and the USD 100 difference.

03 / DECIDE

Choose an action

Request correction or hold for clarification.

04 / EXPORT

Keep the record

Download the finding, decision, owner and next action.

One fixed pair of synthetic documents follows the same record from source check to export.

REVIEWER DECISION

The invoice stays on hold.

The reviewer selects how to follow up on the USD 100 difference.

DISPOSITION A

Request correction

Ask the supplier for an invoice matching PO-1048. Recheck the revised copy before proceeding.

DISPOSITION B

Hold for clarification

Ask the buyer to confirm the authorized amount. Hold the invoice pending a response.

The prototype records the choice locally. Supplier or buyer follow-up remains with the AP reviewer.

DOCUMENT PAIR

Read the amount on each source.

INV-2048

SAMPLE

Supplier invoice

Supplier	Sample supplier
Service fee	USD 1,280.00

PO-1048

SAMPLE

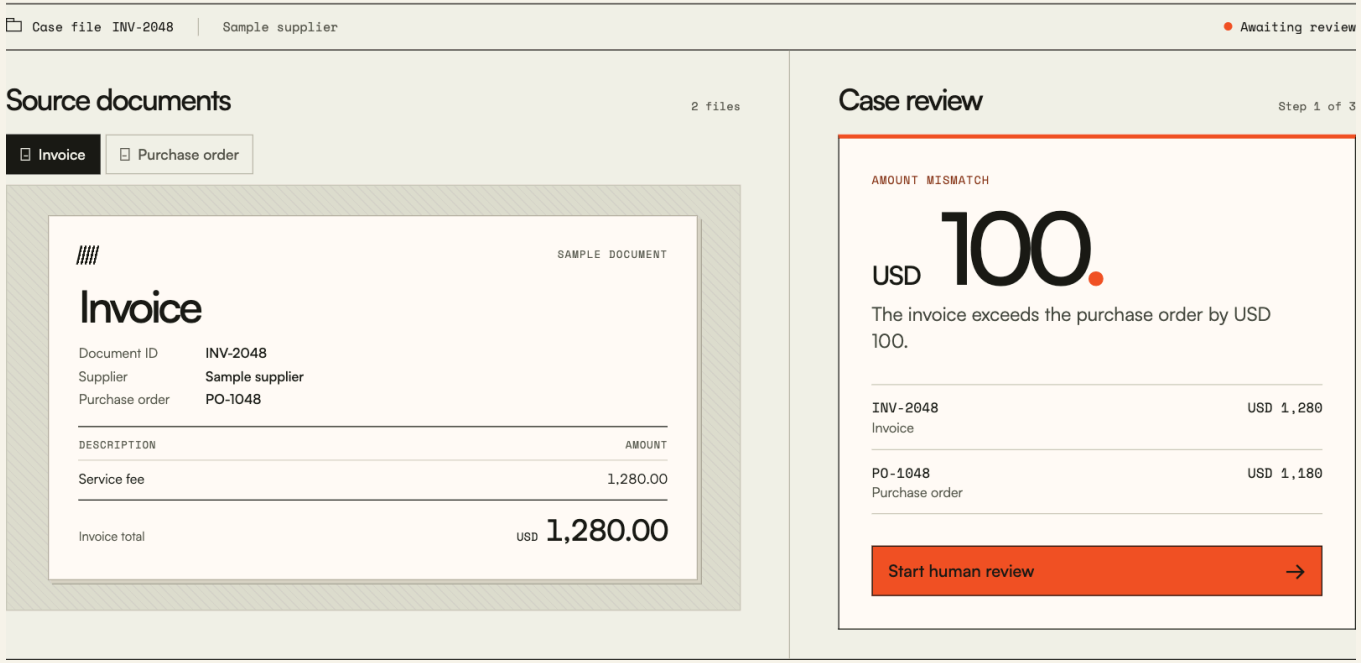
Purchase order

Supplier	Sample supplier
Service fee	USD 1,180.00

+ USD 100.00 The invoice is higher. The documents do not establish why.

SOURCE INSPECTION

Recheck the source before deciding.



Running local sample · original prototype

Invoice or PO?

Open each source. Match its document ID and amount to the comparison.

Review the gap

Proceed to the decision only after checking the USD 100 difference.

EXAMPLE DISPOSITION

What should survive the handoff?

The downloaded text record gives another reviewer the sources, the finding and the next action.

SAMPLE REVIEW RECORD

Case	INV-2048
Purchase order	PO-1048
Invoice above order	USD 100.00
Decision	Request correction
Next owner	AP reviewer

Obtain a revised invoice and check it against PO-1048.

Illustrative record excerpt · the exported sample also includes the two source amounts.

BEFORE A TRIAL

How would a finance lead judge the desk?

Review time	Compare the time from opening a case to a recorded decision on similar, redacted pairs.
Decision agreement	Compare each reviewer's selected action with the finance lead's reference disposition.
Record completeness	Check the source IDs, source totals, finding, owner and next action in each export.

Proposed measures · agree on targets with the AP lead before trialling the workflow.

PILOT SCOPING

Bring one redacted invoice and PO.

An AP lead and a reviewer can compare the existing process with the local prototype and decide which checks belong in a first trial.



COGNIFY TECHNOLOGIES / EXCEPTION DESK