Secure Source to Pay (SS2P)

Receipting and Returns

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Purpose

The purpose of this document is to provide information on the Purchase to Pay (P2P) system.

Before reviewing this document, please first read the **web3 P2P User Guide – Getting Started,** which covers general operation and singing in.

The content of this document defines in explicit detail:

- The fundamental framework which constitutes the Purchase to Pay (P2P) core system.
- The standard user interactions associated with the operation of the completed system.

Receipting

Receipt Order Lines

Receipting takes place against a particular order by raising a **Goods Receipt Note** (GRN). Before that can happen, **Receipters**, or **Requisitioners** if they are allowed to receipt their own orders, must first locate the order to receipt against.

Using the Orders Ready for Receipting Screen

The **Receipt Purchase Orders** screen displays all **Approved Requisitions** that have **Purchase Orders** generated for them.

Find an order to receipt

1. Click the **Receipt Goods and Services** link on the navigation menu, or the dashboard link in **Order Management** indicating the number of orders ready for **Goods Receipting** to display the Receipt Purchase Orders Screen.
2. Un-check the **Hide Received Orders** option to include all fulfilled orders.
3. Enter the order reference in the search box, and click **Search**.
4. If found, the Order displays on the screen

Note: You can filter orders for receipting by delivery from/to date and you can clear filters by clicking the **Clear** button.

5. If you cannot locate the reference, verify you entered it correctly or alternatively, use the **Date** field to show the *last x days*, or enter dates in the **Delivery From & To** fields.
6. Click the **Search** button. This should resolve the situation.
7. Click the **View** link to review the order to confirm it is correct.
8. If some, or all, of the products have been delivered, click the **Select** link to receipt the order.

Raise a Goods Receipt Note

This screen is used to record receipt of goods and services against their corresponding order lines.

Entering Receipt Details

It is possible to confirm the selected order is most appropriate for the received goods and services by clicking the **+** icon against the order number. This expands and reveals the purchase order details. Clicking the **-** icon collapses the details again.

1. Confirm or enter:
    a. Date of Delivery
    b. Advice Note Number
    c. Advice Note Date
2. Enter any comments in the **Delivery Notes** text box.

Selecting which Lines to Receipt

Each line of the original order is summarized with its line number, product code and description. In most cases this should be sufficient enough information for the Receipter to identify the received goods or services from the list of order lines.

To select the appropriate lines for receipting:

3. Choose the **Receipt Goods and Services** menu item, then find and select an order relevant to the goods received, as described in the steps above.
4. If you can identify the received goods from the summary details list, select the check box of each line with goods received.
5. If all lines had some or all of their goods received, click the **Select All** button.

Note: Click the **Deselect All** button if done in error.

6. If matching a particular received item is difficult against order line summaries, click the **+** icon on the order line bar to expand. The details of that line expands on screen.

Note: From these additional details it is possible to see the quantities delivered to the company to date, and of those quantities, how many were accepted or rejected or which are currently in dispute. Also, of the rejected quantities, how many are expected to be replaced. It is also possible to see where in the company these goods are destined, by clicking **the Chart of Accounts** button from the expanded details area. This invokes an information pop-up display.

7. It is possible to expand all order line summary bars at once by clicking the **Expand Details** button. You can reverse this by clicking the **Collapse Details** button.
8. After confirming the entire quantities of all the received order lines are completely fulfilled, or after manually selecting fulfilled quantities, click the **Populate Selected for Full Delivery** button.

Note: You can completely reset the whole selection activity by clicking the **Reset Selection(s)** button.

Recording the Delivery

When selecting a line from the order line list area of the screen, the line expands to reveal the goods and services receipting record, in editable form, ready for input.

Note: The denomination for recording goods is in *units* (i.e. quantities – the number of units), and the denomination for recording services is in *value* (i.e. the proportion of the monetary charge for service). For documentation purposes, please note the term *amount* is used to generically describe quantity (for goods) and value (for service).

9. To record immediate delivery into the company, enter only the amount received into the **Delivered** box.

Note: You can amend the receipt at a later date for recording the outcome of delivery inspections.

10. To record the post-inspection delivery details during receipt note creation, follow the above step, then:
    a. Enter into the **Rejected** (For replacement) box the amount from the delivery that is to be rejected to supplier awaiting replacements.
    b. Enter into the **Rejected** (No replacement) box the amount from the delivery that is to be rejected and possibly scrapped with no replacements expected.
    c. Select a reason for the rejection.

Note: Choosing the correct box to use for rejections is important because it affects the **Amount Remaining** calculations for each line.

You can activate an input assistant, and the relevant figures added through the wizard-style assistant, to ensure the figures recorded do not fall out of balance due to a typing or mathematical mistake (e.g. cannot reject more than what delivered). This assistant can be optionally invoked by clicking the **Show** button. Using the assistant is just a case of answering the questions on screen, then clicking the **Continue** button after answering each one.

11. If the amount delivered is sufficient to fulfill the order amount, and no further deliveries are expected for that line, select the **Finish Receipting** check box. This tidies up the financials for cases where not all the original order amount is expected to be fulfilled, and remove the line from any further receipting

Note: If further deliveries are received against a line marked as **Finished Receipting**, those additional items are considered and processed as **Over Receipts**.

Generating the Goods Receipt Note

A Goods Receipt Note (GRN) is generated upon successfully saving the receipting details.

12. Once you add all receipting details, click the **Submit** button to save them, and to generate the GRN in the system.
13. If all recorded deliveries are within their original order amounts, the GRN is generated.

Over Receipting Goods and Services

If any deliveries were entered with amounts greater than the amounts remaining against those order lines, a GRN will not generate until these **Over Receipts** are acknowledged.

14. Choose to accept or reject each Over Receipt by clicking the appropriate **Accept** or **Reject** button.

Note: When more than one Over Receipt is identified in one receipt creation, it is possible to either accept all lines or reject all lines at once, by clicking the appropriate buttons.

15. Once you make the appropriate selection, click the **OK** button to save, which allows the GRN to generate.

Note: Any remaining Over Receipts (accepted) will then automatically be sent for **Over Receipt Approval**. This approval scheme has levels so there might be multiple **Approvers** approving each Over Receipt, dependent upon the potentially increased value of the whole order line if the over receipt was to be accepted. The over receipt might be accepted in full, partially, or fully rejected. The outcome automatically updates to the GRN, with any rejected amounts added to the **Reject** (No Replacement) box. The accepted amounts cause the original order amount to increase, with the increased amount showing in the **Accepted** box.

Amend Goods Receipt Notes

The Amend Receipt screen displays all the created GRNS.

Find a receipt to amend

1. Click the **Amend Receipt** menu item on the navigation menu. This displays the **Amend Receipt** screen. Un-checking the **Ready for Archive** option includes all archived GRNs.
2. Enter the reference for the receipt in the search Box, and click the **Search** button.
3. If found, the **Receipt** displays on the screen.
4. You can also filter GRNs by delivery from/to date.

Note: Click the **Clear** button to reset filters.

5. If the reference is not found, verify you entered it correctly or alternatively, use the **Date** field to show the *last x days* e.g. Last 365 days, or enter dates in the **Date** field, and click the **Search** button. This should resolve the situation.
6. Click the **View** link to review the GRN to confirm it is the correct receipt.
7. Click the **Select** link to amend the GRN.

Amend the Receipt

1. Amend any header-level information by reselecting them. You can also add Amendment Comments.
2. Select which lines to receipt using the same buttons and combinations of buttons as used when initially recording the receipt details during GRN creation. Refer to the Selecting which Lines to Receipt section for further details.
3. Select the check box on the order summary line to expand and reveal the recorded balances. There is a slight change/addition of balances automatically when the initial receipt was saved.

Note: The **Delivered** amount entered during creation is now placed at the start of the line and is not modifiable.

The **Accepted** box calculated in the background upon initially saving the GRN. It is the delivered amount minus any rejected and disputed amounts.

The **Disputed** field holds any amount currently progressing through the over receipt approvals process. Any amounts is generally, automatically redistributed to either the **Accepted** box (for accepted approval) and/or the **Rejected** (No Replacement) box once approval has finished.

Moving around the balances in this screen requires care not to allow the overall total to fall out of balance. A wizard-style assistant is available to facilitate error-free amending by clicking the **Show** button under the **Assistant** heading of that line.

Click the **Continue** button after answering each question in the assistant, or click the **Back** button (when available) to return to the previous question.

If the delivered value of a service is to be decreased, the system prompts for a confirmation that a credit note needs creating. This prompt can be overridden if no credit note is required.

4. When you amend all details and balances, click the **Submit** button to complete and save the amendment.

All Receipts

You can view all receipted goods and services from this menu item. You can also expand the receipted order line details on the screen, in the same way you can expand against the original order.

Using the All Receipts Screen

Find a Goods Receipt Note

1. Click the **All Receipts** link on the navigation menu.
2. Enter the reference for the GRN in the search box, and click the **Search** button. If found, the GRN displays on the screen.
3. Alternatively, determine a range of GRNs to display on the screen by selecting how far back the list should begin using the **Date** drop down. Click the **Search** button to display the range of orders on the screen.

Viewing Receipt Details and Order Attachments & Audit Trail

From the **View Receipts** screen, it is possible to expand a receipt's details, and view the order's attachments and audit trail.

View Receipt Details

1. Having located the required GRN, click the corresponding **View** link.
2. The receipt's details are expanded to a full screen view.
3. You can customize the presentation of data by clicking the Customize button and adding or removing data items as required.

Note: This **Document** tab provides the only **Back** button to return to **View Receipts** view.

View Order Attachments

1. Once you locate the particular receipt and viewed it, click the **Attachments** tab.
2. If there are attachments in the order during the checkout stage, they are listed on this tab for selection.
3. Click the attachment icon at the start of the line to access the attachment.
4. Alternatively, use the **Modify Order Level Attachments** and **Upload** button functionality to add any new attachments

View Order Audit Information

1. Once you locate the particular receipt and viewed it, click the **Audit Trail** tab.
2. An audit log of all system activities derived from that order is listed.

Viewing in Alternative Currencies

It is possible to view the order's values in an alternative currency.

1. Select an alternative currency at the top of the **Document** tab.
2. Clicking the **Show Conversion** button. All the values on screen are then converted to that currency.

Over Receipting Approvals

All business processes that ultimately effect a change in a purchase order are consolidated into a set of rules. These rules are applied to all associated approval schemes; one such rule being a configurable option to determine what gets sent to approvals in the event of an over receipt occurring:

- The additional value (difference between the original order and the amended increased value)
- The whole amended order value (pre amendment order value plus amended increased amount)

The **Over Receipting Approvals** consists of three stages, each needing approval before progressing to the next (unless any one of them rejects the Over Receipt):

1. Product Category
2. Financial Approval
3. Budget

With the exception of the **Budget** scheme, the remainder generally follow the process described in this section.

Approval Options

Generally, only upward amendments for line value are sent for approval. Any line value that remains the same after amendment or any line value that decreased will not be sent for approval.

The process for over receipt approval is a multi-tiered format based upon value breaks. Typically, each over receipt is approved by at least one Approver. Then, dependent upon the over receipt approval value, the over receipt ascends through as many subsequent levels as deemed legible by way of matching its value against each subsequent level band, until reaching a band outside its level.

Within each level, the Approver can either:

- **Accept:** accept the over receipt in full
- **Part Reject:** accept some and partially reject the rest
- **Reject:** reject the over receipt in full

Approving an Over Receipt

1. Click the **Manage Approvals** menu item on the navigation menu, then click the **Awaiting Your Approval** tab.
2. Select an over receipt to approve.
3. Choose from three buttons:

a. **Accept** button to accept all the over receipt amount. The over receipt will then ascend to the next level for that Approver to confirm the same, or to differ from the previous Approver's choice of accepting the item.
b. **Part Reject** button and enter the amount for rejection. The over receipt ascends to the next level for that Approver to confirm the same, or to differ from the previous Approver's choice of how much to part accept/reject.
c. **Reject** button to immediately reject the over receipt from approvals and back to the Receipter.

The approved over receipt then amends the order to increase those approved over receipt lines by the approved quantity/value.

Rejected over receipts also:

- Roll back changes made to the PO
- Roll back ledger changes
- Set the GRN as rejected

View Receipts in Approval

This menu item shows all GRNs submitted for approval, which is a standard option when receiving more items than were ordered (i.e. Over Receipting). The receipt also appears in the **Manage Approvals** screen of the **Financial Approver** who originally approved the associated order.

Using the View Receipt Notes Screen

Find a Goods Receipt Note

1. Select the **View Receipts** under the **Approval** tab on the navigation menu.
2. Enter the reference for the GRN in the search box. Click **Search**.
3. If found, the GRN displays on the screen.
4. Alternatively, determine a range of GRNs by using the **Date** field. Click **Search**.

Note: You can view receipt's details, order attachments, and audit trail by selecting the document in the same method as viewed from the **View Receipts** screen.

Returns

Request Return

Returns take place against a particular order by raising a **Returns Note**. In its initial state the **Returns Note** acts as a request for the supplier to review and either accept or reject the goods for collection by the supplier.

Using the Request Return Screen

Find a receipted order to return

1. Choose the **Request Return** link on the navigation menu.
2. Enter the reference for the order in the search box. Click **Search**.
3. If found, the order will be display on the screen.

4. Alternatively, determine a range of orders by selecting from the **Date** dropdown. Click **Search**.

View Order Details

1. To expand the order details to full page, click the link of the appropriate row.
2. To add internal, external, or buyer comments to the order, click the appropriate **Add** button after selecting the **Hide/Unhide Notes** link.
3. Click the **Customize** button to add or remove data items as required.
4. To view the order values in an alternative currency, select the required currency at the top of the screen. Click the **Show Conversions** button.
5. To view order attachments, click the **Attachments** tab
6. To view the order's audit trail, click the **Audit Trail** tab
7. To view the budget information, and if permitted to do so, click the **Budget Display** tab.
8. To return to the receipted orders display, click the **Back** button from the **Document** tab.

Raise a Returns Note

Select an Order to Return

1. Once you locate a receipted order to return, click the corresponding **Select** button to expand its details and present the returns information for completing.
2. Against the appropriate order line, enter the quantities to return in the appropriate **Returns** fields.
3. Select a **Return Reason** from dropdown provided.
4. Enter a collection date, or select a date from the calendar icon.
5. When you enter all returns information, click **Submit** to save the information and generate the **Returns Note**.
6. The Returns Note generation screen confirms the auto-generated reference number.

View Requested Returns

When returning goods to suppliers who are set up to use the Supplier Portal, and where the **Auto Accept Returns** indicator in the **Supplier Setup** function is set to **False**, an initial supplier approval process is triggered. All returns are first placed in a **Requested Returns** queue for the supplier to accept or reject.

This menu item reminds the Receipter of the returned goods to process. Accepted returns move the request into **Manage Collections**, and rejected returns are displayed in **View Rejected Returns**.

View Rejected Returns

This menu item displays any rejected returns requests. When a supplier rejects a return request, the process to resolve the issue must take place out of the system, for resolutions ro further process in the system.

Manage Collections

This menu item presents two sets of returns:

1. For suppliers set up with **Auto Accept Returns** indicator set to **True**, this function lists all returns raised by the Receipter in **Request Return**.
2. For suppliers set up with **Auto Accept Returns** indicator set to **False**, this function lists all returns manually accepted.

Monitoring Collections

Find a Goods Receipt Note

1. Click the **Manage Collections** link on the navigation menu.
2. Enter the reference for the **Returns Note** in the search box. Click **Search**.
3. If found, the **Returns Note** displays.
4. Alternatively, determine a range of Returns Notes by selecting a date. Click **Search**.

View a Returns Note

1. To expand the **Returns Note** details to full page, click the **View** link in the appropriate row.
2. Click the **Customize** button to add or remove data items as required.
3. To view in an alternative currency, select the required currency at the top of the screen and click the **Show Conversions** button.
4. To view order attachments, click the **Attachments** tab
5. To view the order's audit trail, click the **Audit Trail** tab
6. To view the budget information, and if permitted to do so, click the **Budget Display** tab.
7. To return to the list of returns awaiting collection, click the **Back** button.

Acknowledging Collection of Goods

Mark Goods as Collected

1. Once you locate the appropriate **Returns Note**, click the **Select** link to expand its details to full page.
2. Confirm the goods are collected by clicking the **Collected** button.
3. Alternatively, click the **Exit** button to return to the list of returns without acknowledging a collection.

Collected Returns

This menu item presents all Returns Notes acknowledged by the Receipter as being collected.

The means of finding and viewing a particular Returns Note is the same as used in the Manage Collections menu.