

Why is the invoice still in my basket after I replied to AP?

In BASWARE Cloud, there are several ways of replying or speaking to CAP :

- You can speak via “Discussions” tab

If you reply via “Discussions” tab, no action will be taken on the invoice.

So, if the invoice is in your basket, the invoice will remain in your basket until you perform an action (e.g. “Reject” : the invoice will be sent back to AP CAP basket)

The screenshot shows the 'Discussions' tab selected in the BASWARE Cloud interface. The top navigation bar includes 'Discussions', 'Header data', 'Related documents', 'Workflow', 'Attachments', and 'Invoi'. The 'Discussions' tab is highlighted with a red box. Below the navigation bar, the discussion content shows a message from Bhargavi Peddineni to Patino Gerardo dated 29/11/2024, and a reply from Patino Gerardo dated 10/12/2024. The 'Discussions' tab count is 3.

- You can speak via “Workflow” tab

If you choose “Add comment”, your comments will be added in the “Workflow” tab, but the invoice will remain in the current basket, as no action has been selected.

The screenshot shows the 'Workflow' tab selected in the BASWARE Cloud interface. The top navigation bar includes 'Discussions', 'Header data', 'Related documents', 'Workflow', 'Attachments', 'Invoice lines', and 'History'. The 'Workflow' tab is highlighted with a red box. Below the navigation bar, the workflow content shows a list of comments and actions. The 'Workflow' tab count is 3. The top of the page shows the invoice amount: 99,84 EUR GROSS | 83,20 EUR NET. The 'Add comment' button is visible.

SE	Si	Emmanuelle	Commented	13/05/2024
SE	Si	Emmanuelle	Commented	22/05/2024
SE	Si	Emmanuelle	Commented	26/06/2024
SE	S	Emmanuelle	Invoice task forwarded to: Del	26/06/2024
DS	D	Servane	Rejected	24/07/2024

- If you want to resend the invoice to AP CAP, you need to select “Reject” and choose a rejection reason + add a comment
→ **The invoice will be sent back to AP CAP**

Reject invoice

Reason *

Credit memo needed

Credit memo needed

Invoice type or organization is incorrect

Invoice is a duplicate or otherwise incorrect

Task belongs to another user

Purchase order has not been matched

Other

Comments

Cancel

Reject

0 EUR NET

Approve

Forward

Approve and forward

Reject

Mark as confidential

Request spend plan

Dispute

Put on hold

Cancel and resend

Save as PDF

View details