NCAS- Receiving a Line Item

Receiving is the process an agency uses to record goods and services that are delivered. In the NC E-Procurement 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 E-Procurement and NCAS. PO 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 PO 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 ‘Created on Behalf Of’ on the eRequisition receives the items at their desk. They will open the package, check the product, and then go into NC E-Procurement 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 E-Procurement 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.
1. Select the ‘Receive’ command from the Ariba Dashboard. This can be accessed using the ‘Manage’ shortcut menu on the Menu Bar, in the ‘Common Actions’ portlet, by clicking on the eRequisition ID in the ‘My Documents’ portlet, or by conducting a system search for the eRequisition to be received on.
2. A list of purchase orders waiting to be received will appear once you’ve selected ‘Receive’ under the ‘Manage’ tab or ‘Common Actions’ portlet. Select the purchase order on which you would like to receive.

**Note:** You can also select ‘Search’ to explore the system for a specific purchase order, eRequisition, or Receipt on which to receive.
I. Accepting Line Items

1. 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 the unit of measure, each. If the purchase order was issued for 12,500 dollars, the receiver will receive based on the unit of measure, dollar.

   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.

2. Enter the packing slip number in the ‘Packing Slip’ field.

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

   Note: If a receipt approver is required, please see section ‘VI. Adding Approvers.’

3. Click ‘Submit.’

Enter the amount to be accepted in the ‘Accepted’ column. Also enter the proper packing slip.
Once the receipt has been submitted it will be in ‘Approved’ status and the ‘Integration Status’ will change to ‘Receipt Pushed.’ Receipts for orders with all lines set to Unit of Measure ‘Dollar’ will have an integration status of ‘Receipt Push Bypassed.’

Note: 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.

The ‘Integration Status’ can also be seen on the ‘Receipts’ tab of the requisition or purchase order. Receipts that are in ‘Composing’ status and have not been submitted will have an integration status of ‘Receipt Not Pushed.’ If a receipt fails NCAS validation the status will appear as ‘Receipt Push Failed.’
**Note:** Once a receipt is submitted, the subsequent receipt is automatically created. This new receipt can be edited, but the user will not be able to submit it until the previous receipt has passed NCAS validation or has been approved/denied (if applicable).

If a receipt is submitted before the previous receipt has passed NCAS validation, this error will be displayed.
II. ReJECTING LIINE I ITEMS

If a receiver received damaged or incorrect products in an order, he or she may opt to reject those items using the ‘Reject Items’ functionality. The rejection field is **not** stored in NCAS and is strictly for internal 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.

1. Enter the amount to reject in the ‘**Rejected**’ column. Remember, this information is **not** stored in NCAS.

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

2. Click ‘**Next**.’

![Image of NC E-Procurement interface with highlighted fields and instructions]
3. Enter a comment in the ‘Rejection Reason’ field as to why the items are being rejected (e.g., Items received were broken).

4. Click ‘Next.’

**Note:** Users may opt to skip the ‘Additional Information’ page in the future by checking the box beside ‘Always go directly to the summary page.’ Users will still be able to enter a rejection reason; however, it will be added directly on the ‘Summary’ page. For more information on resetting default preferences, reference the Reset Default Preferences Process Guide.

![Image of NC E-Procurement interface showing the 'Rejection Reason' field and the 'Always go directly to the summary page' option.]
5. The ‘Summary’ page will be displayed. Review the information and click ‘Submit.’

Once the receipt has been submitted it will be in ‘Approved’ status and the ‘Integration Status’ will change to ‘Receipt Pushed.’ Receipts for orders with all line items set to Unit of Measure ‘Dollar’ will have an integration status of ‘Receipt Push Bypassed.’
III. Reopening a Closed Order

Once an order has been fully received or the ‘Close Order’ option has been set to ‘Yes’ in Ariba Buyer, the status of the purchase order will be ‘Received.’ This indicates that the order has been completed and is closed in NC E-Procurement. Users may reopen a closed order by following the steps below:

1. As the specified receiver on the purchase order, select the ‘Receive’ command from the Home Dashboard.

2. Set the approvable type you would like to search by, and then populate the free-text field next to the ‘Search’ button with that approvable ID (eRequisition/Purchase Order/Receipt ID). Click ‘Search.’
3. Click the ‘Reopen Order’ button. The status of the purchase order will update from ‘Received’ to ‘Receiving.’

This message indicates that the order is currently closed and must be reopened for additional receiving.

**Note:** Once you click ‘Reopen Order’ there will be a new receipt in ‘Composing’ status to be used for further receiving. Click the ‘Receipt ID’ to view the receipt and continue. If the user is reopening an order to create a change on the purchase order, they will need to submit a receipt unreceiving items, with ‘Close Order’ set to ‘No.’ See section ‘IV. Backing out Previously Accepted Items/ Unreceiving Items’ for more information on unreceiving line items.
IV. Backing out Previously Accepted Items/Unreceiving Items

If an incorrect amount was accepted or if the user 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. Users can follow the steps below to back out previously accepted items.

**Note:** If the order has been fully received, the user will need to reopen the closed order before following the below process. Reference ‘Section III’ for instructions on reopening a closed order.

1. Enter the amount to unreceive as a negative number in the ‘Accepted’ field (e.g. -1). A user cannot unreceive more than has previously been received.

   **Note:** 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.

2. Enter the packing slip number that was originally used to receive the item in the ‘Packing Slip’ field.

   **Note:** If a value is not entered in the packing slip field before clicking the ‘Next’ button, previously used packing slips that have not yet been unreceived will be displayed on the screen for your use. A packing slip does not need to be entered when receiving or unreceiving line items with the Unit of Measure set as ‘Dollar.’

3. Click ‘Next’.

---

**Image:**

A screenshot of the NC E-Procurement interface with a detailed view of the line item being processed. The image highlights the following:

- **Choose ‘No’ for ‘Close Order’ if you do not wish to close this order to receiving.**
- **The total quantity ordered can be seen in the ‘Quantity’ column.**
- **The total amount previously received for this line item can be seen in the ‘Prev. Accepted’ field.**
4. Review the entered information on the ‘Summary’ page and click ‘Submit.’

Note: Users may click ‘Submit’ on the previous page; however, they will not have a chance to review the information entered for this receipt.
V. Manually Closing an Order

Users assigned the proper roles will have the option to close purchase orders manually in NC E-Procurement without submitting a receipt. A ‘Close’ button will appear and gives users three options:

- **Close Order For Change** – Prevents users from changing the order in the future. Users will still be able to receive on the order until it is fully received.
- **Close Order For Receiving** – Prevents users from receiving on the order in the future. Users will still have the option to change the order.
- **Close Order For All Actions** – Prevents users from changing or receiving on the order.

**Note:** Manually closing a purchase order in NC E-Procurement via the ‘Close’ button does not integrate with NCAS.

1. To access the ‘Close’ button, users will search the system by entering the purchase order number into the ‘Order ID’ field of the ‘Search’ portlet.

**Note:** Users can also search for the purchase order using various search filters by selecting ‘Purchase Order’ under the ‘Search’ tab.
2. The search results are displayed. Click on the Order ID or Title of the order you wish to close.

**Note:** The same screen is displayed without returned Search Results or information in the Search Filters if you select ‘Purchase Order’ from the ‘Search’ tab on the Home Dashboard. Enter the search criteria for the purchase order you wish to close and click ‘Search.’

3. Click the ‘Close’ button at the top of the screen displaying the purchase order.
4. Select the correct option from the ‘Close Order’ drop-down menu and click ‘OK.’ Comments can also be added at this time.

**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 set to ‘Yes’, and an ‘Integration Status’ of ‘Receipt Pushed.’ 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.’

Insert comments to be added to the purchase order.
5. To reopen an order that has been manually closed to receiving or all actions, search for the purchase order and click the ‘Reopen’ button.
VI. Adding Approvers to a Receipt

Users are able to manually add an approver or approvers to a receipt.

1. After entering the number accepted and the packing slip info, click ‘Next.’

2. Click on the ‘Approval Flow’ tab.
3. Click the ‘Add Approver’ button.

4. Select the approver and where they should be added in the approval flow, and click ‘OK.’

Note: Approvers should be added after the system generated approver.
5. The approver has been added to the receipt approval flow. Click 'Submit.'
VII. Approving or Denying Receipts

Receipt approvers can chose to approve or deny a receipt.

1. Receipts that need to be approved will appear in the ‘To Do’ portlet. Click the ‘Receipt ID.’

Note: Receipts that need to be approved can also be accessed by going to ‘Manage,’ then ‘Receive,’ and searching for the Requisition ID, Order ID or Receipt ID.

2. Click ‘Approve’ or ‘Deny’ accordingly.
3. If a receipt is denied, comments on why the receipt was denied are required.

4. 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 in ‘Composing’ status.