I have received a query QR22

"QR22 The quantity on the invoice is different than the quantity on PO"

"GRN is not sufficient to match this invoice"

The planner/requester is responsible to manage this type of requests (qty difference).

1. **<u>Compare the quantity on the invoice vs in XA/ARIBA/MCSS</u>**
   a. **In XA**
      - Check quantity on the PO
      - Check quantity on the GRN
      - Check quantity on the invoice

   b. **In ARIBA**
      - Check quantity on the PO
      - Check quantity on the GRN
      - Check quantity on the invoice

   c. **In MCSS**
      - Check quantity on the PO
      - Check quantity on the GRN
      - Check quantity on the invoice

2. **<u>Invoice qty > Received qty</u>**

   Example XA quantity mismatch

3. **<u>Invoice qty < Received qty</u>**

   Example ARIBA quantity mismatch

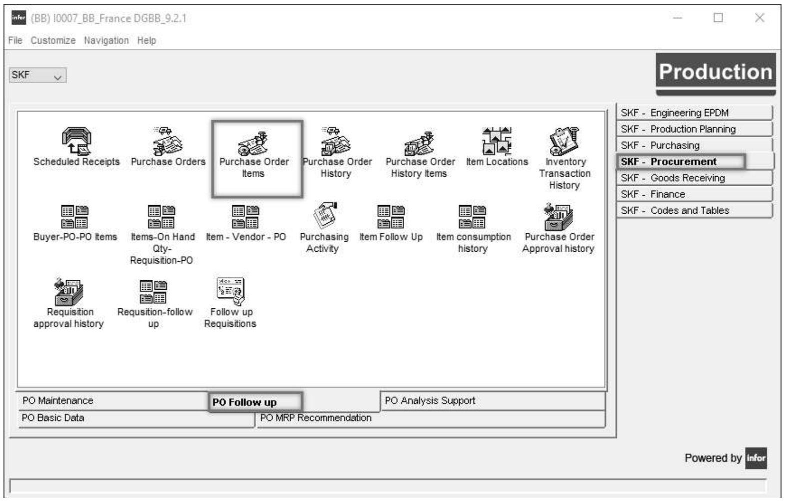
4. **<u>Quantity mismatch due to a GRN (or a partial GRN quantity) already used on another invoice</u>**

1. **<u>Compare the quantity on the invoice vs in XA/ARIBA/MCSS</u>**

   a. **<u>In XA</u>**

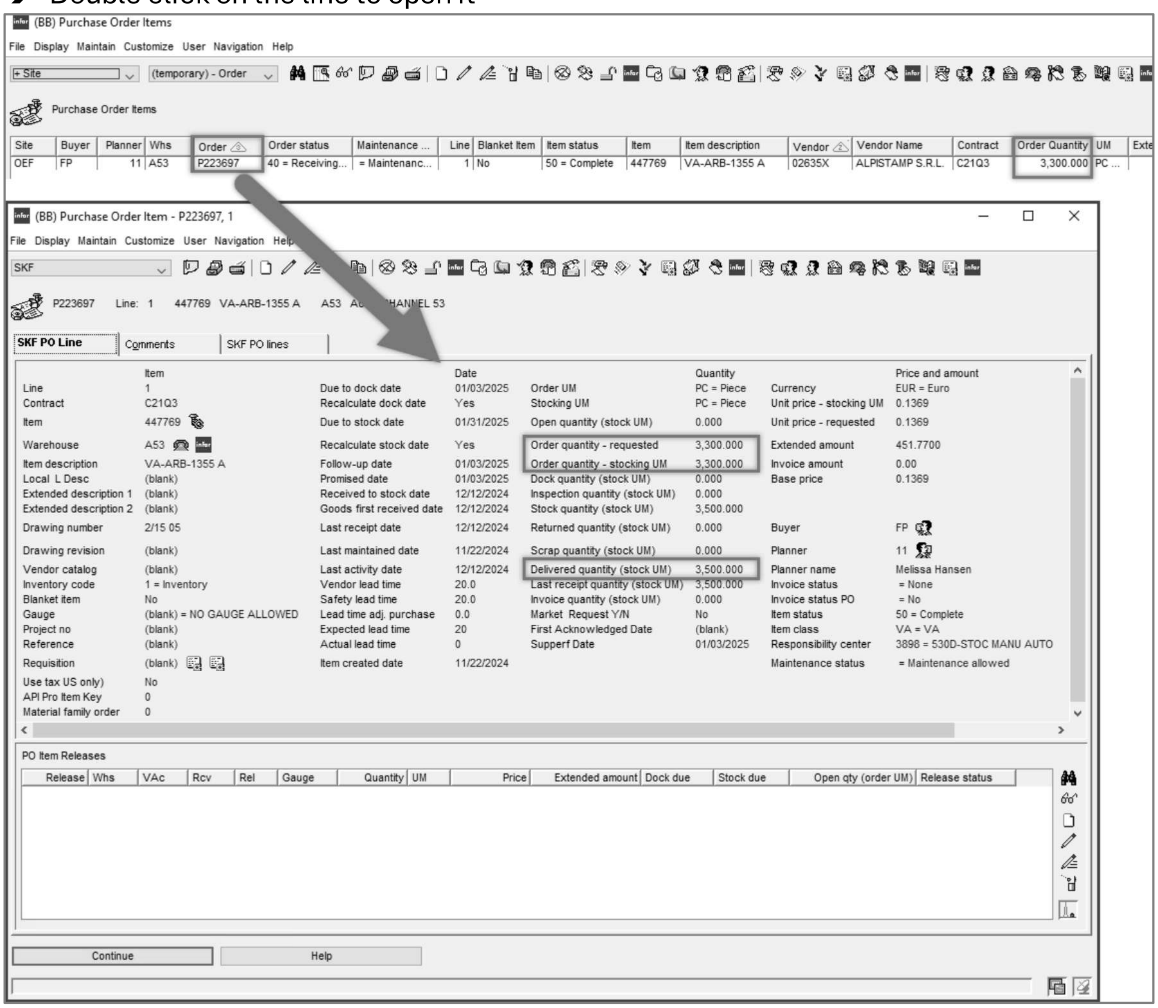
- <u>Check quantity on the PO</u>

  ➔ Purchase Order Item



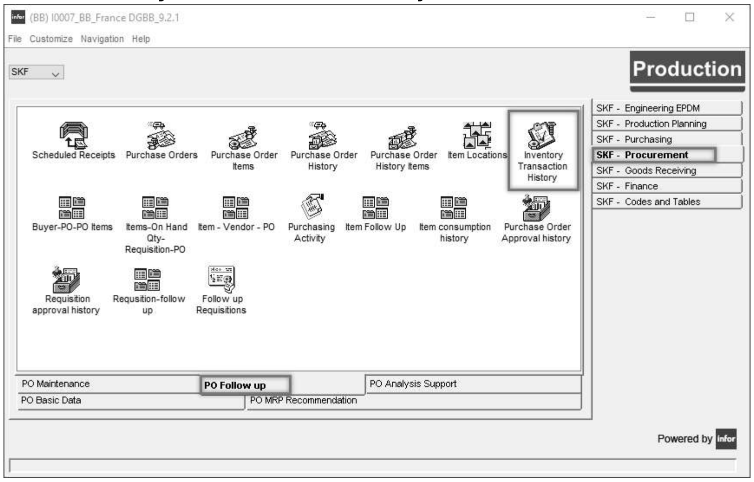
  ➔ Filter on the PO

  ➔ Double click on the line to open it

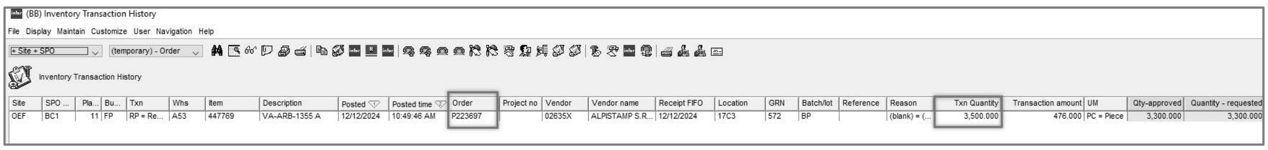


- <u>Check quantity on the GRN</u>

➔ Inventory Transaction History

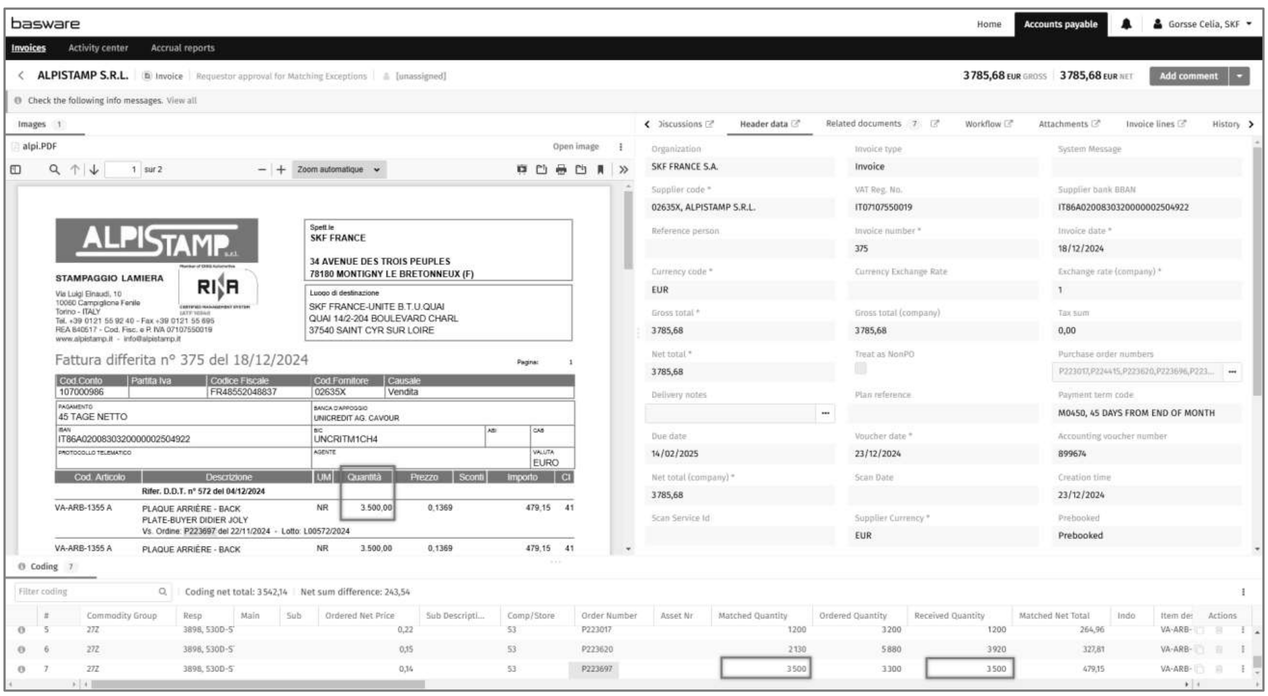


➔ Filter on the PO



- <u>Check quantity on the invoice</u>

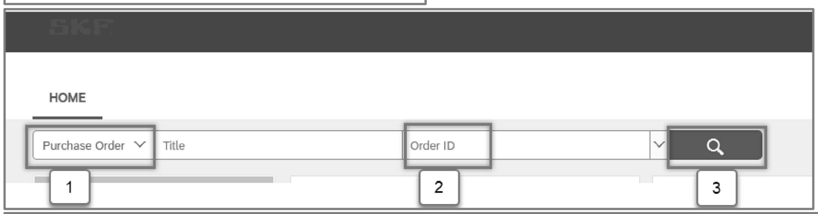
➔ Invoice in BASWARE Cloud

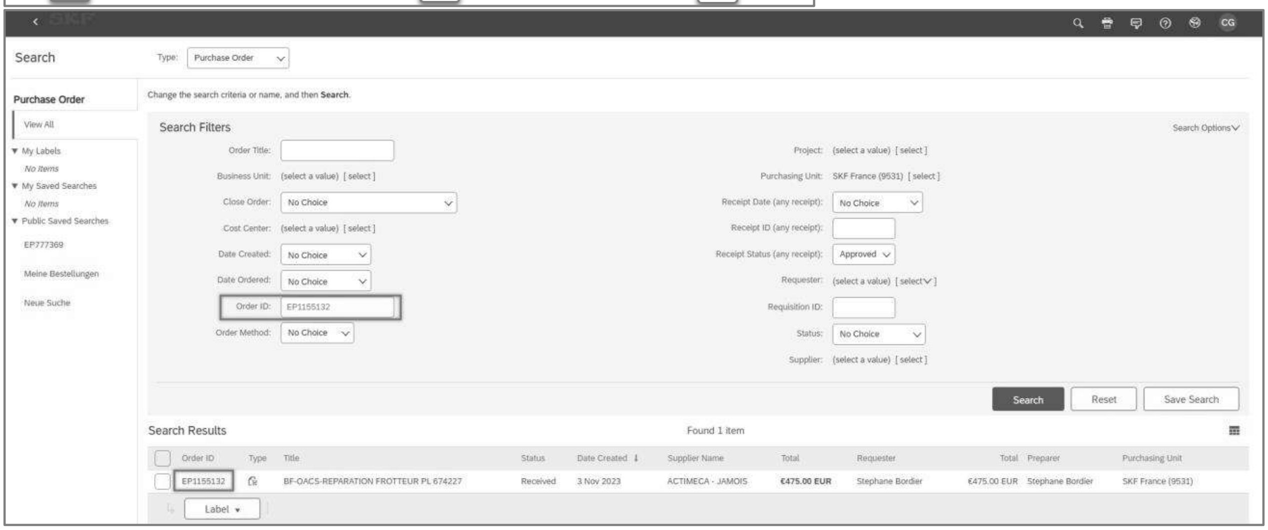


b. <u>In ARIBA</u>

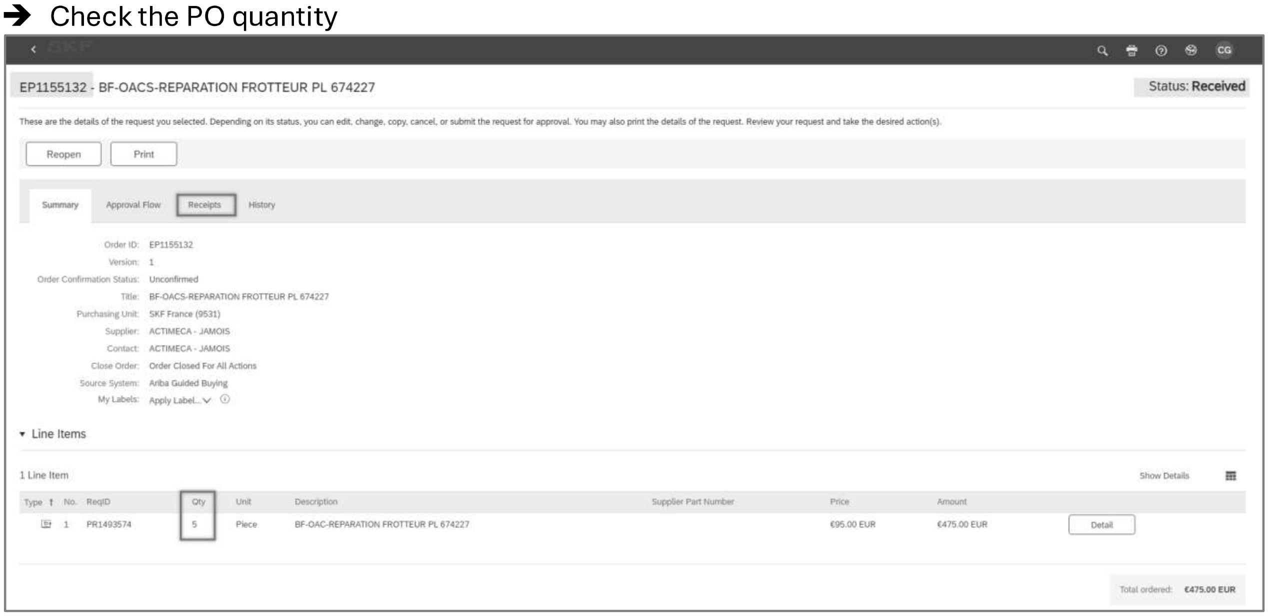
- <u>Check quantity on the PO</u>

If you have invoices related to ARIBA PO in Basware Cloud, the POs will start by EPxxxxxx
The sequences starting with EPxxxxxx are in "SKF ARIBA Legacy"

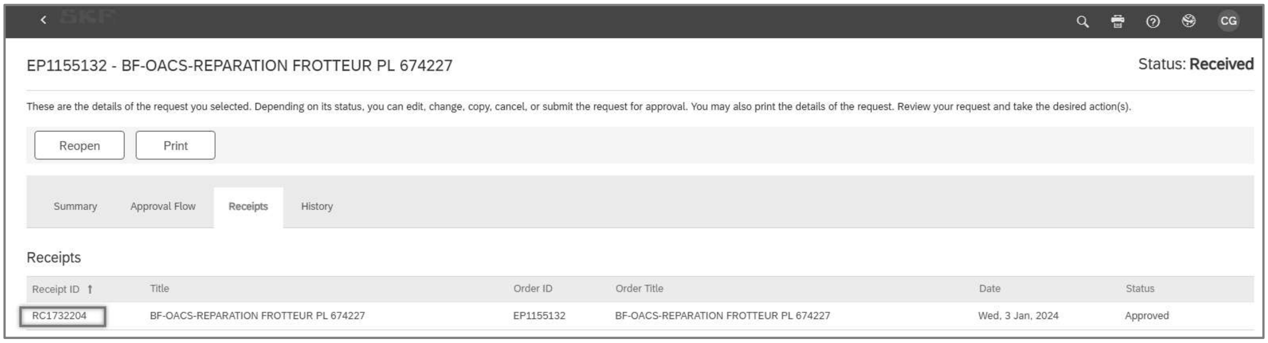


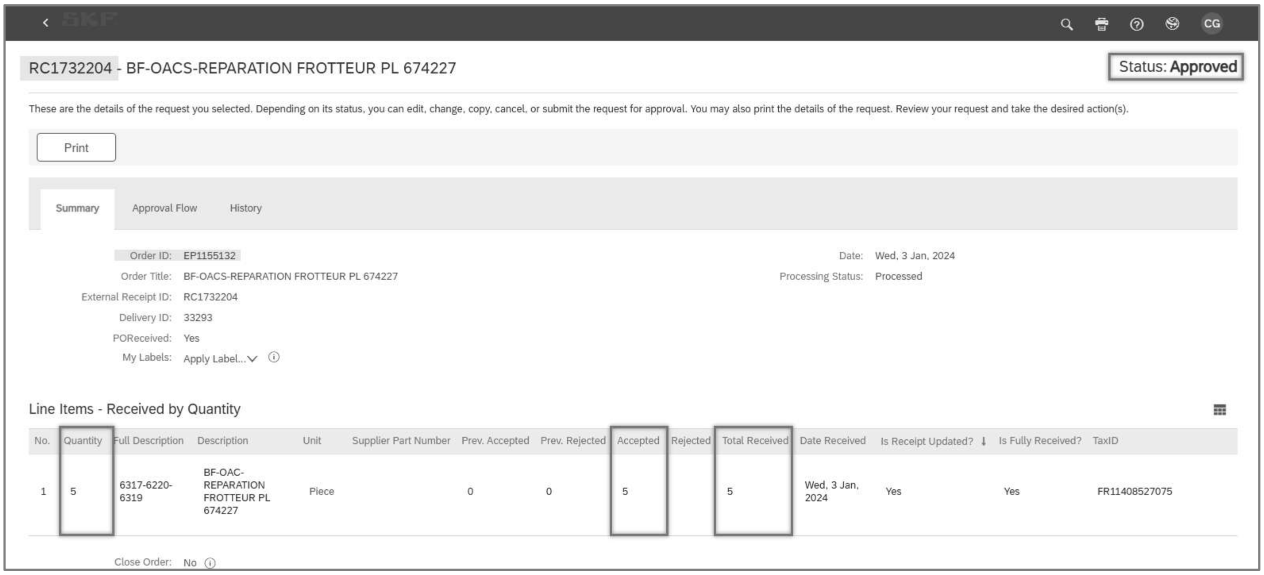


➔ Check the PO quantity



- <u>Check quantity on the GRN</u>





- <u>Check the quantity on the invoice</u>

➔ Invoice in BASWARE Cloud

c. In MCSS

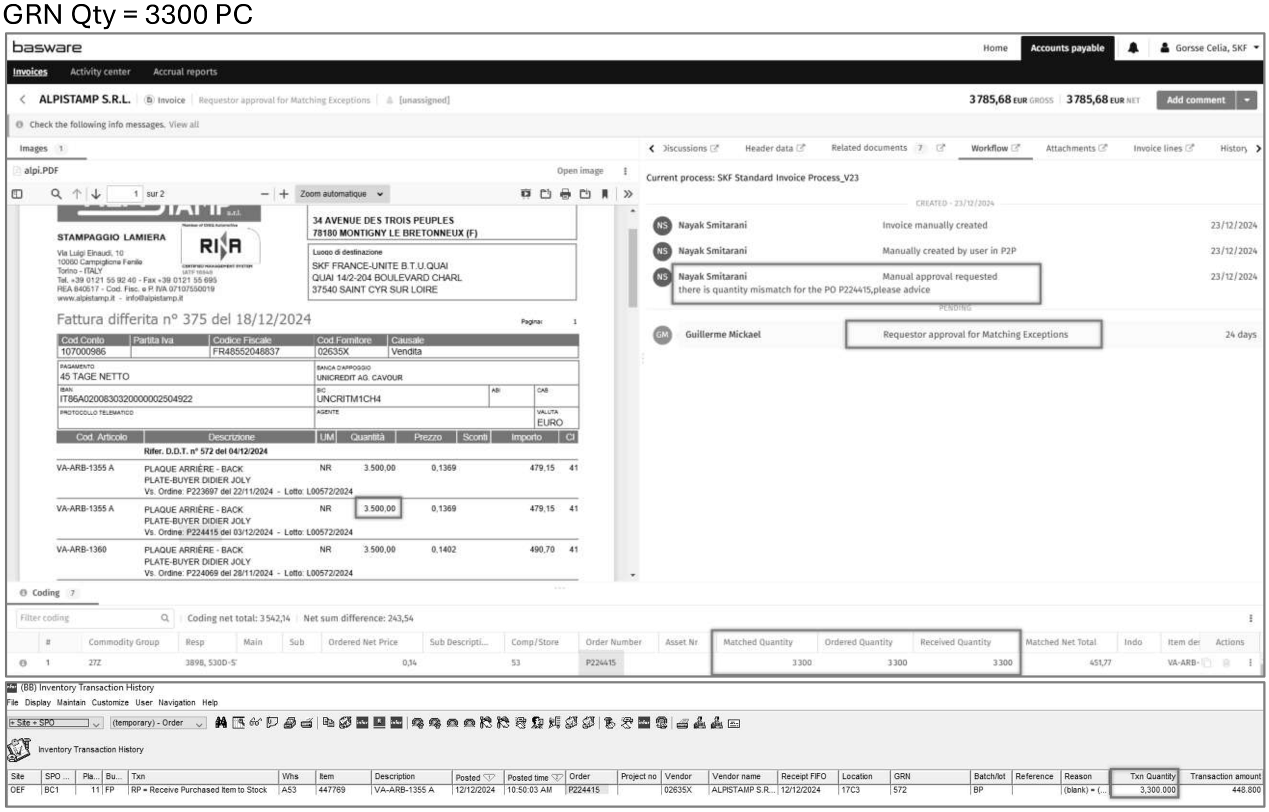
- Check quantity on the PO
  - PUODE
- Check quantity on the GRN
  - PUGRI
- Check quantity on the invoice

2. Invoice qty > Received qty

Example XA quantity mismatch

Invoice Qty = 3500 PC

GRN Qty = 3300 PC



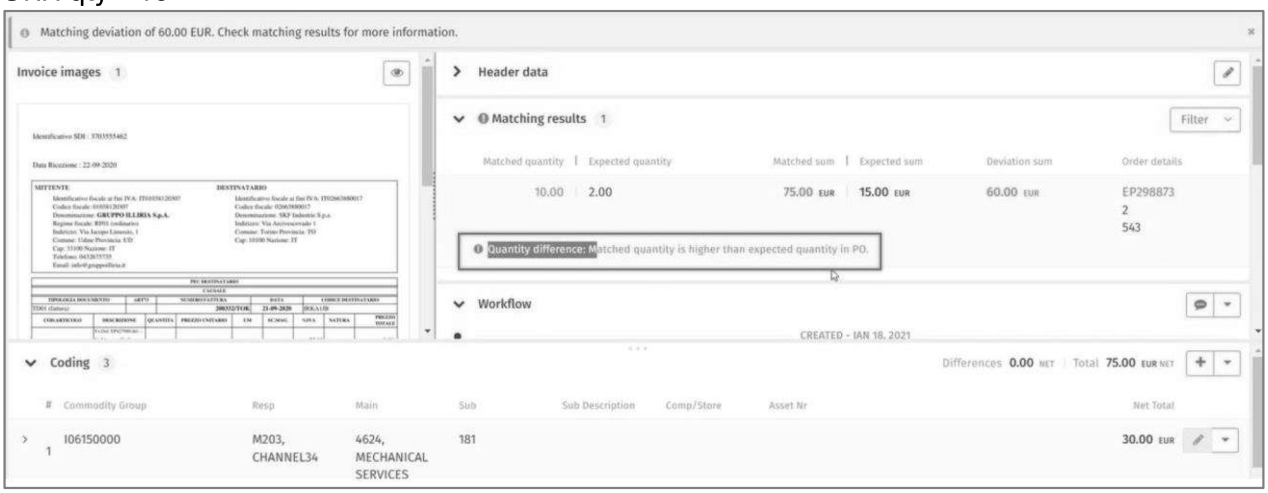
➔ If you disagree with the invoicing quantity, contact the supplier via “Dispute” for asking a credit note and a new invoice with the correct qty

If possible, check on the Delivery Note the Received qty

- ➔ If the difference is due to a GRN missing or not completely created (GRN not created and PO qty = Invoice qty)
- ➔ Check if we received the goods or if the service is done
- ➔ Create the GRN in the feeder system
- ➔ “Cancel and Resend” the invoice

3. <u>If Invoice qty < Received qty</u>

<u>Example ARIBA quantity mismatch</u>
Invoice qty = 2
GRN qty = 10



- ➔ Check if the GRN attached on the invoice is the good one
- ➔ If yes, contact the supplier via “Dispute” and ask why the invoicing quantity is different compared to the received quantity

<u>Reminder</u>: 1 GRN = 1 Invoice

4. <u>GRN differences due to a GRN (or a partial GRN quantity) already used on another invoice</u>

Please refer to the DTP “QR24 - The advised GRN number already matched with another invoice / GRN has been utilized for another invoice"