

Goods receipts and ECC Inbox

KB0010077



60 views

A goods receipt will need to be created for most items you order before the vendor can get paid (Office Depot orders through the eMarketplace are one exception). In most cases, you can confirm goods any time after a purchase order has been created. However, your cost center will be charged as soon as a goods receipt is created, so it is a good practice to create the confirmations as soon as you receive each item.

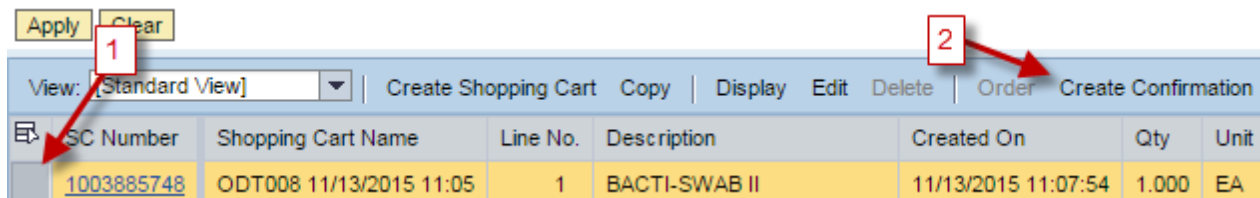
Note: The terms "goods receipt," "GR," "confirmation" and "receive an item" are all interchangeable.

There are a few ways to create a goods receipt.

Through your shopping cart history

If you see your cart on the **Go Shopping > Go Shopping** page, you can access the **Create Confirmation** screen directly from there.

1. Navigate to **Go Shopping > Go Shopping** and highlight a cart by pressing the gray box to the left of its number.
2. Choose **Create Confirmation** from the toolbar.



3. On the **Create Confirmation** page that appears, find the item(s) you want to confirm and enter the amount in the **Confirm Quantity** field.
 - a. If you'd like to confirm the entire PO at once, you can use the **Copy All Outstanding Quantities** button.
4. Click **Confirm** and then **Yes** on the Confirm Document window that appears.

Create Confirmation: 6001000048

Confirm | Print Preview | Check | Close | Save | System Information | Create Memory Snapshot | Related Links ▾

Number 6001000048 Purchase Order Number 2002779793 Status In Process Confirmed Value

4 Overview | Header | Item | Notes & Attachment | Approval | Tracking

Confirmation Name: Reference Document:

* Delivery Date:

To confirm: Update the "Confirm Quantity" field or select the "Last Delivery" checkbox and choose "Confirm".

▼ Item Overview

3a **3**

Details | Add Item ▾ | Copy | Paste | Duplicate | Delete | Copy All Outstanding Quantities

Line Number	Item Type	Product ID	Description	Product Category	Outstanding Quantity	Confirm Quantity	Unit	Price
1	Material	182331	TB KINYO...	41110000	3	3	PAC	49.57
2	Material	11755	GRINDER...	41100000	2	0	CV	71.54

Note: DO NOT attach invoices on this page because Accounts Payable is NOT able to see the invoices submitted this way. Please write the PO number on the invoice (if missing) and email it to either JHIinvoices@jhmi.edu or POexceptions@jhmi.edu, depending on the type of vendor. See the [AP Invoices – Purchase Order Only](#) webpage for more information.

Through Create Documents: Confirmation

If you know the purchase order number or if you have multiple POs to confirm, it may be easier to create the good receipts using the Confirmation link.

Note: If you have the "Central Receiving" tab in your SAP portal, you will need to use it to confirm goods for POs you did not create.

1. Navigate to **Go Shopping > Go Shopping** and select **Confirmation** on the left sidebar
2. In the search window that appears, type your PO number in the **Purchase Order Number** field or cart number in the **Shopping Cart Number** field and click **Search**. When your PO appears in the search results below, click **Continue**.
3. On the **Create Confirmation** page that appears, find the item(s) you want to confirm and enter the amount in the **Confirm Quantity** field.
 - a. If you'd like to confirm the entire PO at once, you can use the **Copy All Outstanding Quantities** button.
4. Click **Confirm** and then **Yes** on the Confirm Document window that appears.

Create Confirmation: 6001000048

Confirm | Print Preview | Check | Close | Save | System Information | Create Memory Snapshot | Related Links ▾

Number 6001000048 Purchase Order Number 2002779793 Status In Process Confirmed Value

4 Overview Header Item Notes & Attachment Approval Tracking

Confirmation Name: Reference Document:

* Delivery Date: 02/19/2016

To confirm: Update the "Confirm Quantity" field or select the "Last Delivery" checkbox and choose "Confirm".

▼ Item Overview

3a

Details Add Item ▾ Copy Paste Duplicate Delete Copy All Outstanding Quantities 3

Line Number	Item Type	Product ID	Description	Product Category	Outstanding Quantity	Confirm Quantity	Unit	Price
1	Material	182331	TB KINYO...	41110000	3	3	PAC	49.57
2	Material	11755	GRINDER...	41100000	2	0	CV	71.54

Note: DO NOT attach invoices on this page because Accounts Payable is NOT able to see the invoices submitted this way. Please write the PO number on the invoice (if missing) and email it to either JHInvoices@jhmi.edu or POexceptions@jhmi.edu, depending on the type of vendor. See the [AP Invoices – Purchase Order Only](#) webpage for more information.

Through MIGO – Goods Movement

MIGO – Goods Movement is a very powerful transaction that allows you to perform various goods receipt actions on any PO at Johns Hopkins. For this reason, this transaction is restricted, and functions within may be restricted further. See the [MIGO guide](#) for more information.

Through your ECC Inbox

Navigate to **SAP > ECC Inbox** and open any "Resolve Invoice Blocked for Quantity Difference..." item. Find the **red line item** in the **Purchase Order History** section. The number in the **Quantity** column will show you the amount you need to confirm to release the invoiced line item for payment. You may need to use the scrollbar on the right side of this section to find it. **No matter the type of PO or what the price may show, only pay attention to this value.**

Purchase Order History

Category	M	Posting Date	Posted By	Quantity	Order Unit	Unit Price	Amount	Attachments	Invoice
Invoice		08/05/2016	Byron Dingle	1.700	Dollar	1.00	1.70	Display	Paper I
Invoice		08/05/2016	Byron Dingle	1.700	Dollar	1.00	1.70	Display	Paper I
Invoice		08/05/2016	Byron Dingle	864.890	Dollar	1.00	864.89	Display	Paper I
Invoice		08/08/2016	Suzanne Griffith	1.700-	Dollar	1.00	1.70-		Paper I
Invoice		08/19/2016	Byron Dingle	1,197.600	Dollar	1.00	1,197.60	Display	Paper I
Invoice		08/29/2016	Helen Hedrick	94.960	Dollar	1.00	94.96		Paper I
Invoice receipt subtotal:				77,245.540	Dollar		77,239.97		
				2,584.850-	Dollar		2,603.93-		
Quantity differences:				2,584.850-	Dollar		2,603.93-		

You will find possible options for resolution to take below this **Purchase Order History** section.

Enter a Goods Receipt

Enter a Goods Receipt

Please enter the quantity of any additional goods or services for the invoice line item(s) above.

Quantity

Type the **Quantity** you wish to confirm in the field, click **Submit** and then click the **Update Workflow** button at the top of the window to close the work item and return to your inbox. **Remember to confirm the number in the QUANTITY field of the red line, regardless of the type of PO.**

Change the Purchase Order

Change the Purchase Order

If you want to increase the quantity of the Purchase Order for this line item due to an overshipment or duplicate shipment in which you are accepting and to keep the additional goods and have the authorization or have received the approval to do so, then enter the additional quantity and provide an explanation in the comments section after clicking on the Submit button. A work item with your request will route to a buyer in the Supply Chain Shared Services Organization. After the Purchase Order has been changed, a goods receipt can be entered to match the invoice.

You cannot confirm any amount greater than what the PO is set up for, so use this option to request the indicated line be increased. The Submit button will bring up a text field for you to leave a note for the procurement specialist who created your PO with all relevant details of your request. This is a requirement and may result in your request being rejected if the information is not sufficient.

- Ex. "I received 3 clamps and would like to keep them. Please increase the line on the PO so I can create the additional goods receipt."

Cancel the Invoice

Cancel the Invoice

If the invoice entered is incorrect, please call the vendor to send a new corrected invoice. Press the Submit button to send a work item to Accounts Payable Services to cancel the invoice. If the invoice is a duplicate to one previously entered for this Purchase Order Line item, then this invoice will be canceled.

Sometimes the invoice will cause the QDIFF and have to be handled by an Accounts Payable processor. You should use the **Cancel the Invoice** option in any of the following instances:

- The invoice was entered incorrectly

- The invoice needs to be transferred to a different PO
- The invoice is posted to the incorrect PO or line item
- The same invoice number is posted two or more times, NOT if there are multiple invoices with different invoice numbers
- A credit memo has been submitted

You are required to leave a note with all relevant information instructing Accounts Payable what to do.

- Ex. "Please transfer this invoice to PO 2003123456."
- Ex. "The amount on the invoice was entered incorrectly. Please remove and re-enter it with the total in the quantity field."

Defer the Work Item

Defer the Work Item

If the goods related to the invoice(s) above were not yet received or services were not yet rendered and/or you want to defer this work please enter the number of days to defer the work item and click on the Submit button to execute. The work item will be deleted from your inbox for the number of days specified. The work item will return to your inbox if the invoice is still blocked after the number of days specified.

Day (s)

Unlike the previous three options discussed, **Defer the Work Item** is not a potential resolution option. It only allows you to temporarily remove the QDIFF item from your workflow for up to 10 days.

If you do not resolve these QDIFFs within seven days of receiving the notice, your supervisor will be notified.

Common QDIFF Scenarios

Resolving QDIFFs can be tricky, so this section will cover some of the more common scenarios to help you.

I already created my goods receipts, but the QDIFF keeps reappearing in my ECC Inbox

Invoices cannot be short-paid, so if you confirm an amount that is less than the QDIFF is requesting, it will continue to reappear in your ECC Inbox daily until it is resolved. **Be sure to always confirm the value in the red line's "Quantity" field, no matter what type of PO or what the price may show. Do not simply create a goods receipt for "1" unless that is the quantity.**

- Blankets and service agreement POs have the price listed in the quantity field, so you will still be confirming the quantity.
- The Purchasing department is automatically notified of and will resolve any price discrepancies.

To resolve this, simply create a new goods receipt to cover the difference. As long as the total confirmations match or cover the total on the invoices, the invoice can be processed.

I am unable to create a confirmation for my PO. What should I do?

If you have been invoiced for a quantity greater than what the purchase order was set up for, you will not be able to create a goods receipt. There are different steps to resolve the issue depending on the type of PO.

Standard Purchase order (not BLPO/SERV)

Scenario 1: You placed an order for 2 clamps, but the vendor sent you 3 and invoiced you for 3.

- **If you want to keep the extra item**, use the "Change the Purchase Order" option on the QDIFF work item in your ECC Inbox and leave a note to the buyer asking them to increase the line item to the quantity received. Alternatively, you can contact the buyer for your PO directly.
- **If you do not want to keep the extra item**, you will need to return it. (See the "How do I return an item?" section below.)

Scenario 2: You placed an order for 2 clamps, but the vendor sent you 2 and invoiced you for 3.

- Contact the vendor and request a credit memo for the additional item you were billed for. After the vendor agrees to send the credit, use the "Cancel the Invoice" option to let AP know it has been sent.
- When the vendor submits a credit memo, the additional invoice posting will be removed. However, you will still need to remove the extra goods receipts to get the confirmations removed to apply the credit to your budget. See the "I Need to Remove Some Goods Receipts" section below for more information.

Blanket or Service Purchase Order

Scenario 3: You set up a BLPO for \$10,000. The final invoice you received brought the total amount to \$10,025.

BLPO and SERV cart dollar amounts are not able to be increased. To resolve this:

1. Create a new BLPO/SERV cart to cover the amount on the invoice(s) that put the original BLPO/SERV over the limit.
2. In your ECC Inbox, find and open the "Resolve Invoice Block for Quantity Diff..." work item.
3. Scroll down and click the Submit button in the "Cancel the Invoice" section.
4. Type a note requesting that the invoice is canceled and transferred to the new BLPO number.

Repeat steps 2-4 for each invoice that you need to transfer.

5. Contact the vendor and ask it to use the new PO for any remaining invoices.
6. Contact the buyer for your original BLPO/SERV and ask them to close it once the invoice has been transferred.

I need to remove some goods receipts

If you need to remove a goods receipt due to accidentally confirming a larger quantity or receiving a credit memo, submit a support ticket to the [JHHS Supply Chain Portal](#). Be sure to provide the PO number and quantity you would like removed.

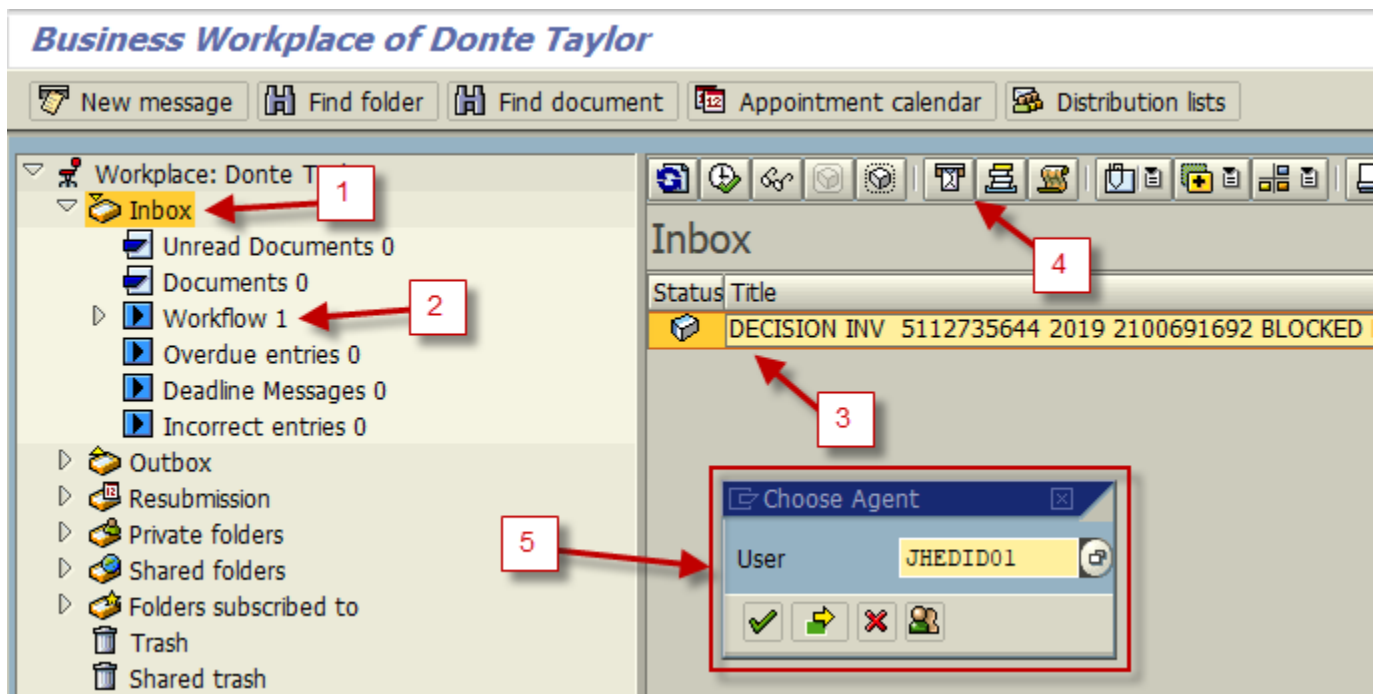
Goods receipts can also be removed using the MIGO – Goods Movement transaction. See the [MIGO guide](#) for more information.

This can be done before the credit memo is posted to the PO.

How do I forward an item in my ECC Inbox to another user?

Although it is uncommon, a work item may end up in your inbox that does not belong to you and will need to be manually forwarded to the correct user. Do not do this simply because you do not want to resolve the issue.

1. Open your **ECC Inbox**
2. Navigate to **Inbox > Workflow**
3. Click the work item you want to forward
4. Click the **Forward** button
5. On the window that pops up, enter the **JHED ID** of the person you want to forward the item to and then click the **green checkmark**



Most recent tasks [INC0025261 - PO Inquiry: 2003936230](#) [INC0022560 - PO Inquiry: 2004241046](#) [INC0022063 - PO Inquiry: 2004101676](#) [INC0021586 - Invoice Workflow: 2004197473](#) [9105275172](#) [BD Biosceinces](#) [INC0017142 - Cart Closure: 1008287490](#) [INC0017136 - PO Change: 2004116387](#) [SCS0003803 - Goods Receipt](#) [INC0014453 - PO 2003133676](#)

Authored by Donte Taylor

Last modified 3 months ago