A focused review of invoice holds

Illustrative sample only. This is a fictional scenario, not client work. It shows the form of a review, not a promised result.

The situation

A business receives repeated invoice holds. Purchasing, finance and the teams receiving goods each handle part of the work. No one has a clear view of where a case waits or who can resolve it.

The scope

One business unit, one invoice process and one agreed type of hold. A live review would use an agreed set of cases, records and conversations. Timing, access, fee and outputs are agreed before work starts.

Inputs to agree

• The relevant policy, approval rules and a small agreed set of invoice, order and receipt records.

• People who raise orders, record receipt, handle invoices and approve exceptions.

• Available timestamps, hold reasons and correction records. Any gaps in the evidence are recorded.

Follow the work

1. Order raised. Check whether the order has the right price, quantity and person responsible for receipt.

2. Receipt recorded. Check who confirms delivery or completion, and what happens when the record is missing.

3. Invoice checked. Separate price and quantity differences from missing receipts. Record the reason for each hold.

4. Exception resolved. Assign the next action to a named role. Record the decision and any approval needed before release.

Decisions and next steps

Proposed roles and actions for this fictional scenario. Responsible leaders must approve any live change.

Confirm receipt

The person responsible for the delivery or service. Evidence of what arrived or was completed. Finance does not assume that an unrecorded delivery took place.

Correct order details

The authorised purchasing role, within agreed limits. The reason for the correction, supporting evidence and approval where required.

Approve a difference

The leader given that authority under the company policy. The decision, its reason and any conditions. A system tolerance is changed only after approval and testing.

A small action plan

Before a pilot

Agree hold reasons, record owners, decision limits and the baseline. Confirm who can approve the proposed changes.

During a pilot

Try the agreed rules on a limited set of cases. Review unresolved cases with the people responsible and record unintended effects.

At the review

Compare the same measures and case types. Decide whether to adjust, stop or extend the change. Assign owners for the next steps.

Evidence and measures

Questions to test

• Does the work wait for missing information, a decision or a system handover?

• Do repeated holds share the same cause?

• Which corrections can follow an agreed rule, and which require approval?

Time to resolve a hold

From the hold being recorded until it is resolved. Agree the working-day calendar and report both the typical case and longer waits.

Matching-related holds

The number and share of comparable invoices held for a matching difference. Record any change to rules or tolerance limits.

Repeated work

Corrections and handovers per case. Keep time spent by staff separate from time spent waiting.

Required checks

Whether the agreed evidence and approvals are present. Faster processing alone does not show that checks remain effective.

What this review would deliver

The output is a proposed work map, decision responsibilities and action plan. It does not approve policy exceptions, certify controls or change a live system. Implementation, specialist testing and any wider rollout are agreed separately.

Discuss a live review

We agree the scope, access, fee, timing and outputs with you before work starts.

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