



SOP 4: Missing Goods Receipt

SOP ID: SOP_MISSING_GRN_V1

Exception Type: Missing Goods Receipt (Invoice found, GRN missing)

Step 1: Confirm Exception Context

- Invoice references a valid PO but no goods receipt is posted.

Step 2: Assign Severity

- Always mark High — material not yet confirmed as received.

Step 3: Generate Reasoning Summary

Explain clearly:

- What is missing (no GRN).
- What that implies (invoice billed before goods received).
- Why it matters (violates 3-way match policy).

Example tone:

"Invoice 5100007230 was billed for PO 4500009281,

but no corresponding goods receipt is recorded.

Payment should await delivery confirmation."

Step 4: Recommend Action

- Flag as Pending Delivery Verification.
- Recommend holding invoice for receipt posting.

Step 5: Populate Dashboard Output

```
{  
  "exception_type": "Missing Goods Receipt",  
  "severity": "High",  
  "recommended_action": "Hold until GRN is posted.",  
  "agent_reasoning_summary": "Invoice billed before any goods receipt recorded for PO  
4500009281. Delivery confirmation required.",  
  "status": "Pending",  
  "confidence_score": 0.95  
}
```