


Error or Issue	Resolution
 Goods Receipt Reversal Quantity X,XXX.xx Greater or Equal to Invoice Quantity X,XXX.xx	<p><b>Problem:</b> A Goods Receipt (GR) has been processed for the full quantity received and the Invoice Receipt (IR) has been processed for the full amount/quantity of the Invoice. The user cannot process a Cancellation of the Goods Receipts for the full amount because the Invoice Receipt has been processed.</p> <p><b>Solution:</b> First, determine the correct amounts of the GR and IR and whether cancellation is warranted.</p> <ol style="list-style-type: none"> <li>1. Journal Entry by FI: If the user is attempting to process the GR Cancellation because FI needs a GL change and payment has been sent to the vendor, then a Journal Entry must be made by FI. The original GR and IR must remain in the system as documentation of the transactions.</li> <li>2. GR cancellation quantity is greater than the IR quantity: If the user is attempting to process a GR cancellation for a greater amount than the IR, the GR cannot be cancelled for the amount attempted.             <ol style="list-style-type: none"> <li>a. Example: If the GR quantity is 100 and the IR quantity is 50, the GR cancellation cannot not be processed for the quantity of 100, but must have a GR quantity of 50.</li> </ol> </li> </ol>