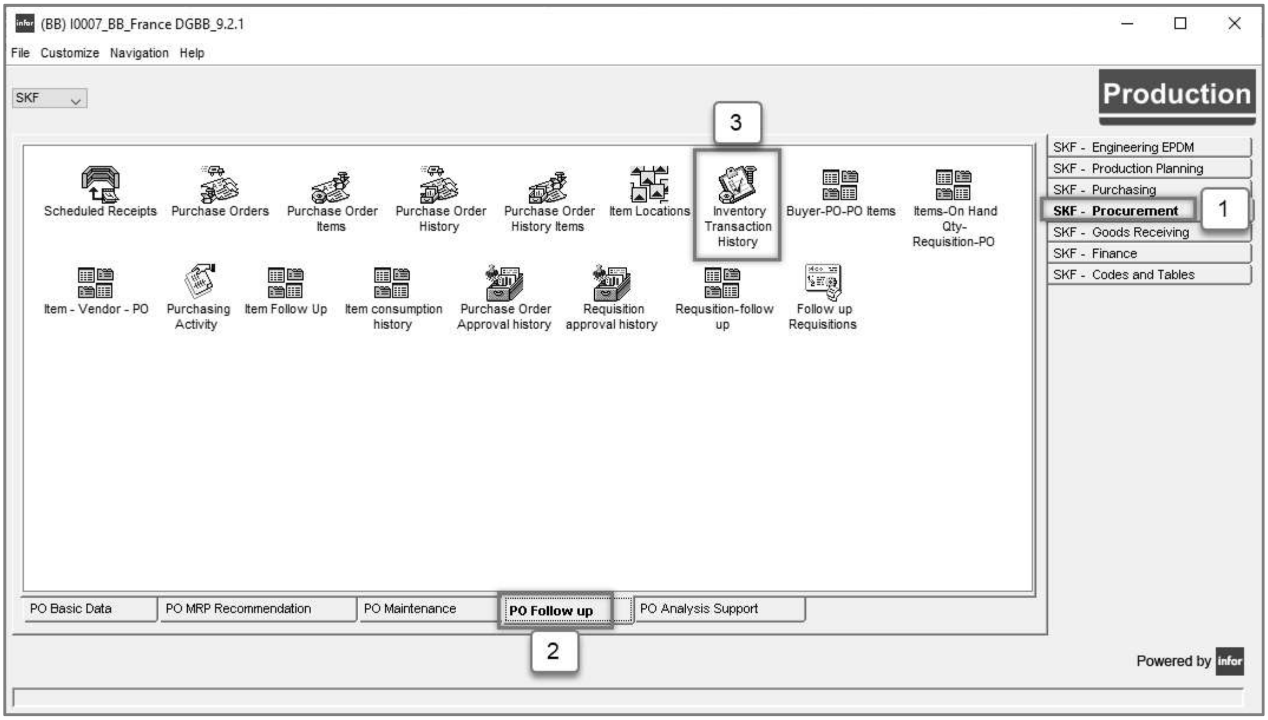
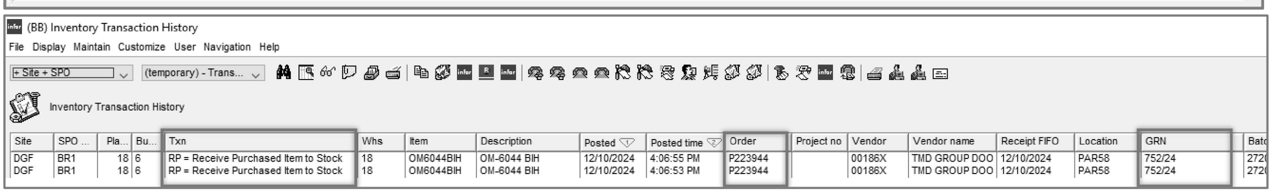
I have received a query "QR20 GRN not created, Please advise GRN number for this invoice" or “missing receipt” or “provide the GRN”

GRN = Good Receive Note

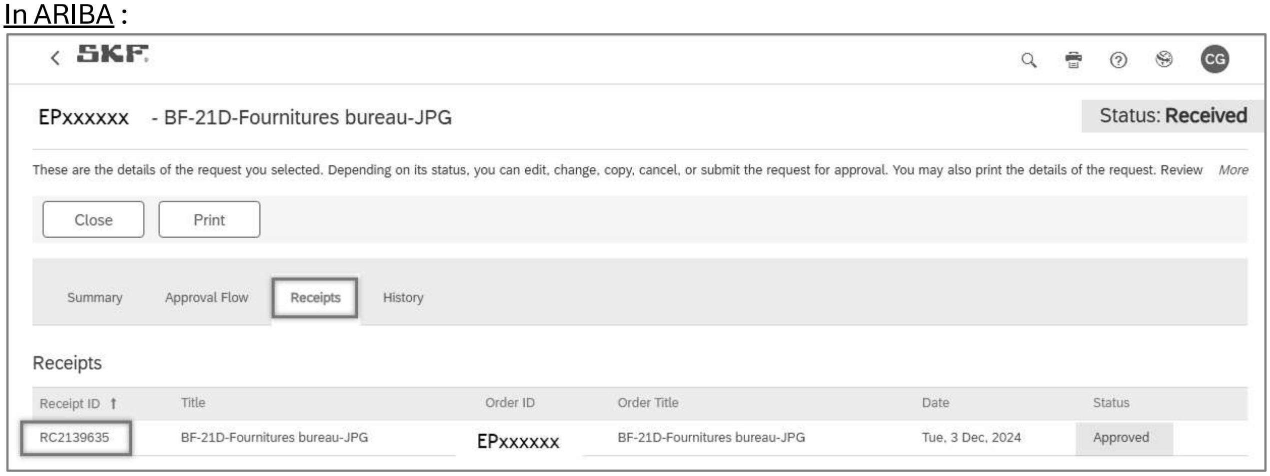
1. <u>Check if the GRN is created directly in XA / ARIBA or MCSS</u>

<u>In XA</u> :





<u>In ARIBA</u> :



<u>In MCSS</u> :

PUGRI

```
S00023- NO MORE INFORMATION TO DISPLAY
PUGRI  MCSS   35   PRODUKTION MUEHLHEIM                      25/09/11 16:00:28
PAGE     1          RECEIVED/INVOICED INQUIRY - ORDER
FUNCTION : I  (I)
P.O.NO.  : P368886,001          001            DATE: 25/09/11     STATUS : C
VENDOR   : EURS036750 BILSTEIN GMBH & CO. KG                      AUTHOR :
ITEM: 71085901              DESCR:   JS74SCR 1.00X70.0

ORD.QTY.:     12000.00  DEL.QTY. :      12000.00        PUOM : KG
REC.QTY.:         0.00  O/S.QTY. :          0.00   INVCD AMT :          0.00
------------------RECEIVED--- EUR ------------- --------INVOICED---     ------
DATE        DELIVERED    RECEIVED     REJECTED DATE     REG-NO       QUANTITY
G.R.N.       DECLARED IN-RECEIVING   IN-INSPECT DOCUMENT-NUMBER        AMOUNT
25/09/11     12000.00        0.00         0.00                          0.00
 3724144     12000.00    12000.00         0.00                          0.00


C00939-NO MORE RECEIPTS FOR THIS ORDER NO
```

a. If GRN not created, several possibilities:

- If we have physically received the goods, create the GRN in XA / ARIBA or MCSS
  ⇨ Then, "Cancel and resend" the invoice

  Cancel and resend

- If we have not received the goods, we can "Put on hold" the invoice and wait the goods. When goods are received, "Cancel and resend" the invoice

  Put on hold

- If we have not received the goods, we also can contact the supplier directly in BASWARE Cloud via "Dispute" and ask more details

  Dispute

b. If GRN created in XA / ARIBA or MCSS

"Reject" the invoice, give the GRN to CAP

Reject

You can also ask if the GRN is already matched.

If the GRN is already used on another invoice, check that this invoice is not a duplicate.

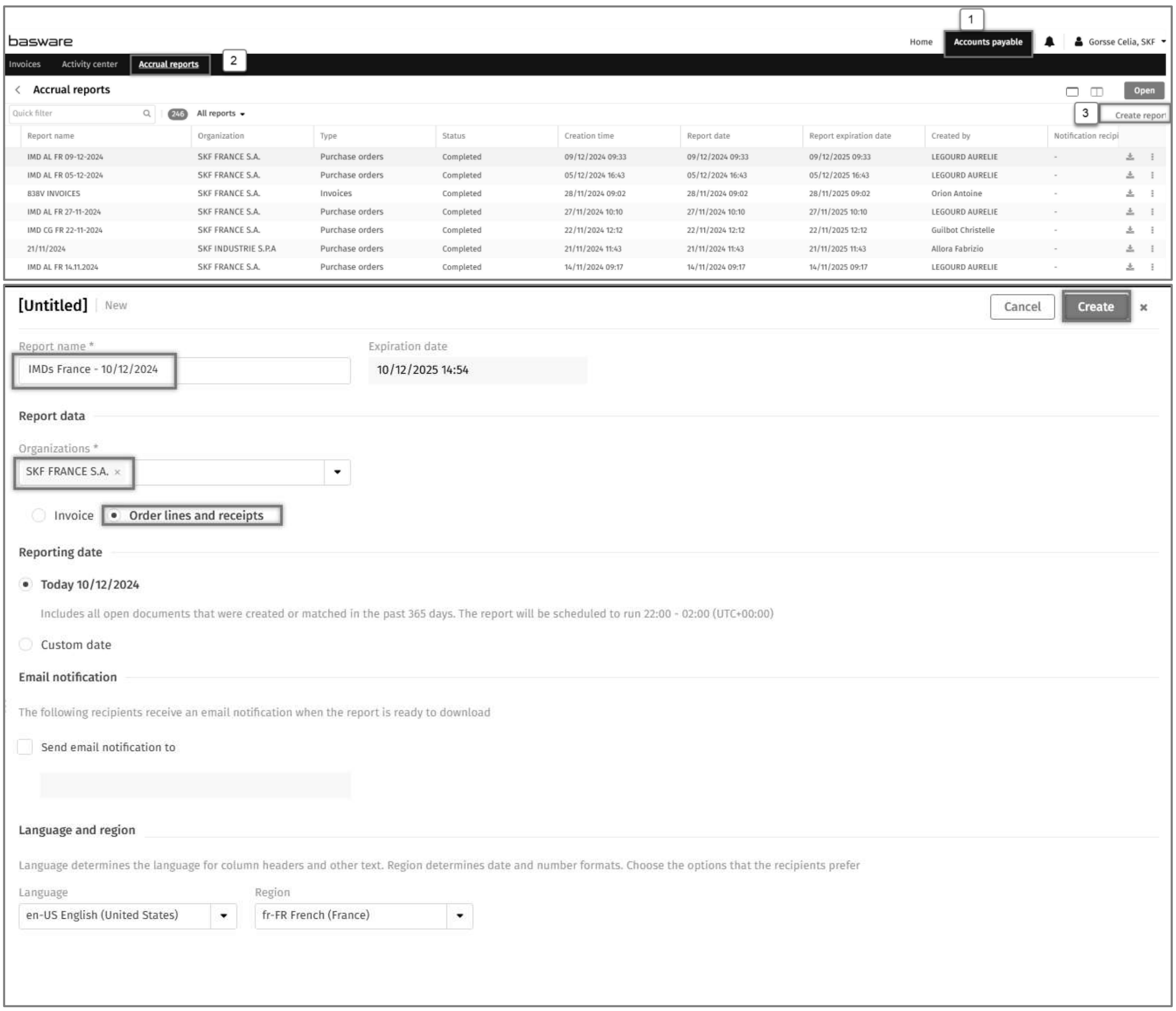
DTP related :

- I have created GRN in XA but it is not reflected in Basware.docx
- I have received a query QR24 The advised GRN number already matched with another invoice - GRN has been utilized for another invoice.docx

2. **<u>If you are an advanced user *("SKF Advanced Display" role)*, you can check in BASWARE Cloud if IMDs are available</u>**
   ➔ "Accrual reports" to create or to open if already created

<u>Steps to create</u> :

1 - Accounts payable
2 - Accruals reports
3 - Create report



<u>To open</u> :
Download report

<u>Check if your GRN is available in the download file</u> :

Net Price	GR Net Price	PO Number	Row Index	GR Number	Product Code	Description	Quantity to Match	Unit Code	Net Sum to Match	Currency	Organization Element Code	Organization Element Name	Invoicing Supplier Code	Invoicing Supplier Name	Buyer Name	Ordered By	Quantity	Net Total	Quantity	GR Value (Net Total)	Status	IMD Number	GR Item Number	Delivery Note Number	Delivery Date
283,44	283,44	P222922	0002	20184937			10,00	PC	2 834,38	EUR	9531		02028X	ATLANTIC GMBH	Vigourou:	Guimarae	10,00	2 834,38	10,00	2 834,38	Unmatche	953120184937-0001		24010205	21/11/2024
6,50	6,50	P546383	0001	00381407	YH-G202-2-PL		216,00	PC	1 404,00	EUR	9531		00087X	TAIZHOU YIHONG INDU	Daske Jaci	Thorigny I	216,00	1 404,00	216,00	1 404,00	Unmatche	953100381407-0001		BD2408526	19/11/2024
20,64	20,64	P537705	0001	00376639	BAR-0200 AE		990,00	PC	20 433,60	EUR	9531		CHN577	SKF SHANGHAI AUTOM	Minier Fal	Minier Fal	990,00	20 433,60	990,00	20 433,60	Unmatche	953100376639-0002		184029634	17/10/2024
48,00	48,00	P207177	0045	20167402			5,00	PC	240,00	EUR	9531		21525X	SERVI LOIRE	Rivoalen F	Rivoalen F	5,00	240,00	5,00	240,00	Unmatche	953120167402-0001		41717	04/04/2024
61,40	61,40	P560848	0001	00380246	221109		24,00	PC	1 473,60	EUR	9531		02932X	SERCORE TECH S.L	Minier Fal	POPEK CH	24,00	1 473,60	24,00	1 473,60	Unmatche	953100380246-0001		P560848	12/11/2024
0,39	0,39	EP1199391	1	RC1803255			1 008,00	PC	393,12	EUR	9531		75131X	SCHOEN DISTRIBUTION	Goncalves	Neau Jear	1 008,00	393,12	1 008,00	393,12	Unmatche	RC1803255-1		19012024	12/01/2024
8,78	8,78	P546352	0001	00381673	YH-RE120-3		1 026,00	PC	9 008,28	EUR	9531		00087X	TAIZHOU YIHONG INDU	Daske Jaci	Thorigny I	1 026,00	9 008,28	1 026,00	9 008,28	Unmatche	953100381673-0002		BD2408525	20/11/2024
243,00	243,00	EP1197580	5	RC1800420			1,00	PC	243,00	EUR	9531		56914X	SOCIETE INDUSTRIELLE	Doumas F	Manceau	1,00	243,00	1,00	243,00	Unmatche	RC1800420-5		EP1197580	10/01/2024

If GRN available “Reject” the invoice and give to CAP the GRN