

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. Compare the quantity on the invoice vs in XA/ARIBA/MCSS

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. Invoice qty > Received qty

Example XA quantity mismatch

3. Invoice qty < Received qty

Example ARIBA quantity mismatch

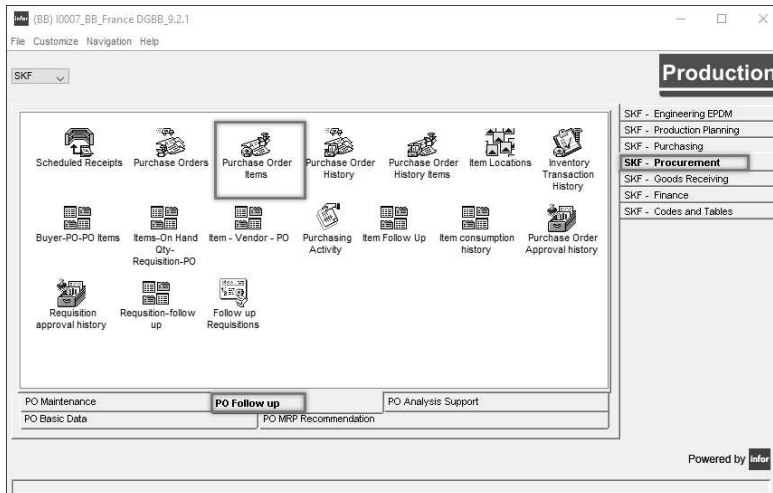
4. Quantity mismatch due to a GRN (or a partial GRN quantity) already used on another invoice

1. Compare the quantity on the invoice vs in XA/ARIBA/MCSS

a. In XA

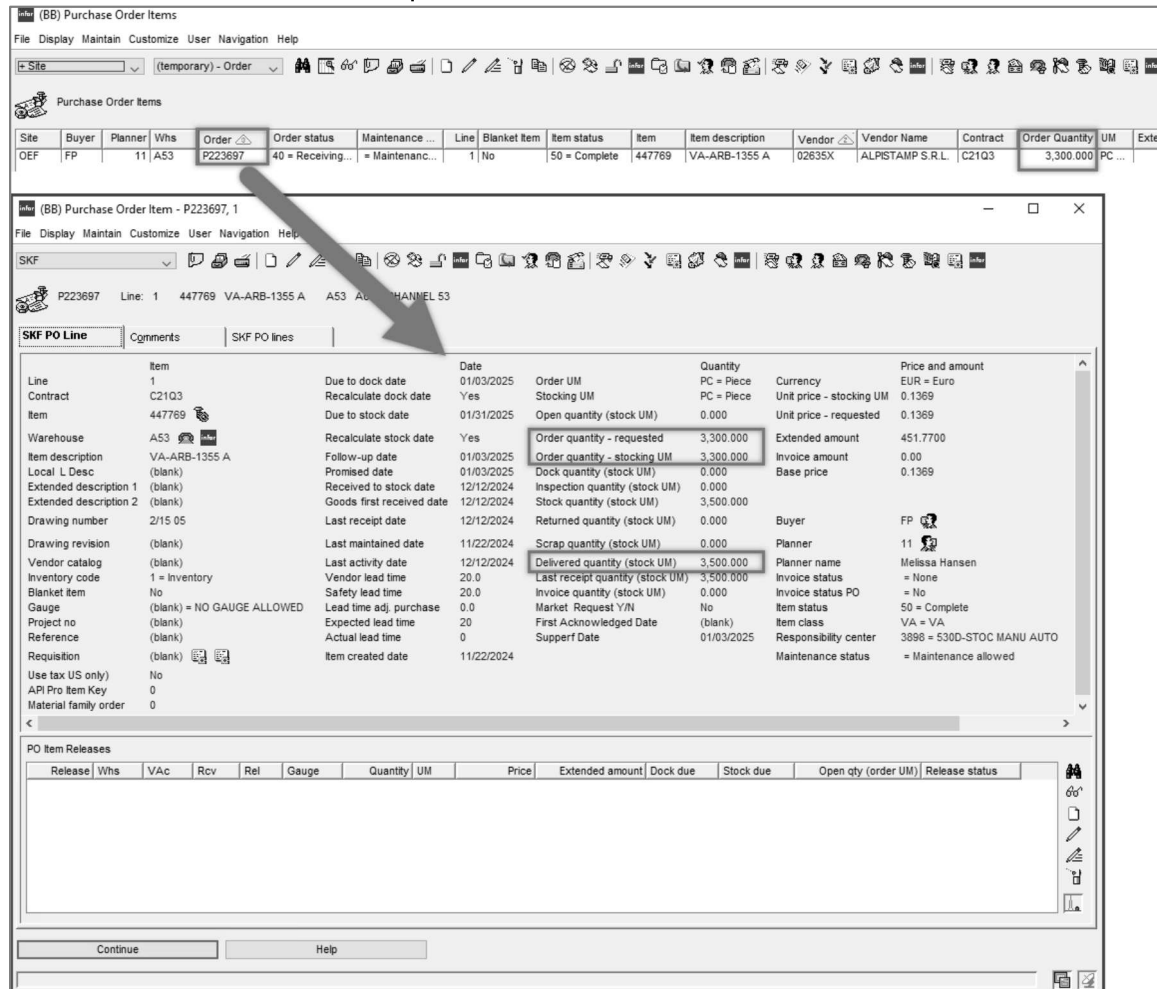
- Check quantity on the PO

➔ Purchase Order Item

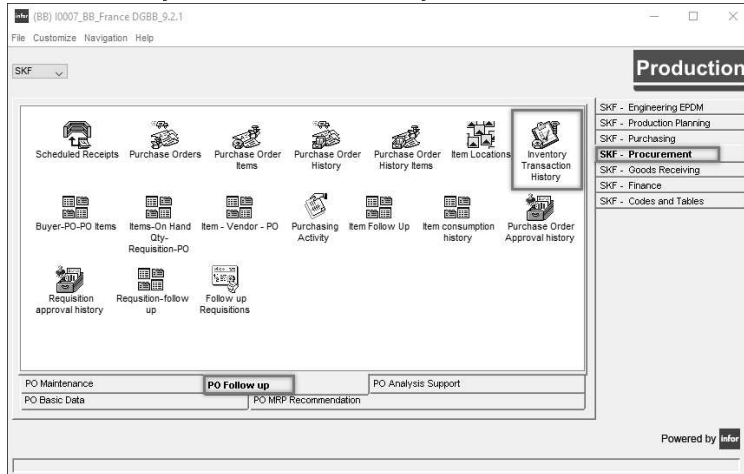


➔ Filter on the PO

➔ Double click on the line to open it



- Check quantity on the GRN
- ➔ Inventory Transaction History



- ➔ Filter on the PO

Inventory Transaction History

Site	SPO	Pla.	Bu.	Txn	Whs	Item	Description	Posted	Posted time	Order	Project no	Vendor	Vendor name	Receipt FFO	Location	GRN	Batch/lot	Reference	Reason	Txn Quantity	Transaction amount	UM	Qty-approved	Quantity - requested
DEF	BC1		11	FP	RP - Re...	AS3	VA-ARB-1355 A	12/12/2024	10:49:46 AM	P223697		02635X	ALPSTAMP S.R.L.	12/12/2024	17C3	572	BP		(blank) - (...)	3,500.000	476.000	PC - Piece	3,300.000	3,300.000

- Check quantity on the invoice
- ➔ Invoice in BASWARE Cloud

basware

Home Accounts payable Gorse Celia, SKF

ALPISTAMP S.R.L. Invoice Requestor approval for Matching Exceptions [unassigned] 3785,68 EUR GROSS 3785,68 EUR NET Add comment

Check the following info messages. View all

Images 1

alpi.PDF

Open image

1 sur 2 Zoom automatique

Stampaggio Lamiera

Spett.le SKF FRANCE

34 AVENUE DES TROIS PEUPLES

78180 MONTIGNY LE BRETONNEUX (F)

Fattura differita n° 375 del 18/12/2024

Cod. Conto	Partita IVA	Codice Fiscale	Cod. Fornitore	Causale
107000986		FR48502048837	02635X	Vendita

Cod. Articolo	Descrizione	UM	Quantità	Prezzo	Sconti	Importo	CI
VA-ARB-1355 A	PLAQUE ARRIERE - BACK	NR	3.500,00	0.1369		479,15	41
VA-ARB-1355 A	PLAQUE ARRIERE - BACK	NR	3.500,00	0.1369		479,15	41

Coding

Filter coding

Coding net total: 3542,34 Net sum difference: 243,54

#	Commodity Group	Resp	Main	Sub	Ordered Net Price	Sub Descript...	Comp/Store	Order Number	Asset Nr	Matched Quantity	Ordered Quantity	Received Quantity	Matched Net Total	Indo	Item del	Actions
5	272	3896	5300-S		0,22		53	P223017		1200	3200	1200	264,96		VA-ARB-	
6	272	3896	5300-S		0,05		53	P223620		2130	5880	3920	327,81		VA-ARB-	
7	272	3896	5300-S		0,34		53	P223697		3500	3300	3500	479,15		VA-ARB-	

Discussions Header data Related documents Workflow Attachments Invoice lines History

Organization SKF FRANCE S.A.

Supplier code * 02635X, ALPISTAMP S.R.L.

Reference person

Currency code * EUR

Gross total * 3785,68

Net total * 3785,68

Delivery notes

Due date 14/02/2025

Net total (company) * 3785,68

Scan Service Id

Invoice type Invoice

VAT Reg. No. IT0707550019

Invoice number * 375

Currency Exchange Rate

Gross total (company) 3785,68

Net total as NonPO 3785,68

Plan reference

Voucher date * 23/12/2024

Scan Date

Supplier Currency * EUR

System Message

Supplier bank BRAN IT86A0200830320000002504922

Invoice date * 18/12/2024

Exchange rate (company) * 1

Tax sum 0,00

Purchase order numbers P223017,P224415,P223620,P223696,P223...

Payment term code M0450, 45 DAYS FROM END OF MONTH

Accounting voucher number 899674

Creation time 23/12/2024

Prebooked Prebooked

b. In ARIBA

- Check quantity on the PO

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”

SKF Ariba STAR

SKF Ariba Legacy

HOME

Purchase Order (1) **Title** **Order ID** (2) **Search** (3)

Search Type: **Purchase Order**

Change the search criteria or name, and then Search:

Search Filters

Order Title:

Business Unit: (select a value) [select]

Close Order: No Choice

Cost Center: (select a value) [select]

Date Created: No Choice

Date Ordered: No Choice

Order ID: EP1155132

Order Method: No Choice

Project: (select a value) [select]

Purchasing Unit: SKF France (9531) [select]

Receipt Date (any receipt): No Choice

Receipt ID (any receipt):

Receipt Status (any receipt): Approved

Requester: (select a value) [select]

Requisition ID:

Status: No Choice

Supplier: (select a value) [select]

Search Results Found 1 item

Order ID	Type	Title	Status	Date Created	Supplier Name	Total	Requester	Total	Preparer	Purchasing Unit
EP1155132		BF-OACS-REPARATION FROTTEUR PL 674227	Received	3 Nov 2023	ACTIMECA - JAMOIS	€475.00 EUR	Stephane Bordier	€475.00 EUR	Stephane Bordier	SKF France (9531)

→ Check the PO quantity

SKF Ariba STAR

SKF Ariba Legacy

HOME

Purchase Order (1) **Title** **Order ID** (2) **Search** (3)

Search Type: **Purchase Order**

Change the search criteria or name, and then Search:

Search Filters

Order Title:

Business Unit: (select a value) [select]

Close Order: No Choice

Cost Center: (select a value) [select]

Date Created: No Choice

Date Ordered: No Choice

Order ID: EP1155132

Order Method: No Choice

Project: (select a value) [select]

Purchasing Unit: SKF France (9531) [select]

Receipt Date (any receipt): No Choice

Receipt ID (any receipt):

Receipt Status (any receipt): Approved

Requester: (select a value) [select]

Requisition ID:

Status: No Choice

Supplier: (select a value) [select]

Search Results Found 1 item

Order ID	Type	Title	Status	Date Created	Supplier Name	Total	Requester	Total	Preparer	Purchasing Unit
EP1155132		BF-OACS-REPARATION FROTTEUR PL 674227	Received	3 Nov 2023	ACTIMECA - JAMOIS	€475.00 EUR	Stephane Bordier	€475.00 EUR	Stephane Bordier	SKF France (9531)

EP1155132 - BF-OACS-REPARATION FROTTEUR PL 674227 Status: **Received**

These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review your request and take the desired action(s).

Reopen **Print**

Summary **Approval Flow** **Receipts** **History**

Order ID: EP1155132

Version: 1

Order Confirmation Status: Unconfirmed

Title: BF-OACS-REPARATION FROTTEUR PL 674227

Purchasing Unit: SKF France (9531)

Supplier: ACTIMECA - JAMOIS

Contact: ACTIMECA - JAMOIS

Close Order: Order Closed For All Actions

Source System: Ariba Guided Buying

My Labels: Apply Label...

Line Items

1 Line Item

Type	1	No.	ReqID	Qty	Unit	Description	Supplier Part Number	Price	Amount	Detail
	1	PR1493574		5	Piece	BF-OAC-REPARATION FROTTEUR PL 674227		€95.00 EUR	€475.00 EUR	

Total ordered: €475.00 EUR

- Check quantity on the GRN

EP1155132 - BF-OACS-REPARATION FROTTEUR PL 674227

Status: **Received**

These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review your request and take the desired action(s).

Reopen

Print

Summary

Approval Flow

Receipts

History

Receipts

Receipt ID	Title	Order ID	Order Title	Date	Status
RC1732204	BF-OACS-REPARATION FROTTEUR PL 674227	EP1155132	BF-OACS-REPARATION FROTTEUR PL 674227	Wed, 3 Jan, 2024	Approved

RC1732204 - BF-OACS-REPARATION FROTTEUR PL 674227

Status: **Approved**

These are the details of the request you selected. Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review your request and take the desired action(s).

Print

Summary

Approval Flow

History

Order ID: EP1155132

Order Title: BF-OACS-REPARATION FROTTEUR PL 674227

External Receipt ID: RC1732204

Delivery ID: 33293

PO Received: Yes

My Labels:

Apply Label...

Date: Wed, 3 Jan, 2024

Processing Status: Processed

Line Items - Received by Quantity

No.	Quantity	Full Description	Description	Unit	Supplier Part Number	Prev. Accepted	Prev. Rejected	Accepted	Rejected	Total Received	Date Received	Is Receipt Updated?	Is Fully Received?	TaxID
1	5	6317-6220-6319	BF-OACS-REPARATION FROTTEUR PL 674227	Piece		0	0	5		5	Wed, 3 Jan, 2024	Yes	Yes	FR11408527075

Close Order: No

- Check the quantity on the invoice

➔ Invoice in BASWARE Cloud

basware

Home

Accounts payable

Gorsse Celia, SKF

Invoices

Activity center

Accrual reports

ACTIMECA JAMOIS

Invoice

Processed

Unassigned

Images

IMAGE-21095_20978-135...PO000.pdf

Open image

Zoom automatique

1 sur 1

ACTIMECA JAMOIS

FACTURE N° 231225561

Client: SKF000

Date: 15/12/2023

TVA Intracommunautaire: FR48552048837

LIVRAISON

Les produits ont été livrés à l'adresse ci-dessous

SKF ASSISTANCE TECHNIQUE

204 BD CHARLES DE GAULLE

TSA 40208

37542 SAINT CYR SUR LOIRE

France

SKF FRANCE

COMPTABILITE FOURNISSEURS

204 BD CHARLES DE GAULLE

37542 SAINT CYR SUR LOIRE

France

Votre Commande

EP1155132

Code Client: SKAST

Nos Réf.: 299950E

Nos Réf.cde: EP1155132

Règlement

VIREMENT 30 JOURS FOM LE 15

Echéance

15/02/2024

Facturation suivie par: FOREY CLAUDE, Email: finance@actimeca.com

Affaire	Prix	Désignation	Quantité	PU HT	Prix Total	TVA
23 097	001	BL N° 33293 du 08/12/2023	5,00	96,00 €	475,00 €	3
		REPARATION FROTTEUR				
		2 X 6317 + 2 X 6220 + 1 X 6319				

Filter coding

Coding net total: 475,00

Net sum difference: 0,00

#	Commodity Group	Resp	Main	Sub	Sub Descripti...	Comp/Store	Asset Nr	Indo	Item description	Order Number	Matched Quant...	Ordered Quantity	Net Total (Compan...	Received Quantity	Net Total *	Actions
1	106140000	2562	5300-C3	4626	MEC 444				6317-6220-6319	EP1155132	5	5	475,00	5	475,00	

Discussions

Header data

Related documents

Workflow

Attachments

Invoice lines

Organization

SKF FRANCE S.A.

Supplier code *

59950X, ACTIMECA JAMOIS

Reference person

Currency code *

EUR

Gross total *

570,00

Net total *

475,00

Delivery notes

33293

Due date

14/02/2024

Accounting voucher number

857538

Scan Service Id

SKF9531L84688352PO

Payment document

Invoice type

Invoice

VAT Reg. No.

408527075

Invoice number *

231225561

Currency Exchange Rate

Exchange rate (company) *

1

Gross total (company)

570,00

Tax sum

95,00

Treat as NonPO

Plan reference

21/12/2023

Voucher date *

20/12/2023

Supplier currency *

EUR

Payment reversal document

System Message

Supplier bank BBAN

FR761197800010069121611086

Invoice date *

15/12/2023

Exchange rate (company) *

1

Tax sum

95,00

Purchase order numbers

EP1155132

Payment term code

M0450, 45 DAYS FROM END OF MONTH

Net total (company) *

475,00

Creation time

21/12/2023

Paid total

0,00

Payment message

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

The screenshot displays the basware system interface. The top navigation bar includes 'Home', 'Accounts payable', and a user profile for 'Gorsse Celia, SKF'. The main header shows 'ALPISTAMP S.R.L.' with an 'Invoice' status and a value of '3785,68 EUR GROSS' and '3785,68 EUR NET'. Below this, a message states 'Check the following info messages. View all'. The central part of the screen shows a PDF of an invoice from STAMPAGGIO LAMIERA, dated 18/12/2024. The invoice details include the company name, address, and a table of items. The bottom section shows a workflow for 'SKF Standard Invoice Process_V23' with a list of actions and a 'Requestor approval for Matching Exceptions' button. The bottom right corner shows a table with columns for 'Matched Quantity', 'Ordered Quantity', and 'Received Quantity'.

#	Commodity Group	Resp	Main	Sub	Ordered Net Price	Sub Descript...	Comp/Store	Order Number	Asset Nr	Matched Quantity	Ordered Quantity	Received Quantity	Matched Net Total	Indo	Item der	Actions
1	272		3896	5300-S	0,34		53	P224415		3300	3300	3300	453,77		VA-ARB-1355	

➔ 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

The screenshot shows a 'Dispute' workflow in the basware system. The top bar indicates '0 EUR NET' and an 'Approve' button. The workflow steps are: Forward, Approve and forward, Reject, Mark as confidential, Request spend plan, and Dispute. The 'Dispute' step is highlighted.

- ➔ 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. If Invoice qty < Received qty

Example ARIBA quantity mismatch

Invoice qty = 2

GRN qty = 10

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

Invoice images 1

Identification SRN: 1701555462

Date Reception: 22-09-2020

MITTENTE
 Identification locale al IVA: IT01018126007
 Codice fiscale: 01018126007
 Denominazione: GRUPPO ELIBRA S.p.A.
 Regione fiscale: RFG Lombardia
 Indirizzo: Via Sesto Lombardo, 1
 Comune: Sesto San Giovanni 20133
 Cap: 20133 Regione: IT
 Telefono: 02/5871701
 Email: info@gruppoelibra.it

DESTINATARIO
 Identification locale al IVA: IT0206080057
 Codice fiscale: 0206080057
 Denominazione: S&P Industrie S.p.A.
 Regione fiscale: RFG Lombardia
 Indirizzo: Via Sesto Lombardo, 7
 Comune: Sesto San Giovanni 20133
 Cap: 20133 Regione: IT

PER DESTINATARIO

OPERAZIONE	QUANTITA'	VALORE	VALORE	VALORE	VALORE	VALORE	VALORE	VALORE	VALORE
GRUPPO ELIBRA S.p.A.	2	75.00	15.00	60.00	75.00	15.00	60.00	75.00	15.00

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	EP296873 2 543

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

Workflow

CREATED - JAN 18, 2021

Coding 3

#	Commodity Group	Resp	Main	Sub	Sub Description	Comp/Store	Asset Nr	Net Total
1	106150000	M203, CHANNEL34	4624, MECHANICAL SERVICES	181				30.00 EUR

Differences 0.00 NET | Total 75.00 EUR NET

- ➔ 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

Reminder: 1 GRN = 1 Invoice

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

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