

## Receiving Orders Online

### Purpose

**The Receive** functionality in the Marketplace is important because it is the verification by the requester that goods were received as ordered and in good condition. Always try to make sure to open the box as soon as it arrives and verify that it is what you ordered and is the correct quantity. If there is any issue contact the Vendor's Customer Service immediately (see the Vendor Return Guidelines on the Marketplace opening page). It is also a good practice to hang on to the packaging materials for a few days until you are certain everything functions correctly.

A timely receipt entry allows Accounts Payable to pay the invoice according to the terms agreed upon with the Vendor.

Vendors that submit their invoices electronically through the Marketplace should be received the same day they arrive on campus as the invoice will be feed electronically shortly after shipment.

Effective May 1, 2017 users are no longer required to scan and upload the packing slip documents to the Marketplace order, you can retain them in your departmental files similar to what is required for PCard transactions. However, if a Division, College or Department has a requirement that the packing list be uploaded and electronically retained, users should follow that guideline.

Internal notes regarding the order can be added at any time as long as the order has not been closed for receiving. Internal notes are a good place to record any return, missing quantities, missing parts, etc. that might affect the order and allows Accounts Payable and Purchasing to see what has transpired with the order.

### How to Receive:

#### Landing Page

Once you are logged into the Western Marketplace through the Western Portal you will be at the "Shop" Landing Page

## Select the Receive Tab

You will then need to go to the [Receive Tab](#)

### Filter Selection Boxes

- There are two roles in receiving. A person will either be able to see the entire campus' orders or their own individual orders.
- If the transaction you wish to receive is not visible when you are in the Receive tab, you should filter or search by using the drop down in the filter selection box.
- You may also enter the transaction # or a PO# and then hit "GO". There is no need to enter both a PO and a transaction number, one or the other identifying numbers will bring up the transaction.
- Notice there is also a filter for the number of rows per page (rows/pg.) If your order has more than 10 lines you will want to increase this view to a larger number.

**Tip:** If your order that you are receiving has more than 10 lines you should increase this rows/per page to a larger number, otherwise at the bottom of the order on the right hand side you need to hit "Next" to see the additional line items.

Once your transaction appears you can proceed with the next steps – receiving the quantity of items online and, if required by the user’s departmental practice, attaching your packing list to the order.

- Items should be received online in the Marketplace as they arrive in your department.
- Under next step you have several choices. For receiving you may review the line items or receive all.
- Receive All-Qty and Receive all – Value are the same thing, but Value is used for receiving dollar amounts. Receive All – Qty is the preferred choice.
- Second, you may select Review Items or click the blue triangle to open the line item detail. Use this when not all of your items are received at the same time.
- On each line item enter the number of received items and click update. You may also receive a dollar amount.

## Receive All

If your order is complete, you may use the “Receive All” functionality. You will select Receive all QTY or Receive All Value from the Next Step Drop Down. You will then **hit the green Receive All** button.

The screenshot shows a transaction page with the following details:

- Transaction #:** 696927
- Transaction Name:** 05/12/2017-15:50-Cook-Office Depot [view](#)
- Cart Originator:** Talisa Cook
- Requester:** Talisa Cook
- Create Date:** 5/12/2017
- Supplier:** Office Depot
- Total Line Items:** 8
- Total Value:** 361.35 USD
- Release Method:** Electronic
- Order Type:** Catalog
- Note to Vendor:** [attachments](#)
- Internal Note:** 05/12/2017 15:50 PT Talisa Cook - Sup... [edit attachments](#)
- Ship To - Attn:** Talisa Cook
- Purchase Order #:** P1006964
- Tax:**
- Chart of Accounts:** [details](#)
- GL Acct. Code:** [details](#)
- Selection:** Open
- Status:** Submitted to Supplier
- System Note:** [History](#)
- Next Step:** [Receive All - Qty](#) (selected in dropdown)
- Buttons:** Refresh, Receive All

**DO NOT CLOSE THE ORDER FOR RECEIVING.** The status of the order will now indicate “Received” unless an electronic invoice was submitted against the order, then the status will probably read “Unsubmitted Invoice.”

## Entering the actual quantity or Dollar amount received:

When you select the receive tab, the order defaults to Review Items. When you are ready to receive the line details you will **Select > the blue Review** Button. You may also select the blue triangle by clicking it and pointing it downwards.

The screenshot shows a transaction page with the following details:

- Transaction #:** 506305
- Transaction Name:** 11/04/2016-09:47-Husser-Keeney's Offi... [view](#)
- Cart Originator:** Michelle Husser
- Requester:** Michelle Husser
- Create Date:** 11/4/2016
- Supplier:** Keeney's Office Supply
- Total Line Items:** 4
- Total Value:** 146.31 USD
- Release Method:** Electronic
- Order Type:** Catalog
- Note to Vendor:** [attachments](#)
- Internal Note:** [add attachments](#)
- Ship To - Attn:** Michelle Husser
- Purchase Order #:** P1004613
- Tax:** 8.70%
- Chart of Accounts:** [details](#)
- GL Acct. Code:** [details](#)
- Selection:** Open
- Status:** Submitted to Supplier
- System Note:** [History](#)
- Next Step:** [Review Items](#) (selected in dropdown)
- Buttons:** Refresh, Review

Either selection will open the detail on the order. You go to the line item and enter the actual quantity (number) of items you received.

Transaction #: 506305  
 \* Transaction Name: 11/04/2016-09:47-Husser-Keeney's Off... [view](#)  
 Cart Originator: Michelle Husser  
 Requester: Michelle Husser  
 Create Date: 11/4/2016  
 Supplier: Keeney's Office Supply  
 Total Line Items: 4  
 Total Value: 146.31 USD

Release Method: Electronic  
 Order Type: Catalog  
 Note to Vendor: [attachments](#)  
 Internal Note: [add attachments](#)  
 \* Ship To - Attn: Michelle Husser  
 Purchase Order #: P1004613  
 Tax: 8.70%  
 \* Chart of Accounts: [details](#)  
 GL Acct. Code: [details](#)

Selection: Open  
 Status: Submitted to Supplier  
 System Note: [History](#)  
 Next Step: [Review Items](#)

Refresh  
 Review

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1 Item/Service: [HP LJ P4014 P4015 P4045 P4515 Toner Standard Yield Magnum CC364A](#)  
 Catalog Item #: [MGM4014M2](#)

\* Ship To - Attn: Michelle Husser  
 Internal Note: [add attachments](#)  
 Tax: 8.70%  
 Chart of Accounts: [details](#)  
 GL Acct. Code: [details](#)

Contract Price: 86.68 USD  
 UOM: EA  
 Item Subtotal: 86.68 USD  
 Tax: 7.54 USD  
 S & H: 0.00 USD  
 Item Total: 94.22 USD

Update  
 Close

Qty Received:   
 Total Qty [0](#)  
 Received:  
 Qty Ordered: 1

Dollars   
 Received:  
 Total Dollars [0.00](#) USD  
 Received:  
 Item Total: 94.22 USD

You may also receive by the dollar amount. Dollar amount receiving is useful when purchasing services or if you have a purchase order that will have several payments throughout the year. You enter the dollar amount of the order you are receiving.

Item/Service: Milestone 4: System Ready to Use (Non taxable) [view](#)  
 Catalog Item #:

\* Ship To - Attn: Vic Kiel  
 Internal Note: [add attachments](#)  
 Tax: 8.70%  
 Chart of Accounts: [details](#)  
 GL Acct. Code: [details](#)

Contract Price: 11,964.00 USD  
 UOM: Each  
 Item Subtotal: 11,964.00 USD  
 Tax: 1,040.87 USD  
 S & H: 0.00 USD  
 Item Total: 13,004.87 USD

Update  
 Close

Qty Received:   
 Total Qty [0](#)  
 Received:  
 Qty Ordered: 1

Dollars   
 Received:  
 Total Dollars [0.00](#) USD  
 Received:  
 Item Total: 13004.87 USD

### More than 10 line items on your order

If you have more than ten items on your order you should increase the number of rows per page or you need to **remember to hit the small "Next"** at the bottom of the page on line item number ten. By hitting next, you will be able to receive the additional line items.

10 Item/Service: [Office Depot\(R\) Brand Correction Fluid, Multipurpose, 20 ml., White, Pack Of 12](#) External Note: [add attachments](#) List Price: 3.95 USD  
 Internal Note: [add attachments](#) UOM: DZN  
 Catalog Item #: [340840](#) GL Acct. Code: [details](#) Qty Ordered: 1  
 Match Status: **Success** Total Paid: 0.00 USD  
 Override: ☐

	PO	Invoice	Discount	Paid to Date	Balance	Amount to Pay
Line Item Total:	3.95 USD	3.95 USD <a href="#">edit</a>		0.00 USD	3.95 USD	<input type="text" value="3.95"/> USD
Tax:	0.36 USD	0.35 USD <a href="#">edit</a>		0.00 USD	0.35 USD	<input type="text" value="0.35"/> USD
Tax Code 2:	0.00 USD	<input type="text" value="0.00"/> USD		0.00 USD	0.00 USD	<input type="text" value="0.00"/> USD
S & H:	0.00 USD	<input type="text" value="0.00"/> USD		0.00 USD	0.00 USD	<input type="text" value="0.00"/> USD
Total:	4.31 USD	4.30 USD	0.00 USD	0.00 USD	4.30 USD	4.30 USD
Qty Received:	1	1 <a href="#">edit</a>				
Value Received:	<a href="#">0.00</a> USD					

[Next](#)

To increase the number of rows visible on the screen you would make this adjustment at the top of the screen by increasing the number of rows per page.

Selection:  Transaction #:  PO #:  sort by:  rows / pg:  page 1

1 ▶ Transaction #: 868593 Release Method: Electronic Selection: Open  
 \* Transaction Name: 10/18/2017-10-13-Sedovic-Office Order Type: Catalog Status: Submitted to Supplier  
 Depot [view](#) Note to Vendor: [attachments](#) System Note: [History](#)  
 Cart Originator: Amy Sedovic Internal Note: [add attachments](#) Next Step:   
 Requester: Amy Sedovic \* Ship To - Attn: Amy Sedovic  
 Create Date: 10/18/2017 Purchase Order #: P1008879 Tax: 8.7  
 Supplier: Office Depot  
 Total Line Items: 3  
 Total Value: 342.08 USD  
 \* Chart of Accounts: [details](#)  
 GL Acct. Code: [details](#)

After you have made the entries or "Received all" receiving is now complete. **DO NOT CLOSE THE ORDER FOR RECEIVING.** The status of the order will now indicate "Received", or if an electronic invoice was submitted against the order, the status may read "Unsubmitted Invoice."

File the packing list in your department files using whatever method that will allow you to retrieve the info should Accounts Payable have a question or in the event we are subject to an audit. Records should be kept in accordance with retention records for financial records which in most cases is six years. If no packing list was received make a note for your files that indicate the transaction, the vendor and the fact that you did not receive a packing slip with the order.

<b>Transaction #:</b> 402522 <b>* Transaction Name:</b> 07/28/2016-16:12-Knutson-Keeney's Off... <a href="#">view</a> <b>Cart Originator:</b> Diane Knutson <b>Requester:</b> Diane Knutson <b>Create Date:</b> 7/28/2016 <b>Supplier:</b> Keeney's Office Supply <b>Total Line Items:</b> 23 <b>Total Value:</b> 568.87 USD	<b>Release Method:</b> Electronic <b>Order Type:</b> Catalog <b>Note to Vendor:</b> <a href="#">attachments</a> <b>Internal Note:</b> 08/01/2016 13:19 PST Diane Knutson - ... <a href="#">edit</a> <a href="#">attachments (2)</a> <b>* Ship To - Attn:</b> Diane Knutson <b>Purchase Order #:</b> P1003540 <b>* Chart of Accounts:</b> <a href="#">details</a> <b>GL Acct. Code:</b> <a href="#">details</a>	<b>Selection:</b> Open <b>Status:</b> Received <b>System Note:</b> <a href="#">History</a> <b>Next Step:</b> <span>Close Order</span> <input type="button" value="v"/> <input type="button" value="Refresh"/> <input type="button" value="Close"/>
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As long as the Marketplace transaction is not closed Accounts Payable will attach a copy of the invoice and close the order.

Once Accounts Payable has attached the invoice, Accounts Payable will close the order. The status will change to Received and Closed.

For vendors who invoice electronically through the system there will be no paper invoice attached.

<b>Transaction #:</b> 405146 <b>* Transaction Name:</b> 08/02/2016-07:33-Granger-Keeney's Off... <a href="#">view</a> <b>Cart Originator:</b> Jamie Granger <b>Requester:</b> Jamie Granger <b>Create Date:</b> 8/2/2016 <b>Supplier:</b> Keeney's Office Supply <b>Total Line Items:</b> 2 <b>Total Value:</b> 233.95 USD	<b>Release Method:</b> Electronic <b>Order Type:</b> Catalog <b>Note to Vendor:</b> <a href="#">attachments</a> <b>Internal Note:</b> <a href="#">attachments</a> <b>* Ship To - Attn:</b> Jamie Granger <b>Purchase Order #:</b> P1003573 <b>* Chart of Accounts:</b> <a href="#">details</a> <b>GL Acct. Code:</b> <a href="#">details</a>	<b>Selection:</b> Closed <b>Status:</b> Received and Closed <b>System Note:</b> <a href="#">History</a> <b>Next Step:</b> <span>Re-Open Order</span> <input type="button" value="v"/> <input type="button" value="Refresh"/> <input type="button" value="Open"/>
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## Attaching your Packing Slip When Required by User's Department

1. You can attach your packing slip at the header or top level of the order as an attachment, rather than attaching them on each line. The header level will hold a total of five (5) attachments. If you run out of room you may consolidate your attachments or you may attach the items at the line level.
2. **If no packing list was received, make an internal note that no packing list was received.**
3. To attach a document you will click "attachments" and the screen below comes up.

<b>Transaction #:</b> 506305 <b>* Transaction Name:</b> 11/04/2016-09:47-Husser-Keeney's Offi... <a href="#">view</a> <b>Cart Originator:</b> Michelle Husser <b>Requester:</b> Michelle Husser <b>Create Date:</b> 11/4/2016 <b>Supplier:</b> Keeney's Office Supply <b>Total Line Items:</b> 4 <b>Total Value:</b> 146.31 USD	<b>Release Method:</b> Electronic <b>Order Type:</b> Catalog <b>Note to Vendor:</b> <a href="#">attachments</a> <b>Internal Note:</b> <a href="#">add attachments</a> <b>* Ship To - Attn:</b> Michelle Husser <b>Purchase Order #:</b> P1004613 <b>Tax:</b> 8.70% <b>* Chart of Accounts:</b> <a href="#">details</a> <b>GL Acct. Code:</b> <a href="#">details</a>	<b>Selection:</b> Open <b>Status:</b> Submitted to Supplier <b>System Note:</b> <a href="#">History</a> <b>Next Step:</b> <span>Review Items</span> <input type="button" value="v"/> <input type="button" value="Refresh"/> <input type="button" value="Review"/>
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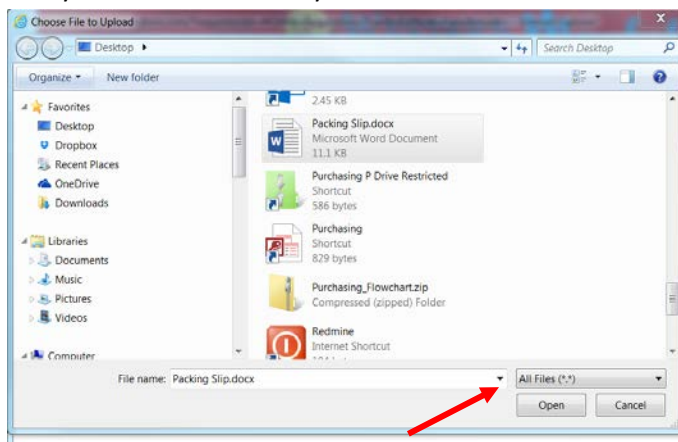
File:  Choose file  
(Attachments will not be sent to suppliers who receive transactions via POXML.)

Uploaded Attachments:

Delete	File Name	File Size	Upload Date

Update  
Delete  
Close

Choose your file from where you have scanned or saved the document.



Hit Open.

Once you have selected the item, the File box will have a light gray description of the file

File: Packing Slip Choose file  
(Attachments will not be sent to suppliers who receive transactions via POXML.)

Uploaded Attachments:

Delete	File Name	File Size	Upload Date

Update  
Delete  
Close

You then **Select > the blue Update Button**

If the upload is successful your screen will indicate success.

You then **Select > the Blue Close Button.**

✓

File uploaded successfully.

✕

File:  Choose file  
(Attachments will not be sent to suppliers who receive transactions via POXML.)

Uploaded Attachments:

Delete	File Name	File Size	Upload Date
<input type="checkbox"/>	<a href="#">Packing Slip.docx</a>	11.13 KB	08/05/2016 10:14

Update  
Delete  
Close

## Partial Receiving

If you only receive part of an order, you should receive the items online in the Marketplace immediately. Vendors send invoices once an order ships. The status on the order will change to **Partially Received**,

unless an electronic invoice has already been submitted, then it will show “Unsubmitted Invoice.” You can still continue to receive from this order until it’s complete.

<p>79 ▶ <b>Transaction #:</b> 334877</p> <p>* <b>Transaction Name:</b> 05/09/2016-10:07-McGlothorn-Keeney's ... <a href="#">view</a></p> <p><b>Cart Originator:</b> Janet McGlothorn</p> <p><b>Requester:</b> Janet McGlothorn</p> <p><b>Create Date:</b> 5/9/2016</p> <p><b>Supplier:</b> Keeney's Office Supply</p> <p><b>Total Line Items:</b> 2</p> <p><b>Total Value:</b> 31.20 USD</p>	<p><b>Release Method:</b> Electronic</p> <p><b>Order Type:</b> Catalog</p> <p><b>Note to Vendor:</b> <a href="#">attachments</a></p> <p><b>Internal Note:</b> 05/09/2016 10:07 PST Janet McGlothorn... <a href="#">edit</a> <a href="#">attachments (1)</a></p> <p>* <b>Ship To - Attn:</b> Janet McGlothorn</p> <p><b>Purchase Order #:</b> P1002931</p> <p>* <b>Chart of Accounts:</b> <a href="#">details</a></p> <p><b>GL Acct. Code:</b> <a href="#">details</a></p>	<p><b>Selection:</b> Open</p> <p><b>Status:</b> Partially Received</p> <p><b>System Note:</b> <a href="#">History</a></p> <p><b>Next Step:</b> <input type="text" value="Review Items"/> ▼</p> <p><a href="#">Refresh</a></p> <p><a href="#">Review</a></p>
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## Order Closed in Error

If you close the order it is very simple to “re-open” the order. Under Next step, the status of “Re-Open Order should be selected.” Then hit the Open Tab.

<p>1 ▶ <b>Transaction #:</b> 201003</p> <p>* <b>Transaction Name:</b> 10/01/2015-15:21-Banton-Keeney's Offi... <a href="#">view</a></p> <p><b>Cart Originator:</b> Susan Banton</p> <p><b>Requester:</b> Susan Banton</p> <p><b>Create Date:</b> 10/1/2015</p> <p><b>Supplier:</b> Keeney's Office Supply</p> <p><b>Total Line Items:</b> 1</p> <p><b>Total Value:</b> 56.24 USD</p>	<p><b>Release Method:</b> Electronic</p> <p><b>Order Type:</b> One-Time</p> <p><b>Note to Vendor:</b> <a href="#">attachments</a></p> <p><b>Internal Note:</b> 10/01/2015 15:42 PST Susan Banton - T... <a href="#">view</a> <a href="#">attachments</a></p> <p>* <b>Ship To - Attn:</b> Susan Banton</p> <p><b>Purchase Order #:</b> P1000365</p> <p><b>Tax:</b> 8.70%</p> <p>* <b>Chart of Accounts:</b> <a href="#">details</a></p> <p><b>GL Acct. Code:</b> <a href="#">details</a></p>	<p><b>Selection:</b> Closed</p> <p><b>Status:</b> Closed</p> <p><b>System Note:</b> <a href="#">History</a></p> <p><b>Next Step:</b> <input type="text" value="Re-Open Order"/> ▼</p> <p><a href="#">Refresh</a></p> <p><a href="#">Open</a></p>
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One you hit Re-Open, the Status will update.

<p>1 ▶ <b>Transaction #:</b> 201003</p> <p>* <b>Transaction Name:</b> 10/01/2015-15:21-Banton-Keeney's Offi... <a href="#">view</a></p> <p><b>Cart Originator:</b> Susan Banton</p> <p><b>Requester:</b> Susan Banton</p> <p><b>Create Date:</b> 10/1/2015</p> <p><b>Supplier:</b> Keeney's Office Supply</p> <p><b>Total Line Items:</b> 1</p> <p><b>Total Value:</b> 56.24 USD</p>	<p><b>Release Method:</b> Electronic</p> <p><b>Order Type:</b> One-Time</p> <p><b>Note to Vendor:</b> <a href="#">attachments</a></p> <p><b>Internal Note:</b> 10/01/2015 15:42 PST Susan Banton - T... <a href="#">edit</a> <a href="#">attachments</a></p> <p>* <b>Ship To - Attn:</b> Susan Banton</p> <p><b>Purchase Order #:</b> P1000365</p> <p><b>Tax:</b> 8.70%</p> <p>* <b>Chart of Accounts:</b> <a href="#">details</a></p> <p><b>GL Acct. Code:</b> <a href="#">details</a></p>	<p><b>Selection:</b> Open</p> <p><b>Status:</b> Submitted to Supplier</p> <p><b>System Note:</b> <a href="#">History</a></p> <p><b>Next Step:</b> <input type="text" value="Review Items"/> ▼</p> <p><a href="#">Refresh</a></p> <p><a href="#">Review</a></p>
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Transaction #: 201003  
 \* Transaction Name: 10/01/2015-15:21-Banton-Keeney's Offi... [view](#)  
 Cart Originator: Susan Banton  
 Requester: Susan Banton  
 Create Date: 10/1/2015  
 Supplier: Keeney's Office Supply  
 Total Line Items: 1  
 Total Value: 56.24 USD

Release Method: Electronic  
 Order Type: One-Time  
 Note to Vendor: [attachments](#)  
 Internal Note: 10/01/2015 15:42 PST  
 Susan Banton - T... [edit](#)  
[attachments](#)  
 \* Ship To - Attn: Susan Banton  
 Purchase Order #: P1000365  
 Tax: 8.70%

\* Chart of Accounts: [details](#)  
 GL Acct. Code: [details](#)

Selection: Open  
 Status: Submitted to Supplier  
 System Note: [History](#)  
 Next Step: [Close Order](#)

## Correcting the Receiving Entry

To correct a receiving quantity you would enter a negative number. For example, if your PO had 2 items and you received 5, you would enter -3 in the Qty Received Box and hit Update.

1 Item/Service: [8 Digit Handheld Calculator](#)  
 Catalog Item #: [Central -016](#)

Internal Note: [add attachments](#)  
 \* Ship To - Attn: Susan Banton  
 Tax: 8.7

Chart of Accounts: [details](#)  
 GL Acct. Code: [details](#)

Contract Price: 7.73 USD  
 UOM: Each  
 Item Subtotal: 15.47 USD  
 Tax: 1.35 USD  
 S & H: 0.00 USD  
 Item Total: 16.82 USD

Qty Received:   
 Total Qty Received: 5  
 Qty Ordered: 2

Dollars Received:   
 Total Dollars Received: 0.00 USD  
 Item Total: 16.82 USD

## Incomplete Orders or Returns

Notes regarding the order should be made in the internal note area. Examples could be whether the item was returned or damaged and will be replaced. You may also close a line for receiving if the item will not be shipped and received on campus.

Select close from the drop down menu and then hit the Green close button. Closing an order in the Marketplace does not affect the Banner PO in any manner.

When a purchase order is completed in the Marketplace, it generates a Purchase Order in Banner. All payments and credits are handled in Banner, not in the Marketplace.

Contact Purchasing x 3340 or Accounts Payable x 3490 for information on how to ensure the Purchase order is closed in Banner or a credit memo is entered in Banner. You may also consult the "FAQ's" area on the [Gateway to eProcurement](#) Business Services website.