Goods Receipt and Return
Entering Goods Receipt/Confirmation Status

A Goods Receipt is the confirmation that the items you ordered have been delivered, are correct, and are in working order. If your purchase order requires goods receipt, when your order arrives, you should locate the packing slip in the box and check the items against the slip. Then log into Buy@Duke and follow the steps in this section.

1. On the Buy@Duke tab, select the **Receiving** page.

![Receiving Page]

2. Select the **Confirmation** link in the left-hand sidebar.

![Confirmation Link]

3. In the resulting **Search Purchase Order** window, enter the purchase order number in the **Purchase Order Number** box. Select **Search** to retrieve the purchase order.

   **Note:** You will find the Purchase Order number on the packing slip that came with the items.
Goods Receipt and Returned Continued…

4. When the purchase order is returned, highlight the line containing the purchase order number. Select **Continue**.

*Note:* If no purchase order number is returned, either the confirmation has been completed or the purchase order does not require a confirmation.
Goods Receipt and Returned Continued...

5. To confirm the quantity received:

a. Highlight a line and select **Copy All Outstanding Quantities** if you received all items for all lines of the purchase order.

![Copy All Outstanding Quantities](image)

b. If you did not receive all items, for all lines of the purchase order, in the **Confirm Quantity** column, manually enter the quantity that you received. In this situation, it will be necessary to perform another goods receipt confirmation when the remaining items are delivered.

![Confirm Quantity](image)

c. If you receive less than the number of items you ordered, but you choose not to wait for future delivery, enter the number of items you actually received and select the **Last Delivery** box. This action will close the line of the purchase order.

![Last Delivery](image)
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6. Once you’ve completed entering the confirmation quantities for all items, select **Confirm**.

7. Review the text in the **Confirm Document** box. This action will confirm the number of items received and the items where the **Last Delivery** box was checked. Lines with a zero or less than the outstanding quantity in the **Confirm Quantity** column will be available for a future goods receipt confirmation. Select **Yes** to post the confirmation.

8. Review the confirmation message in the dialog box. Select **Close**.
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Canceling Goods Receipt Confirmation

There may be rare instances when you will need to cancel a goods receipt confirmation after you have completed the confirmation. These instances include if the goods receipt confirmation was entered in error OR if the user accidentally confirmed a quantity of zero (0) by clicking the Last Delivery check box.

1. Find the cart’s Confirmation number from the main Shopping page selecting Advanced Search.

2. On the Advanced Search page, pull down the Search For menu and select Purchase Order.
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3. In the **Number** field, enter the Purchase Order number and select **Search**.

4. On the **Display Purchase Order** screen, select the **Tracking** label.

5. On the **Tracking** page, find the Confirmation number and record it.

6. Close the Display Purchase Order screen, returning to the Advanced Search page.
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7. Back on the Advanced Search page, Search For the Confirmation and enter the confirmation in the Number field. Select Search.

8. On the Display Confirmation screen, highlight the line (or lines) you wish to cancel. Select Cancel.

Note: An overnight job runs in Buy@Duke that creates the goods receipt confirmation record. In most instances, you will not be able to see the confirmation to cancel it until the day after the goods receipt confirmation was performed.

9. In the resulting dialog box, select Yes.
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10. Notice you are now on an **Edit Cancellation** screen. Select **Confirm** to save the goods receipt cancelation.

11. Notice the **Cancellation** number in the notification window indicating the goods receipt cancelation has successfully processed.

12. Select **Close** to exit.

**Note:** If you need to perform a goods receipt confirmation, you can now follow the steps for **Entering a Goods Receipt Confirmation** to perform the goods receipt confirmation.
Goods Receipt and Returned Continued…

Goods Return

There will be times in the ordering process when you will need to return the goods you’ve received for various reasons, including damaged goods, poor quality of the goods, or multiple delivery of goods, among others.

In order to perform Goods Return, you must first perform Goods Receipt on the items you wish to return. This acknowledges that you did actually receive those items. To physically return the goods, you will need to follow the return process as defined by the supplier of the goods.

1. From the Shopping page,
   a. Select the Confirmations tab to see the list of your Purchase Order confirmations. (This may take a few moments while the list is refreshed.)
   b. Search the list for the item you wish to return.
   c. Once you have found the item, click on the button next to it. This will highlight the line item as well as the Return Delivery button.
   d. Select Return Delivery.

Note: If you need to do a good return on a purchase order that you did not confirm, you will need to look-up the confirmation number. For instructions on looking up the confirmation number, reference steps 1-7 in Canceling Goods Receipt Confirmation.
Goods Receipt and Returned Continued…

2. In the resulting **Display and Process Return Delivery** screen:
   a. Highlight the line containing the item you wish to return.
   b. Enter the quantity to be returned in the **Return Quantity** field.
   c. Select the **Notes and Attachment** tab.

3. Under **Notes and Attachments**, select **Add** and **Internal Note**. Enter the return authorization number provided by the Supplier. Select **OK**.

4. If provided by the Supplier, use **Add Attachments** to include documentation provided by the Supplier. Select **OK** once attachment is added.
Goods Receipt and Returned Continued...

5. Next, select Add again. Select **Reason for Return Delivery** from the menu.

6. In the resulting window, select the **Fixed Note** list and choose the most appropriate reason for the return. Select **Save**.

7. In the **Item Number** field, indicate the line of the item being returned. A search box is available that can be used to select the items included in the shopping cart. Select **Save** when complete.
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9. Review the Confirmation message and select Close.