

Invoice and Voucher Holds

Hold Type	Description	How to Resolve It
AMT ORD	For Central AP use only.	For Central AP use only.
AMT REC	For Central AP use only.	For Central AP use only.
AWAITING CREDIT MEMO	The department has indicated that a credit memo (refund) is due from the vendor.	Department should contact the vendor and request a “credit memo” be sent to UVA Accounts Payable referencing the original PO and Invoice numbers.
AWARD CLOSED	The award used for the PO has closed and cannot be charged against.	Department must reopen the award or provide a new Award Number, and submit an Invoice Correction Form with the correct Award Number to notify AP to release the hold and process the invoice.
CORRECTION	For Central AP use only.	For Central AP use only.
DEPARTMENT HOLD	The department has requested that AP hold the invoice, usually if the goods or services haven’t been received or if there is a billing issue.	Once the reason for the hold is resolved, the department should submit an Invoice Correction Form to notify AP to release the hold and process the invoice.
DIST VARIANCE	The total amount of a voucher’s distributions do not equal the amount in the voucher’s header.	Please review the Payment Voucher section of the Accounts Payable Training Guide (page 48).
FM HOLD	Facilities Management has placed a hold on the invoice.	Contact Martha Creasy at mec4h@virginia.edu for assistance.
FOREIGN WIRE HOLD	The department has requested that the invoice be paid via Foreign Wire.	The hold will automatically release when the wire payment is complete.
LINE VARIANCE	The total amount of a voucher’s lines do not equal the amount in the voucher’s distributions.	Please review the Payment Voucher section of the Accounts Payable Training Guide (page 48).
NEW PO REQUIRED	The PO referenced on the invoice has been “Finally Closed” or has already been invoiced for the full PO amount.	The department must open a new PO, then submit an Invoice Correction Form with the new PO number to notify AP to release the hold and process the invoice, or complete a change order to add funds to the PO. Please visit PO Change Form for more information.
NRA HOLD	A foreign payment must be reviewed by UVA HR before it is released for payment.	The hold will release when UVA HR has completed review. Please visit UVA HR Immigration Services for more information on required documentation.
OSP CLOSED AWARD	The Award on the PO associated with the invoice is closed or has passed the award close date.	OSP must re-open the award, create a new award, or reject the payment request.

Hold Type	Description	How to Resolve It
PETTY CASH HOLD	Policy requires AP to review petty cash requests before payment.	The hold will release when AP has completed review of the required receipts.
PO NOT APPROVED	The invoice references a PO that has not been approved or requires reapproval.	Please visit PO Change Form and the Purchasing Training Guide for more information.
PS BUYER ASSIST HOLD	The PO does not have funds left to pay the invoice. A supplement must be added by a PSDS Central Buyer.	Complete a change order to the PO. Please visit PO Change Form for more information.
QTY REC	System receiving is required.	Department must enter system receiving. https://foc.virginia.edu/job-aids-and-qas# (click "Receiving" under "Purchasing and Accounts Payable")
REQUIRES AN ATTACHMENT	The department has requested additional information to be attached to a voucher's check.	The department should ensure that the attachment has been made to the voucher (for instructions, see page 63: http://training.foc.virginia.edu/AP-AccountsPayable_TRAIN.docx). This hold will notify AP to print and mail the attachment along with the paper check.
RESTRICTED ITEM	An expenditure type has been used that requires review by the Travel and Expense team.	The hold will release when the Travel and Expense team has completed review.
RESUBMIT PV	The department has corrected the voucher and returned it to AP for release.	The hold will release when AP has completed review.
RETURN CHECK HOLD	The check has been returned to AP.	AP may ask the department to have the vendor update their address in the UVA Marketplace Registration Portal (Information, Training, and FAQs for Suppliers and Non-Suppliers). Students must update their information in the Student Information System.
SUPP REQUIRED	The PO does not have funds left to pay the invoice. A supplement must be added.	Complete a change order to the PO. Please visit PO Change Form for more information.
VOID PAYMENT HOLD	The payment to the vendor has been voided.	Before reissuing the payment, AP may ask the department to have the vendor update their address in the UVA Marketplace Registration Portal (Information, Training, and FAQs for Suppliers and Non-Suppliers). Students must update their information in the Student Information System.
VOUCHER RETURN TO DEPT	AP has returned the voucher to the department for corrections.	The department may view the voucher attachment for return reasons (for instructions, see page 63: http://training.foc.virginia.edu/AP-AccountsPayable_TRAIN.docx).
WISE HOLD	The University's College at Wise has placed a hold on the invoice.	Contact Joe Kiser at (276) 328-0143 for assistance.