SKF®

Processing of Different Cases of Automatic Non-Matching

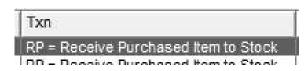# Case 1 : GRN not found « missing receipt » :

Please note:
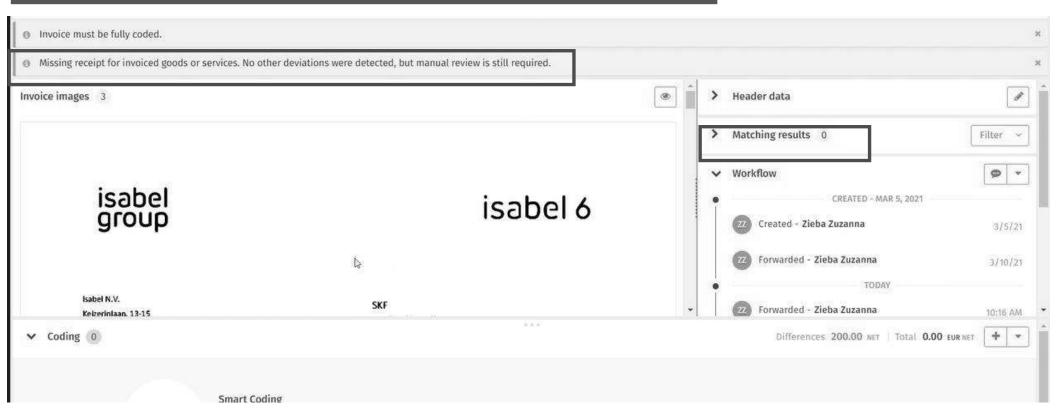
GRN = Good Receive Note

- **Dans XA** : GRN = RP number

- **Dans ARIBA** : GRN = RC number

Case 1 : GRN not found « missing receipt » :

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**
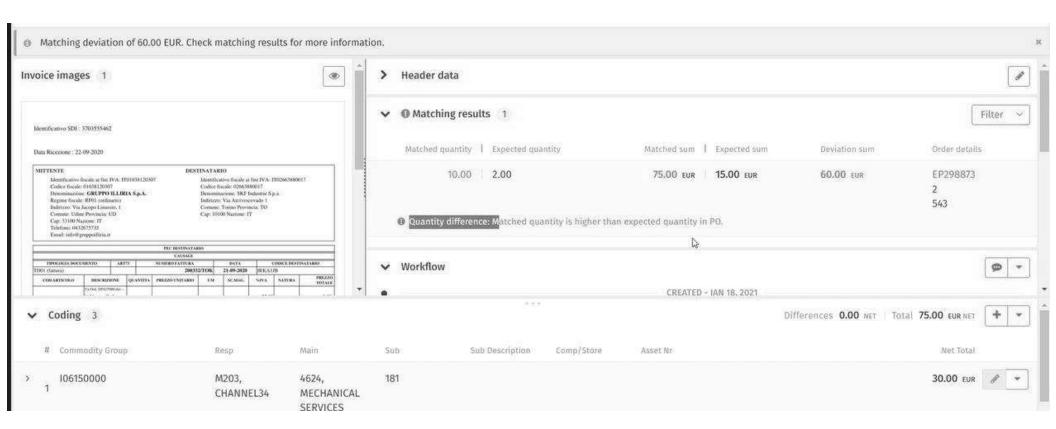
- **If there is no GRN**

- 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.

Forward

Reject

Mark as co   Reject   al

Request spend plan

Dispute

Put on hold
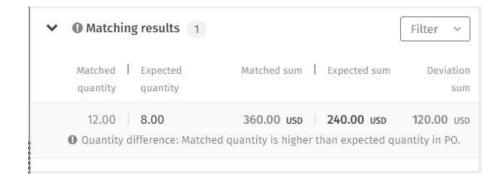
Cancel and resend

Remove

Copy

Copy as credit memo

Save as PDF

Case 2: Quantity Mismatch

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

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

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.
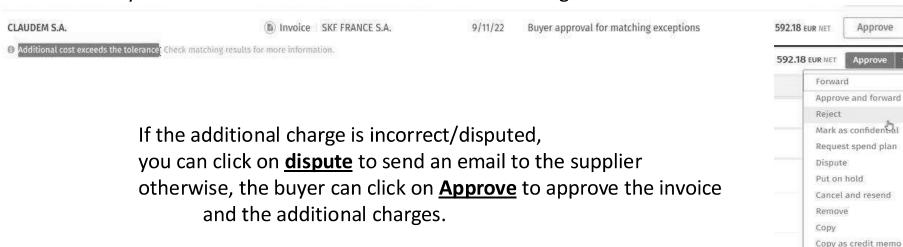
Case 4: ADD charges exceed the tolerance amount

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

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	-	

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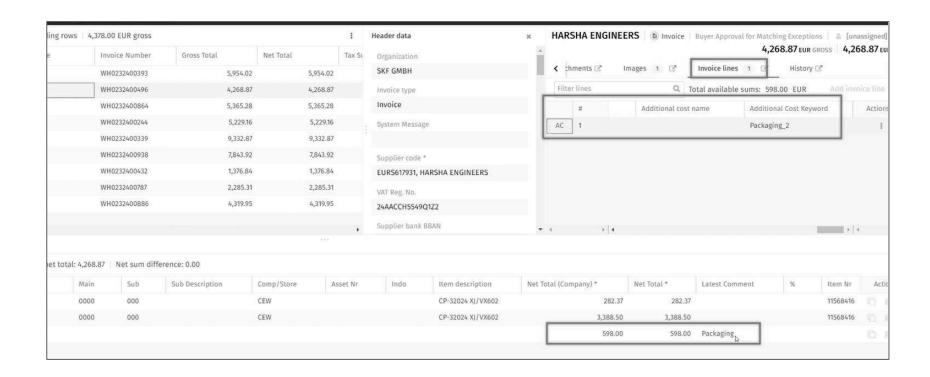they are automatically validated by CapGemini,
so you do not receive an error message

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

| CLAUDEM S.A. | (B) 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

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**.

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