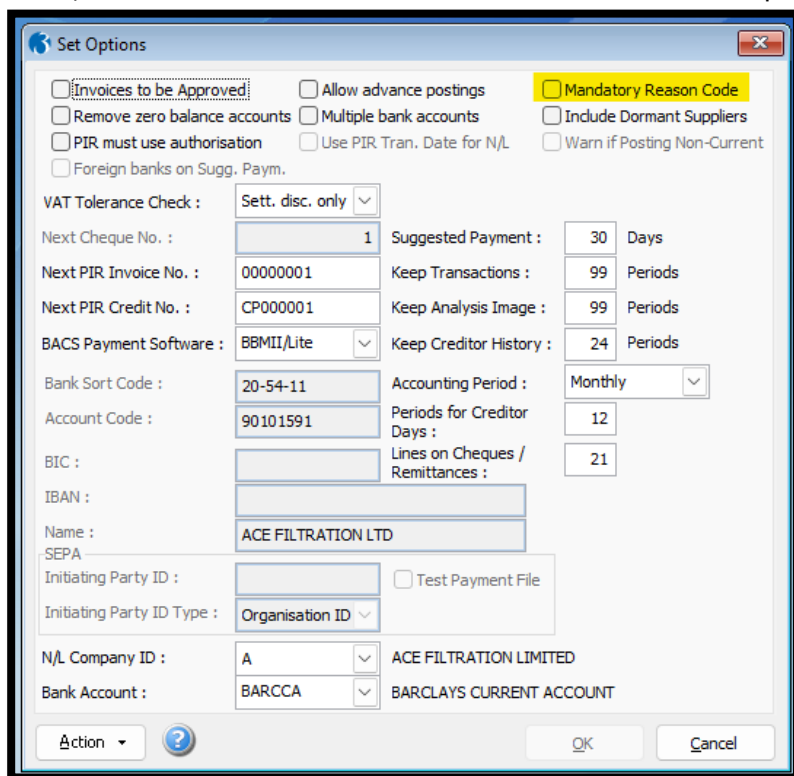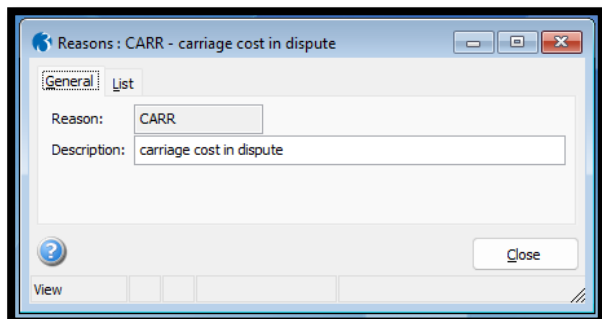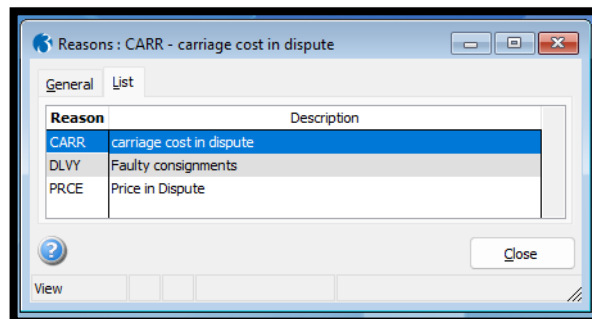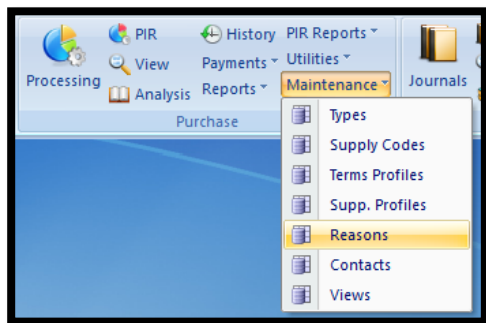**Mandatory reason codes**

You can create descriptions that help explain reasons why a transaction is put on hold. When you use the Hold/Rel command associated with the Supplier form to put one or more transactions on hold, you can retrieve and assign a reason description which can be viewed subsequently in enquiries. The Purchase Options form includes an option called Mandatory Reason Code. If this is selected, you must create at least one reason code record, because a reason must be entered when a transaction is put on hold.

Reason descriptions are indexed by a code of up to four characters. Once you have saved a reason code record, you cannot amend the code. However, you can change the description, and this will be updated automatically on any transactions already on hold using the same code.

To define reason codes

1. Open the Purchase folder and then click Maintenance or click the Financials tab and then click Purchase - Maintenance on the 🌀 Ribbon Bar.

2. Click Reasons.

3. To create a new record, click the 🗋 icon on the toolbar or press CTRL+N.

4. In the boxes provided, enter a code and description for the reason.

5. To save the record, click the 💾 icon on the toolbar or press CTRL+S.

Tip*
Use a code that will help you identify the reason. For example, PRCE for Pricing in Dispute.

Reason Entries

Reason   A unique reference for the reason. You can use up to four characters.
Description   You can add a corresponding description of up to 50 characters.

Holding or Releasing Postings
Use the Hold/Rel command to display a list of all outstanding transactions for the currently selected supplier and put one or more transactions on hold or clear already held transactions. You can perform one of the following actions for the currently selected transaction:

Hold   Sets the current transaction's status to 'on hold'.
                  A transaction with this status cannot be paid or allocated.

Hold All   Sets the status of all transactions to 'on hold'.

Release   Sets the current transaction's status to 'released'.
                  Released transactions are available to be paid when they become due.

Release All   Sets the status of all transactions to 'released'.
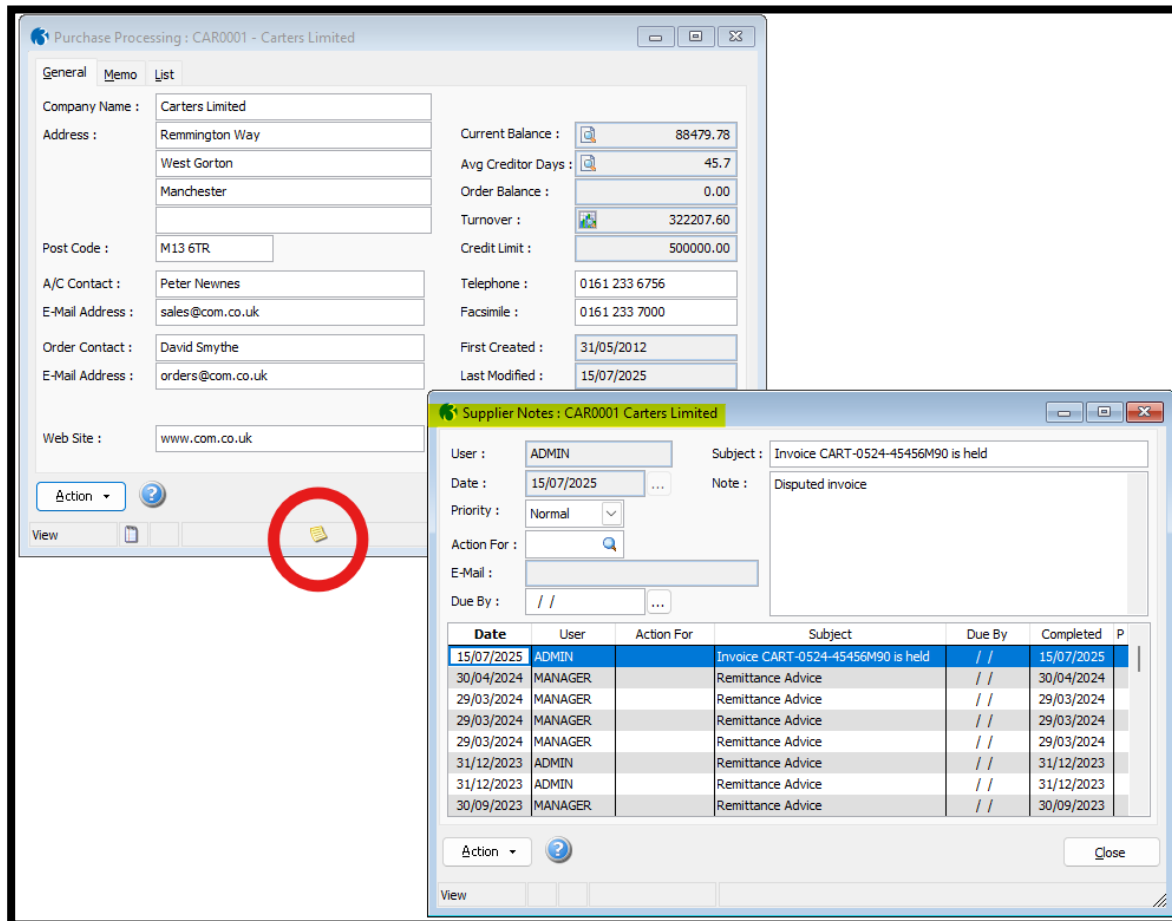   Released transactions are available to be paid when they become due.

Due Date   Displays a Due Date box showing the current transaction's due date which you can amend.

Last Payment Changes the last payment date for invoice.
Date

Accept   Accepts the processing and stores the changes.

If the Invoices to Approve option is selected on the Purchase Options form, purchase invoice and credit note transactions are automatically put 'on hold' after posting and must be released using this Hold/Rel command before you can process them for payments or allocations. Held transactions are included in the supplier's outstanding balance but do not appear on any payments list until released. You can get a list of such transactions using the Held Invoices command on the Reports submenu of the Purchase module. You can assign a reason code to a held transaction. If the Mandatory Reason Code option is selected for the module using the Set Options command, the selection of a reason code will be required before you can put the transaction on hold. If the option is not selected, you can hold a transaction without having to select a reason code. Reason code records are maintained using the Reasons command on the Maintenance menu.
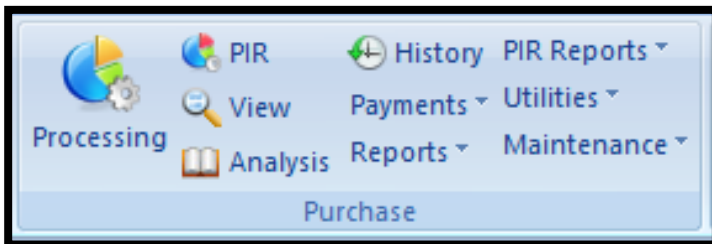
**Tip**** The holding or clearing of a transaction will create a note record for the supplier concerned.

Registered office, as above, Profile Technology Services Ltd. Registration number 02328351

To hold or release purchase transactions

1. Open the Purchase folder, and then click Processing.

2. Retrieve the supplier record for which you want to hold or release transactions, click Action and then click Hold/Rel. The Hold/Release form appears.
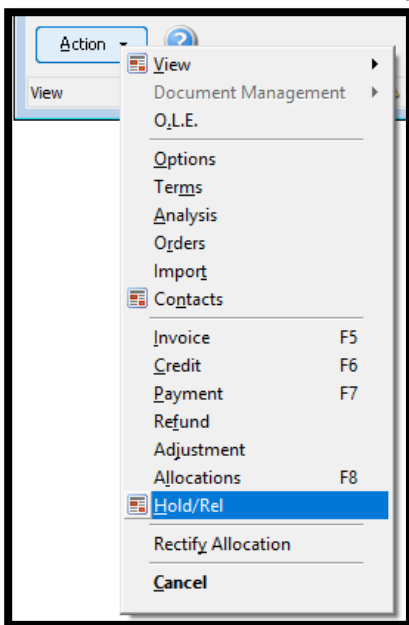
3. Click to select the transaction you want to process.
4. Click Action and select the action you want to take.

5. Select the relevant reason code from the dropdown


6. Select OK.

Reporting on held invoices
The Held Invoices report lists purchase invoice invoices and credit notes that have been put on hold by setting a 'dispute' flag against the transaction on the Purchase - Processing- Allocations form.

This report includes options to show either the total invoice value or an invoice's outstanding balance on the report. If credit notes are used for adjusting the VAT Return when settlement discount is taken, this report can be used to show invoices paid in Authorise Cheques/BACS that have been put on hold with an outstanding balance.

To Print the Held Invoices Report
1. Go to the Purchase Ledger module - select the option Reports - from the list, select Held Invoices.
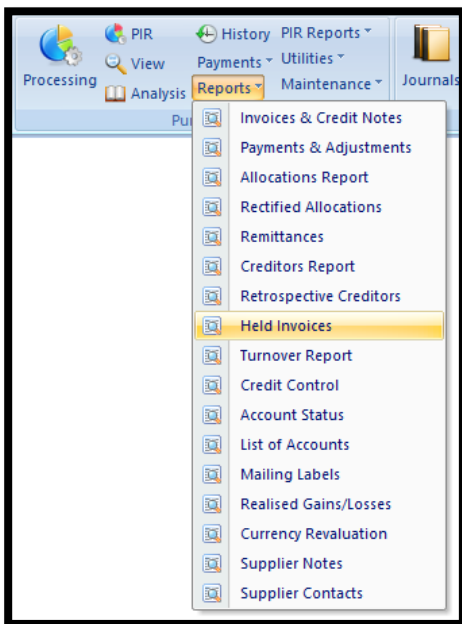
2. In the Sequence list, select the sequence option you want. You can produce the report in account or entry date sequence.
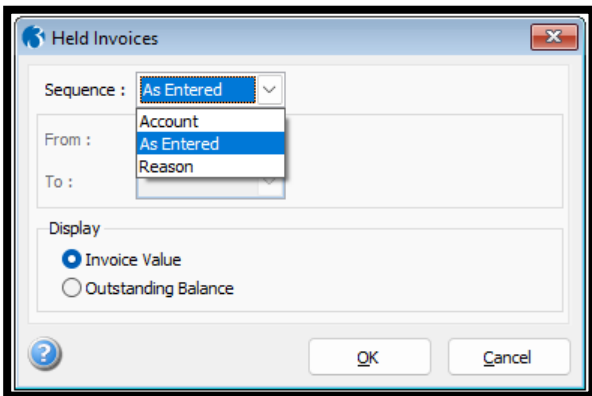
3. If you choose to print the report in account sequence, use the From and To lists to define the range of records you want included in the report.

4. Select either Invoice Value (total invoice value) or Outstanding Balance (invoice's outstanding balance) for the report.

5. Click OK. On the Publisher form, click the tab to select the output device you want to use and then complete any settings or options you want to apply to the output device. To process the output, click Publish. The report file name is SQPLHELD.*

6. To save this report as a Microsoft Excel spreadsheet, select Excel Report from the Report Layout box on the Publisher form.