

## Receiving Corrections or Returns

### Rejected Items

The Reject field is to be used to record product or service that is being rejected at the time of receipt and not after it's been recorded as received. This field should never be used to correct or to adjust previously entered receipt values **or** to denote items being returned to the vendor after they were officially received.

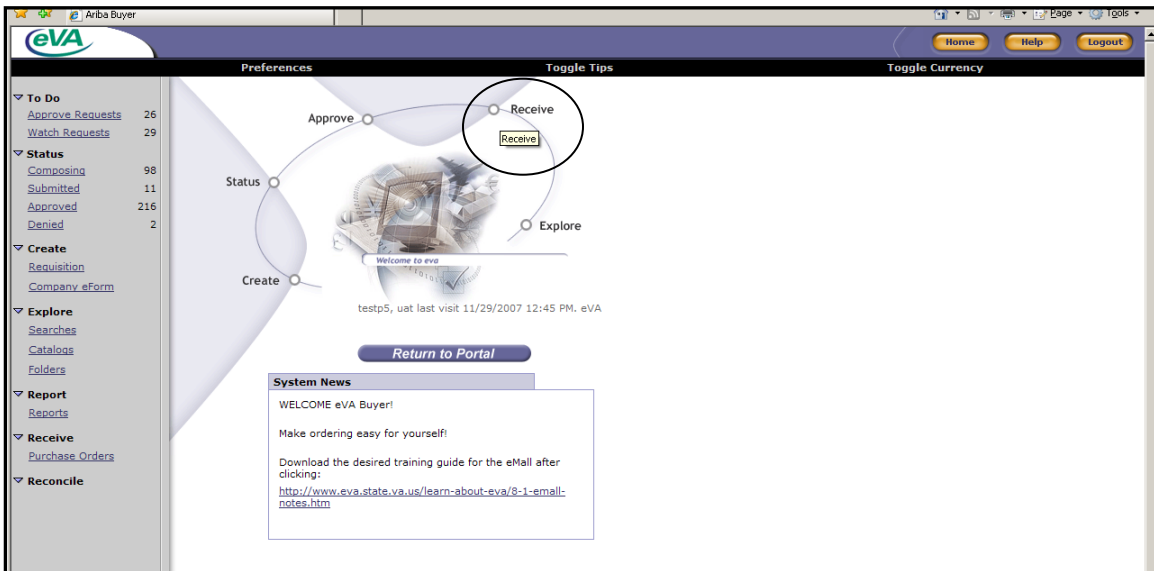
If an error is made in the quantity being rejected, and the error is discovered the same day the receipt has processed, the receiver can open up the processed receipt, click the EDIT button and make the appropriate changes to the Rejected number. If the error is discovered anytime AFTER the day the receipt is processed, the correction must be made by entering a negative number in the REJECT field. This resets the rejected quantity back to the correct number.

NOTE: In order to decrease the number of items previously accepted, you must process a new receipt, entering a negative number in the Accept/Return field.

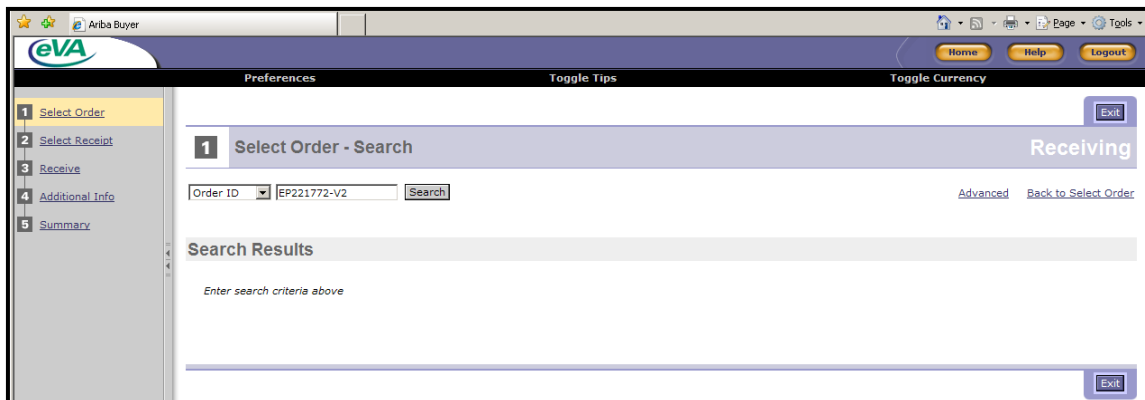
### ***Entering a Correction or Return on a Closed order (PR in Received status)***

NOTE: If the PR is NOT in Received status – refer to the section labeled “Entering a Correction or Return on a non-closed Order”.

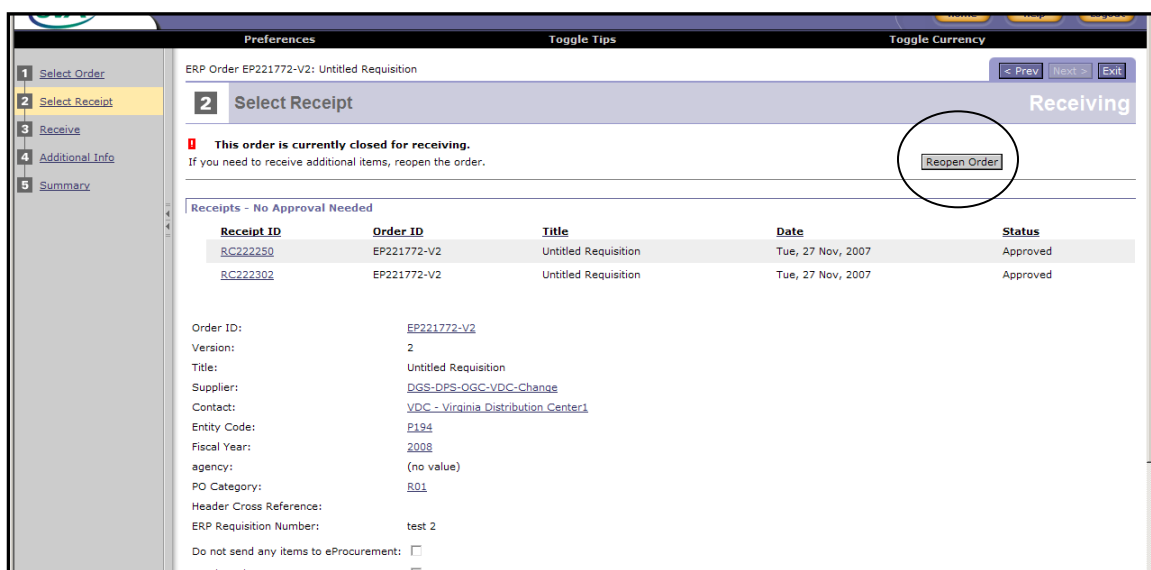
1. Click the Receive button on the eVA Shop Now page.



- When you see the below Receiving screen, enter the order number in the Search field, as shown:



- When the applicable screen appears for the closed order, click the Reopen Order button.



4. Review the below fields. A NEW receipt is created (note the new RC number – top of screen)

If no values (negative or positive) are to be added at this time, click the EXIT button and then click “**Save** this request” to save the new receipt. (Do not click the No radio button next in the ‘Close Order?’ field. This leaves the requisition in the Receiving status so the preparer can process a change order. Otherwise – proceed to the next step.

Receipt RC222309: EP221772-V2 - Untitled Requisition

3 Receive Items

Accept All

Line Items - Quantity Receiving Needed							
No.	Quantity	Description	Unit	Prev. Total	Accept/Return	Reject	Date Received
1	1	BEANS LIMA, GREEN 6/10	case	0	0	0	Today

Line Items - Quantity Fully Received							
No.	Quantity	Description	Unit	Prev. Total	Accept/Return	Reject	Date Received
2	1	BEAN RED KIDNEY US FANCY 6/10	case	1	0	0	Today
3	1	MAP, STATE, VIRGINIA (BUNDLE)	bundle	1	0	0	Today

Order ID: EP221772-V2  
 Order Title: Untitled Requisition  
 Supplier: DGS-DPS-OGC-VDC-Change  
 Contact: VDC - Virginia Distribution Center1  
 Header Cross Reference:  
 Close Order: ?  Yes  No  
 Date: Today, 11:21 AM

On a prior receipt for this order, the receiver chose to CLOSE the order although Item 1 was not fully received. (This explains why there is no ‘Prev Total’ amount and the order was “closed”.) See Caution statement about closing out orders *short*.

5. Enter a negative quantity to be backed out of the total received, as shown:

Receipt RC222314: EP221772-V2 - Untitled Requisition

3 Receive Items

Accept All

Line Items - Quantity Receiving Needed							
No.	Quantity	Description	Unit	Prev. Total	Accept/Return	Reject	Date Received
2	1	BEAN RED KIDNEY US FANCY 6/10	case	0	0	0	Today

Line Items - Quantity Fully Received							
No.	Quantity	Description	Unit	Prev. Total	Accept/Return	Reject	Date Received
1	1	BEANS LIMA, GREEN 6/10	case	1	-1	0	Today
3	1	MAP, STATE, VIRGINIA (BUNDLE)	bundle	1	0	0	Today

Order ID: EP221772-V2  
 Order Title: Untitled Requisition  
 Supplier: DGS-DPS-OGC-VDC-Change  
 Contact: VDC - Virginia Distribution Center1  
 Header Cross Reference:  
 Close Order: ?  Yes  No  
 Date: Today, 10:34 AM  
 Processing Status: Receiving

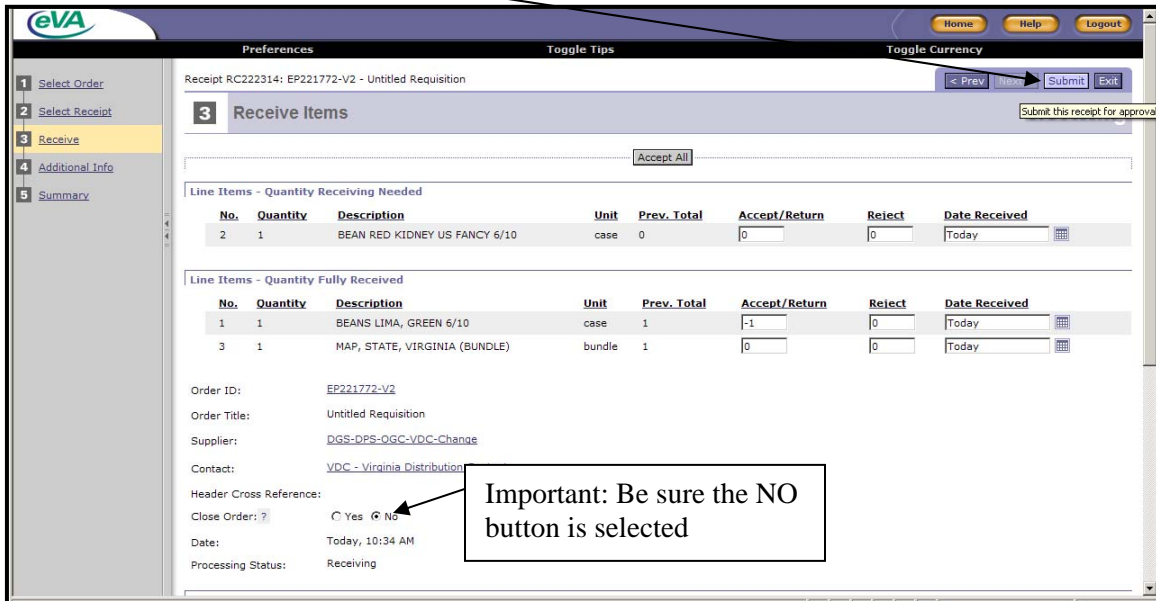
Comments - Entire Receipt  
 Comments: This item was found to be damaged and is being returned for replacement.

Enter a REASON for the return in the Comments field

**IMPORTANT INFORMATION!**

As a receiver, you have a choice to CLOSE out the order without having received all the goods/services by clicking the 'Yes' button next to the field "Close Order:?". This is referred to as 'closing the order short'. This action is strongly discouraged because the vendor will be charged the full eVA 'order fee', regardless. Instead – leave the order OPEN and reduce the quantities on the Purchase Requisition. If necessary, contact the original preparer of the requisition to request a change.

6. Click the Submit button, as shown:



The following screen appears:



Let's look at the audit trail for the receipt you just processed!

7. You can go back to the order in Receiving by selecting the first [select] option on the above screen.



## RECEIVING ADJUSTMENTS

When you re-enter the order in Receiving – the newly processed receipt appears as well as a NEW receipt in composing status because the system assumes there is more to receive since the Prev Total is less than the Order quantity.

ERP Order EP221772-V2: Untitled Requisition

2 Select Receipt

Receiving

Receipts - Approval Needed

Receipt ID	Order ID	Title	Date	Status
RC222317	EP221772-V2	Untitled Requisition		Composing

Receipts - No Approval Needed

Receipt ID	Order ID	Title	Date	Status
RC222250	EP221772-V2	Untitled Requisition	Tue, 27 Nov, 2007	Approved
RC222302	EP221772-V2	Untitled Requisition	Tue, 27 Nov, 2007	Approved
RC222313	EP221772-V2	Untitled Requisition	Thu, 29 Nov, 2007	Approved
RC222314	EP221772-V2	Untitled Requisition	Today, 10:34 AM	Approved

Order ID: EP221772-V2  
Version: 2  
Title: Untitled Requisition  
Supplier: DGS-DPS-OGC-VDC-Change  
Contact: VDC - Virginia Distribution Center1  
Entity Code: P194  
Fiscal Year: 2008  
agency: (no value)  
PO Category: R01

8. If you click on the new receipt (RC222317) – you will see that since the previous amount received was backed out on Item 1, the “Prev Total” has reverted back to ZERO.

This receipt is ready for new entries when the replacement product is shipped by the vendor.

Receipt RC222317: EP221772-V2 - Untitled Requisition

3 Receive Items

Accept All

Line Items - Quantity Receiving Needed

No.	Quantity	Description	Unit	Prev. Total	Accept/Return	Reject	Date Received
1	1	BEANS LIMA, GREEN 6/10	case	0	0	0	Today
2	1	BEAN RED KIDNEY US FANCY 6/10	case	0	0	0	Today

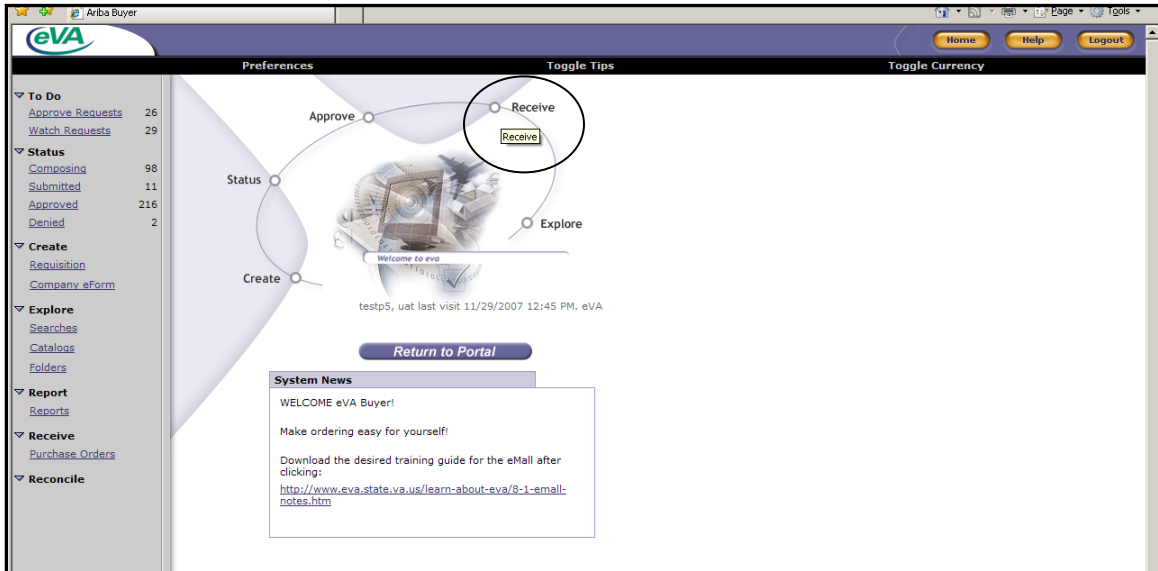
Line Items - Quantity Fully Received

No.	Quantity	Description	Unit	Prev. Total	Accept/Return	Reject	Date Received
3	1	MAP, STATE, VIRGINIA (BUNDLE)	bundle	1	0	0	Today

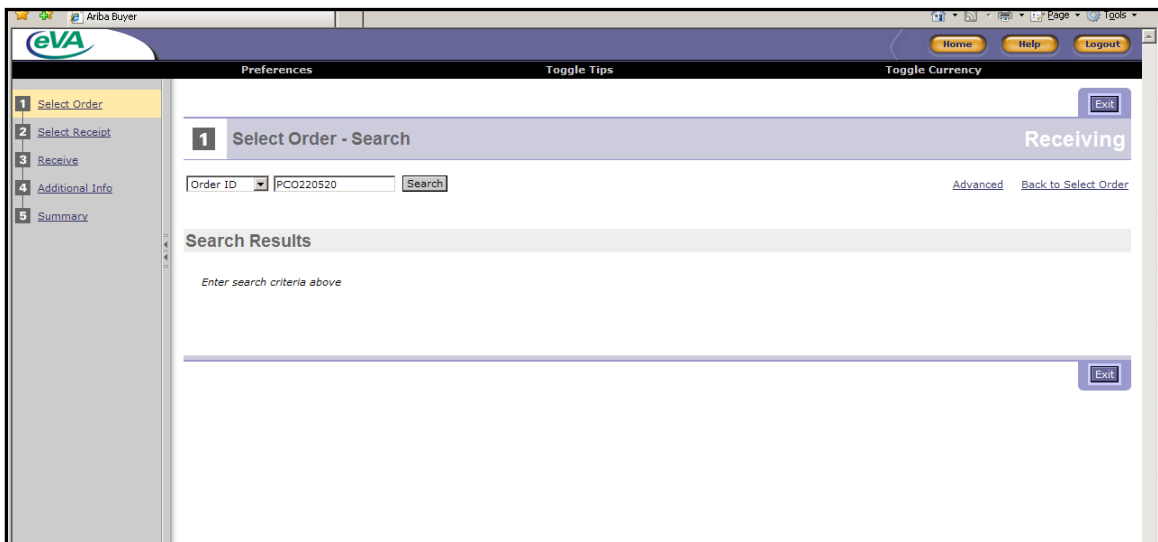
Order ID: EP221772-V2  
Order Title: Untitled Requisition  
Supplier: DGS-DPS-OGC-VDC-Change  
Contact: VDC - Virginia Distribution Center1  
Header Cross Reference:  
Close Order: ?  Yes  No  
Date: Today, 10:53 AM  
Processing Status: Receiving

## Entering a Correction or Return on a non-closed order (PR in Receiving status)

1. Click the Receive button on the eVA Shop Now Home page.



2. When you see the below Receiving screen, enter the order number in the Search field, as shown:



- Since the order is not closed, you will automatically be taken to Step 3 in the left menu. The receipt, in Composing status, automatically appears:

Receipt RC222298: PCO220520 - Neg Rcvg Test - Script 21

3 Receive Items Receiving

Accept All

No.	Quantity	Description	Unit	Prev. Total	Accept/Return	Reject	Date Received
1	4	APPLE personal Laser Writer EPS	each	1	0	0	Today

Order ID: [PCO220520](#)  
 Order Title: Neg Rcvg Test - Script 21  
 Supplier: [Ecke Legal Name Change](#)  
 Contact: [Ecke - Manassas](#)  
 Header Cross Reference:  
 Close Order: ?  Yes  No  
 Date: Today, 11:08 AM  
 Processing Status: Receiving

Comments - Entire Receipt

Comments:

Add Attachment Delete

Accept All

- Back out the receiving on this item, with an appropriate reason in the Comments field:

Receipt RC222298: PCO220520 - Neg Rcvg Test - Script 21

3 Receive Items Receiving

Accept All

No.	Quantity	Description	Unit	Prev. Total	Accept/Return	Reject	Date Received
1	4	APPLE personal Laser Writer EPS	each	1	-1	0	Today

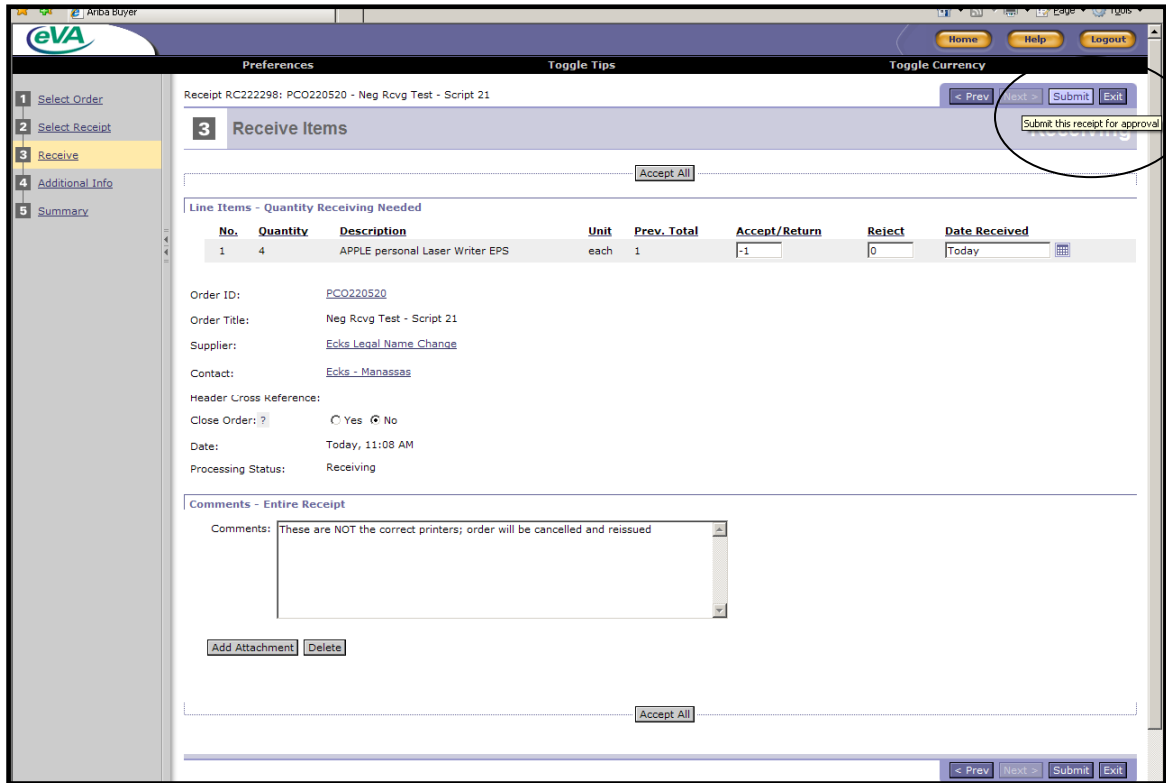
Order ID: [PCO220520](#)  
 Order Title: Neg Rcvg Test - Script 21  
 Supplier: [Ecke Legal Name Change](#)  
 Contact: [Ecke - Manassas](#)  
 Header Cross Reference:  
 Close Order: ?  Yes  No  
 Date: Today, 11:08 AM  
 Processing Status: Receiving

Comments - Entire Receipt

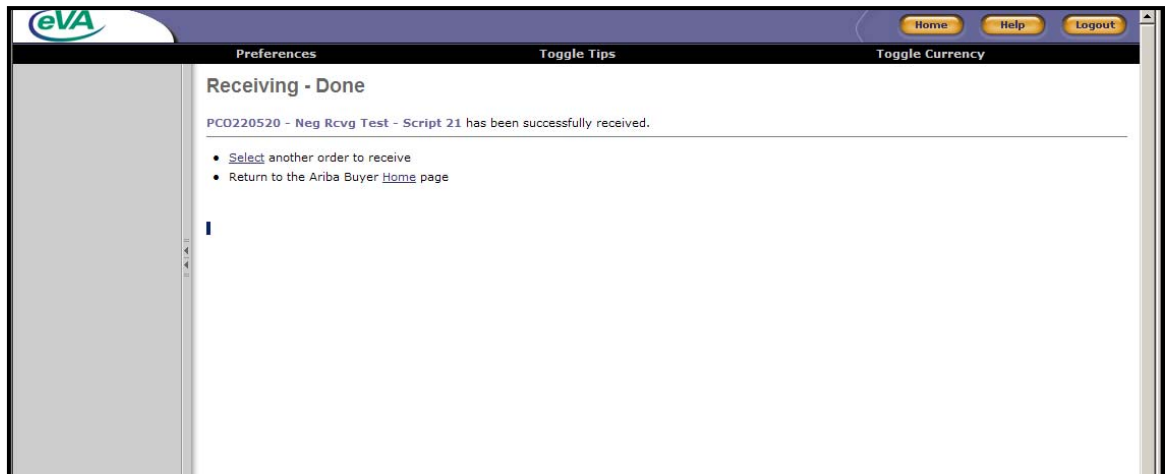
Comments: These are NOT the correct printers; order will be cancelled and reissued

Add Attachment Delete

5. Click the Submit button, as shown:



6. The following screen appears, awaiting next action.





## RECEIVING ADJUSTMENTS

### IMPORTANT RECEIVING POINTS:

- Orders in Closed status must be reopened before an item, previously received, can be 'backed out'.
- To accurately process a change to a requisition, the order associated with the change must be first reopened, if applicable.
- To process a PRICE change on a non-catalog item previously received, it will first be necessary to BACK OUT all quantities previously received by doing negative receiving on the item(s). NOTE: If the order is in closed status, it must first be reopened. After the price change is made, receiving must be re-done.
- All quantities to be backed out on a receipt should be entered as a negative number in the Accept/Return field.
- Do NOT close an order out *short*. The original preparer of the requisition should always make an adjustment to the requisition if the item(s) will not be delivered or replaced by the vendor.
- If a change requisition is processed to reflect a quantity that equals the adjusted total received, the PR will automatically move to RECEIVED status.
- A PR can be cancelled if ALL items previously received on the PR have been completely backed out.

*NOTE: Exercise caution when canceling a requisition. If multiple orders to different vendors exist on the same requisition, canceling the requisition will cancel ALL orders associated with the requisition. If necessary, create a change to decrease the quantity on the applicable line item(s) to ZERO.*

- Although receipt of all items on a PR may be backed out, the PR, which had previous receiving done against it, will remain in Receiving status and will not revert back to Ordered status.
- Refer to the approved receipts to see details of the backed out item(s). New receipts will show ONLY the new/adjusted quantity in the "Prev. Total" field.
- If a receiver goes into a receipt to back out receiving done THAT day, the option to EDIT the processed receipt will be provided, rather than an option to 'back out' receiving done that day.