
End-User Training Guide

Course Code: SCM 203

Course Title: Record Receipt of Goods and Services

Course Overview

Course Description

This course provides a comprehensive review of the Receiving processes. This course consists of the following modules:

- Module 1: Course Introduction
- Module 2: Record Receipt of Goods and Service
- Module 3: Course Summary

Training Audiences

The following audience(s), by INFORMS Security role(s), are required to complete this course before being granted related system access:

- Department Receiving Processor
- Department Buyer

Prerequisites

Participants are required to complete the following End-User Training courses before starting this course:

- ERP 101 – Overview of INFORMS
- ERP 102 – INFORMS Navigation, Reporting, and Online Help
- SCM 101 – Supply Chain Management Fundamentals

Delivery Method

This course is intended to be delivered through Instructor-led Training.

Estimated Duration

The total duration of this course, when delivered through Instructor-led Training, is 2.5 hours.

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Module 1: Course Introduction

Topics

This module covers the following topics:

- Course Administrative and Logistical Matters
- Course Learning Objectives
- Associated Roles and Responsibilities
- Navigation
- Key Changes to the Business Process
- The End-to-End Business Process
- How the Business Process fits into INFORMS and other modules

Module 1: Course Introduction

Course Administration and Logistics

To get the most benefit from this course, participants should:

- Actively participate in class, and ask questions as needed
- Turn off cell phones, and refrain from the use of email and the Internet
- Take breaks as scheduled and return to the classroom promptly

Module 1: Course Introduction

Learning Objectives

At the conclusion of this course, participants will be able to:

- Describe the receiving goods and services process
- Define key terms used in the receiving goods and services process
- Understand users role in the creation and maintenance of goods and services receipts
- Create receipts for Purchase Order goods/services, and assets
- Inspect a purchase using INFORMS

Module 1: Course Introduction

Training Audience: Roles and Responsibilities

The following roles are associated with this course and will play a part in conducting the related business processes for the County:

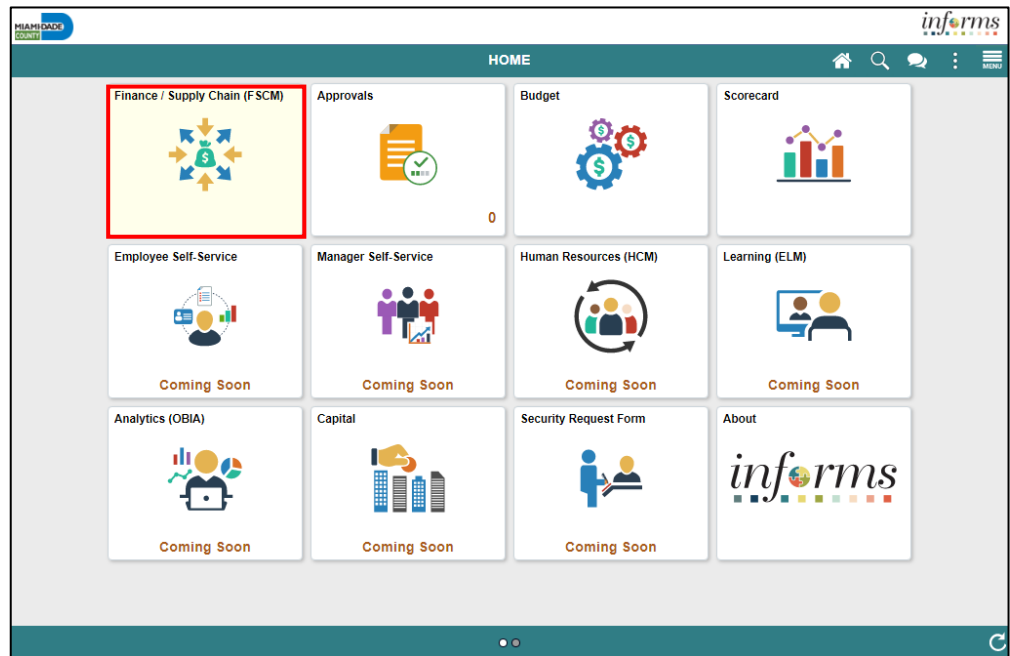
- **Department Receiving Processor:** The Department Receiving Processor is a role assigned to staff responsible for the receipt of goods and services.
- **Department Buyer:** The Department Buyer has the ability to create and update Purchase Orders (PO), Change Orders - enter PO or source a PO from requisition, or change orders and dispatch.

Module 1: Course Introduction

Navigation

Below are the steps to navigate to the Add/Update Receipts menu , which will be used for navigation in the rest of this course:

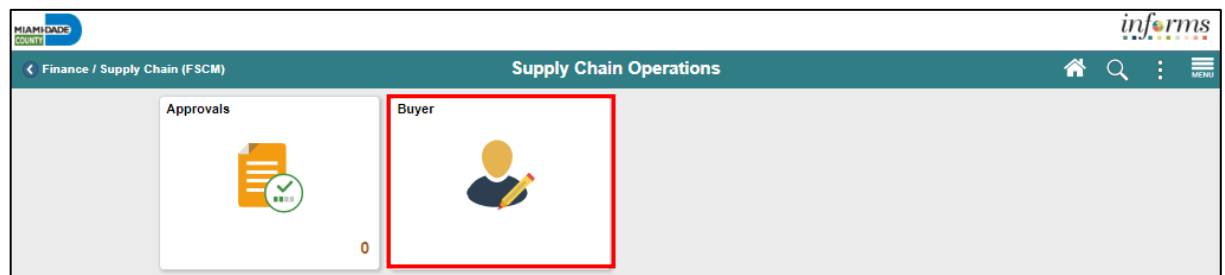
1. Login to INFORMS and select **Finance/ Supply Chain (FSCM)** from the home landing page below.



2. Select **Supply Chain Operations**.



3. Select **Buyer**.



Module 1: Course Introduction

Key Changes to the Business Process

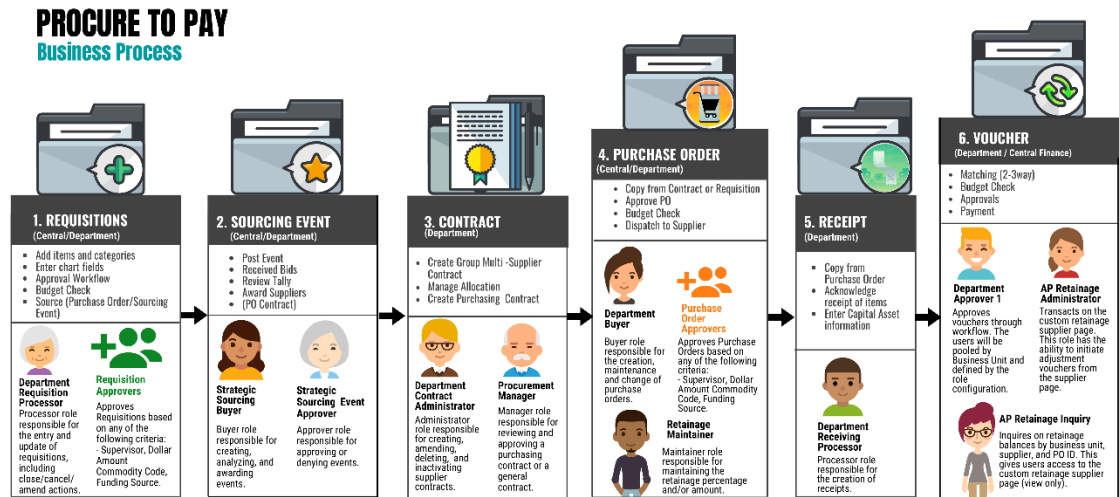
The INFORMS Supply Chain Management (SCM) provides the ability to manage the lifecycle of capital projects and the procurement of goods and services. The modules provide the functionality to request, solicit, contract, procure, receive, and pay for goods and services.

The Key Changes to the Receiving business process include:

- One system of record for receipts
- Access can be granted in various ways depending on the business need (i.e. centralized or decentralized)
- Integrations with Asset Management (Physical attributes)
 - Tag Number
 - Serial ID
 - Asset ID
 - Profile ID
 - Custodian
 - Location
 - Manufacturer ID
 - Model
- PO Invoices will require a Receipt transaction
 - Goods transaction – Attachment is always required
 - Services transaction – Attachment requirement is based on AP's current policy
- Matching Options
 - 3Way (Purchaser Order, Receipt, Voucher)
 - 4Way (Purchaser Order, Receipt, Voucher, Inspection)

Module 1: Course Introduction

The End-to-End Business Process



Module 1: Course Introduction

Introduction to Demonstrations and Activities

Users will take part in three types of hands-on learning throughout this course: Instructor Demonstrations, Training Activities, and Training Exercises. The definitions and descriptions of each are below.

Instructor Demonstrations

Instructor demonstration activities involve a walk-through of tasks and processes in INFORMS. instructor will show users how to perform these activities while users follow along.



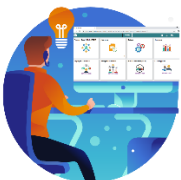
Training Activities

Users will perform tasks and processes in the INFORMS training environment by using the Training Activity and Data Sheet provided, and by using this training guide as a reference.



Training Exercises

The Instructor will ask questions related to the lecture content and training activities, which are used to check users' knowledge and understanding of course content.



Module 1: Course Introduction

Module 1: Course Introduction Summary

The following key concepts were covered in this module:

- Course Administrative and Logistical Matters
- Course Learning Objectives
- Associated Roles and Responsibilities
- Navigation
- Key Changes to the Business Process
- The End-to-End Business Process
- How the Business Process fits into INFORMS and other modules

Module 2: Record Receipt of Goods and Services

Lessons

This module includes the following lesson:

- Record Receipt of Goods and Services

Lesson 1: Record Receipt of Goods and Services

Lesson 1: Overview

At the conclusion of this lesson, users will be able to:

- Receive and Record Receipts

Lesson 1: Record Receipt of Goods and Services

Lesson 1: Introduction

A Purchase Order must be created and dispatched to a supplier identifying the need to purchase goods/services before a receipt can be entered.

Once the goods are shipped or services are rendered, the Department Receiving Processor, usually the Requestor initiates the receiving process:

1. When users are receiving a good or service users will create a receipt for that item. To do this users must select the Purchase Order (PO) from which users are receiving the item.
2. Since users are receiving the item users will need to denote if users are going to accept the item or reject it. Users can also accept or reject partial orders.
3. **Users should make sure that users review any comments on the PO Receipt line.**
These may contain special instructions on receiving and distribution of the items based on information entered on the requisition that carries to the PO. The comment icon will appear shaded if there is a comment to review.
4. When receiving assets or inventory Items there is additional information users will need to add to the receipt. In this course, we will review non-inventory items and assets. Receipt of inventory items will be covered in FIN 202 Asset Management Accounting.
5. Once all information is entered users save the receipt.
6. After saving the receipt, if the items received are inventory or asset items, a INFORMS job will run to move the items to their respective modules.
7. (Optional) After the Purchase Order, Receipt, and Voucher have been created users will run the Matching business process. Matching will be covered in the FIN212 course.

Lesson 1: Record Receipt of Goods and Services

Lesson 1: Introduction

It is recommended that departments receive all items in INFORMS for good record keeping, reporting, and tracking of purchases. In addition, creating receipts supports invoice processing by confirming that items have been taken into possession, signifying that the invoice is eligible to be paid.

- The receive and inspect goods business process documents when goods and services are received from suppliers
- Correct tracking of goods/services, along with the date received, is needed to confirm that what was ordered was actually received. The date of receipt of goods/services along with the invoice receipt date drives the payment date to the supplier
- Delivery of requested goods or services marks a transition in the Procure-to-Pay process from a purchasing activity to a payables activity
- Purchasing information for items that are received that are related to the purchase of an asset will be integrated with the Asset Management module

Lesson 1: Record Receipt of Goods and Services

Lesson 1: Introduction

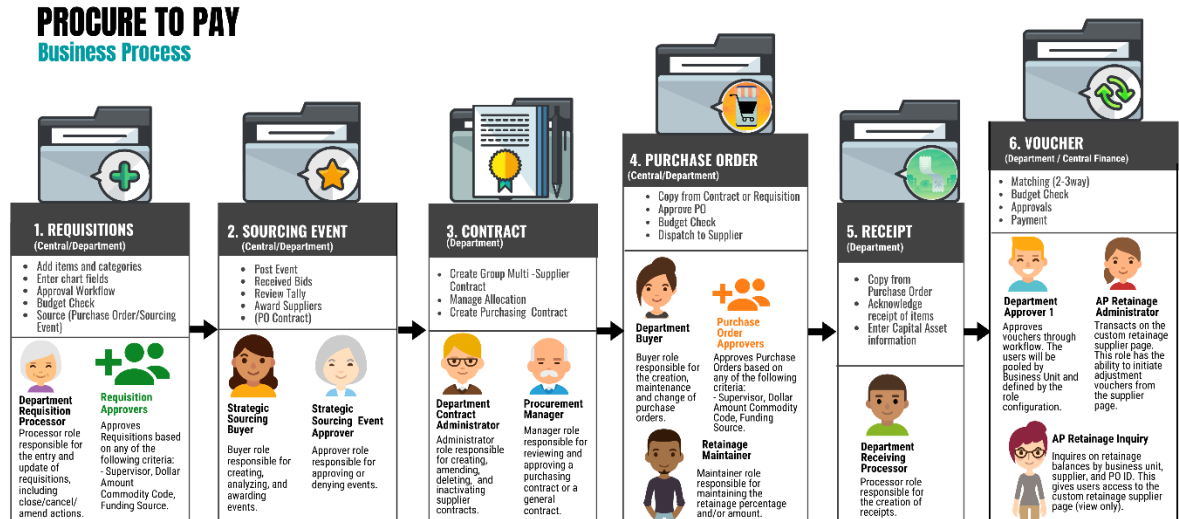
When goods have been received and/or services rendered, a receipt is created in INFORMS and users can review the status of the receipt in INFORMS.

There are five Receipt Status values in INFORMS. They are:

- **Closed** (PO has been fully received and the receipt is considered complete)
- **Hold** (Receipt is placed on hold to prevent it from being further processed)
- **Moved** (Asset/inventory item moved to destination)
- **Open** (Receipt has been saved without accepting/rejecting quantities)
- **Fully Received** (Receipt has been completed and saved for the received quantity)
- **Canceled** (Receipt will not be used to record receipt of goods/service)

Lesson 1: Record Receipt of Goods and Services

The End-to-End Business Process



Lesson 1: Record Receipt of Goods and Services

Key Terms The following key terms are used in this Lesson:



Term	Definition
PO Receipt	A receipt created in INFORMS that is associated to a Purchase Order.
Packing Slip Number	Field entered on the receipt line that is used to match a receipt to a voucher for payment
Receipt	A term used for the receipt of an item. The receipt includes the quantity of items received, their condition, and related information. Receipts are created for all POs except professional services and construction POs, unless the PO is designated as an 'Amount Only' PO whereby dollar amounts are received.
Receipt Hold	This field is used to prevent a receipt from further processing. A hold will need to be released before a receipt is eligible for payment.
Receipt Quantity	This field is used to enter the total number of goods received in a shipment
Rejected Quantity	This field is used to enter any damage goods or any good not deemed to be acceptable
Accepted Quantity	The accepted quantity is calculated by taking receipt quantity minus rejected quantity. The accepted quantity is the amount of good eligible for payment.
Matching	An automated process of comparing values found in different business documents: Voucher, Purchase Order, Receiver, if applicable, and inspection (if applicable) prior to approving a Voucher for payment. This process provides assurance that the products listed on a supplier invoice were requested and received at the appropriate price and in the appropriate quantity.

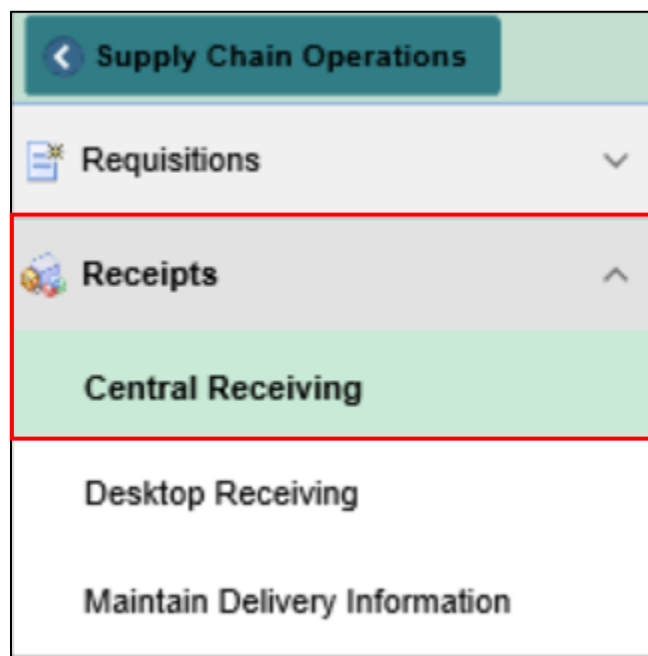
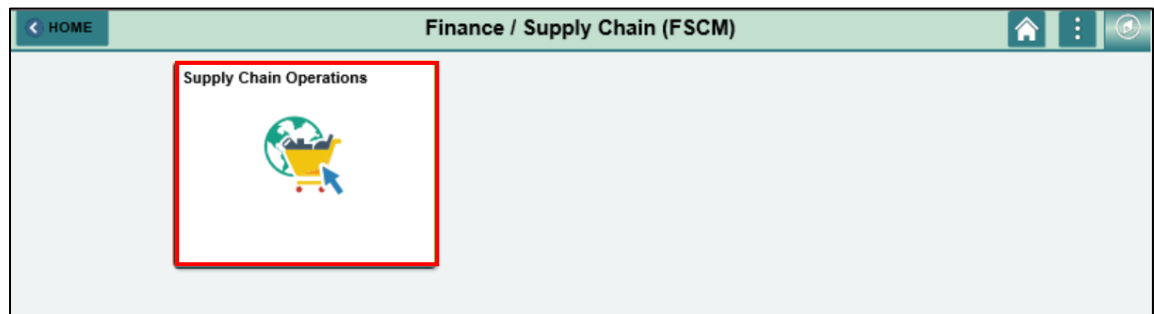
Lesson 1: Record Receipt of Goods and Services

Lecture 1: How to Receive and Record Receipts

This lesson will review how to receive and record receipts. Receiving a service is handled in the same way as receiving a good is handled.

Once users have logged into INFORMS, users will navigate through the following tiles:

1. **Finance / Supply Chain (FSCM) > Supply Chain Operations > Buyer > Receipt > Central Receiving**



Lesson 1: Record Receipt of Goods and Services

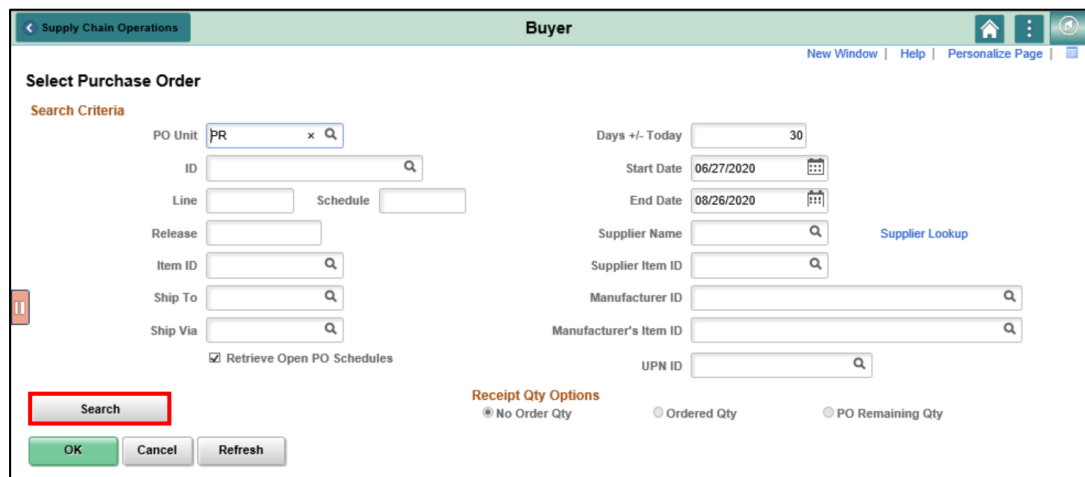
Lecture 1: How to Receive and Record Receipts

2. Select the **Add a New Value** tab.
3. Enter the **Business Unit** and check the **PO Receipt** checkbox. **Receipt Number** will default to **NEXT** to allow INFORMS to auto number each receipt upon save. Finally, select the **Add** button.



The screenshot shows the 'Receiving' form in the 'Buyer' module. The 'Add a New Value' tab is selected. The 'Business Unit' is set to 'PR' and the 'Receipt Number' is 'NEXT'. The 'PO Receipt' checkbox is checked. The 'Add' button is highlighted.

4. Use any of the Search Criteria fields to identify Purchase Order you wish to create a Receipt for, then select **Search**.

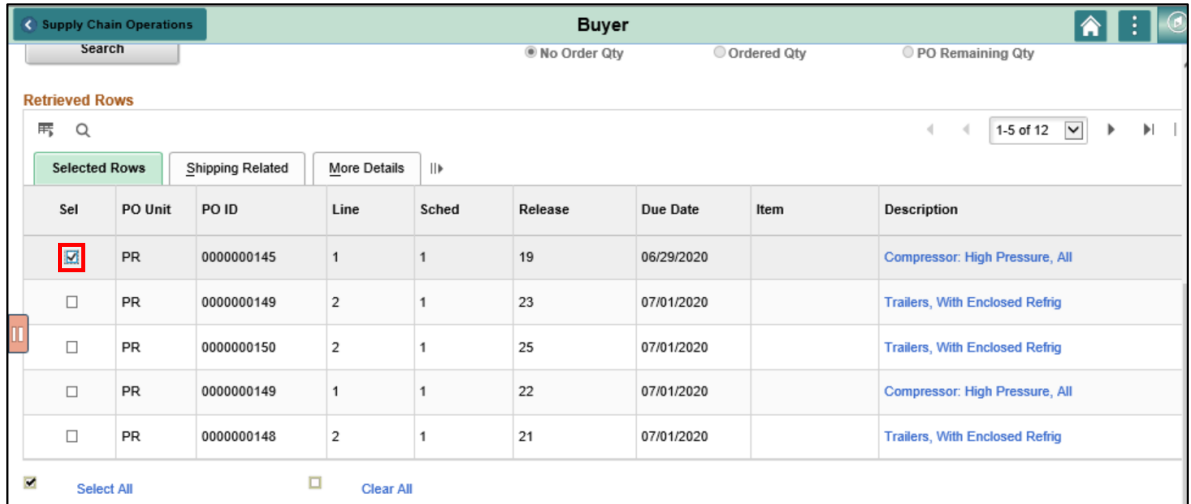


The screenshot shows the 'Select Purchase Order' form in the 'Buyer' module. The 'Search Criteria' section is active. The 'Search' button is highlighted. The form includes fields for PO Unit, ID, Line, Release, Item ID, Ship To, Ship Via, Days +/- Today, Start Date, End Date, Supplier Name, Supplier Item ID, Manufacturer ID, Manufacturer's Item ID, and UPN ID. The 'Retrieve Open PO Schedules' checkbox is checked. The 'Receipt Qty Options' section shows 'No Order Qty' selected.

Lesson 1: Record Receipt of Goods and Services

Lecture 1: How to Receive and Record Receipts

5. Select the **Purchase Order** from the Search Results by checking the **Sel** checkbox and select the **OK** button. This will copy all of the pre-existing PO information to the Receipt to help reduce the number of times users are required to enter data.



The screenshot shows the 'Buyer' interface with a 'Search' button and radio buttons for 'No Order Qty', 'Ordered Qty', and 'PO Remaining Qty'. Below the search bar is a 'Retrieved Rows' section with a search icon and a dropdown menu showing '1-5 of 12'. The table has columns: Sel, PO Unit, PO ID, Line, Sched, Release, Due Date, Item, and Description. The first row is selected, and the 'Sel' checkbox is checked. The table data is as follows:

Sel	PO Unit	PO ID	Line	Sched	Release	Due Date	Item	Description
<input checked="" type="checkbox"/>	PR	0000000145	1	1	19	06/29/2020		Compressor: High Pressure, All
<input type="checkbox"/>	PR	0000000149	2	1	23	07/01/2020		Trailers, With Enclosed Refrig
<input type="checkbox"/>	PR	0000000150	2	1	25	07/01/2020		Trailers, With Enclosed Refrig
<input type="checkbox"/>	PR	0000000149	1	1	22	07/01/2020		Compressor: High Pressure, All
<input type="checkbox"/>	PR	0000000148	2	1	21	07/01/2020		Trailers, With Enclosed Refrig

At the bottom of the table, there are two buttons: 'Select All' (with a checked checkbox) and 'Clear All' (with an unchecked checkbox).

Lesson 1: Record Receipt of Goods and Services

Lecture 1: How to Receive and Record Receipts

- Review the information copied for this receipt (**Supplier ID, Items, Description, etc.**). Then update either the **Receipt Qty** or **Receipt Price** depending on whether you are receiving goods or services. A receipt for goods is a PO that is quantity based, POs for services will reflect a dollar amount to be received as POs for services are flagged as **Amount Only**, signifying the total cost of the service.

Supply Chain Operations Buyer

Maintain Receipts Receiving

Business Unit: PR Receipt ID: NEXT Header Comments/Attachments Receipt Status: Open Activities: X

Header

Supplier ID: 0000007052 *Ship To Location: PR00000001

Supplier Location: 1 PO Receipt

Select Purchase Order

Close Short All Lines Print Delivery Report Run PO Receipt Accrual

Receipt Lines

Line	Item	Description	Receipt Qty	*Recv UOM	Receipt Price	Accept Qty	Status	Close Short	Serial	Device Track	Stock UOM	Device Track
1		Compressor, High Pressure, All	10.0000	EA	500.00000	10.0000	Open				EA	Device Track X

Interface Receipt Run Close Short Interface Asset Information

Save Notify Refresh Add Update/Display

Add/Update Receipts

Maintain Receipts Receiving

Business Unit: IT Receipt ID: NEXT Header Comments/Attachments Receipt Status: Open Activities: X

Header

Select Purchase Order

Close Short All Lines Print Delivery Report Run PO Receipt Accrual

Receipt Lines

Line	Item	Description	Receipt Qty	Receipt Price	Accept Qty	Status	Close Short	Serial	Device Track	Device Track
1		Retainage Test	1.0000	1000	1.0000	Open				Device Track X

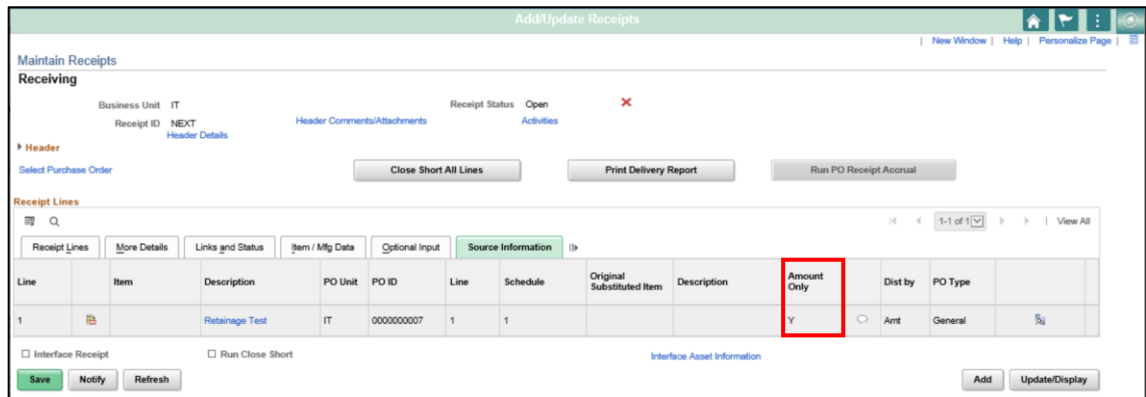
Interface Receipt Run Close Short Interface Asset Information

Save Notify Refresh Add Update/Display

Lesson 1: Record Receipt of Goods and Services

Lecture 1: How to Receive and Record Receipts

- View the **Source Information** tab to view the **Amount Only** field. The field value will be “Y” if the PO line is flagged as Amount Only.

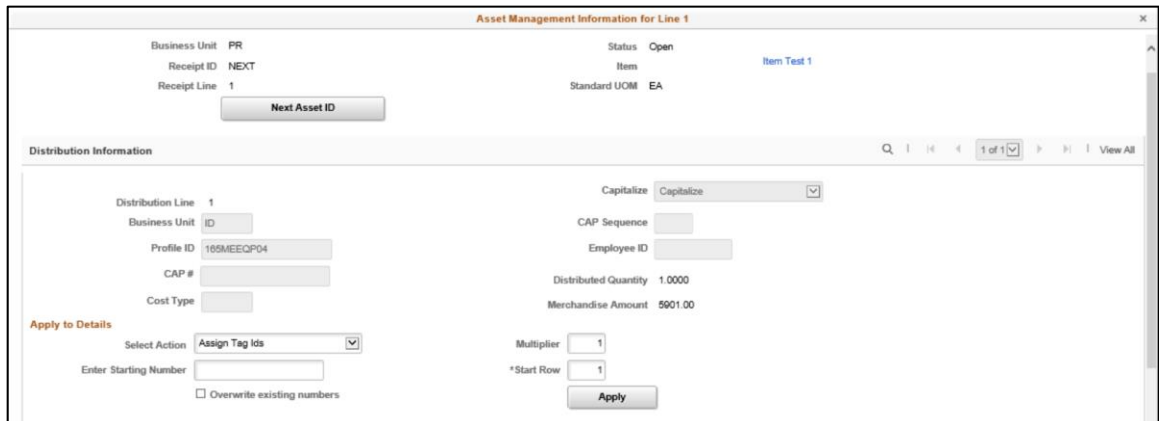


The screenshot shows the 'Add/Update Receipts' window. The 'Maintain Receipts' section is active, and the 'Receiving' tab is selected. The 'Receipt Lines' section is expanded, and the 'Source Information' tab is selected. A table displays the receipt line details:

Line	Item	Description	PO Unit	PO ID	Line	Schedule	Original Substituted Item	Description	Amount Only	Dist by	PO Type
1		Retention Test	IT	0000000007	1	1			Y		General

The 'Amount Only' field is highlighted with a red box, showing the value 'Y'. Below the table, there are checkboxes for 'Interface Receipt' and 'Run Close Short', and buttons for 'Save', 'Notify', and 'Refresh'.

- Additionally, if the Receipt is being created for an Item ID associated with Asset Management, the known **Tag Number** and **Serial ID** values will need to be validated by selecting the **Links and Status** tab. Users will also need to ensure the **Packing Slip** value is entered within the **Optional Input** tab. These values will interface to INFORMS Asset Management upon saving the Receipt.



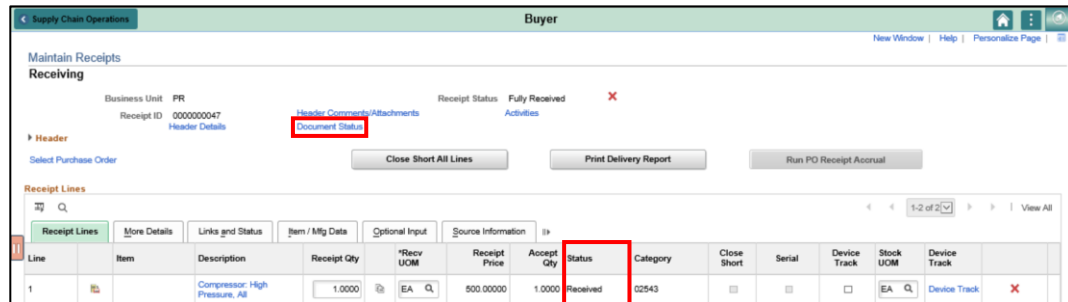
The screenshot shows the 'Asset Management Information for Line 1' window. The 'Distribution Information' section is active, and the 'Distribution Line' is set to 1. The 'Business Unit' is PR, and the 'Status' is Open. The 'Receipt ID' is NEXT, and the 'Receipt Line' is 1. The 'Next Asset ID' button is visible. The 'Distribution Information' section includes fields for 'Business Unit ID', 'Profile ID' (165MEEQP04), 'CAP #', 'Cost Type', 'Capitalize' (Capitalize), 'CAP Sequence', 'Employee ID', 'Distributed Quantity' (1.0000), and 'Merchandise Amount' (5901.00). The 'Apply to Details' section includes a 'Select Action' dropdown (Assign Tag Ids), an 'Enter Starting Number' field, and an 'Overwrite existing numbers' checkbox. The 'Multiplier' is 1, and the '*Start Row' is 1. The 'Apply' button is at the bottom right.

After users review, the details, and enter the **Qty** or **Amount**, select the **Save** button to generate a **Receipt ID**.

Lesson 1: Record Receipt of Goods and Services

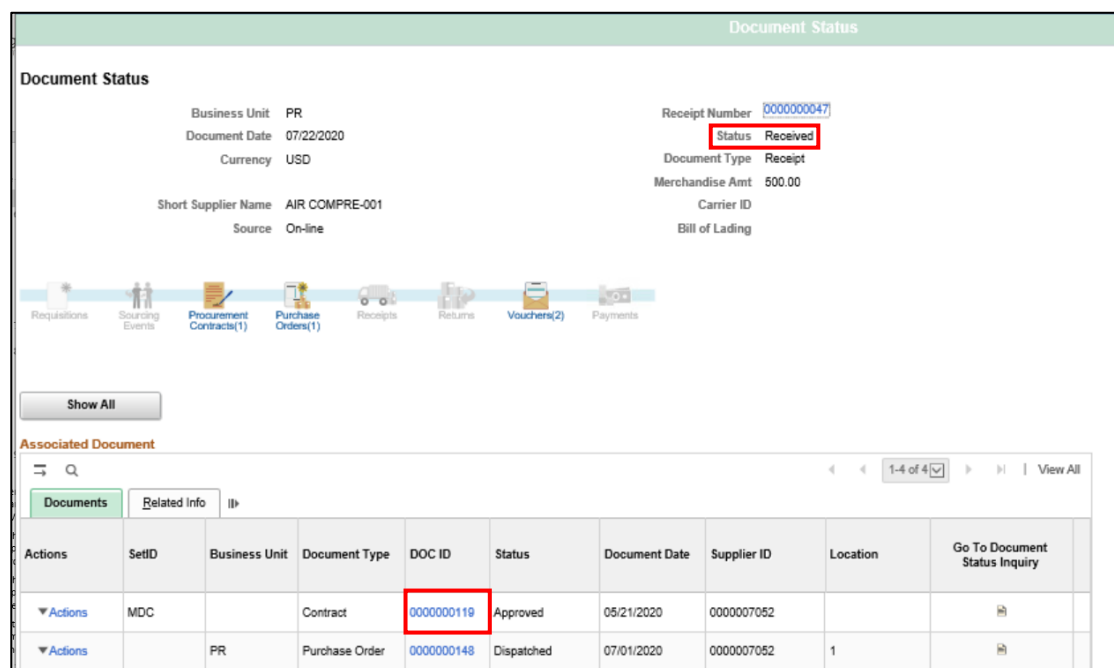
Lecture 1: How to Receive and Record Receipts

9. Users **Receipt** status will update to **Received**.
10. To verify that the entire PO has been received, select the **Document Status** link above the Receipt Header.



Line	Item	Description	Receipt Qty	*Recv UOM	Receipt Price	Accept Qty	Status	Category	Close Short	Serial	Device Track	Stock UOM	Device Track
1		Compressor High Pressure, All	1.0000	EA	500.00000	1.0000	Received	02543				EA	Device Track

11. This opens a new window and lists the documentation users can review. Review the PO attached to this receipt. Users can click the **Doc ID** associated with the Purchase Order line in the Associated Document section. This will open the PO in a new window. Notice the PO indicated the Receipt Status as **Received**.



Actions	SetID	Business Unit	Document Type	DOC ID	Status	Document Date	Supplier ID	Location	Go To Document Status Inquiry
▼ Actions	MDC		Contract	0000000119	Approved	05/21/2020	0000007052		
▼ Actions		PR	Purchase Order	0000000148	Dispatched	07/01/2020	0000007052	1	

NOTE: Partial receipts for services can be created in the same manner as partial receipts for goods. Users will enter the partial amount being received versus the partial quantity.

Lesson 1: Training Activity 1

Demonstration The Instructor will now demonstrate how to execute the business process through the User Productivity Kit (UPK).

Instructions Please refer to Activity 1 on the SCM 203 Training Activity and Data Sheet.

This activity will be performed individually; users must complete it on classroom workstation using the INFORMS training environment. The Instructor will tell users how to log into INFORMS.

Users will perform the activity by following the SCM 203 Training Activity and Data Sheet and by using the training materials as reference tools.

Instructor(s) are available if users have questions.

Lesson 1: Record Receipt of Goods and Services

Lecture 2: Partial Receipts, Rejecting Quantities, and RTV

There will be other scenarios in which users will have the ability to partially receive quantities or amounts and reject quantities received when creating receipts or creating Return to Vendor (RTV) receipts.

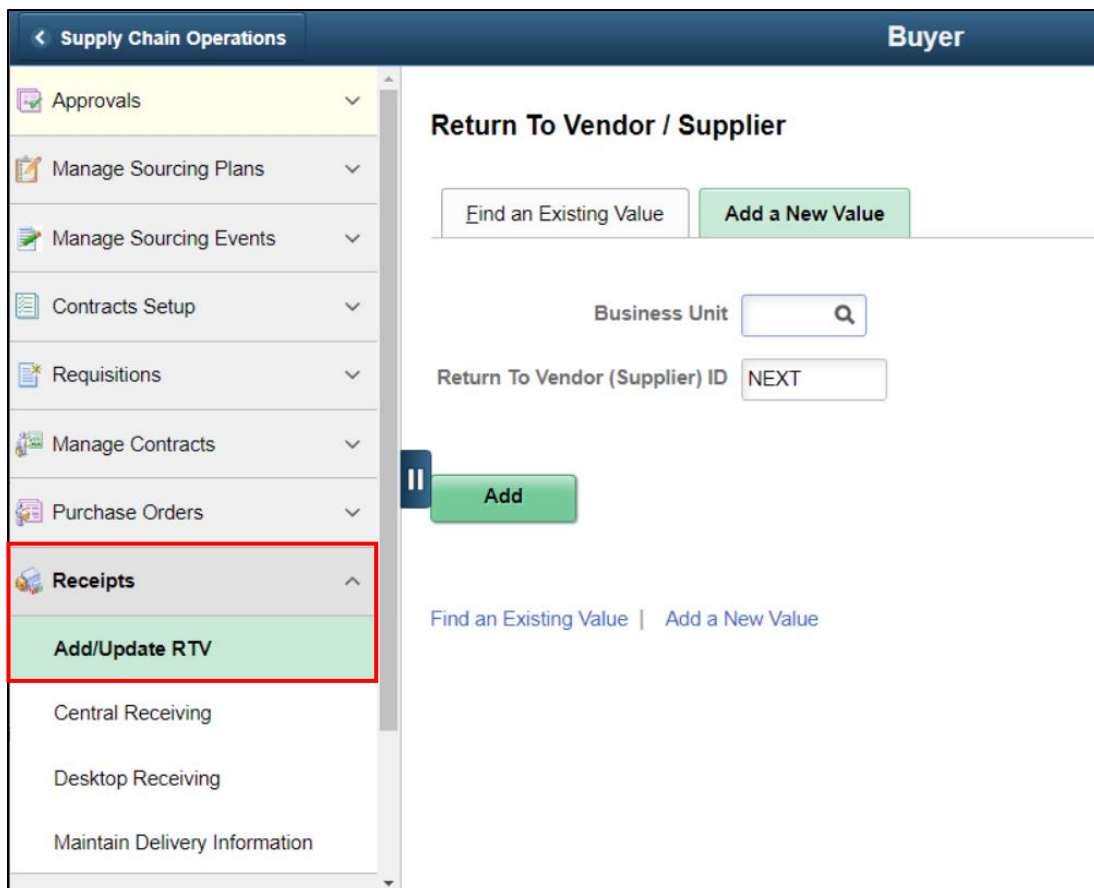
In the case where a partial shipment is received, users will create a receipt using the same steps in Lecture 1 but would enter the Receipt Qty or Receipt Amount less than the total Purchase Order Quantity or Amount.

In the case where a shipment quantity is rejected, users will create a receipt using the same steps in Lecture 1, but on the More Details tab, users would enter the Rejected Quantity, Reject Action and Reject Reason.

Lastly, there may be a scenario where a Supplier has incorrectly shipped either the wrong items or too many quantities of an item on a PO. In this case, users will create a Return to Vendor (RTV) receipt. To create an RTV users would follow these steps.

Navigate to the **Return to Vendor/Supplier** page by the following:

1. **Finance / Supply Chain (FSCM) > Purchasing > Return to Vendor/Supplier**



The screenshot displays the 'Return To Vendor / Supplier' page within the 'Supply Chain Operations' module. The left-hand navigation pane lists various supply chain functions, with 'Receipts' highlighted in red and 'Add/Update RTV' selected. The main content area features the title 'Return To Vendor / Supplier' and two buttons: 'Find an Existing Value' and 'Add a New Value'. Below these, there are input fields for 'Business Unit' (with a search icon) and 'Return To Vendor (Supplier) ID' (with the value 'NEXT'). A green 'Add' button is positioned below the 'Return To Vendor (Supplier) ID' field. At the bottom of the main content area, there are links for 'Find an Existing Value' and 'Add a New Value'.

Lesson 1: Record Receipt of Goods and Services

Lecture 2: Partial Receipts, Rejecting Quantities, and RTV

- On the **Add a New Value** tab, enter user's department **Business Unit** and confirm the **Return to Vendor ID** has defaulted to **NEXT**.
- Select the **Add** button.



Buyer Return To Vendor / Supplier

Return To Vendor / Supplier

Find an Existing Value Add a New Value

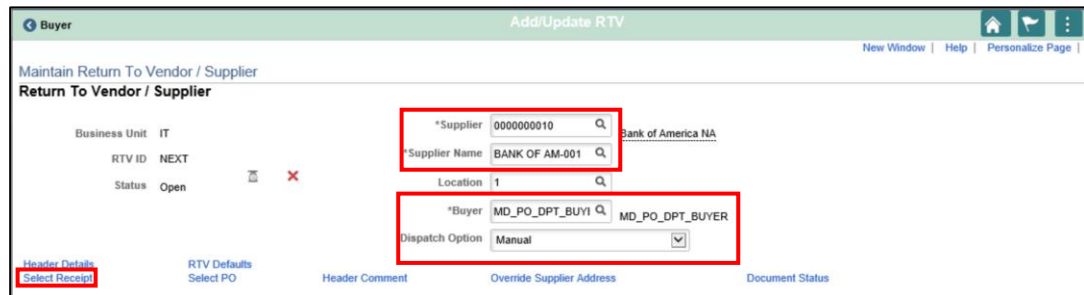
Business Unit IT

Return To Vendor (Supplier) ID NEXT

Add

Find an Existing Value | Add a New Value

- Enter the associated **Supplier ID**, **Buyer**, and set the **Dispatch** method. Then, select the **Select Receipt** link.



Buyer Add/Update RTV

Maintain Return To Vendor / Supplier

Return To Vendor / Supplier

Business Unit IT

RTV ID NEXT

Status Open

*Supplier 0000000010

*Supplier Name BANK OF AM-001

Location 1

*Buyer MD_PO_DPT_BUY1

Dispatch Option Manual

Header Details Select Receipt

RTV Defaults Select PO

Header Comment

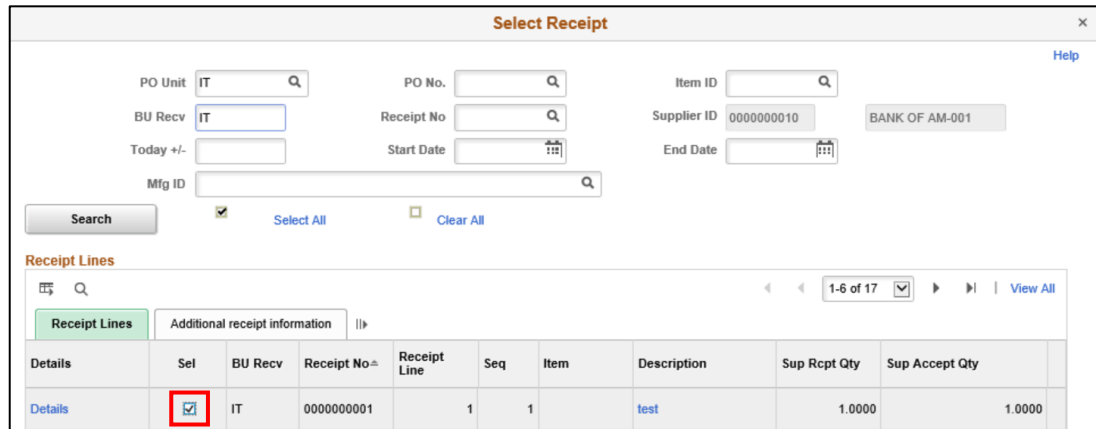
Override Supplier Address

Document Status

Lesson 1: Record Receipt of Goods and Services

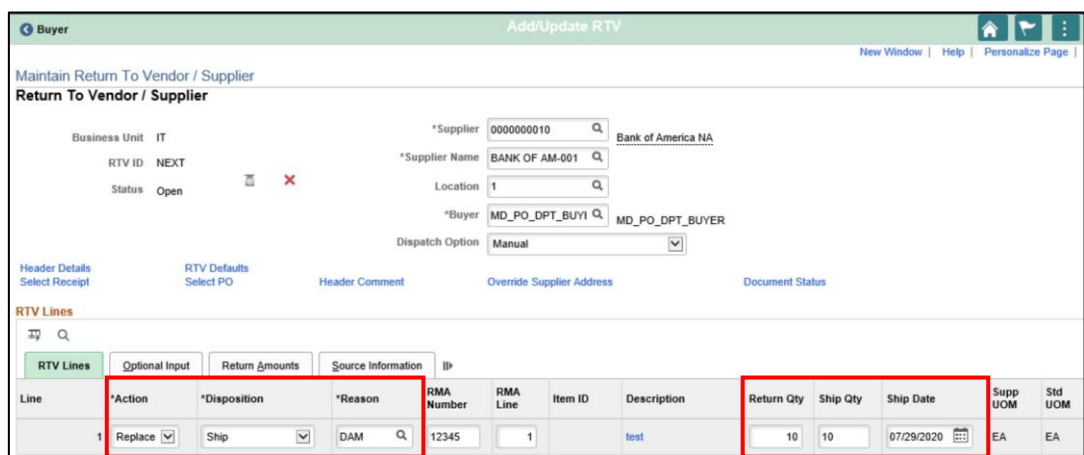
Lecture 2: Partial Receipts, Rejecting Quantities, and RTV

- Enter any of the Search Criteria values for the associated **PO ID** or **Receipt ID**. Once the results have returned, select the desired Receipt by checking the **Sel** checkbox and selecting **OK**.



Details	Sel	BU Recv	Receipt No.	Receipt Line	Seq	Item	Description	Sup Rcpt Qty	Sup Accept Qty
Details	<input checked="" type="checkbox"/>	IT	0000000001	1	1	test		1.0000	1.0000

- Users will then update each of the RTV Lines by entering the **Action**, **Disposition**, **Reason**, **Return Qty**, **Ship Qty** and **Ship Date**.



Line	*Action	*Disposition	*Reason	RMA Number	RMA Line	Item ID	Description	Return Qty	Ship Qty	Ship Date	Supp UOM	Std UOM
1	Replace	Ship	DAM	12345	1	test		10	10	07/29/2020	EA	EA

Action:

Credit: Returning items without expecting them to be replaced. In this case, users expect a credit from the vendor.

Exchange: Returning one item for another, to either the original vendor or another vendor.

Replace: Returning items and expecting them to be replaced.

Lesson 1: Record Receipt of Goods and Services

Lecture 2: Partial Receipts, Rejecting Quantities, and RTV

Disposition:

Ship: Indicates that the RTV goods are to be shipped back to the supplier.

Destroy: Indicates that the RTV goods are to be destroyed.

Reason: Select one of the available pre-configured reason codes that justify the creation of the RTV.

Return Qty: The quantity to be returned to the supplier.

Ship Qty: The quantity shipped back to the supplier.

Ship Date: The ship date from the distribution details page.

7. Upon validating that all of the entered RTV information is correct, users would then select **Save** and note the **RTV ID** that has been generated.

Lesson 1: Training Activity 2

Demonstration The Instructor will now demonstrate how to execute the business process through the User Productivity Kit (UPK).

Instructions Please refer to Activity 2 on the SCM 203 Training Activity and Data Sheet.

This activity will be performed individually; users must complete it on classroom workstation using the INFORMS training environment. The Instructor will tell users how to log into INFORMS.

Users will perform the activity by following the SCM 203 Training Activity and Data Sheet and by using the training materials as reference tools.

Instructor(s) are available if users have questions.

Lesson 1: Lesson Summary

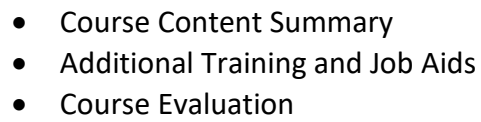
Lesson Summary



Now that users have completed the Record Receipt of Goods and Services lesson, users should be able to:

- Receive and Record Receipts

Course Summary



Module 3: Course Summary

Objectives Achieved



Congratulations! You have completed the Record Receipt of Goods and Services course. You now should be able to:

- Describe the receiving goods and services process
- Define key terms used in the receiving goods and services process
- Understand users role in the creation and maintenance of goods and services receipts
- Create receipts for Purchase Order goods/services, and assets
- Create a Return to Vendor / Supplier (RTV) Transaction
- Inspect a purchase using INFORMS

Module 3: Course Summary

Additional Training and Job Aids

Users also have the following resources available to users:

User Productivity Kits

- Record Receipts
- Cancel Receipts
- Partial Receiving
- Return to Vendor (RTV)

Job Aids

- N/A

For additional information, be sure to visit:

- Miamiidade.gov/informs

Module 3: Course Summary

Key Terms



The following key terms are used in this course:

Term	Definition
Accepted Quantity	The accepted quantity is calculated by taking receipt quantity minus rejected quantity. The accepted quantity is the amount of good eligible for payment.
Matching	An automated process of comparing values found in different business documents: Voucher, Purchase Order, Receiver, if applicable, and inspection (if applicable) prior to approving a Voucher for payment. This process provides assurance that the products listed on a supplier invoice were requested and received at the appropriate price and in the appropriate quantity.
Packing Slip Number	Field entered on the receipt line that is used to match a receipt to a voucher for payment
PO Receipt	A receipt created in INFORMS that is associated to a Purchase Order
Receipt Hold	This field is used to prevent a receipt from further processing. A hold will need to be released before a receipt is eligible for payment.
Receipt Quantity	This field is used to enter the total number of goods received in a shipment
Rejected Quantity	This field is used to enter any damage goods or any good not deemed to be acceptable