e-Mall Receiving

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# Table of Contents

- RECEIVING OVERVIEW .................................................................................................................. 4
- PROCESSING RECEIPTS .................................................................................................................. 5
- APPROVING RECEIPTS .................................................................................................................... 10
- REOPENING CLOSED ORDERS ....................................................................................................... 11
- IMPORTANT RECEIVING INFORMATION ....................................................................................... 14
RECEIVING OVERVIEW

Receiving allows you to track the receipt of item. The functionality provides the ability to partially or completely accept goods and/or services, or reject items/services. The receiver of the goods/services is also the approver of the receipt. The approval is automatic when the receipt is processed. (Ad hoc approvers can be added to the receipt.)

There are two types of receiving: Desktop Receiving and Central Receiving. The type of receiving used is determined by the setup of the BuysenseOrg (BSO) to which your user profile is assigned.

In Desktop Receiving, the requester of the requisition is authorized to process the receipt(s) when goods or services are delivered. ONLY the requester can receive against the order. This means that if the preparer is NOT the requester (the preparer name does not appear in the ‘on behalf of’ field on the requisition), the preparer will not be able to receive against the order they initiated.

In Central Receiving, a designated user (e.g. an employee at a central warehouse) receives the goods or services on behalf of the requester. The requester of the requisition cannot do receiving if the receiving role is assigned to the applicable requester’s BSO (Buysense Org).

There are two methods of receiving: receive by Quantity and/or receive by Amount. The default method is Quantity. A user within an entity authorized to Receive by Amount, however, will have the option to change the method to Amount for any given line.

IMPORTANT- If the user’s BSO changes for receiving, the official receiver on any remaining receipts for an order may likely be different than the former receiver. Always check the Approval Flow tab on the receipt to determine responsible approver. See Important Notes at end of document.

Receiving phrases and descriptions:

- **Reopen Closed Order** – A ‘Reopen Order’ button is provided for situations where changes must be made on requisitions and the order has been fully received.

- **Rejected Items** – A ‘Reject’ field is provided for situations where an item is received but not yet recorded as having been received, and must be returned to the vendor for some reason (defective/not ordered, etc.). This field should NOT be used for items that need to be returned after the item(s) has been recorded on a prior receipt.

- **Negative Receiving** – The ‘Accept/Return’ field is used for situations where item(s) are accepted but is also used to back out items previously received. Backing out items may be necessary to: 1) denote return item(s) to the vendor or, 2) open the requisition to allow for a change to Quantity and/or Unit price.
PROCESSING RECEIPTS


2. When the below screen appears, click the arrow next to ‘Go To’ then select eMall / eForms

3. When the eMall home screen appears, click the Receive link under ‘Manage’, as shown.
NOTE: If you are a desktop receiver, and your name appears in the ‘on behalf of’ field of the requisition, you can access receiving by clicking the RECEIVE button when you open the requisition.

4. Enter the desired ID (OrderID, ReqID, or ReceiptID) in the Search field and click the Search button.

NOTE: The Advanced option also offers filters such as Supplier, Status, Order Title, Requisition Preparer or Requester, etc.

It’s possible to see lines on an order showing both Quantity and Amount receiving method, as illustrated:

5. Take the appropriate action to record receiving:
   a. To receive all items on the order:
      (1) Click the ‘Accept All’ button.
(2) If receive date must be adjusted, see ‘Prior Receive Date’ below.

b. To record partial receiving on the order:
   (1) Enter the quantity or amount (whichever is applicable), in the Accept/Return field.
   (2) If receive date must be adjusted, see ‘Prior Receive Date’ below.

Prior Receive Date

If the item/service was received prior to displayed date, enter the correct date in the Date Received column, or, if working multiple items:
- Click the ‘Select ALL Lines’ checkbox
  Deselect lines not applicable to prior date.
- Add the applicable receive date in the ‘Enter New Date:’ field
- Click the Update button.

The new receive date will populate on chosen line items.
c. If an item is received damaged, or should not have been sent by the vendor, upon immediate receipt of item(s),
(1) Denote the quantity rejected in the REJECT field, as shown below.
(2) If receive date must be adjusted, see ‘Prior Receive Date’ above.

(3) Enter a rejection reason, where indicated.

NOTE: The Reject field should NEVER be used to record a ‘return’ after the product or service has been received on a prior receipt. If this was mistakenly done, back out the erroneous quantity (i.e. -5) in the Reject field after the erroneous receipt processes.

6. Review the Summary screen to ensure accuracy.
NOTE: The Close Order field defaults to ‘No’ button. Leave as is.
7. If desired, an additional approver can be added to the receipt by clicking the ‘Add Approver’ on the Approval Tab. (See important information in the ‘Approving Receipts’ section of this document).

8. Click the Submit button.

Based on your default Preference setup, one of the two below screens will appear.
Let’s look at the receipt audit trail!

In the below ‘My Documents’ window, several requisitions appear in Receiving status, indicating partial or prior receiving. *If all items were received, the requisition would be in Received status.*

In the below example, a user opened an order from the My Orders/MY UPs’ tab from the eMall Home screen. As the Receipts tab of the order shows, the formerly processed receipts appear, as well as a NEW receipt in composing status; awaiting further processing. *(When a receipt processes for partial receiving, the system always creates a new composing receipt in preparation for additional receiving.)*

**APPROVING RECEIPTS**

There are no required approvals for receipts *unless a receiver enters an approver.* If the receiver inserts an approver in the workflow before the box showing the regular receiver, that approver can only find the receipt after it’s submitted by going into the RECEIVE screen and searching for the order. If, however, the receiver inserts the approver after the regular receiver, the receipt (RC) will appear in the ‘To Do’ pane of the eMall home screen. An email notification is NOT sent to the receiver stating an order is ready to be received. The only approver to receive a notification will be one added to the workflow *AFTER* the regular receiver.
REOPENING CLOSED ORDERS

Once closed, it may be necessary to REOPEN an order so change(s) can be processed against the associated eVA requisition.

1. Click the Receive link on the eVA eMall ‘My Home’ page.

2. When the below screen appears, enter the order number in the Search field, as shown. If the order number is unknown, a Requisition number (ReqID) or Receipt number (Receipt ID) can be entered by accessing the drop-down menu to select an alternate search type. (Ignore Contract ID)
3. When the applicable screen appears, click the ‘Reopen Order’ button.

4. Take the below action according to your situation:

a. If you do not need to record a negative quantity or amount, click the Exit button.

b. If you must adjust quantity or amount recorded on a previous receipt, open the Composing Receipt ID.

   (1) Make the necessary negative line adjustments on the receipt.
   If items must be re-received after the changed requisition is approved, make a note of the original RECEIVED date of each line.
   Ensure the Close Order button is set to ‘No’.

   (2) Click the Submit button.
When you return to the eMall Home screen, the requisition and order will be in Receiving status, regardless whether all items are ‘backed out’.

<table>
<thead>
<tr>
<th>Search Results</th>
<th>Found 56 Items</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Type</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

When finding applicable requisition number and clicking the PR ID, the Change button will be viewable.

If necessary to re-receive item(s) after the changed requisition has been fully approved, go back into Receiving and process the receipt, entering the original receiving date(s). The mass edit feature may prove helpful in making this change.

Caution:
If an attempt is made to process a new composing RECEIPT too soon after an RC has been submitted, the below screen may appear. Wait at least 15-20 minutes before Reopening the order and exiting.
BSO is a term used to designate the unit/division/department associated with an eVA user’s account. The receiving process can be either Central Receiving or Desktop receiving (receiving completed by the requestor), based on the requester’s BSO. If the BSO has Central Receiving for receiving, anyone assigned to the Central Receiving role can receive against orders initiated by requesters within that BSO. It’s important to understand that the initial receipt is created at the time the order is created and will use the BSO setting for receiving at that time. If the receiving field of the BSO is changed from Central Receiving to Desktop receiving (or vice versa), and a partial receipt is processed after the BSO change, the next receipt (in composing status), will require that receiving be done by the NEW receiver. This situation could also occur if the requester is moved to a different BSO with different receiving setup.

REMINDER: Whatever the receiving field reflects on the BSO for that requester at the time of receipt creation will necessitate that type of receiving for the receipt(s); either Central Receiving or Desktop.*

HELPFUL HINT: If the BSO receiving field was switched from Desktop to Central Receiving, the requester can be assigned the applicable Central Receiving role to complete receiving.

The same Central Receiving role can be assigned to multiple BSO’s.

After a requisition is submitted, a Receipts tab appears as one of the Tabs on the requisition.

NOTE: The Requisition History tab does not contain date/time details for receipts; the Receipts tab does.

The receiving method (quantity or amount), is determined by selection made by the requisition preparer on the line item(s). The default is quantity. If this option is not available, consult your eVA Entity lead or DPS Account Executive.

A receipt could potentially have a mix of receiving methods. Some items may be designated for receiving by Quantity, while other items might specify receiving by Amount.

All quantities/amounts that must be backed out on a receipt should be entered as a negative number in the Accept/Return field. (e.g. -10 or -$300.00).

COMMON MISTAKE! Do NOT enter a quantity/amount in the REJECT field if that item has already been recorded as RECEIVED on a prior receipt.

Processed receipts will show the new/adjusted quantity or amount in the “Prev. Total” field.

A PR can be cancelled if ALL items previously received on the PR are completely backed out.

CAUTION: If multiple orders to different vendors exist on the same requisition, canceling the requisition will cancel ALL orders associated with the requisition. Instead, create a change to decrease the quantity on the applicable line item(s) to zero (0).

To accurately process a change to a requisition, the order associated with the change must first be reopened, and, if applicable, prior receiving BACKED out. Even if all receiving is backed out, the below changes cannot be done on a requisition, if it is greater than version 2 requisition (vs2).
- Supplier name and/or supplier location
- Method of payment (changing from a pcard to invoice OR vice versa)
- Billing address
- Order delivery (Print to Electronic or vice versa)

To process a PRICE change on a non-catalog item previously received, it will be necessary to back out quantities/amount previously received by doing negative receiving on the item(s).

Receivers are discouraged from closing an order short. (Clicking the close button.) An adjustment should be made to the requisition if the item(s) will not be delivered or replaced. If a change requisition is processed to reflect a quantity that equals the total adjusted received quantity/amount, the PR will automatically move to Received status.

Once any receiving is processed, the requisition will never revert back to Ordered status, even if all items are backed out.

If applicable, re-receive items after a changed requisition is fully approved.
NOTE: Past receipts will provide receive date(s). The Mass Edit feature can aid in quickly recording proper previous dates.

There is no concept of 'Delegating your Receiving Authority’. No role or action will allow anyone other than the authorized receiver (requester [aka desktop] or Central Receiver) to receive the order.

If an EDIT button displays after clicking the Receipt#, it could mean one of two things: the user is not the official receiver yet has an ‘eVA-EditApprovable’ role that allows them to edit the receipt (check Approval Tab to view authorized receiver), OR it the appropriate receiver is viewing the receipt by clicking through the requisition, then onto to the Receipt tab, and choosing a receipt. (This option allows the requester to view a receipt without being put into the receiving mode where receiving is expected.) NOTE: If an unauthorized person edits a receipt, that receipt will NOT process until the authorized receiver goes into Receive module, pulls up that receipt, and clicks Submit.

Refer to the Report and Resource Center for helpful receiving reports, as shown on the next page.

There are a number of ways to determine orders that are still outstanding. You can choose a variety of reports (e.g. 200, 201, 202, 208) and select the status of ‘Ordered’ and/or ‘Receiving’ for a past time period to view which orders have not yet been fully received.

The 211 Order Receiving Details report can prove especially helpful to Accounts Payable personnel for viewing receipts that have processed within a designated time period. Additionally, a specific receipt can be opened and printed from this report.

The 203 View or Print Orders(s) Report provides detail information such as line item descriptions, approvers and approval dates, receiving details, and accounting code distribution.