Receiving On Goods

Form or Screen: Infor Lawson Receiving Self-Service

<table>
<thead>
<tr>
<th>Business Use: Verification of the receipt of <strong>goods (merchandise)</strong> must be provided in order for Accounts Payable to accurately pay the vendor in a timely manner for goods received.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The Lawson online “Receiving” process is ONLY for GOODS/MERCHANDISE. Please refer to the QRG for Approving Invoices for steps to verify and approve payment of invoices for services.</strong></td>
</tr>
</tbody>
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Find Purchase Order to Start Receiving

**PLEASE NOTE:** Merchandise sent to the Warehouse will not require “Receiving” by the order originator. DPS Warehouse personnel will complete the “Receiving” prior to shipping to the final destination. **Exception:** Receiving on Installation and Shipping will need to be completed by the requestor for technology orders that include installation and shipping (i.e., from Technology Integration Group). The DPS Warehouse will complete the receiving on the equipment portion of the order.

1. Expand dropdown **Bookmarks** field and **Requisition Center**. Select **Receiving**.
2. Enter your search criteria.

Suggested Search Criteria:
- PO Number
- Location

3. Select “Search”

4. Click View PO to see the details of the Purchase Order lines.

Viewing the PO lines allows you to verify that everything is accurate. If there are multiple PO’s for the same vendor, this step will help you verify that you are looking at the correct PO prior to going on to receiving.

5. Click the Back button to return to the PO list.
6. Click Receive to start the receiving process for your Purchase Order.

There are generally three types of “Receiving” scenarios as highlighted below:
- Receiving on the Entire Order
- Partial Receiving
- Receiving on Draw-Down PO (Goods)

Receiving on the Entire Order

7. Click (check) box beneath the Received heading to receive on the entire order. Once checked, the Quantity Received will reflect the same amount ordered. Do not enter anything in Bill of Lading, Received Date or Time fields.

Skip to Step 12
Receiving On Goods

Partial Receiving

8. If all merchandise is not received, enter the verified number of items received in the “Quantity Received” box. Do not enter anything in Bill of Lading, Received Date or Time fields.

9. Once the “Release” step is completed, select the Receive button again to see that the Quantity Remaining is updated.

PLEASE NOTE: It is important that the order originator continues to track status of the Purchase Order and complete further “Receiving” when additional merchandise is received.

Skip to Step 12

Receiving on Draw-Down PO for Goods

10. Receiving must be completed each time goods are received against a draw-down P.O. The “Quantity Received” is entered as the related cost amount for the goods received. Do not enter anything in Bill of Lading, Received Date or Time fields.

11. Once the “Release” step is completed, select the Receive button again to see that the Quantity Remaining is updated with the remaining dollar value of the P.O.

Skip to Step 12
12. Expand Release Options and choose “Release”.

**PLEASE NOTE**: DO NOT select the Review button as the order will get stuck in the system and the receiving process will not move forward.

13. Once Release Button is selected, a message will be displayed indicating the receiving was successfully completed.

14. Click OK

15. Once OK is selected, main Receiving Self-Service screen is displayed. The Receiving number for the released item(s) will be displayed. This is a clear indicator that receiving has been completed on a Purchase Order for Goods.

**PLEASE NOTE**: Do not complete receiving again on orders that have been FULLY received. This action will cause the order to convert to unreleased and must manually be corrected.
### TIPS AND TROUBLESHOOTING: CANCEL BACK ORDER

<table>
<thead>
<tr>
<th>UOM</th>
<th>Received</th>
<th>Quantity Received</th>
<th>Cancel BackOrder</th>
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</thead>
<tbody>
<tr>
<td>EA</td>
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1. **Do NOT** click the Cancel Back Order field while in the receiving/release screen.

   This is not a current option available within Lawson and if selected will stop the receiving and payment from moving forward.

2. Please e-mail the Buyer with your request to cancel back order items with the following pertinent information included with the request.
   a. Purchase Order Number
   b. Vendor Name
   c. Line Number
   d. Item Number
   e. Description
   f. Quantity Remaining
   g. Reason for cancellation request.
TIPS AND TROUBLESHOOTING: LINE QUANTITY IS REQUIRED

1. “Line Quantity Required” error message may be displayed if receiving on a prior partial release and the quantity was not entered, or if an item is over-received. There is no alternative other than to select OK.

2. The “Receiver Has and Outstanding Buyer Message” will appear in the next dialog box.

Should this situation occur, contact the buyer listed on the order.