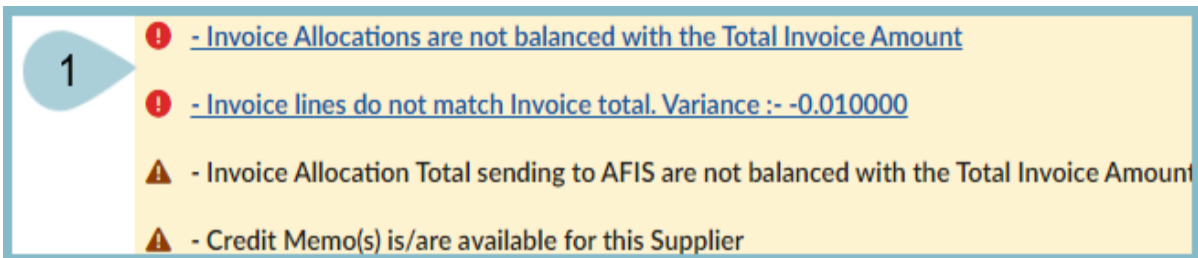


Resolving Invoice Allocation Errors

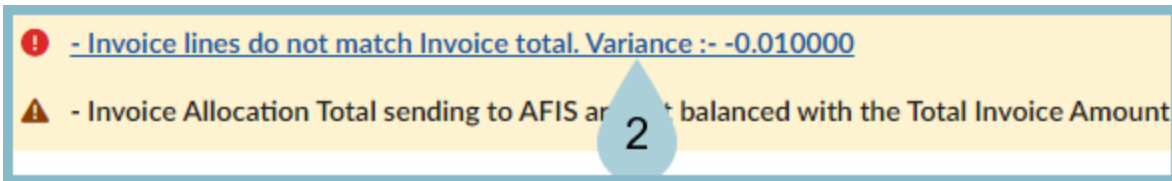
This document is a quick reference guide for users wishing to resolve “Invoice Allocations are not balanced with the Total Invoice Amount” blocking alerts. If you have any questions, please contact the APP Help Desk at app@azdoa.gov. Additional resources are also available on the SPO website: <https://spo.az.gov/>.

Review Blocking Alerts at the Top of the Invoice

1. Scroll to the top-right of the invoice to review blocking alerts (alerts with exclamation mark in a red circle icon at the beginning of the line).



2. Note the variance amount listed at the end of the “Invoice lines do not match Invoice total. Variance:” line.



3. Using the **Add Additional Charges** button, add a Miscellaneous Charges line to the invoice to take care of the variance listed above. If the variance is **NEGATIVE** (as above), **ADD** that same amount as a miscellaneous charge. If the variance is **POSITIVE**, **SUBTRACT** that same amount as a miscellaneous charge.
4. Click the **Submit for Reconciliation** button.

Resources

Click the link below for more information on the invoice payment processes in APP:

<https://spointra.az.gov/arizona-procurement-portal/app-support/quick-reference-guides-176-upgrade/invoice-payment-qrgs-176>