NC eProcurement

Receiving a Line Item

Receiving is the process an agency uses to record goods and services that are delivered. In the NC eProcurement process, receiving completes the purchase order lifecycle. A receipt is an acknowledgement that the goods have arrived and/or the service is complete. Receipt records ensure that all items on the purchase order were correctly received and accounted for in the financial system. Once items have been received in the system, the supplier can be paid for their goods or services. Every purchase order line item should be received in Ariba. Items that are Unit of Measure '**Dollar'**, however, do not transmit between NC eProcurement and NCAS. Purchase order failures must be resolved before receiving can occur.

Depending on the agency, receiving occurs at either a centralized location, known as Central Receiving, or at the desktop of the requester, known as Desktop Receiving. Ariba allows for both methods of receipt. The ship-to address on the purchase order will determine the shipment's destination and is also associated with either a central receiving facility or a desktop receiving facility. Each NC agency has determined which type of receiving best meets its needs.

- **Desktop Receiving**: The user listed as **'On Behalf Of'** on the Purchase Requisition receives the items at their desk. They will open the package, check the product, and then go into NC eProcurement to accept or reject the items in the order.

- **Central Receiving**: Purchase orders are delivered to a centralized location. One user with the central receiving group associated with that Ship To address then logs into NC eProcurement to accept or reject the items in the order.

Receipt Email Notifications: An automated email message is sent to the receiver reminding the user to receive a specific order when the purchase order is generated. However, it is critical that the receiver waits until the products have arrived and check the quality and quantity before receiving the order in Ariba.

I. Access Receiving through Guided Buying

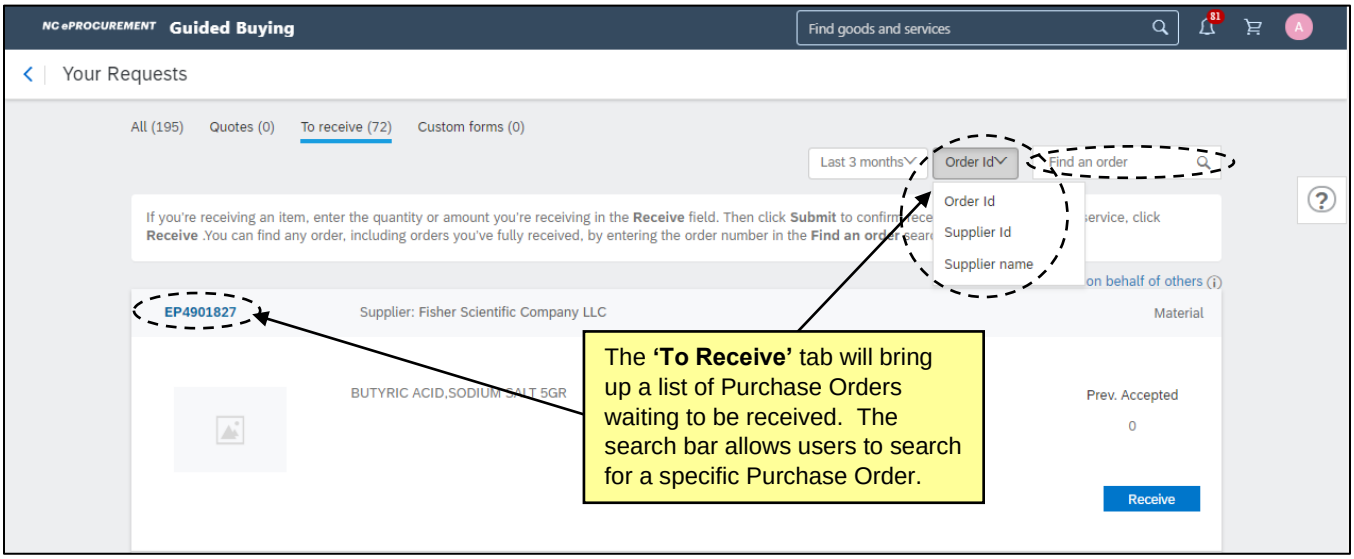
1. Receiving can be completed through both the Guided Buying View and Expert View of NC eProcurement.

2. From the Guided Buying Landing Page there are two ways to access Receiving.

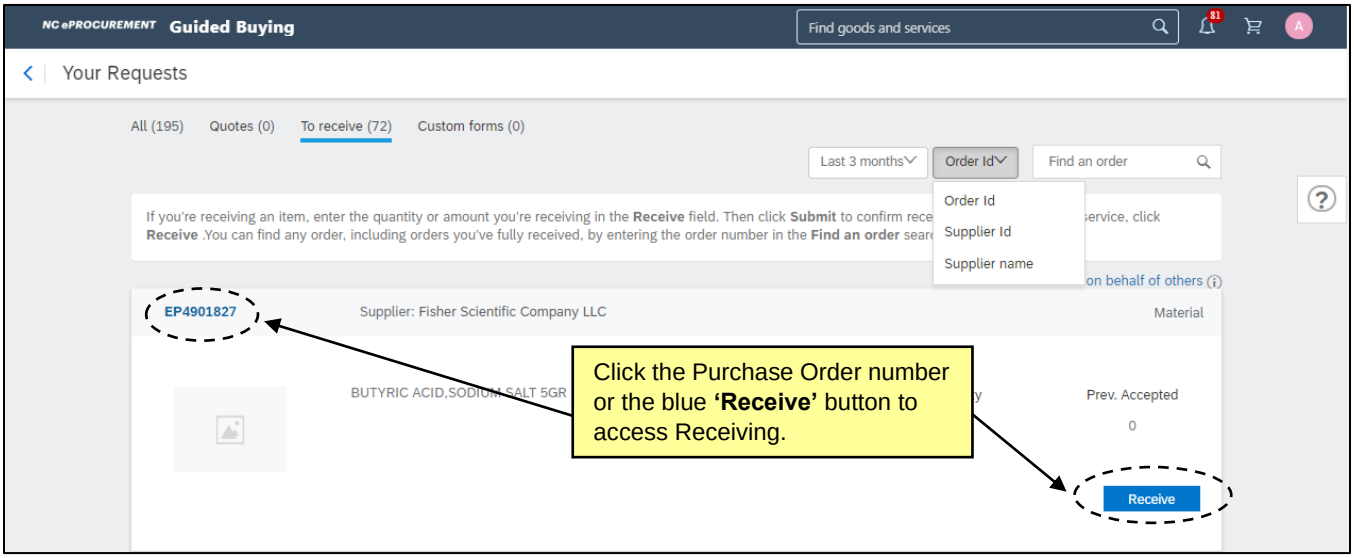
    a. Locate the '**Notification Bell**' icon on the top right of the screen, and click on any orders that require receipt (if applicable).

    b. On the left side of the screen, click on the '**Your Requests**' tab. In the subsequent screen, select the **'To Receive'** tab at the top of the screen.

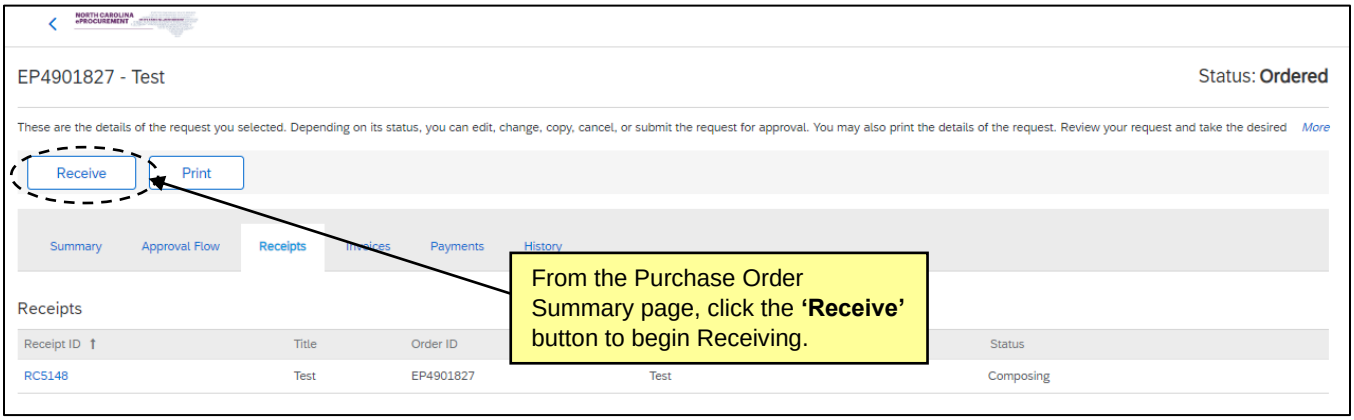
3. In the **'To Receive'** tab, find the purchase order waiting to be received by looking through the list, or searching by Order ID, Supplier ID, or Supplier Name in the search bar in the top right of the screen.



4. Once the correct Purchase Order is located, select the Purchase Order link, or click the blue **'Receive'** button.



5. The Purchase Order summary page will display, with an option to **'Receive'** on the top left of the screen. (Skip to **Section III. Receiving a Line Item** to begin receiving).



II. Access Receiving through Expert View

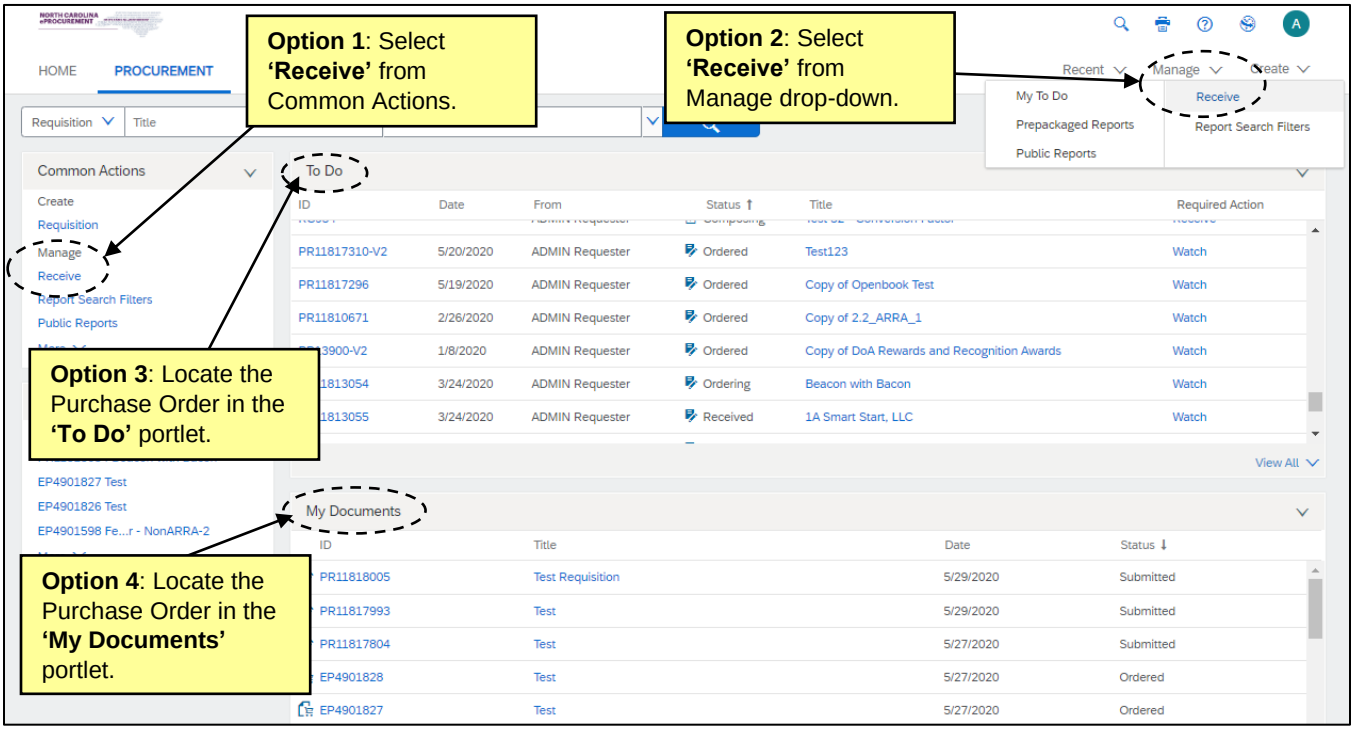
1. To access Receiving through Expert View, there are multiple options:

   a. Select **'Receive'** in the **'Common Actions'** portlet on the left side of the screen within either the **Home** or **Procurement** tabs.

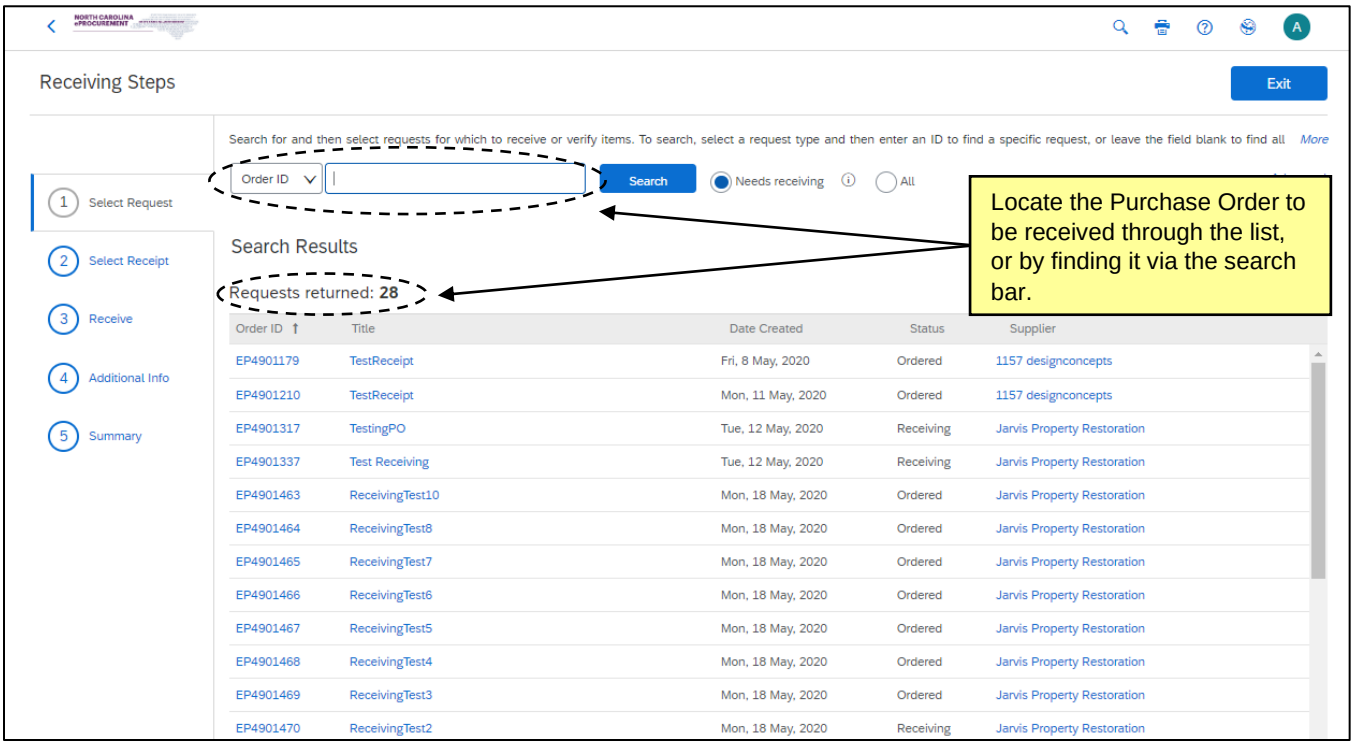
   b. In the upper right corner of the screen, click the **'Manage'** drop-down and select the **'Receive'** button.

   c. Locate the Purchase Order in the **'My Documents'** portlet.

   d. Locate the Purchase Order in the **'To Do'** portlet.



2. From the **'Receiving Steps'** page, locate the Purchase Order to be received by choosing from the list that appears, or searching via the search bar at the top of the screen by Order ID, Requisition ID, Receipt ID, or Contract ID.



III. Accepting Line Items

1. After selecting a purchase order to receive, the system will navigate through multiple Receiving Steps.

2. First, enter the number of items received in the **'Accepted'** column. Be sure to enter the items received based on the appropriate unit of measure. For example, if the purchase order was issued for "10 each," the receiver will receive based on that unit of measure (each). If the purchase order was issued for "12,500 dollars," the receiver will receive based on that unit of measure (dollars). The unit of measure is displayed in a column next to the Full Description of the line item.

   Note: Not all shipments will be received in full. Users may enter a partial receipt by entering the number of items received in the **'Accepted'** column. More than one receipt can be entered for the same purchase order.

   Note: If all items have been physically received or the service order has been completed, users may use the **'Accept All'** button to automatically enter the full amount ordered for each line item in the **'Accepted'** column.

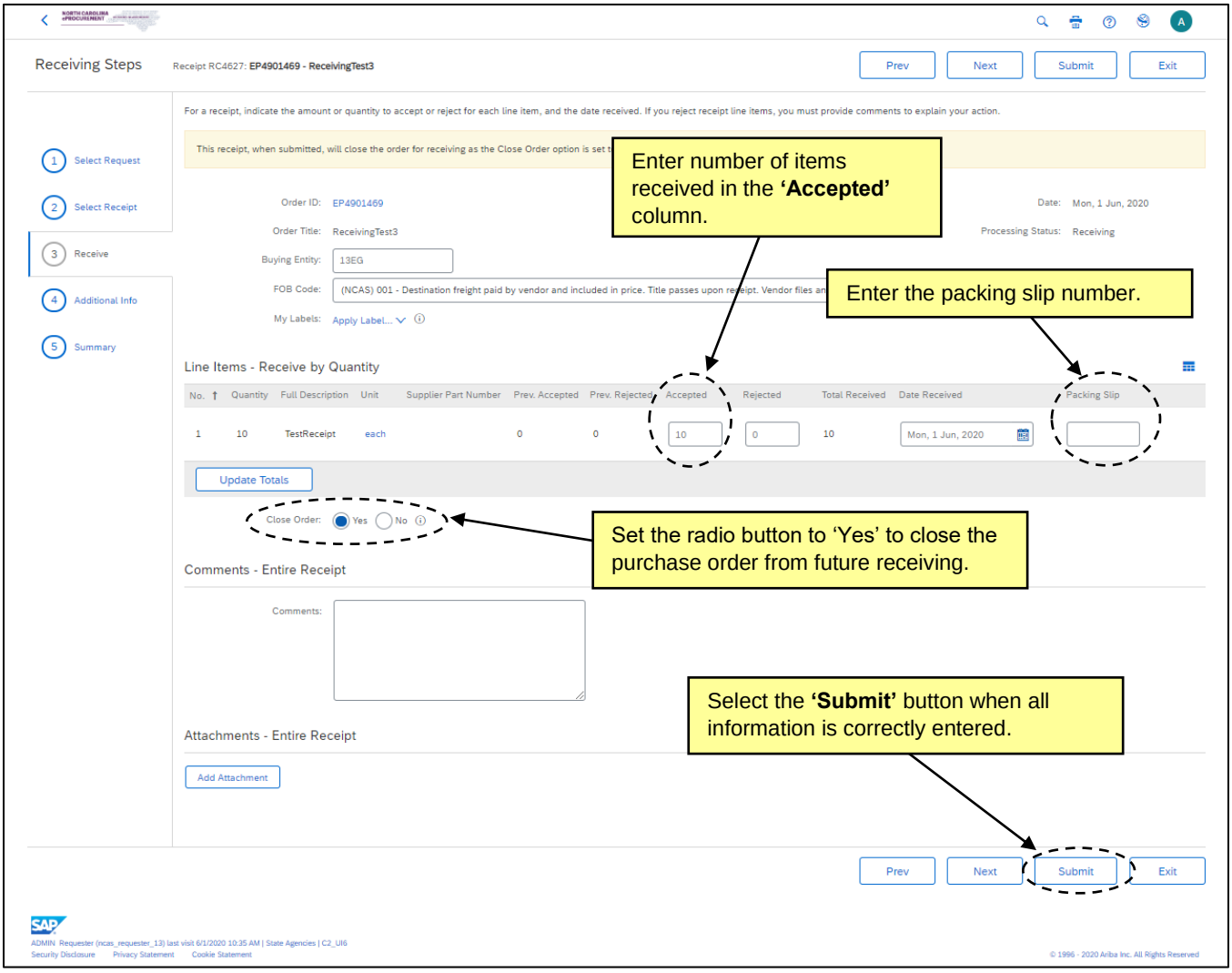
   Note: In some cases, users may physically receive more than what was ordered. In this case, the user may enter the amount ordered plus the receiving tolerance.

3. Next, enter the packing slip number in the **'Packing Slip'** field.

   Note: Packing slip information is required for any unit of measure other than **'Dollar.'**

4. Click the **'Submit'** button.

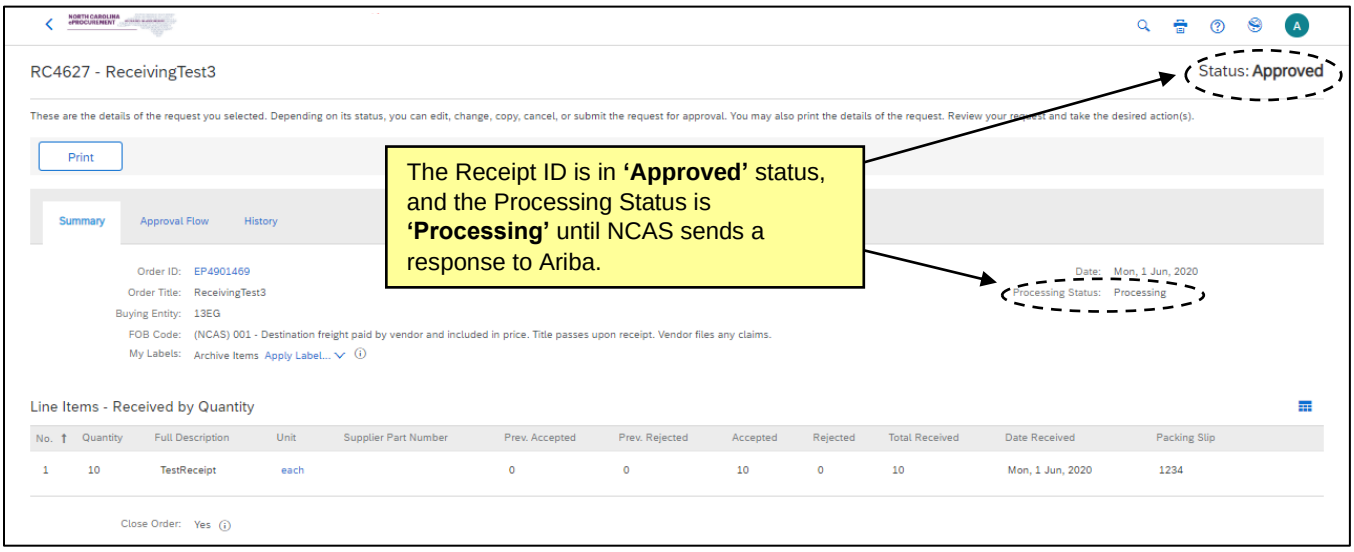
   Note: If the purchase order will not require any future receiving, select the radio button for **'Yes'** under the **'Close Order'** option.



5. After the receipt has been submitted, it will be in **'Approved'** status, and the order will show a status of **'Received'**.

Notes:

- If an order is fully received, the order status will be **'Received'** and the order will be closed, even if the **'Close Order'** button was set to **'No.'**
- If the receiver submits a partial receipt or sets the **'Close Order'** button to **'No'** then the status of the order will show **'Receiving'** instead of **'Received.'**
- Users will receive an email after a receipt is transmitted to NCAS. If the receipt does not pass validation in NCAS, users may receive two emails. The first email is sent to let the user know the receipt has successfully transmitted to NCAS. The second means that the receipt failed to pass NCAS validation.
- Once a receipt is submitted, the subsequent Receipt ID is automatically created. This new Receipt ID will be in '**Processing'** status until NCAS sends a response to Ariba, which will switch the Receipt to **'Processed'** status.



IV. Rejecting Line Items

1. If a receiver received damaged or incorrect products on an order, they may opt to reject those items using the 'Reject Items' functionality. The rejection field is **not** stored in NCAS and is strictly for internal tracking purposes only. This field may be referenced by users at a later date to determine why the full amount of the purchase order was not received. When rejecting a shipment, users can enter comments as to why the line item is being rejected to serve as a reference in the future.

2. To reject an item, enter the amount to reject into the '**Rejected'** column in the Receiving Steps screen. Again, this information is **not** stored in NCAS.

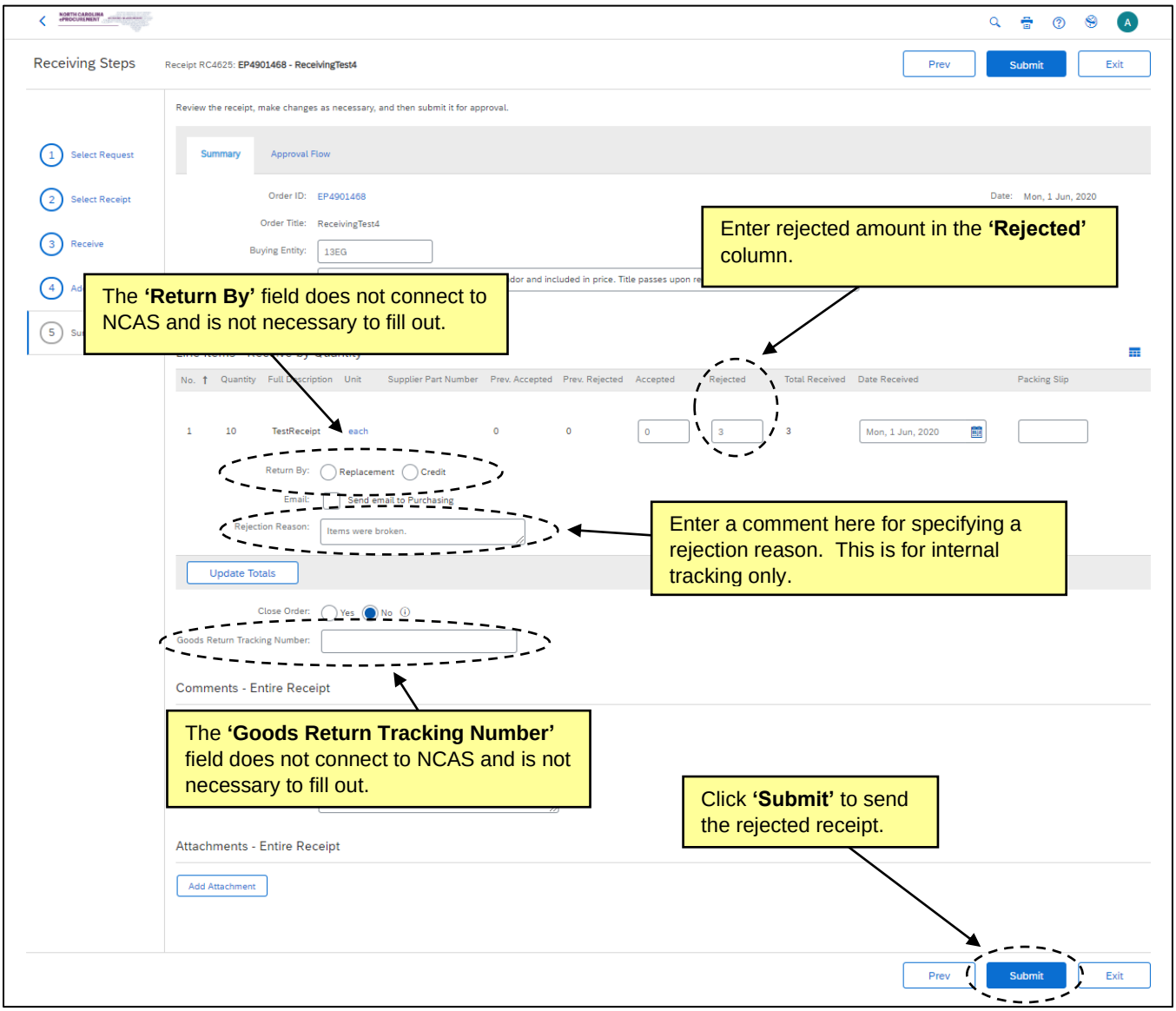
   Note: Do **not** enter a packing slip number when rejecting a line item.

3. Click the **'Next'** button.

4. In the **'Rejection Reason'** field that appears, enter a comment as to why the items are being rejected (e.g. Items were broken).

   Notes:
   - The **'Return By'** field does not connect to NCAS, so it is not necessary to fill out.
   - The receiver can opt to have an automated email sent to Purchasing Administrator group by selecting the **'Email'** checkbox.
   - The **'Goods Return Tracking Number'** also does not connect to NCAS and does not need to be filled out.

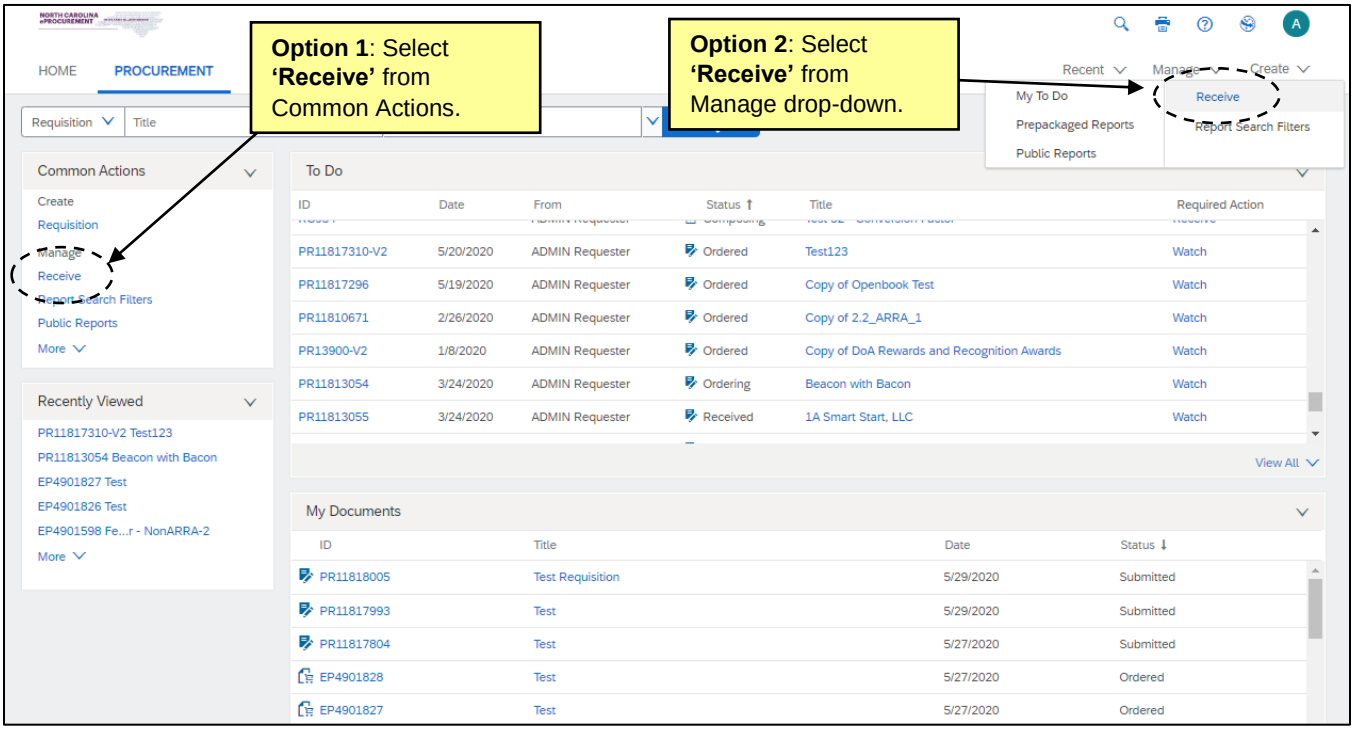
5. Click the **'Submit'** button.



V. Reopening a Closed Order

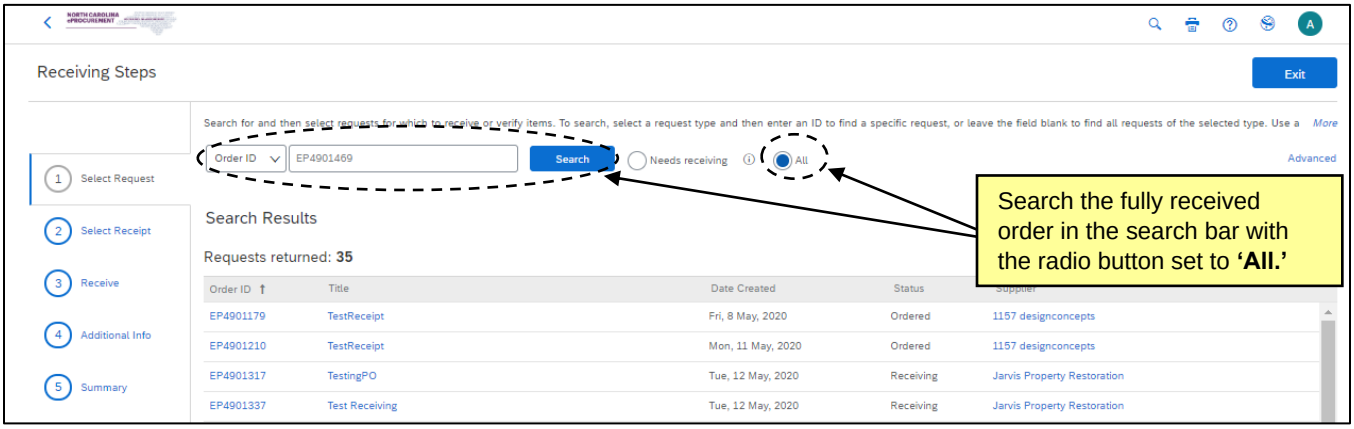
1. Once an order has been fully received or the **'Close Order'** option has been set to **'Yes'** in Ariba, the status of the purchase order will be **'Received.'** This indicates that the order has been completed and is closed in NC eProcurement. Users may reopen a closed order by following these steps.

2. To begin reopening an order, select the **'Receive'** command from Expert View on either the Home Tab or the Procurement Tab.

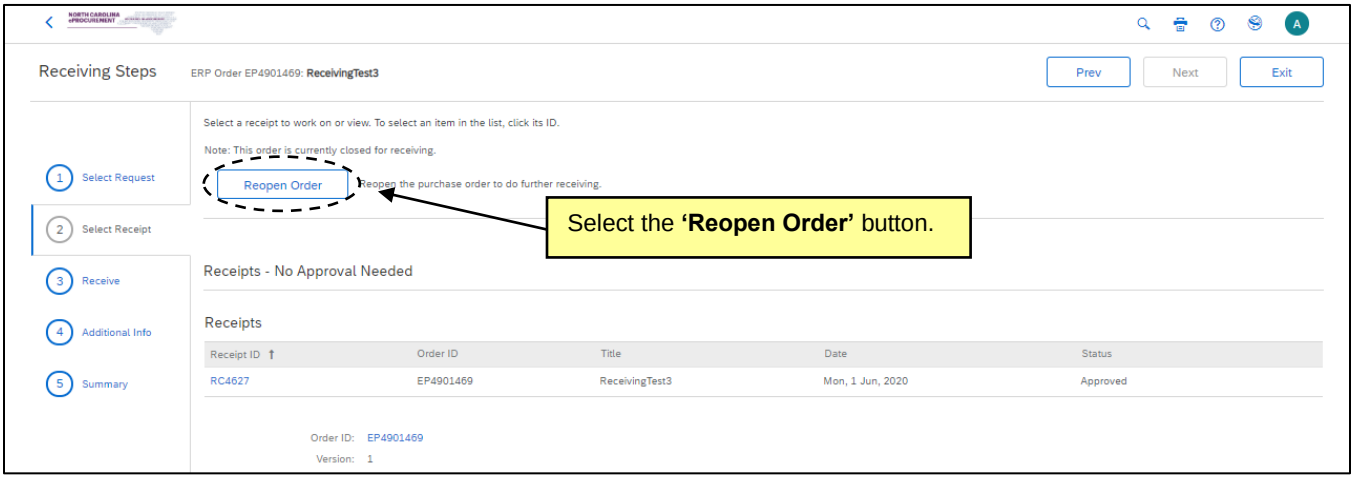


3. Due to the purchase order being fully received and closed, it will not appear in the list of purchase orders that require receiving. Instead, receivers must use the search bar at the top of the **'Receiving Steps'** screen to locate the closed purchase order that needs to be reopened.

   Note: Be sure to set the radio button to **'All'** so that the closed order will appear in the search results.



4. Select the Order ID and then click the **'Reopen Order'** button on the top of the screen. Doing so will change the status of the Purchase Order from **'Received'** to **'Receiving.'**



5. Once the order is reopened, the receiver may then submit a receipt to unreceive items (see **Section VI. Backing Out Previously Accepted Items/Unreceiving Items**).

VI. Backing Out Previously Accepted Items / Unreceiving Items

1. If an incorrect amount was accepted or if a receiver needs to unreceive items for any reason, users will have the ability to back out the previously accepted line amount(s). This is also known as "negatively receiving" or "unreceiving" line items.

   Note: If an order is fully received, the receiver will need to reopen the closed order before following the unreceiving process.

2. On the **'Receiving Steps'** screen, enter the amount on the line item to unreceive as a negative number in the **'Accepted'** field (e.g. -3).

   Notes:
   - Receivers cannot unreceive an amount greater than what has previously been accepted with the same packing slip. For example, if an order had one good accepted under Packing Slip #1 and two goods accepted under Packing Slip #2, a receiver cannot unreceive three goods against only one packing slip. In that instance, the receipt would fail.

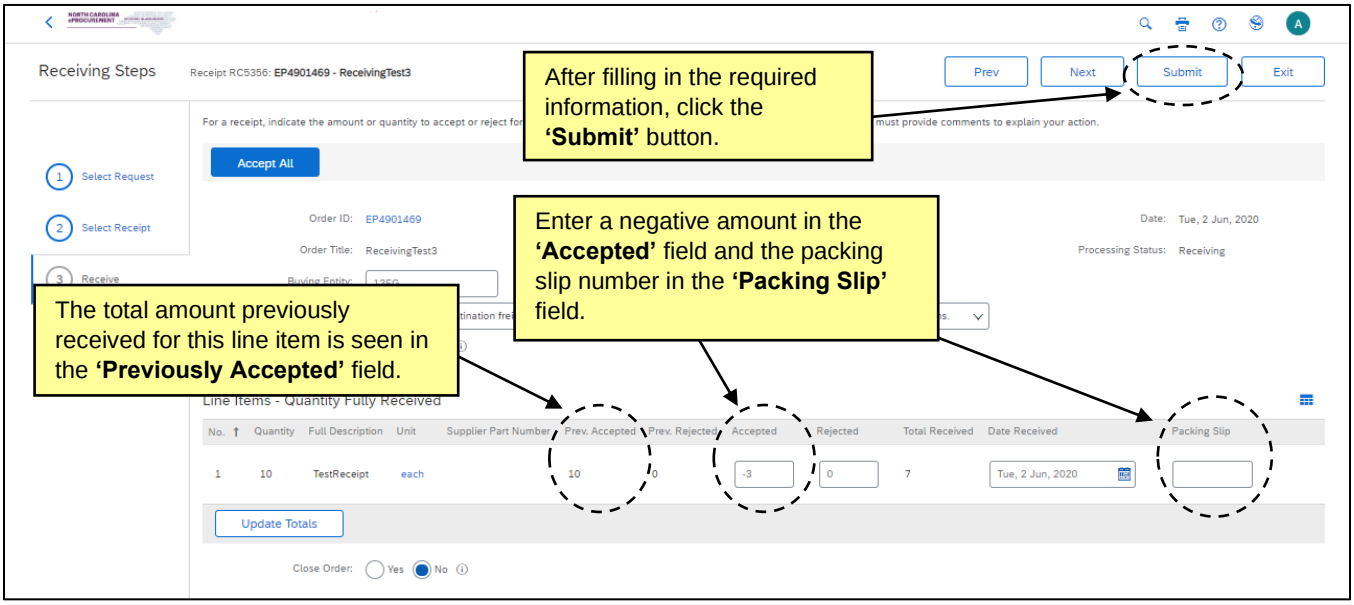
   - Rejecting and Unreceiving are not the same thing. When an item is unreceived or "negatively accepted," this information is passed to NCAS and the total quantity received in NCAS is reduced. Rejecting items is simply for internal purposes and does not transmit to NCAS.

3. Enter the packing slip number that was originally used to receive the item in the 'Packing Slip' field.

   Notes:
   - If the packing slip number is not known, the packing slip number can be found by looking at the history of the previous receipts, or by using an existing Public Report (Public Reports → Buying Reports → Receipt Reports → **Receipts with Packing Slip**).

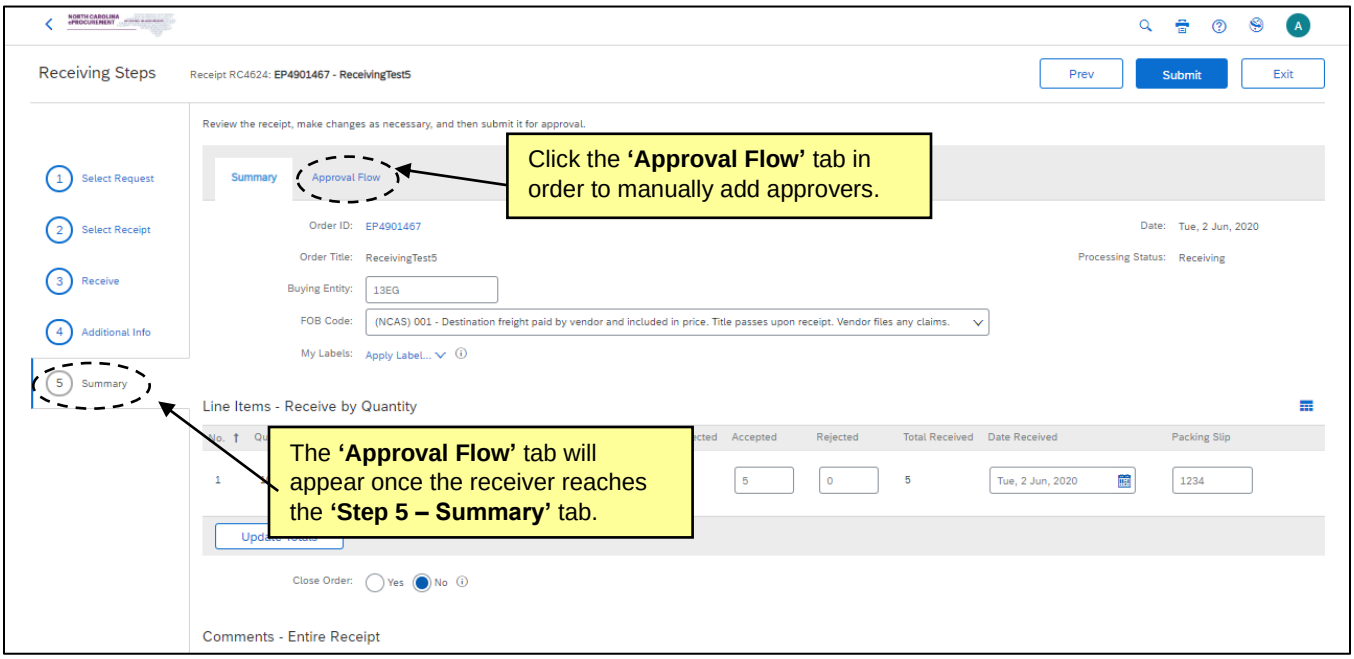
   - A packing slip number does not need to be entered when receiving or unreceiving line items with the Unit of Measure set as **'Dollar.**'

4. Click on **'Submit.'**



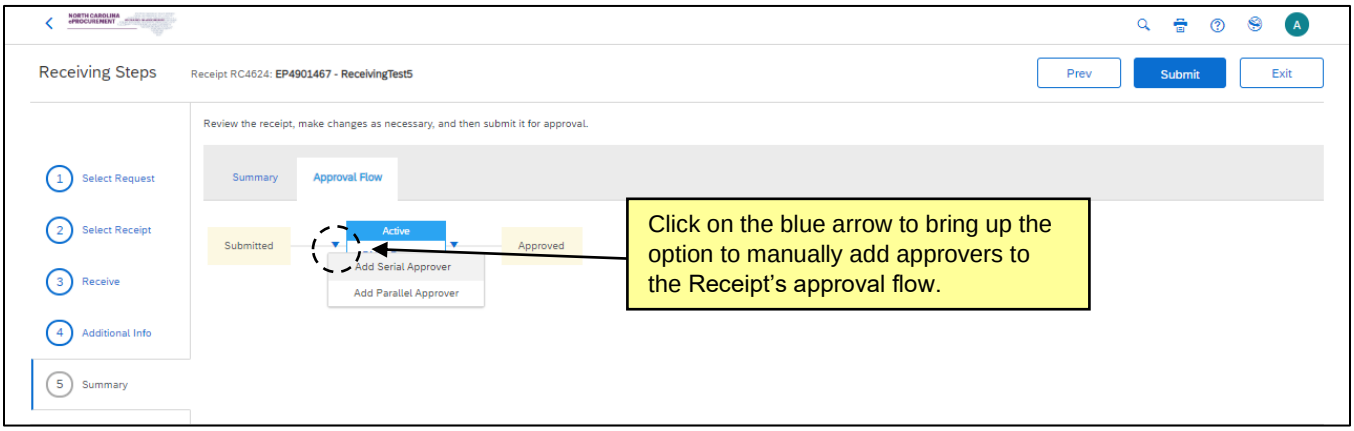
VII. Adding Approvers to a Receipt

1. If a receiver has a reason to add an approver to a receipt, they are able to do so manually.
2. From the **'Receiving Steps'** page, and after entering the Accepted or Rejected amounts, the receiver will see the summary of the receipt that they are about to submit. (Step 5 on the left side of the screen).
3. Click the **'Approval Flow'** tab at the top of the page before hitting the **'Submit'** button.

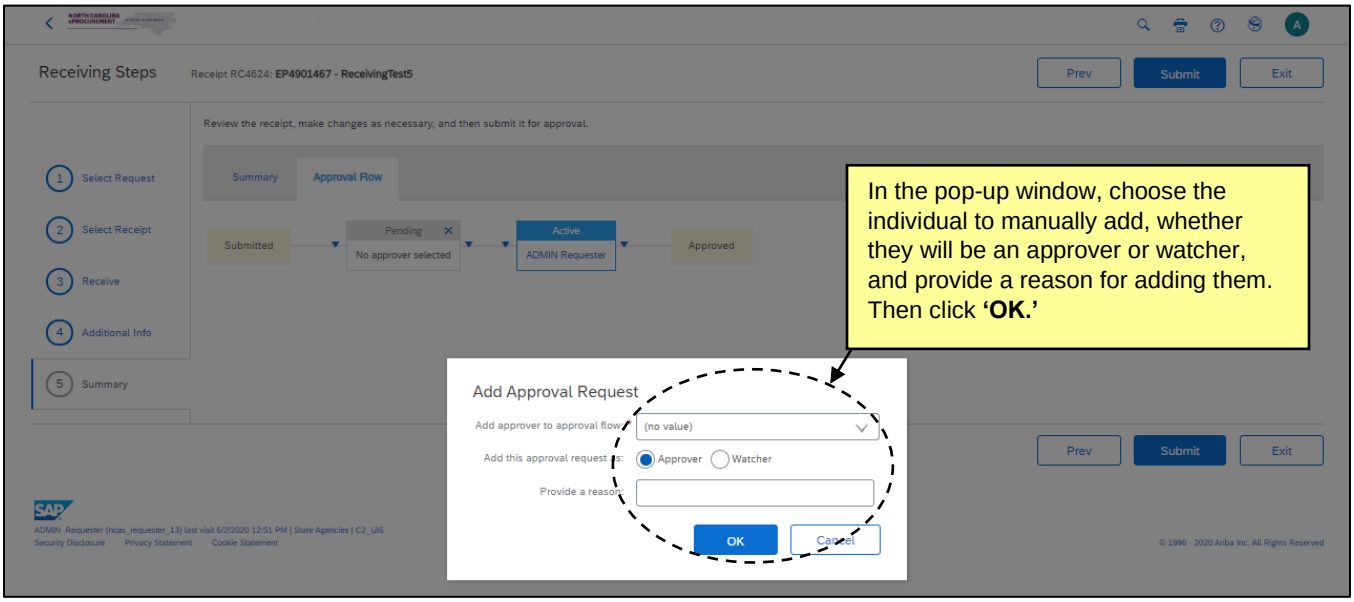


4. Click on a blue arrow to add an approver.

Note: If a receiver wants to add an approver in parallel, click on the first blue arrow in the approval flow. All other blue arrows will only allow the addition of serial approvers



5. In the **'Add Approval Request'** pop-up window, select the approver to add, whether they will be an approver or watcher, and a reason for adding them.

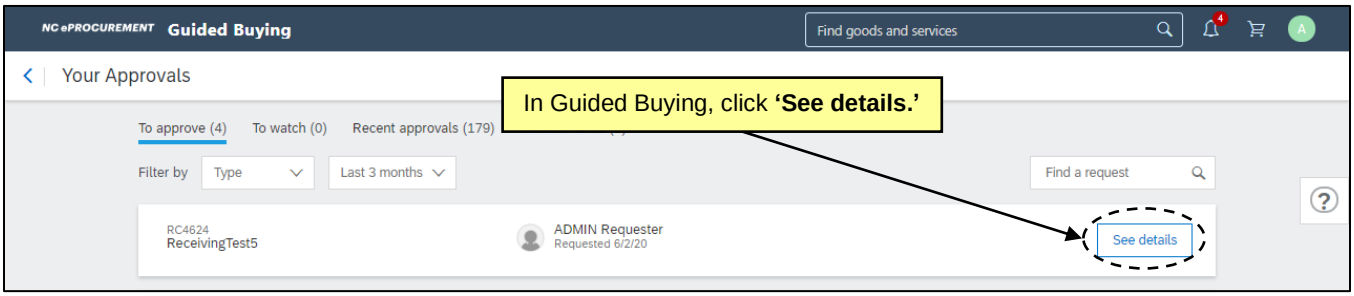


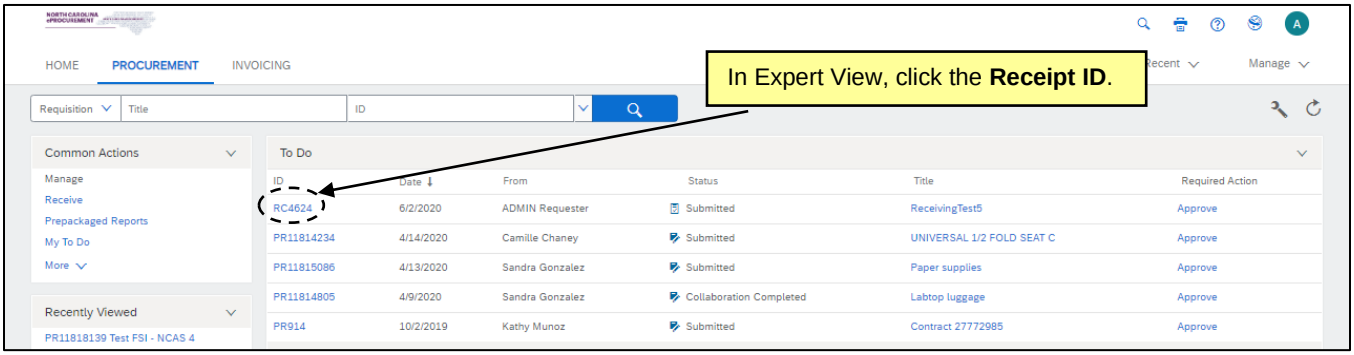
6. Click **'Submit.'**

VIII. Approving or Denying Receipts

1. Receipt approvers can choose to approve or deny a receipt. Receipts that need to be approved will appear in the **'To Do'** portlet in Expert View, or in the **'Your Approvals'** tab in Guided Buying.

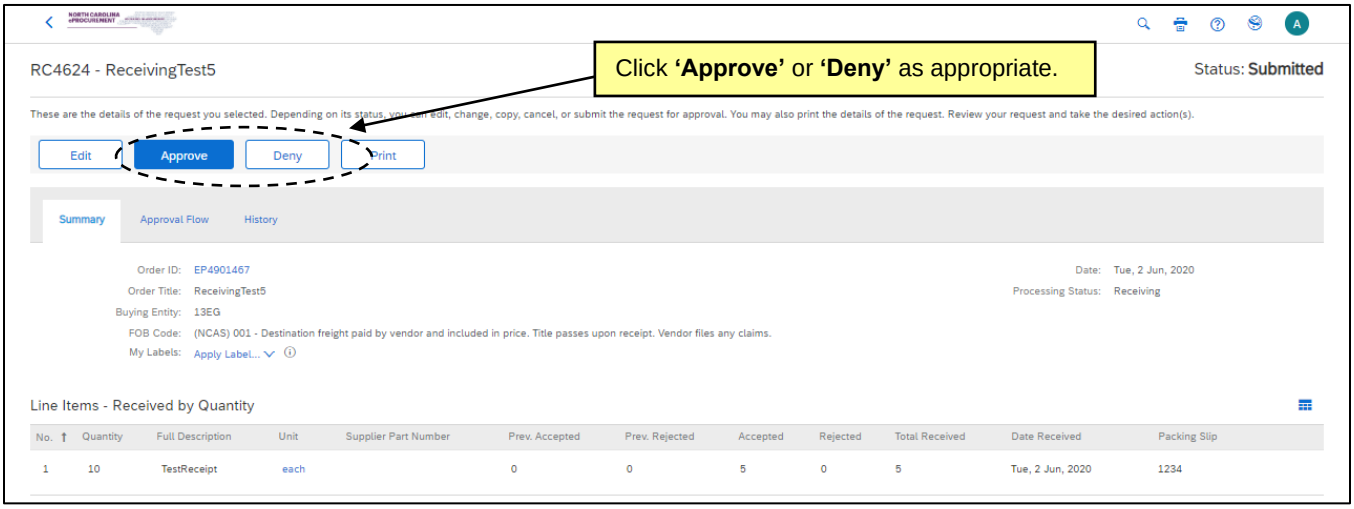
2. In Guided Buying, click on the **'See Details'** button. In Expert View, click on the Receipt ID to bring up the Approve/Deny page.





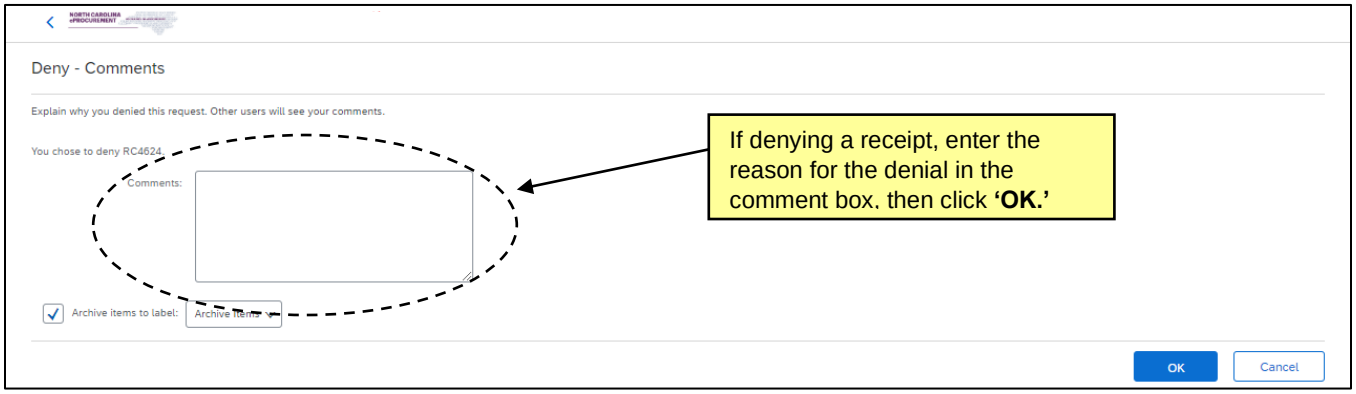
3. This brings up the Approve/Deny screen.

   Note: Although approving or denying a receipt can be accessed through either Guided Buying or Expert View, they will both divert to this screen.

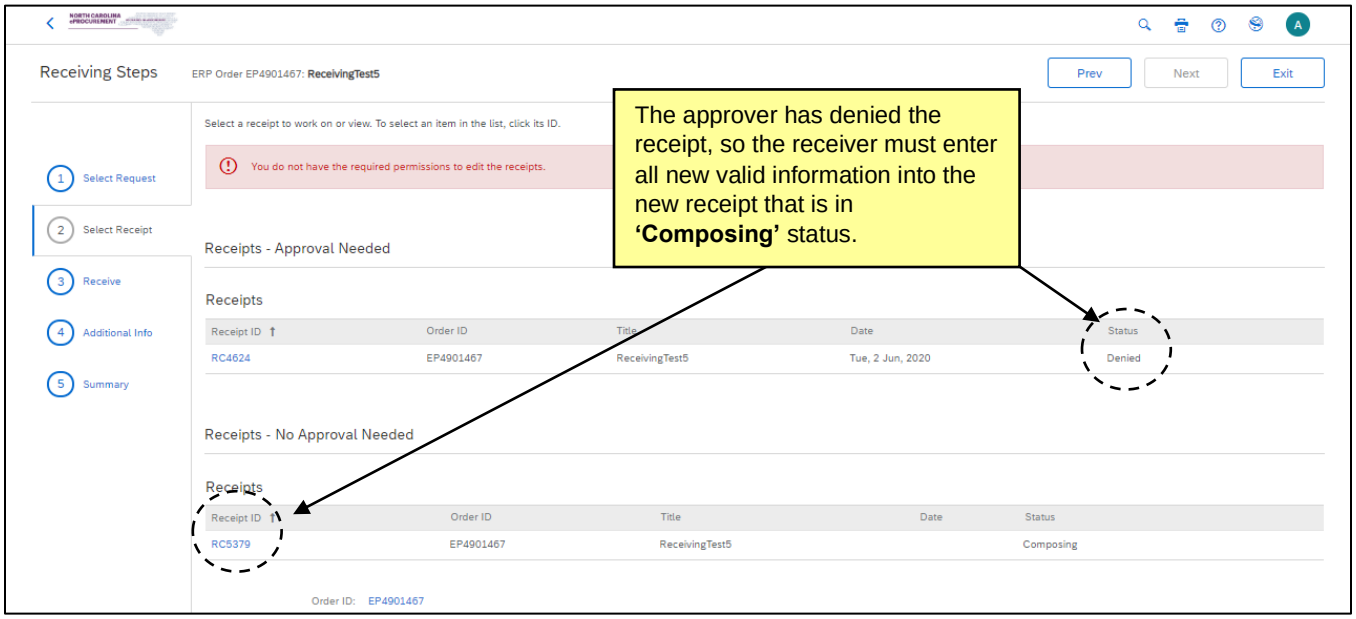


4. Click **'Approve'** or **'Deny'** accordingly.

   Note: If a receipt is denied, comments on why the receipt was denied are required.



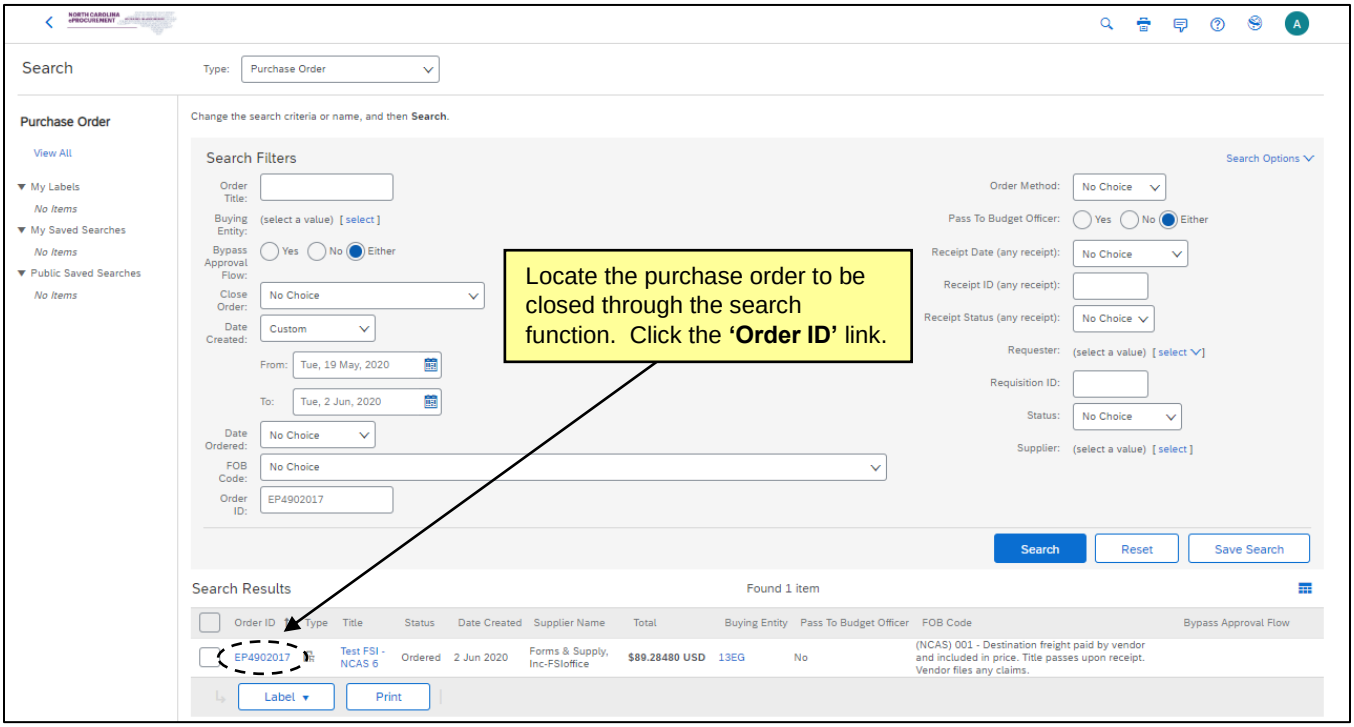
5. Once a receipt has been denied, it cannot be re-submitted. The **'Denied'** receipt should be left as-is and the receiver should enter valid information on the new receipt created in **'Composing'** status.



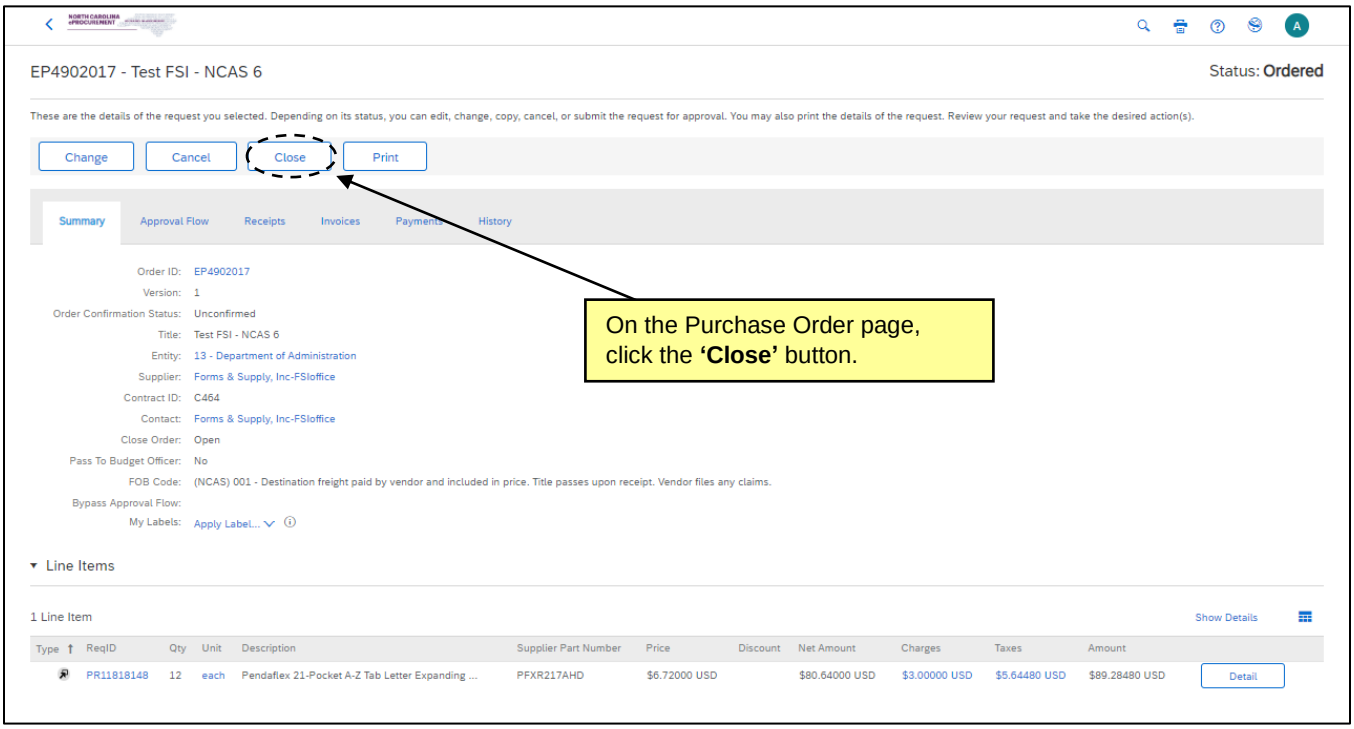
IX. Manually Closing Orders

1. To manually close an order without receiving against it, a user must have purchasing agent rights within the system, or be granted access to the **'NC Close PO'** group.

2. Navigate to the Purchase Order that is being closed using either the **'My Documents'** portlet or the Search bar.



3. Open the Purchase Order (not the Receipt ID) and click the **'Close'** button at the top of the screen.



4. On the **'Close Order'** screen, a drop-down menu provides six options to choose from, as well as a comment field. The six options and their definitions are as follows:

a. **Order Closed for Change** indicates that the purchase order cannot be changed further.

b. **Order Closed for Receiving** indicates that there can be no further receiving against this purchase order.

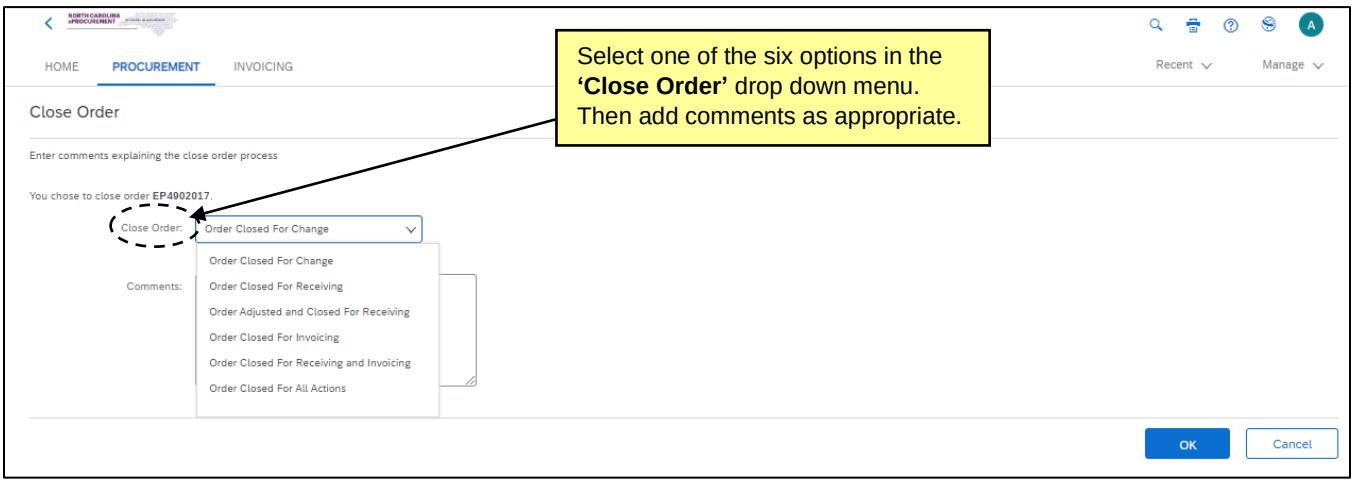
c. **Order Adjusted and Closed for Receiving** indicates that orders can be adjusted to reflect the amount or quantities received and then closed for receiving.

d. **Order Closed for Invoicing** indicates that there can be no further invoicing against this purchase order.

e. **Order Closed for Receiving and Invoicing** indicates that there can be no receiving or invoicing for the purchase order.

f. **Order Closed for All Actions** indicates that there can be no changes, receiving, or invoicing for the purchase order.

Note: Manually closing a purchase order in NC eProcurement via the **'Close'** button does not close the order within NCAS.



5. Click the **'OK'** button.

Note: When an order is closed via the **'Close'** button on the purchase order, a receipt is created with **'0'** items Accepted or Rejected, the **'Close Order'** option is set to **'Yes.'** The information is not integrated with NCAS. The **'History'** tab displays two additional lines of information, one stating **'Order Closed'** and the other **'Received'** with an **'Amount accepted: $0.00 USD.'**

6. To reopen the closed order, see **Section V. Reopening a Closed Order.**