



## **Processing of Different Cases of Automatic Non-Matching**

## Case 1 : GRN not found « missing receipt » :

Please note:

GRN = Good Receive Note

- Dans XA : GRN = RP number

Txn :	GRN
RP = Receive Purchased Item to Stock	23005498
RP = Receive Purchased Item to Stock	02 0752

- Dans ARIBA : GRN = RC number

Récapitulatif	Procédure d'approbation	Reçus	Historique
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ID de reçu ↑	Titre
RC1581173	pose descente et capteur CH35 - devis D618 576 Ind A - projet AGV BAT 17

## Case 1 : GRN not found « missing receipt » :

The screenshot displays the SKF invoice management interface. At the top, two error messages are shown in a light gray box:

- Invoice must be fully coded.
- Missing receipt for invoiced goods or services. No other deviations were detected, but manual review is still required.

The main area shows the invoice details, including the 'isabel group' logo, 'isabel 6', and 'SKF' logo. The bottom left corner indicates 'Isabel N.V. Keizerinlaan, 13-15'.

On the right side, the 'Matching results' section shows 0 results. Below it, the 'Workflow' section shows a timeline of actions:

- Created - Zieba Zuzanna (3/5/21)
- Forwarded - Zieba Zuzanna (3/10/21)
- Forwarded - Zieba Zuzanna (10:16 AM)

The bottom right corner shows 'Differences: 200.00 NET | Total: 0.00 EUR NET'.

On this view, it seems like it is a NOPO (No Purchase Order), but there is indeed an order on this invoice, it's just that the receipt was not made in time

**WARNING:** Do not click on “add coding” otherwise it will transform it into a NOPO.

## Case 1 : GRN not found « missing receipt » :

There are two scenarios when you receive this message :

- **If there is a GRN :**

- If the receipt has been made in the system (Ariba, XA), you need to click on **reject** so that CapGemini can find the GRN;
- If the receipt has not yet been made in the system (Ariba, XA), you need to perform the action in the systems and then click on **cancel and resend**

- **If there is no GRN**

- You can click on **put on hold** so that the invoice is pending while waiting to receive the item (corresponds to **Lock** in the old system)
- You can click on **dispute** to contact the supplier if the goods are delayed, for example.



## Case 2: Quantity Mismatch

Matching deviation of 60.00 EUR. Check matching results for more information.

Invoice images 1

Identificativo SDI: 3703555462

Data Ricezione: 22-09-2020

**MITTENTE:**  
 Identificativo fiscale ai fini IVA: IT01038120307  
 Codice fiscale: 01038120307  
 Denominazione: GRUPPO ILLIRIA S.p.A.  
 Regime fiscale: RFOI (ordinario)  
 Indirizzo: Via Jacopo Linussio, 1  
 Comune: Udine Provincia: UD  
 Cap: 33100 Nazione: IT  
 Telefono: 0432675713  
 Email: info@gruppofliria.it

**DESTINATARIO:**  
 Identificativo fiscale ai fini IVA: IT02663880017  
 Codice fiscale: 02663880017  
 Denominazione: SKF Industrie S.p.A.  
 Indirizzo: Via Arcivescovado 1  
 Comune: Torino Provincia: TO  
 Cap: 10100 Nazione: IT

TIPOLOGIA DOCUMENTO		ARTO	NUMERO FATTURA	DATA	CODICE DESTINATARIO
TD01 (fattura)			200332/TOI	21-09-2020	SKF/11/B

COD. ARTICOLO	DESCRIZIONE	QUANTITA'	PREZZO UNITARIO	UM	SC. MAG.	SIVA	NATURA	PREZZO TOTALE
1	...	...	...	...	...	...	...	...

Header data

Matching results 1

Matched quantity	Expected quantity	Matched sum	Expected sum	Deviation sum	Order details
10.00	2.00	75.00 EUR	15.00 EUR	60.00 EUR	EP298873 2 543

Quantity difference: Matched quantity is higher than expected quantity in PO.

Workflow

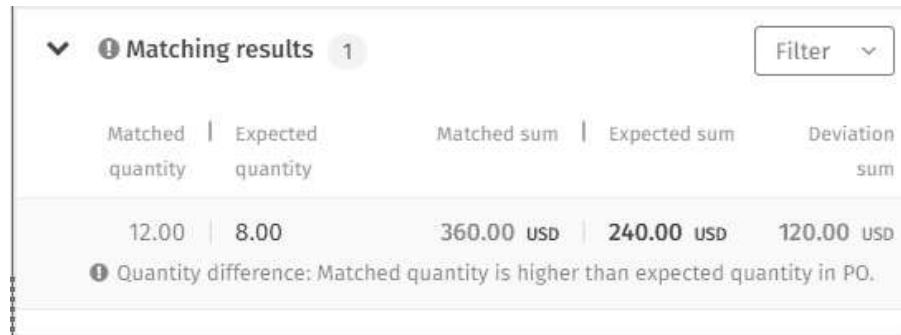
CREATED - JAN 18, 2021

Differences 0.00 NET Total 75.00 EUR NET

#	Commodity Group	Resp	Main	Sub	Sub Description	Comp/Store	Asset Nr	Net Total
1	I06150000	M203, CHANNEL34	4624, MECHANICAL SERVICES	181				30.00 EUR

Here is the error message in red in case of a quantity issue.  
 This type of message concerns the requester.

## Case 2: Quantity Mismatch



The screenshot shows a web interface for matching results. At the top, there is a header 'Matching results' with a dropdown arrow and a count of '1'. To the right is a 'Filter' button with a dropdown arrow. Below the header is a table with five columns: 'Matched quantity', 'Expected quantity', 'Matched sum', 'Expected sum', and 'Deviation sum'. The table contains one row of data: '12.00', '8.00', '360.00 USD', '240.00 USD', and '120.00 USD'. Below the table, there is a message icon and text: 'Quantity difference: Matched quantity is higher than expected quantity in PO.'

Matched quantity	Expected quantity	Matched sum	Expected sum	Deviation sum
12.00	8.00	360.00 USD	240.00 USD	120.00 USD

Quantity difference: Matched quantity is higher than expected quantity in PO.

In this case, you need to check the ordered quantity as well as the received quantity in the system (XA/ARIBA):

- If the invoiced quantity does not match the received/delivered quantity  
→ contact the supplier via **dispute** to request a total credit note for the invoice and a re-invoicing with the correct quantity.
- If the invoiced quantity matches the delivered/received quantity  
→ click on **approve** so that the invoice is paid.

## Case 3: Price Issue

Here is the message that appears if there is a price discrepancy between the order price and the invoice price

Matched quantity	Expected quantity	Matched sum	Expected sum	Deviation sum	Order details
1.00	1.00	261.00 EUR	215.00 EUR	46.00 EUR	EP152554 1 2227/FE

Price difference: matched sum 261.00 EUR is higher than expected sum 215.00 EUR in PO.

Workflow

CREATED - JAN 26, 2021

In this case, you need to check the negotiated/ordered price in the system/contract:

- If the invoice price does not match the contract price  
→ contact the supplier via **dispute** to request a total credit note for the invoice and a re-invoicing with the correct price.
- If the invoice price is correct, then you need to change the price in the system:  
**XA** or **ARIBA**

Do not click on **approve** if you have updated the price in the system

→ You need to **cancel and resend** if you have made changes in the system.

## Case 4: ADD charges exceed the tolerance amount

In Basware Cloud, a tolerance table for the amount of additional charges has been defined:

If the additional charges are within this tolerance, they are automatically validated by CapGemini, so you do not receive an error message

AC type	Tolerance (absolute)	commentaire
[A1] Freight	25	
[A2] Packaging	150	
[A3] Customs	-	
[A4] Tool	-	
[A5] Setup	-	
[A6] Surcharge	-	exceptionnel
[A7] Oth. Surcharge	-	
[A8] Add. Charge	200	
[A9] Tax	-	

However, if the additional charge exceeds the tolerance amount the buyer will receive the invoice with this error message:

CLAUDEM S.A. Invoice SKF FRANCE S.A. 9/11/22 Buyer approval for matching exceptions 592.18 EUR NET Approve

Additional cost exceeds the tolerance. Check matching results for more information.

592.18 EUR NET Approve

Forward  
Approve and forward  
Reject  
Mark as confidential  
Request spend plan  
Dispute  
Put on hold  
Cancel and resend  
Remove  
Copy  
Copy as credit memo  
Save as PDF

If the additional charge is incorrect/disputed, you can click on **dispute** to send an email to the supplier otherwise, the buyer can click on **Approve** to approve the invoice and the additional charges.



## Case 4: ADD charges exceed the tolerance amount

ing rows | 4,378.00 EUR gross

	Invoice Number	Gross Total	Net Total	Tax S
	WH0232400393	5,954.02	5,954.02	
	WH0232400496	4,268.87	4,268.87	
	WH0232400864	5,365.28	5,365.28	
	WH0232400244	5,229.16	5,229.16	
	WH0232400339	9,332.87	9,332.87	
	WH0232400938	7,843.92	7,843.92	
	WH0232400432	1,376.84	1,376.84	
	WH0232400787	2,285.31	2,285.31	
	WH0232400886	4,319.95	4,319.95	

Header data

Organization

SKF GMBH

Invoice type

Invoice

System Message

Supplier code \*

EURS617931, HARSHA ENGINEERS

VAT Reg. No.

24AACCH5549Q1Z2

Supplier bank BBAN

HARSHA ENGINEERS

Invoice

Buyer Approval for Matching Exceptions

[unassigned]

4,268.87 EUR GROSS

4,268.87 EUR

Comments

Images

1

Invoice lines

1

History

Filter lines

Total available sums: 598.00 EUR

Add invoice line

	#	Additional cost name	Additional Cost Keyword	Actions
AC	1		Packaging_2	

Net total: 4,268.87 | Net sum difference: 0.00

	Main	Sub	Sub Description	Comp/Store	Asset Nr	Indo	Item description	Net Total (Company) *	Net Total *	Latest Comment	%	Item Nr	Actio
	0000	000		CEW			CP-32024 XJ/VX602	282.37	282.37			11568416	
	0000	000		CEW			CP-32024 XJ/VX602	3,388.50	3,388.50			11568416	
								598.00	598.00	Packaging			

In the above example, we see in invoice lines that it is “Add Charges 2” (AC2).  
A third coding line also appears.

## Case 5: Supplier Not Found by CapGemini

When an invoice is scanned in Basware, CapGemini is supposed to find the supplier number as well as its name and enter it into the system

However, it is possible that CapGemini does not find the supplier's name as in this example.

You will then receive a notification in your inbox where CapGemini asks **"Kindly advise the vendor ID to process"**

you need to click on **Reply** in the **Discussion tab** and provide the supplier number **"vendor ID"**.

The screenshot displays the SKF Basware system interface. At the top, there is a navigation bar with tabs: Home, Tasks, Documents, Accounts payable, and External Vendors Troubleshooter, SKF. The 'Documents' tab is active, showing a discussion thread for a supplier named 'Krishnappa Venkatesu'. The discussion message reads: 'Hi Team, Kindly advise the Vendor id to Process, Thank you.' Below the message, there is a 'Reply' button. To the right of the discussion, there is a table with invoice details. The table has columns for Organization, Invoice type, Company code, Supplier code, Invoice date, Invoice number, Currency code, Gross total, Net total, Payment term code, Payment block, Supplier Currency, and MP VAT Code. The 'Supplier code' field is highlighted with a red box, and the 'Prebooked' checkbox is also highlighted with a red box.

Organization	Invoice type	Company code	Supplier code *
RVICES BELGIU...	Invi		
System Message	Supplier bank BBAN	VAT Reg. No.	Invoice date *
Invoice Advise_26			6/22/2023
Reference person	Invoice number *	Currency code *	Currency Exchange Rate
Check	SI-2023-0064	SEK	
Exchange rate (company) *	Gross total *	Gross total (company)	Tax sum
0.085694	64,417.92	5,520.23	0.00
Net total (company) *	Net total *	Purchase order numbers	Delivery notes
5,520.23	64,417.92		
Plan reference	Payment term code	Due date	Voucher date *
		6/22/2023	6/22/2023
Accounting voucher number	Payment block	Scan Date	Creation time
		6/22/2023	6/22/2023
Scan Service Id	Supplier Currency *	Prebooked	Tax Handling Code
SKF9185L84396094NOPO		Not prebooked	
Tax handling description	MP VAT Code 1 *	VAT Sum 1	Net Sum 1 *

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