

Subject Standard Replies to SSC

System SAP MM

Audience MM Users Hotel / BU / HQ.

Start From 01.11.2017

Detail

Reason to send it back to Administration		
Select from the list	Standard text to be used	Explanation
HOLD_INVOICE NEW!	Hold invoice, vendor will fully credit the document.	When the vendor has realized that the invoice is wrong and gets in touch with the hotel in order to inform that a complete Credit memo will be sent in order to "Cancel" the wrong invoice.
NOT_REAL	GR "#5xxxxx" done on "dd/mm/yy". Please post for this GR	When the SSC is reporting a Packing slip missing or PO line packing slip missing but the GR was made on time and before receiving the invoice. Please enter the GR number and date Caution! If the GR wasn't done in time and you have entered it after the incidence was triggered, use "GR_DONE"
NOT_REAL	Bank account details cannot be provided by user	When the SSC parks an invoice due to the lack of bank account details
NOT_REAL	GL account details cannot be provided by user	When the SSC parks an invoice due to the lack of GL account
NOT_REAL	No info available in the note field	When the SSC parks an invoice without a clear explanation in the "Note field"
NOT_REAL	PO cancelled with Ktop movement. Please check with Local Admin	When the SSC parks an invoice due to the PO was cancelled with a Ktop movement as it wasn't supposed to be invoiced
NOT_REAL	Average price cannot be modified by user	When the SSC parks an invoice due to a negative average price
REJ_INVOICE	Duplicated invoice, please reject	When the SSC reports a PO consumed incidence due to the vendor is sending a duplicated invoice. There is already a correct invoice posted for the corresponding PO.
REJ_INVOICE	Goods/service never ordered-delivered, please reject	When the SSC reports Line(s) missing in the PO but those lines weren't ordered neither delivered or when vendor is invoicing goods or services not yet ordered or even not yet negotiated. For example, invoicing for Q2 in February when no order has been placed for Q2 yet. Caution! If the goods were ordered but not delivered, user MUST do a GR to "0" avoiding a Packing slip missing incidence
REJ_INVOICE	Wrong invoice, please reject. Vendor will send a new one	When the vendor sent a mistaken invoice and will send a new one with the correct info. The wrong invoice has to be rejected. Caution! If the invoice is wrong, no credit memo should be requested, as it cannot be posted. The document MUST be rejected and a new one must be sent.
WRONG PO	PO "#45xxxx or 8xxx"	When the vendor entered a wrong PO number in the invoice but you know the correct one. Do not reject the invoice, inform the right PO number so that the SSC can post it.
WRONG BA	This invoice does not belong to a PO placed in this Business Area	When you receive an incidence for a PO that hasn't been created in your hotel/center
GR_DONE	GR "5xxxx". Please post	When you have done a GR so that the incidence can be solved. Caution, if the GR was already done in time, please use "NOT_REAL"