

Invoice Discrepancy Ticket

Ticket ID	TCK-2025-001
Created Date	January 20, 2025
Created By	JANE SMITH (Accounts Payable Analyst)
Department	ACME ANALYTICS LLC – Finance
Status	Open
Priority	High
Issue Type	Amount mismatch

Related Invoice

Invoice ID	INV-2025-001
Supplier Name	GOTHAM OFFICE SUPPLIES INC.
Invoice Date	January 15, 2025
Customer	ACME ANALYTICS LLC
Recorded Amount	4,300.00 USD (in finance system)
Document Amount	4,376.78 USD (on attached invoice PDF)

Short Summary

Difference between the total amount recorded in the finance system and the total amount shown on the supplier invoice from Gotham Office Supplies Inc.

Description

On January 17, 2025 we recorded invoice **INV-2025-001** from **GOTHAM OFFICE SUPPLIES INC.** in the finance system with a total amount of **4,300.00 USD**.

However, the attached supplier invoice PDF shows a **Total Amount Due of 4,376.78 USD**, which includes New York City sales tax (8.875%). The tax amount and the grand total do not match the values currently stored in the system.

Please verify which amount is correct, confirm the correct sales tax calculation, and either:

- (1) update the finance system to match the supplier invoice, or
- (2) request a corrected invoice or credit note from the supplier if the invoice is wrong.

Attachments:

- Invoice PDF: INV-2025-001_GothamOfficeSupplies.pdf
- Screenshot from the finance system showing 4,300.00 USD recorded for INV-2025-001

Proposed Next Steps

- Recalculate the expected tax on the line items for INV-2025-001.
- Confirm with GOTHAM OFFICE SUPPLIES INC. whether 4,376.78 USD is the correct total.

- If the supplier invoice is correct, update the finance system to reflect the correct tax and total.
- If the invoice is incorrect, request a revised invoice or a credit note before payment.

Owner

Assigned to: **Nazim Fadli** (Senior Accountant, ACME ANALYTICS LLC)
Email: nazim.fadli@acme-analytics.com