

What to do if you're unable to Goods Receive your order

You may go to Goods Receive a pending invoice and find that you cannot access the **Qty received** field. It is usually white, but you'll find that it is blue and you can't type anything in.

Goods receipt (U1)

Save Clear Open Documents Workflow user log SerialNo Log book Add to shortcuts Help

Order information

OrderNo: 7022172 External ref: Value cannot be blank.
Delivery date: 14/08/2012 Supplier: 'Cresta World Travel Ltd' Northenden
Responsible: Becky Hughes Order status: Finished

Order details

Order line	Product	Description	Order qty	Previously received	Qty. received	Unit	Rest cancelled
1	552	Other Foreign Travel	1.00	1.00	0.00	Unit	<input type="checkbox"/>
Σ			1.00	1.00	0.00		

☒ Receive All ☒ Rest cancelled

There are several reasons why this may be happening, but the most important reason, and one you should always rule out first, is that the invoice has already been goods receipted, matched and paid, and this is a *duplicate* invoice asking to be Goods Received and paid again.

This handout covers you how you can check the invoices that have been matched to your order and rule out the possibility of duplicate payments. It will also explain other reasons why you may not be able to Goods Receive, and what to do about it.

1. Check invoices matched against your order

You should already be in the Goods Receipt screen, but if not, this is where you will find it – **Procurement/Purchase Orders/Goods Receipt**.

<< Procurement

Expand all Collapse all Home Help

- Requisitioning
- Internal order
- Purchase orders
 - Purchase order printout
 - Order amendment/confirmation
 - Goods receipt**
 - Goods return

Order information

OrderNo: 7022172

Type in your order number and tab to populate the screen, then click on the blue purchase order number.

The **Order Info** window will open:

Order info

Order info

OrderNo

7022172

SupplierID

C8801

Amounts

Gross order amount

3,157.90

Total discount

0.00

Net order amount

3,157.90

Registered invoices

1,088.71

Amount delivered

3,157.90

To invoice

2,089.19

Returned

0.00

Posted

1,068.71

Quantity

Volume

0.00

Weight

0.00

Details

Pos	Product	Description	Unit	Order qty	Order price	Order amt.	Status
1	552	Other Foreign Travel	UN	1.00	3,157.90	3,157.90	F

Invoice history

Invoice history	TransNo	InvoiceNo	TT	S	Period	Account	Cat 1	Cat 2	Trans.date	Curr. amount
Posted	20184216	B194772/002	OP		201201	K01	0135	R20701	16/07/2012	-1,068.71
Registered	20184217	B196517/002	PU	N	201201	K01	0135	R20701	06/08/2012	-1,088.71

Close

The window displays a summary of the purchase order quantities and amounts, current status, and any invoices that have been matched to the order. Look at the **Invoice history** and the transaction numbers. In this example there are two invoices registered against this purchase order, one posted (paid) and one registered (the pending invoice).

Details

Pos	Product	Description	Unit	Order qty	Order price	Order amt.	Status
1	552	Other Foreign Travel	UN	1.00	3,157.90	3,157.90	F

Invoice history

Invoice history	TransNo	InvoiceNo	TT	S	Period	Account	Cat 1	Cat 2	Trans.date	Curr. amount
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Registered	20184217	B196517/002	PU	N	201201	K01	0135	R20701	06/08/2012	-1,088.71

In this example we can see right away that there are **two** invoices, and an order quantity of only 1. This means that although a second invoice has been matched to the order, it cannot be processed as there are no more quantities to 'receive'.

If you have raised an **amount** based order (where you receive by value (£) rather than quantity) then you need to compare the **Order amt.** information with the **Curr. amount** information. The combined *invoice* value may have 'used up' the original *order* value.

Looking at the invoice amounts (£) as well as your knowledge of the order will help you decide whether a duplicate invoice has been presented. To confirm this, you must check the individual invoice scans.

3. Rule out duplicate invoices

Open report **TL40 - Find a Transaction.**

(Go to Reports/Financial Reports/Finance Reports/Transaction Reports)

TL40 - Find a transaction (inc Regstd items (A)) (U1)

Choose columns | Chart setup | Add to shortcuts | Help

Report description

Selection criteria

Description like

Trans No between

20184216

Enter the transaction number you want to look at in BOTH fields (the section is set up as a 'to' and 'from' selection)

#	Trans No	Tran Type	Tran Type (T)	Account	Costc	Project
1	20184217	PU	Purchase Invoices	V01	9901	B96900
2	20184217	PU	Purchase Invoices	K01	0135	R20701

Click on the **Trans No** to see the invoice scan.

AGRESSO Transaction details - Google Chrome

https://agresso.bangor.ac.uk/agresso/Default.aspx?type=topgen&menu_id=AG363&popup=true&NavWarning=false&

Transaction details (U1)

Documents | Add to shortcuts | Help

Transaction listing

Transaction number	#	Description	Amount	TC	TT	Account	Cat 1	Cat 2
20184216	0	Other Foreign Travel,	1,068.71	PZ	OP	552	0135	R20701
20184216	1	Other Foreign Travel,	-1,068.71	0	OP	K01	0135	R20701

Transaction details

Company: U1
Prifysgol Bangor University

InvoiceNo: B194772/002

AP/AR ID: C8801
'Cresta World Travel Ltd' Northenden

AP/AR Type: P

Fiscal year: 2012

Period: 201201

Transaction date: 16/07/2012

Image

Page 1 of 2 | Zoom in | Zoom out | Print

NORTHENDEN Diamond Travel

FRANCE OFFICE PAYMENTS DEPARTMENT
BANGOR UNIVERSITY
CAR DOORWAY
COLLEGE ROAD
BANGOR
LL57 2JH

INVOICE SHWT22002
Page 1
Invoice Date 16/07/12
Our ref: B194772/002
Your ref: B194772/002

60029010AUS

Line Item	Service/Supplier	Net	Tax	VAT	Gross
TELESPEDROON	Concert Tickets: KLM	881.00	346.71	0.00	1227.71
TELESPEDROON	Ref: Ticket 205128521				
TELESPEDROON	Transaction Fee: TRANSACTION FEES	39.00	0.00	0.00	39.00
Service	Ref: Vel				
CO-Concert Tickets		39.00	0.00		

Compare the various invoices to ascertain whether a duplicate invoice has been presented.

4. What action to take

If a duplicate invoice HAS been matched to your order

Email payments@bangor.ac.uk. Quote the transaction number of the duplicate AND the original invoice it refers to, and ask for the duplicate to be removed from the system. Give as much information as you can.

If the invoice pending is NOT a duplicate

Email payments@bangor.ac.uk or agressohelpdesk@bangor.ac.uk. Quote your *purchase order number*, the fact that you cannot Goods Receive the pending invoice, and confirm that you have completed a duplicate check. Give as much information as you can.

The Payments Team/Helpdesk will then investigate further.

- If your issue is due to a **mismatch of previous invoice(s)** (*e.g. you raise a PO for 4 items; the first invoice is registered incorrectly to items 1 & 2, and the second invoice is registered CORRECTLY against items 1 & 2, causing a conflict*) then the Payments Team will adjust the registration of the pending invoice so the invoice can be processed and paid.
- If your issue is due to the **setup of the original purchase order** (*e.g. you raised an order with a quantity of one then received 2 invoices*) you'll be required to raise a new purchase order and email the new number to the Payments Team; they will then match the pending invoice to your new PO.