

# Receiving a Line Item

## Introduction

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. Purchase order failures must be resolved before receiving can occur.



## Learning Objectives

At the end of this job aid, **you will be able to:**



Access Receipts in Guided Buying and Expert View.



Accept and Reject line items.



Reopen an order and unreceive upon it.

# Receiving a Line Item

## Desktop vs. Central Receiving

1 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 shipments 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.

**A. 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.

**B. 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.

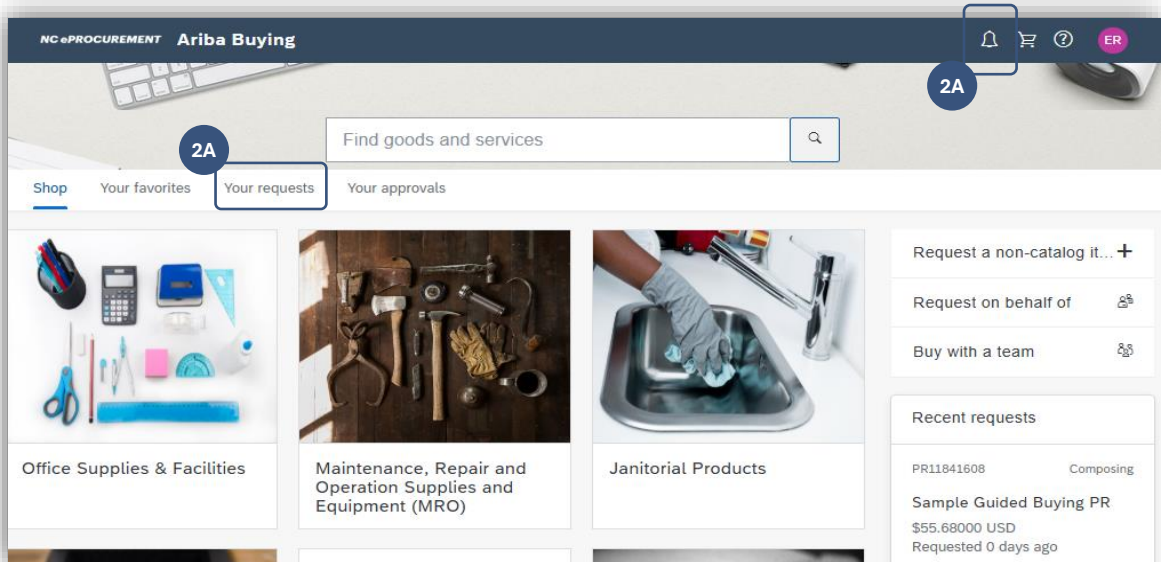
**Receipt Email Notifications:** An automated email message is sent to the receiver reminding the user to receive a specific order when the purchase order is generated. However, it is critical that the receiver waits until the products have arrived and check the quality and quantity before receiving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

## Access Receiving through Guided Buying

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

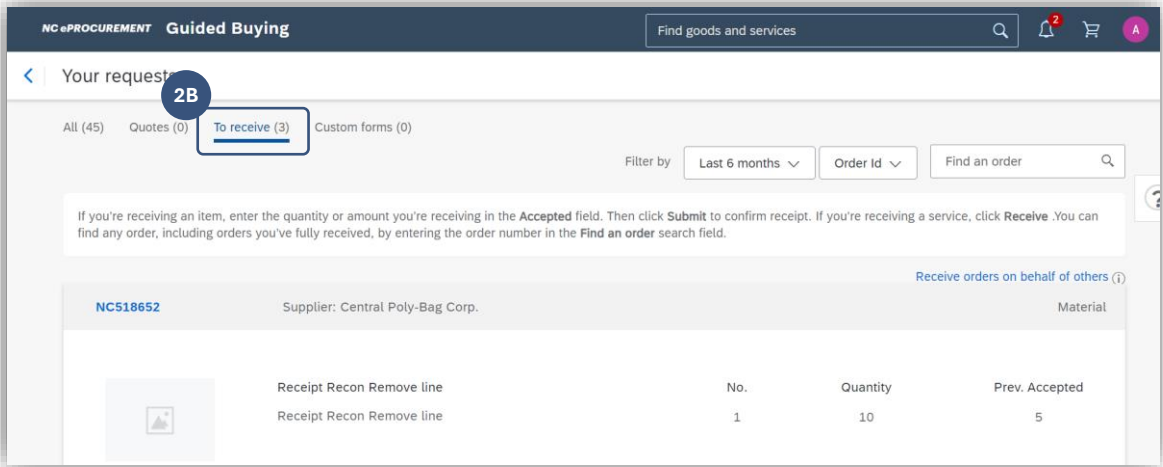
**A.** From the Guided Buying Landing Page, there are two ways to access Receiving:

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

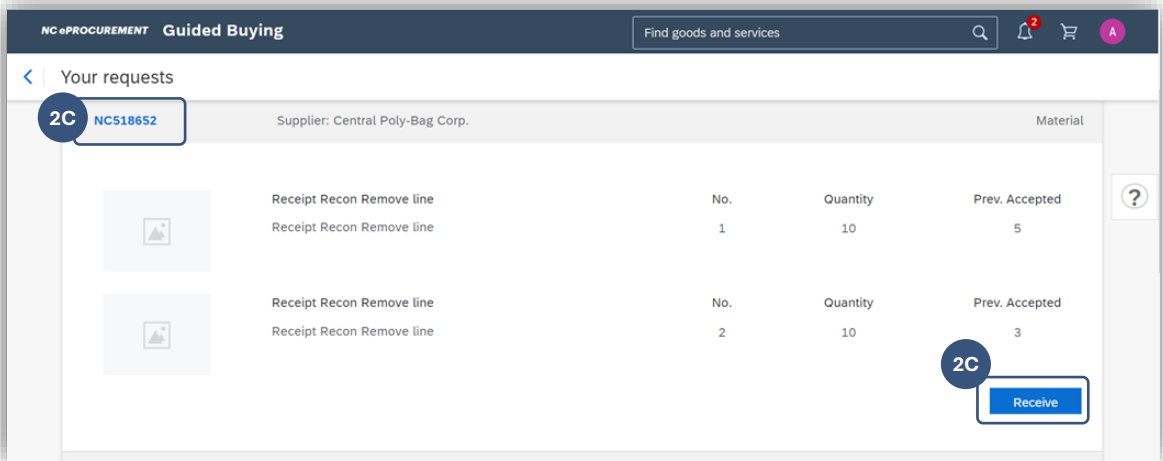


# Receiving a Line Item

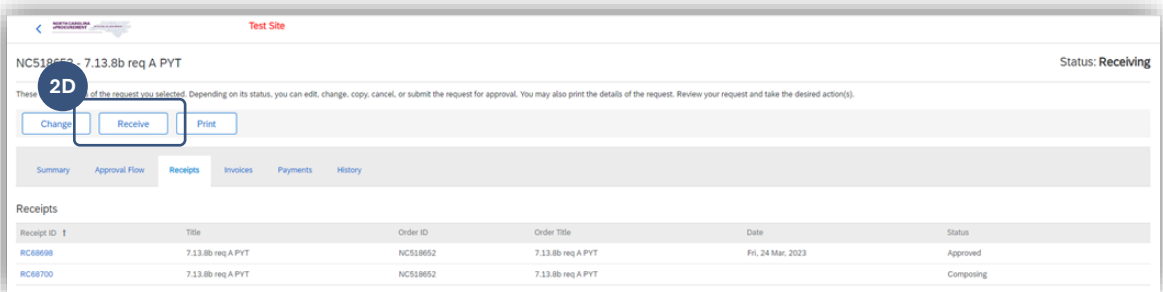
- B.** In the **To Receive** tab, find the purchase order waiting to be received by looking through the list, or searching by Order ID, Supplier ID, or Supplier Name in the search bar in the top right of the screen.



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



- D.** The Purchase Order summary page will display, with an option to **Receive** on the top left of the screen.

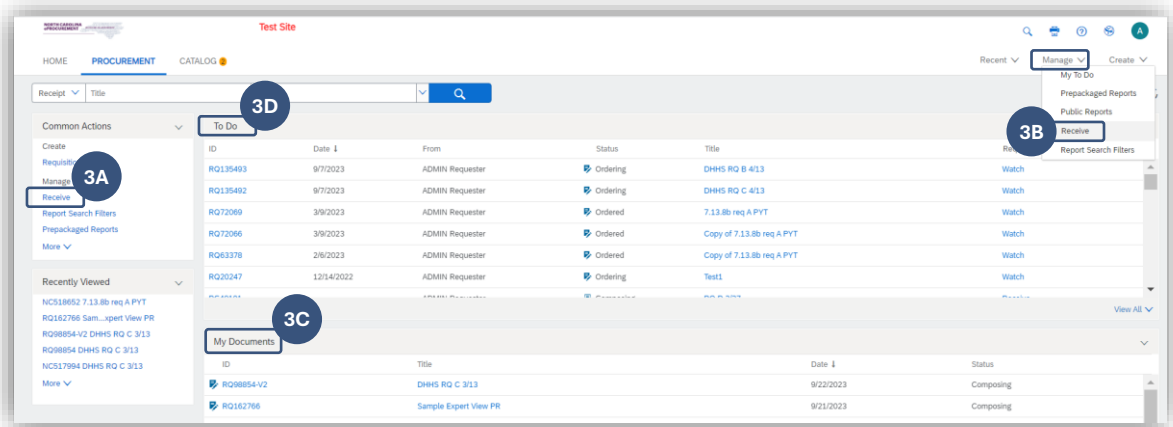


# Receiving a Line Item

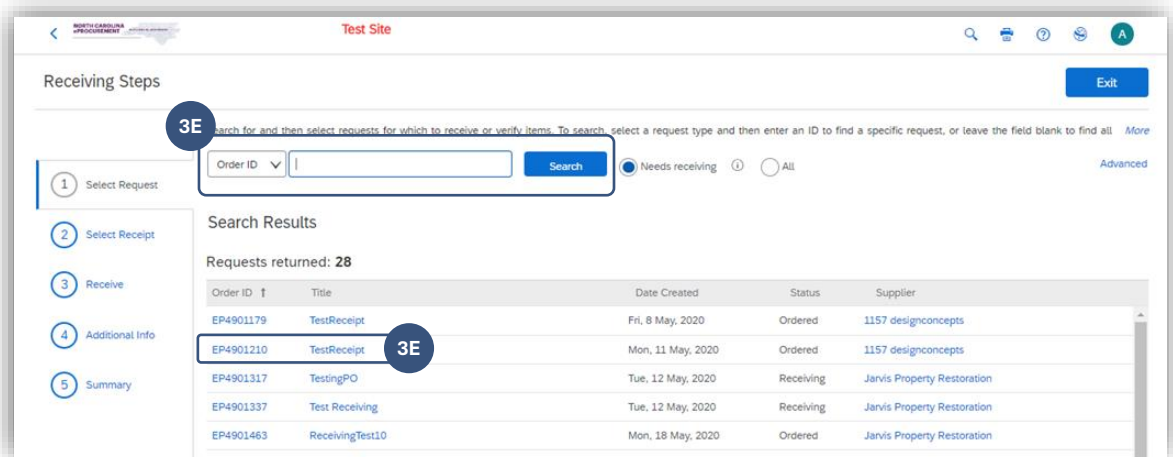
## Access Receiving through Expert View

3 There are multiple options to access Receiving in Expert View.

- 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.



- E. 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.



# Receiving a Line Item

## Accepting Line Items

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

A. 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.

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.

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.

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.

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

C. Click the **Submit** button.

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

Receiving Steps Receipt RC4627: EP4901469 - ReceivingTest3

Prev Next Submit Exit

For a receipt, indicate the amount or quantity to accept or reject for each line item, and the date received. If you reject receipt line items, you must provide comments to explain your action.

This receipt, when submitted, will close the order for receiving as the Close Order option is set to Yes.

Order ID: EP4901469 Date: Mon, 1 Jun, 2020

Order Title: ReceivingTest3 Processing Status: Receiving

Buying Entity: LREG

FOB Code: (NCAS) 001 - Destination freight paid by vendor and included in price. Title passes upon receipt. Vendor files any claims.

My Labels: Apply Label... ⓘ

Line Items - Receive by Quantity											
No.	Quantity	Full Description	Unit	Supplier Part Number	Prev. Accepted	Prev. Rejected	Accepted	Rejected	Total Received	Date Received	Packing Slip
1	10	TestReceipt	each		0	0	10	0	10	Mon, 1 Jun, 2020	

Update Totals

Close Order:  Yes  No ⓘ

Comments - Entire Receipt

Comments:

Attachments - Entire Receipt

Add Attachment

# Receiving a Line Item

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

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 NCFS. If the receipt does not pass validation in NCFS, users may receive two emails. The first email is sent to let the user know the receipt has successfully transmitted to NCFS. The second means that the receipt failed to pass NCFS validation.

Once a receipt is submitted, the subsequent Receipt ID is automatically created. This new Receipt ID will be in **Processing** status until NCFS sends a response to Ariba, which will switch the Receipt to **Processed** status.



# Receiving a Line Item

## Rejecting Line Items

5 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 NCFS 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.

A. 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 NCFS.



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

B. Click the **Next** button.

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



The **Return By** field does not connect to NCFS, 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** does not connect to NCFS and does not need to be filled out.

D. Click the **Submit** button.

The screenshot shows the 'Receiving Steps' interface for Receipt RC4525: EP4901458 - ReceivingTest. The interface includes a navigation sidebar with steps 1-5, a 'Summary' tab, and a 'Line Items - Receive by Quantity' table. The table has columns for No., Quantity, Full Description, Unit, Supplier Part Number, Prev. Accepted, Prev. Rejected, Accepted, Rejected, Total Received, Date Received, and Packing Slip. A callout '5A' points to the 'Rejected' column for line item 1, which has a value of 3. A callout '5B' points to the 'Submit' button in the top right. A callout '5C' points to the 'Rejection Reason' field, which contains the text 'Items were broken.' A callout '5D' points to the 'Submit' button in the top right. Other fields include Order ID, Order Title, Buying Entry, FOB Code, My Labels, Return By, Email, Goods Return Tracking Number, and Comments.

No.	Quantity	Full Description	Unit	Supplier Part Number	Prev. Accepted	Prev. Rejected	Accepted	Rejected	Total Received	Date Received	Packing Slip
1	10	TestReceipt	each		0	0	0	3	3	Mon, 1 Jun, 2020	

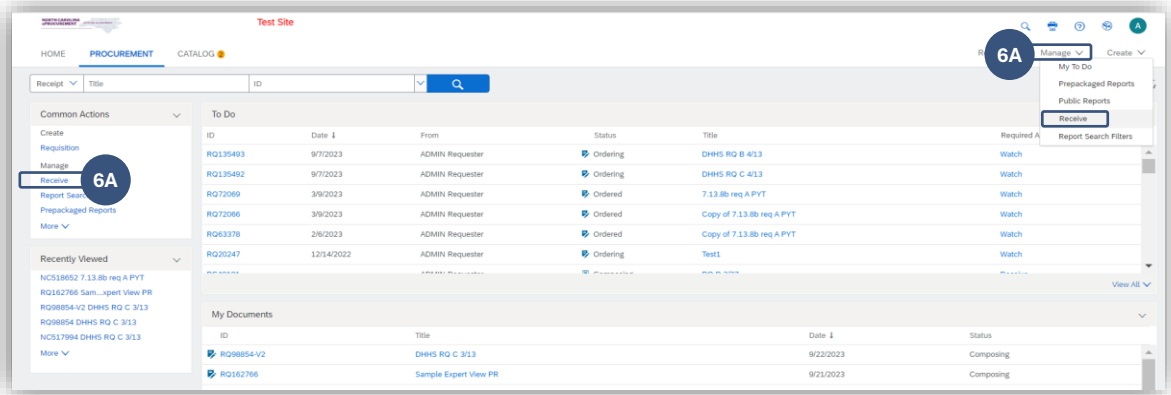
# Receiving a Line Item

## Reopening a Closed Order

6

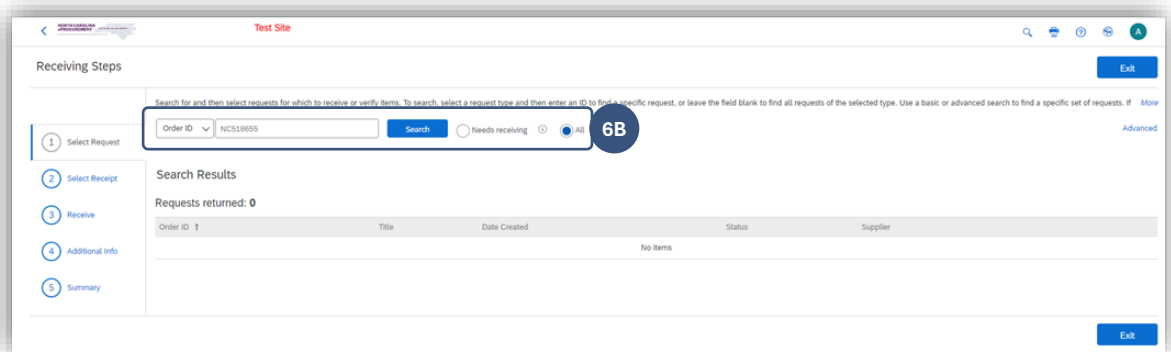
Once an order has been fully received or the **Close Order** option has been set to **Yes** in Ariba, the status of the purchase order will be **Received**. This indicates that the order has been completed and is closed in NC eProcurement. Users may reopen a closed order by following these steps.

**A.** To begin reopening an order, select the **Receive** command in Expert View from either the **Manage** dropdown or the **Common Actions** portlet.

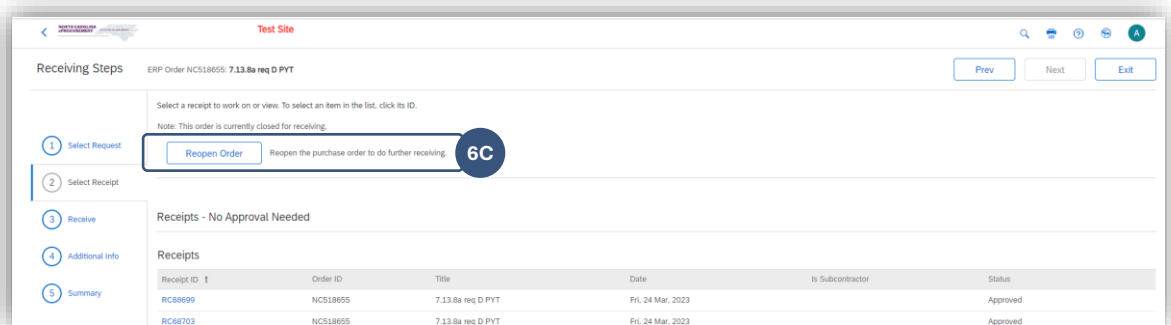


**B.** Due to the purchase order being fully received and closed, it will not appear in the list of purchase orders that require receiving. Instead, receivers must use the search bar at the top of the **Receiving Steps** screen to locate the closed purchase order that needs to be reopened.

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



**C.** 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**.



**D.** Once the order is reopened, the receiver may then submit a receipt to unreceive items (see next section).



# Receiving a Line Item

## Backing Out Previously Accepted Items / Unreceiving Items

7 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.

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

A. 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).

Receivers cannot unreceive an amount greater than what has previously been accepted.

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

B. Click on **Submit**.

No.	Quantity	Full Description	Unit	Supplier Part Number	Prev. Accepted	Prev. Rejected	Accepted	Rejected	Total Received	Date Received	Packing Slip
1	10	TestReceipt	each		10	0	-3	0	7	Tue, 2 Jun, 2020	

# Receiving a Line Item

## Adding Approvers to a Receipt

8 If a receiver has a reason to add an approver to a receipt, they can do so manually.

A. 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).

B. Click the **Approval Flow** tab at the top of the page before hitting the **Submit** button.

The screenshot shows the 'Receiving Steps' page for Receipt RC4624-NC518563-ReceivingTest5. The 'Summary' tab is active, and the 'Approval Flow' tab is highlighted with a blue circle labeled '8B'. The page displays receipt details: Order ID: NCS18563, Date: Tue, 2 Jun, 2020, Order Title: ReceivingTest5, Processing Status: Receiving, Buying Entity: 138G, and FOB Code: (NCAS) 001 - Destination freight paid by vendor and included in price. Title passes upon receipt. A table titled 'Line Items - Receive by Quantity' is shown with a blue circle labeled '8A' around it. The table has columns for No., Quantity, Full Description, Supplier Part Number, Prev. Accepted, Prev. Rejected, Accepted, Rejected, Total Received, and Packing Slip. The first row shows 10 units of 'TestReceipt' with 5 units accepted. Below the table is an 'Update Totals' button and a 'Close Order' section with radio buttons for 'Yes' and 'No' (selected).

No.	Quantity	Full Description	Supplier Part Number	Prev. Accepted	Prev. Rejected	Accepted	Rejected	Total Received	Packing Slip
1	10	TestReceipt	each	0	0	5	0	Tue, 2 Jun, 2020	1234

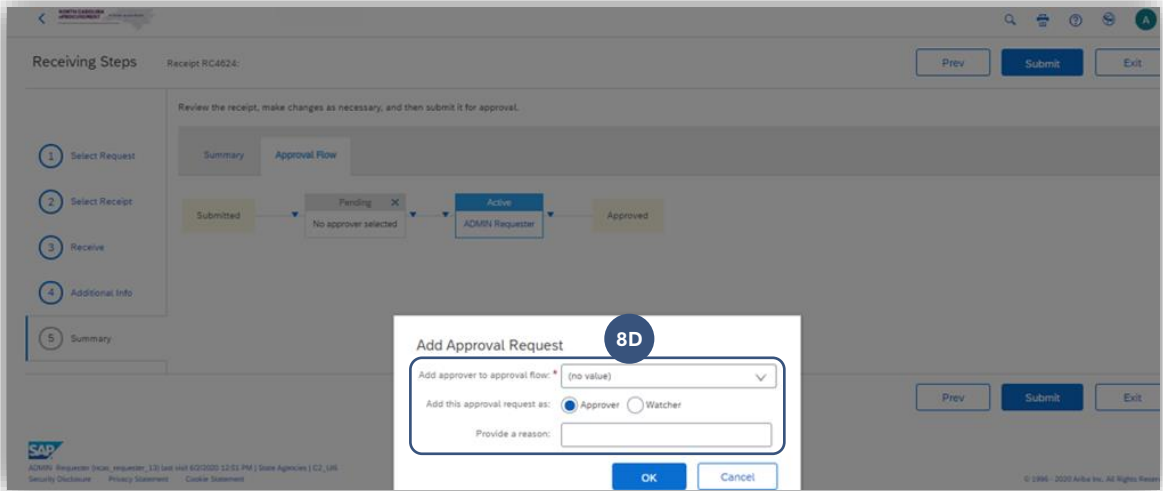
C. Click on a blue arrow to add an approver.

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.

The screenshot shows the 'Receiving Steps' page for Receipt RC4624-NC528563-ReceivingTest5. The 'Approval Flow' tab is active, and a flow diagram is shown with a blue circle labeled '8C' around a blue arrow. The flow starts at 'Submitted' and goes to 'Approved'. A dropdown menu is open over the blue arrow, showing options: 'Add Serial Approver' and 'Add Parallel Approver'.

# Receiving a Line Item

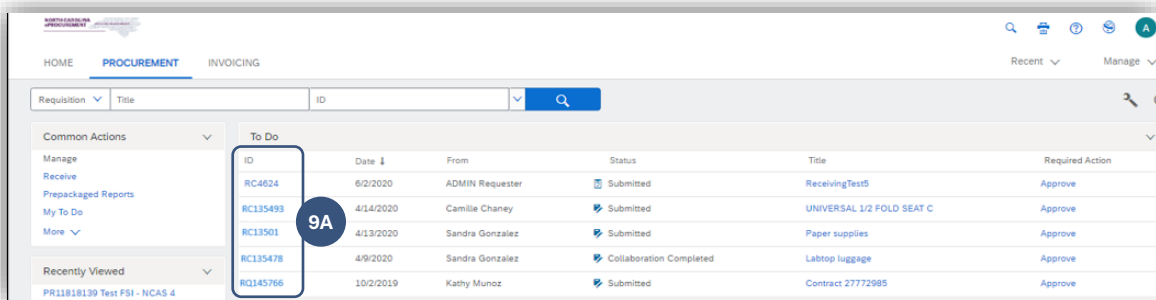
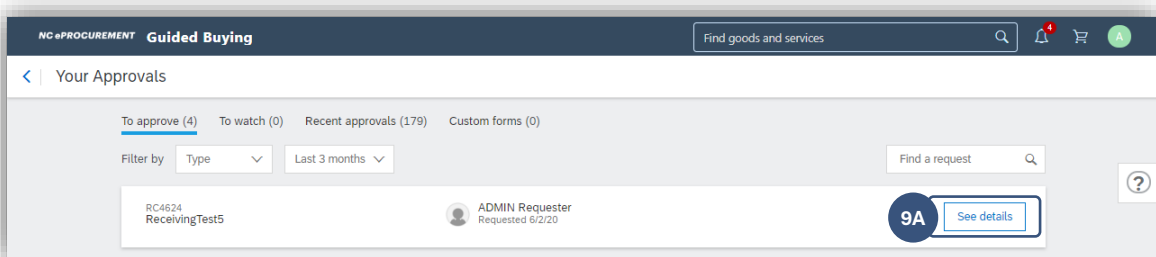
**D.** In the **Add Approval Request** pop-up window, select the approver to add, whether they will be an approver or watcher, and a reason for adding them, then click **Submit**.



## Approving or Denying Receipts

**9** 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.

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



# Receiving a Line Item

**B.** This brings up the Approve/Deny screen. Click **Approve** or **Deny** accordingly.

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

RC4624 - ReceivingTest5 Status: Submitted

These are the details of the request y... Depending on its status, you can edit, change, copy, cancel, or submit the request for approval. You may also print the details of the request. Review your request and take the desired action(s).

**9B**

Summary Approval Flow History

Order ID: NCS18563 Date: Tue, 2 Jun, 2020  
 Order Title: ReceivingTest5 Processing Status: Receiving  
 Buying Entity: 13EG  
 FOB Code: (NCS) 001 - Destination freight paid by vendor and included in price. Title passes upon receipt. Vendor files any claims.  
 My Labels: Apply Label... (i)

Line Items - Received by Quantity

No.	Quantity	Full Description	Unit	Supplier Part Number	Prev. Accepted	Prev. Rejected	Accepted	Rejected	Total Received	Date Received	Packing Slip
1	10	TestReceipt	each		0	0	5	0	5	Tue, 2 Jun, 2020	1234

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

Test Site

Deny - Comments

Explain why you denied this request. Other users will see your comments.

You chose to deny RC4624.

Comments:

**9C**

Archive items to label:

**C.** 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.

Receiving Steps ERP Order NCS18563 : ReceivingTest5

Select a receipt to work on or view. To select an item in the list, click its ID.

**9C**

You do not have the required permissions to edit the receipts.

Receipts - Approval Needed

Receipt ID	Order ID	Title	Date	Status
RC4624	NCS18563	ReceivingTest5	Tue, 2 Jun, 2020	Denied

Receipts - No Approval Needed

Receipt ID	Order ID	Title	Date	Status
RC5379	NCS18563	ReceivingTest5		Composing

# Receiving a Line Item

## Manually Closing Orders

10

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.

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

Approval Flow: No Choice  
Close Order: Custom  
Date Created: From: Tue, 19 May, 2020 To: Tue, 2 Jun, 2020  
Date Ordered: No Choice  
FOB Code: No Choice  
Order ID: NCS18563

Receipt ID (any receipt):  
Receipt Status (any receipt): No Choice  
Requester: (select a value) [select v]  
Regulation ID:  
Status: No Choice  
Supplier: (select a value) [select]

Search Results Found 1 Item

Order ID	Type	Title	Status	Date Created	Supplier Name	Total	Buying Entry	Pass To Budget Officer	FOB Code	Flow
NCS18563	Test PSI - NCS	Ordered	2 Jun 2020	Forms & Supply, Inc-PSIoffice	\$89,28480 USD	13EG	No	(NCS) 001 - Destination freight paid by vendor and included in price. Title passes upon receipt. Vendor files any claims.		10A

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

Change Cancel Close 10B

Summary Approval Flow Receipts Invoices Payments History

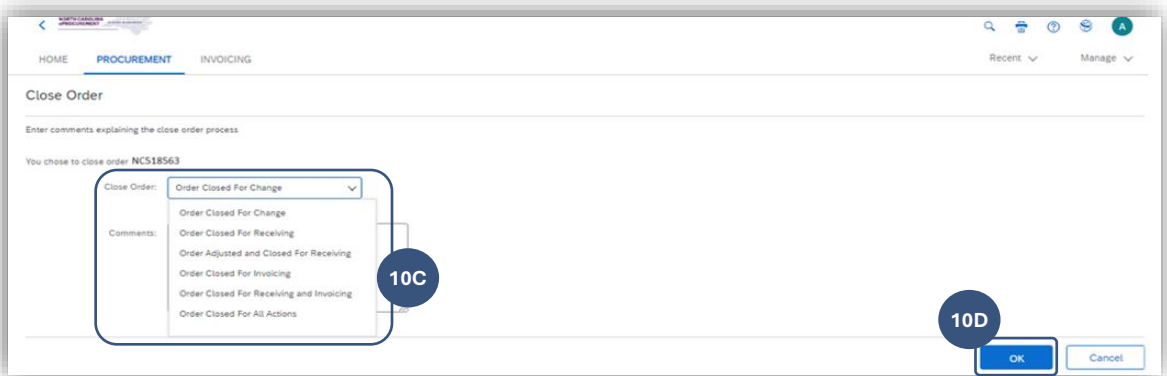
Order ID: NCS18563  
Version: 1  
Order Confirmation Status: Unconfirmed  
Title: Test PSI - 6  
Entity: 13 - Department of Administration  
Supplier: Forms & Supply, Inc-PSIoffice  
Contract ID: C454  
Contact: Forms & Supply, Inc-PSIoffice  
Close Order: Open  
Pass To Budget Officer: No  
FOB Code: (NCS) 001 - Destination freight paid by vendor and included in price. Title passes upon receipt. Vendor files any claims.  
Bypass Approval Flow:  
My Labels: Apply Label...

# Receiving a Line Item

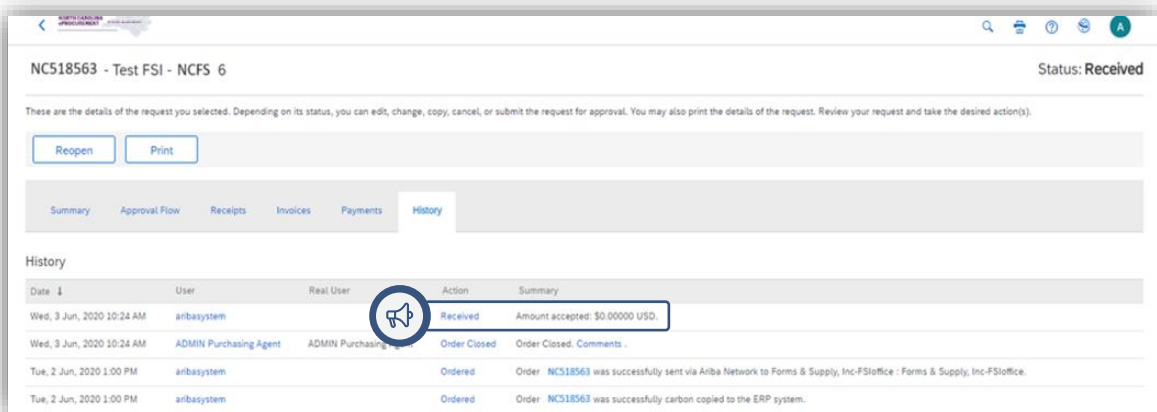
C. On the **Close Order** screen, a drop-down menu provides six options to choose from, as well as a comment field. The six options and their definitions are as follows:

- **Order Closed for Change** indicates that the purchase order cannot be changed further.
- **Order Closed for Receiving** indicates that there can be no further receiving against this purchase order.
- **Order Adjusted and Closed for Receiving** indicates that orders can be adjusted to reflect the amount or quantities received and then closed for receiving.
- **Order Closed for Invoicing** indicates that there can be no further invoicing against this purchase order.
- **Order Closed for Receiving and Invoicing** indicates that there can be no receiving or invoicing for the purchase order.
- **Order Closed for All Actions** indicates that there can be no changes, receiving, or invoicing for the purchase order.

D. Click the **OK** button.



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 **History** tab displays two additional lines of information, one stating **Order Closed** and the other **Received** with an **Amount accepted: \$0.00 USD**.



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