I have received a query " There is a difference in quantity between the invoice and goods receipt"

Changed By: Pallavi Deshbhandari (WC6660)
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"Hi,

There is a difference in quantity between the invoice and open goods receipt for the PO (Purchase order)EP592722 Could you please ensure that the complete goods receipt is created in Ariba and refer the invoice back to AP Processor. If you need guidance please contact opentext.support@skf.com

There are two possible situations:

1) **missing quantity is not above the ordered quantity**
2) **missing quantity is above the ordered quantity**

Ad.1 missing quantity is not above the ordered quantity

Go to Ariba and do the missing goods quantity receipt and send the invoice back to the coding team using the "refer" button.

Ad.2 missing quantity is above the ordered quantity

Ariba does not allow to do a good receipt above the ordered quantity.

1. Create a new line for missing quantity in purchase requisition.
2. Inform the supplier that this is only the purchase correction to allow to code the invoice and that it is not a new purchase order.
3. Do the goods receipt of that new line.
4. Send the invoice back to the coding team using the "refer" button.