

SAP MM INCIDENTS MANAGEMENT

A Comprehensive Guide for
Beginners and Experienced Users

Business Processes – October 2024

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Efficient Invoicing Incidents Management

An **incidence** occurs when there is a **discrepancy** between what we received (goods or services) and the **invoice** issued by the **vendor**. It's an issue that must be resolved before processing the invoice.

As long as an incidence exists, the invoice cannot be paid. Therefore, it's **crucial** to address and resolve any discrepancies promptly.

Whether you're a beginner or an experienced user, this manual will provide valuable insights for managing invoices efficiently.



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Incidence: Quantity


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INCIDENCE: QUANTITY



? What is Happening?

These incidences appear when the vendor invoices more quantity than the one we have made in the GR of our PO.

🔍 How Can We Identify Them?

Quantity incidences about invoice nr 5109990225 2021 treatment

Manual Receive Automatic Receive Credit Memo Request Invoice WF History

Invoice Document No. 5109990225 2021

Basic Data Note

Vendor 10353 DRUKKERIJ/UITGEVERIJ VAN WIJK-OOSTZ/ 1511 HV OOSTZAAN Netherla
Company Code NL46 VELA SECUNDA OMNIUM PRIM_
Business Area 0200 NL46 NH GRONINGEN Document Date 01.11.2021
Text 120000-7488 Reference 120000-7488
Gross inv. amnt 121,00 EUR

Purchasing...	Item	Material	Short Text	PO Quantity	O... Received	Total Invoiced	Qty Invoiced	Difference Qty	Reference...	Fis...	Re...
4503278041	10	04066876	NH HOTELS CHRISTMAS CARDS (20)	2,000	CV 2,000	4,000	2,000	2,000	5003683170	2018	1
4504446824	10	04037725	PAF FORM (25)	4,000	CV 4,000	7,000	4,000	3,000	5004957944	2021	1

INCIDENCE: QUANTITY



How Can We Avoid Them?

- Always check the goods we are receiving against the delivery note. If you detect any discrepancies, note them on both the vendor's and our delivery notes.
- Ensure the GR reflects the same quantity as the delivery note. Modify the quantity received if necessary.
- Close or zero out any orders you know you are not going to receive to maintain accurate inventory levels.

Steps to Solve it:

1. AVOID THEM!
2. Check the document used to make the GR and the invoice and decide next step:

Manual Receive

If the quantity invoiced is incorrect but the quantity in GR is also incorrect. Example:
INVOICE: 6 BOT
GR: 2 BOT
CORRECT QTY: 4 BOT
After the GR, a CM request should be executed.

Automatic Receive

Fully accept the quantity invoiced.
A GR will be done automatically for the difference between GR and INVOICE.

Credit Memo Request

A PDF will be automatically sent to the vendor's administration mail with the data needed for the credit memo.
Please handle with care!
Always check twice.

Contact with Admin

for extra info to post the invoice.

Fill reason to send task to administration

Reason	
AMNT_MATCH	The total amount matches
CM_CORRECT	Credit Memo is correct
DELIV_COST	Packaging/Delivery cost: F1 expense
HOLD_INVSE	Hold invoice, vendor sends complete CM
NOT_QTY	This is not a quantity incidence
OTHERS	Others.
REJ_INV	Reject invoice
REJ_VSNO	Reject invoice, vendor sends a new one
REV_INV	Reverse the Invoice to modify PO line
WRONG_PO	Wrong PO.The appropriate is....
WRONG_POLN	Wrong PO Line.The appropriate is....
WRONG_BA	This incidence doesn't belong to this BA

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Incidence: Price


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INCIDENCE: PRICE



? What is Happening?

The vendor is invoicing a higher unit price than what was recorded in the GR or what was agreed upon in the PO.

🔍 How Can We Identify Them?

Price incidences about invoice nr 5109753847 2021 treatment

Accept Price Contact with Admin Credit Memo Request Invoice WF History

Invoice Document No. 5109753847 2021

Basic Data Note

Vendor 63050 MEDIAHUIS NEDERLAND B.V./ 1043 AP AMSTERDAM Netherlands
Company Code NL47 HOTEL DE VILLE B.V.
Business Area 0250 NL47 NH HOTEL DE VILLE Document Date 10.06.2021
Text MEI Reference 505194034
Gross inv. amnt 170,61 EUR

Purchasing...	Item	Material	Short Text	Net order val...	PO Unit Price	Ord...	PO Quantity	O...	Amount	Quantity	IV Unit Price	Diff.Val	Reference...	Fis...	Re...	Item
4504112317	50	04003343	MEI	150,00	150,00	EUR	1,000	PC	156,52	1,000	156,52	6,52	5004724528	2020	1	1

INCIDENCE: PRICE



❌ How Can We Avoid Them?

- Always check that the price on the packing slip/invoice matches the price in the PO.
- Ensure that the budgeted amount aligns with the price on the invoice.
- If you detect a discrepancy and have the flexibility (non-nominated vendor or nominated with open price), modify the PO to reflect the correct price **before** making the GR.

✅ Steps to Solve it:

1. AVOID THEM!
2. Verify the document used to make the GR.
3. Carefully check the invoice for any discrepancies and decide on action:

💰 Accept Price

If you fully accept the invoiced price, the unit item price will be automatically adjusted in the Profit & Loss (P&L) statement.

📄 Credit Memo Request

If you do not accept the price, a PDF will be automatically sent to the vendor's administration email with the necessary data for a credit memo.

Please handle with care!

Always check twice.

✉️ Contact with Admin

for extra info to post the invoice.

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Incidence: Packing Slip Missing


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INCIDENT: PACKING SLIP MISSING



? What is Happening?

Administration cannot find any GR in the PO referred to in the invoice.

🔍 How Can We Identify Them?

Incidences about parked invoice nr 5105638647 2021 treatment

Manual Receive Subsequent Delivery Contact with Admin Invoice WF History

Invoice Document No. 5105638647 2021 🔍

Basic Data Note

Vendor	9875	TOPCLEANING/ 8263 AR KAMPEN Netherlands		
Company Code	NL47	HOTEL DE VILLE B.V.		
Business Area	0250	NL47 NH HOTEL DE VILLE	Document Date	17.12.2021
Text	GASTENWAS90802		Reference	90802
Gross inv. amnt	52,25	EUR	<input type="checkbox"/> PO Line Missing	<input type="checkbox"/> PO Consumed <input type="checkbox"/> Budget exceeded

Purchasing...	Item	Material	PO Text	Quantity	U...	Received	GR	OK	DCI	Mat. Doc.	Mat. Year	Item
4504817408	10	05000553	GASTENWAS90802	1,000	KG	0,000	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			0

INCIDENT: PACKING SLIP MISSING

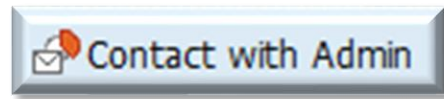
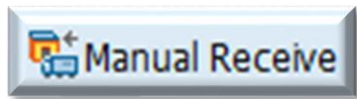
❌ How Can We Avoid Them?

Always follow company processes:

- **Timely GR Entry:** Make the GR in SAP on the same day the service is completed, or the goods are received, or at the latest, the following day.
- **Check Pending POs:** Regularly review pending POs to ensure that all items marked as pending are indeed still pending receipt or completion.

✅ Steps to Solve it:

1. AVOID THEM!
2. Carefully read the note field in the incidence report.
3. Review the scanned invoice attached to the incidence to understand what the vendor is invoicing.
4. Look through your records to find information related to the invoice, delivery note, and reasons why the GR was not made or is not visible.
5. After verifying all information, decide whether to:



TMSforMM - Inventory Management Assistant

Operation: 01 Goods Receipt
Plant+SLoc.User: 0094
Date doc./post.: 11.02.2021 / 11.02.2021
Dlvy. note: ☒
Observations:

Selected materials

Sel. Plant	Material

Hierarchy Search

Doc: Clear filters

- ☐ ADIQUIMICA SA
- ☐ AIRPROCESS HIGIENE DEL AIRE SL
- ☐ ANTICIMEX 3D SANIDAD AMBIENTAL
- ☐ EDEN SPRINGS ESPAÑA SAU
- ☐ EUNASA ACCESORIOS SA
- ☐ FRACTALIA IT SYSTEMS ESPAÑA SL
- ☐ HANDON DRESSED TO SELL GMBH
- ☐ IGERLUX SL
- ☐ INGENIERIA Y CONSERVACION ELEC
- ☐ INSTACOMUNICACIONES LU SL
- ☐ IZERTIS SA
- ☐ LYRECO ESPAÑA SA
- ☐ QUIBAC SL
- ☐ SERVICIOS INTEGRALES DE MANTEN

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Incidence: PO Line Missing


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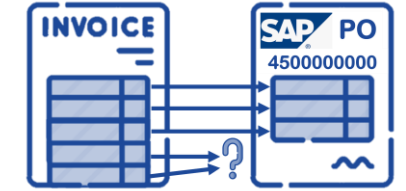
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INCIDENT: PO LINE MISSING



? What is Happening?

Administration cannot find a line in the invoice that is not in the PO.

🔍 How Can We Identify Them?

Incidences about parked invoice nr 5105611012 2021 treatment

Manual Receive Subsequent Delivery Contact with Admin Invoice WF History

Invoice Document No. 5105611012 2021

Basic Data **Note**

PO 4502954094. 200125 APOLLINARIS SELECTION 24X0,25L GLAS 98.40 and 200510 APOLLINARIS VIO 24X0,25L GLAS 164.00.

Purchasing...	Item	Material	PO Text	Quantity	U...	Received	GR	OK	DCI	Mat. Doc.	Mat. Year	Item
4502954094	10	02011906	APOLLINARIS SELECTION 24X0,25L GLAS	15,000	CV	15,000	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	5003328924	2018	1
4502954094	20	02011904	APOLLINARIS SELECTION 12X0,75L GLAS	32,000	CV	0,000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5003340667	2018	1
4502954094	30	02011907	APOLLINARIS VIO 24X0,25L GLAS	25,000	CV	25,000	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	5003328924	2018	3
4502954094	40	02011905	APOLLINARIS VIO 12X0,75L GLAS	32,000	CV	32,000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5003328924	2018	4
4502954094	50	02023446	FRUITOPIA ORANGE 12/033 PEW	25,000	CV	25,000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5003328924	2018	5
4502954094	60	02023445	FRUITOPIA MULTI 12/033 PEW	15,000	CV	15,000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5003328924	2018	6
4502954094	70	02024753	VIO BIO GURKE LIMETTE 24/0,3L MW	60,000	CV	60,000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5003328924	2018	7

INCIDENCE: PO LINE MISSING

❌ How Can We Avoid Them?


Always follow company processes:

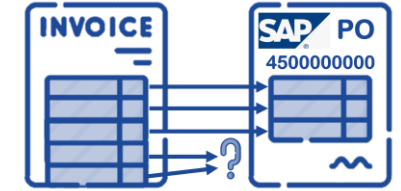
- **Timely GR Entry:** Make the GR in SAP on the same day the service is completed, or the goods are received, or at the latest, the following day.
- **Check Pending POs:** Regularly review pending POs to ensure that all items marked as pending are indeed still pending receipt or completion.
- **Follow the Golden Rule: 1 PO – 1 GR – 1 Invoice.**
- **Stay Organized:** Try to avoid creating more than one PO per vendor per day and ensure all your PS documents are well-organized and easily accessible.
- **If you need to make any modifications to the PO, always update the PO in SAP as well.**
- **If you notice a missing line when making the GR, modify the PO accordingly.**

✅ Steps to Solve it:

1. AVOID THEM!
2. Carefully read the note field in the incidence report.
3. Review the scanned invoice attached to the incidence to understand what the vendor is invoicing.
4. Use the ME23N transaction to check the lines that are not present in your PO.
5. Search through your records to find information related to the invoice, delivery note, and reasons why the GR was not made or is not visible.
6. After verifying all information, we must decide:

Modify the PO
Add the missing lines
Make the GR of this lines

 **Contact with Admin**



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Incidence: PO Consumed


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INCIDENT: PO CONSUMED



? What is Happening?

Administration tries to post an invoice against a PO that has already been invoiced.

🔍 How Can We Identify Them?

Incidences about parked invoice nr 5109828646 2021 treatment

Manual Receive Subsequent Delivery Contact with Admin Invoice WF History

Invoice Document No. 5109828646 2021

GR is (still) not done correctly
GR not yet done. Please assist. Thank you.

Basic Data Note

PO 4502954094 IS ALREADY CONSUMED BY SAP DOC 5109828646

Purchasing...	Item	Material	PO Text	Quantity	U...	Received	GR	OK	DCI	Mat. Doc.	Mat. Year	Item
4502954094	10	02011906	APOLLINARIS SELECTION 24X0,25L GLAS	15,000	CV	15,000	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	5003328924	2018	1
4502954094	20	02011904	APOLLINARIS SELECTION 12X0,75L GLAS	32,000	CV	0,000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5003340667	2018	1
4502954094	30	02011907	APOLLINARIS VIO 24X0,25L GLAS	25,000	CV	25,000	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	5003328924	2018	3
4502954094	40	02011905	APOLLINARIS VIO 12X0,75L GLAS	32,000	CV	32,000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5003328924	2018	4
4502954094	50	02023446	FRUITOPIA ORANGE 12/033 PEW	25,000	CV	25,000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5003328924	2018	5
4502954094	60	02023445	FRUITOPIA MULTI 12/033 PEW	15,000	CV	15,000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5003328924	2018	6
4502954094	70	02024753	VIO BIO GURKE LIMETTE 24/0,3L MW	60,000	CV	60,000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	5003328924	2018	7

INCIDENCE: PO CONSUMED

❌ How Can We Avoid Them?


Always follow company processes:

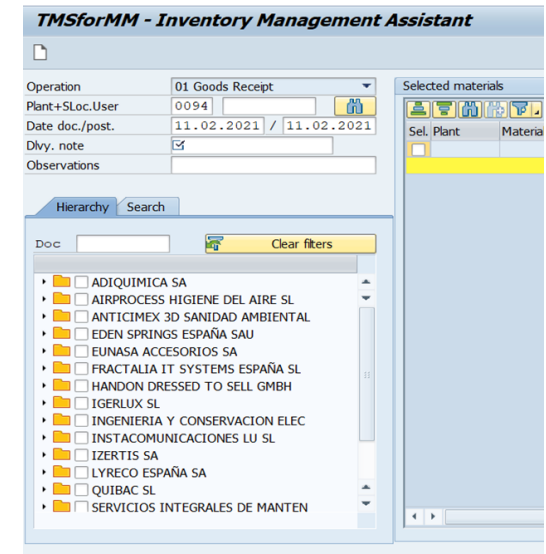
- **Timely GR Entry:** Make the GR in SAP on the same day the service is completed, or the goods are received, or at the latest, the following day.
- **Check Pending POs:** Regularly review pending POs to ensure that all items marked as pending are indeed still pending receipt or completion.
- **Follow the Golden Rule: 1 PO – 1 GR – 1 Invoice.**
- **Stay Organized:** Try to avoid creating more than one PO per vendor per day and ensure all your PS documents are well-organized and easily accessible.
- Inform your local vendors about our invoicing instructions, emphasizing the importance of one PO per invoice. Check how they plan to invoice and ensure they follow the same guidelines.

✅ Steps to Solve it:

1. AVOID THEM!
2. Carefully read the note field in the incidence report.
3. Review the scanned invoice attached to the incidence to understand what the vendor is invoicing.
4. Use the ME23N transaction to check the lines that are not present in your PO.
5. Search through your records to find information related to the invoice, delivery note, and reasons why the GR was not made or is not visible.
6. After verifying all information, we must decide:

Create a new PO
Make the GR

 **Contact with Admin**



THANKS!

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