



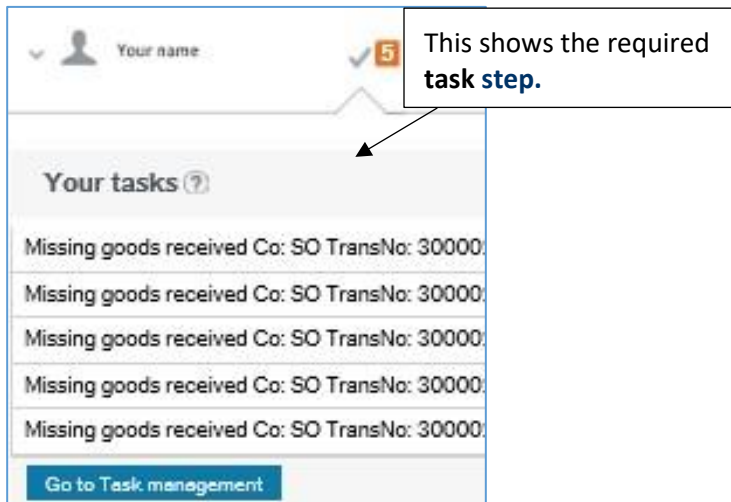
Business World User Guide

Title	Missing Goods Received
Summary	<p>When an invoice is received from a supplier requesting payment for goods or services which were ordered via a Business World requisition (purchase order), it is sent to the Creditors department PO Box number for scanning. It is then exported to Business World and will be routed via workflow to the Tasks of the Requesting officer (the person who raised the purchase order) for action.</p> <p>If no goods receipt note (GRN) has been completed already, it will appear in your Tasks as a Missing Goods Received (MGRN).</p> <p>If the goods or service have been received, then a GRN will need to be completed to move the invoice on in workflow for payment to the supplier.</p> <p>If the goods or service have not yet been received or if you have a query or dispute regarding the payment, you should put the MGRN task on hold.</p> <p>This guide will show you how to complete the MGRN task in order progress the invoice. It will also show you how to put the task on hold if required.</p> <p>Prior reading: Business World: Getting Started guide.</p>
Audience	Purchase to Pay users
Content	<ol style="list-style-type: none"> 1. Missing Goods Received Task 2. Missing Goods Received Error Message 3. Putting Missing Goods Received On Hold 4. Resubmit On Hold Missing Goods Received 5. FURTHER INFORMATION

1. Missing Goods Received Task

Workflow tasks that you are required to do are found in the **Tasks** button in the top right of your screen. This will show a number in orange if there is something to do.

To look at your tasks, click on the orange box – a **Your tasks** pop-up will appear.



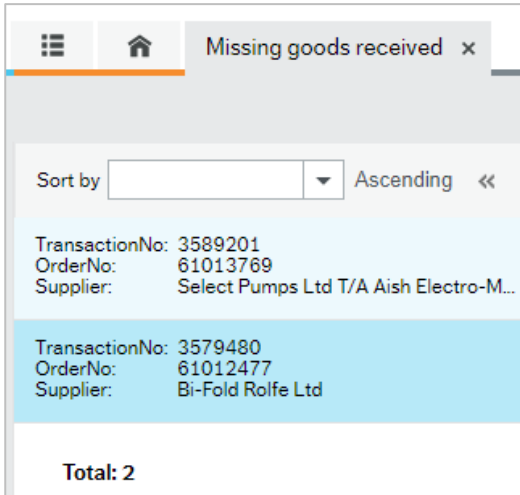
You can now either click on **Go to Task management** or **Missing goods received** in the **Your tasks** pop-up.

The window will open the **Missing goods received** task. The task has two important buttons which need to be used in the following order: (screenshot of the window is shown on the next page)

1.	Goods receipt	Use button to take you to the Goods receipt window so you can complete the goods receipt
2.	Accept	Use button after you have completed the Goods receipt

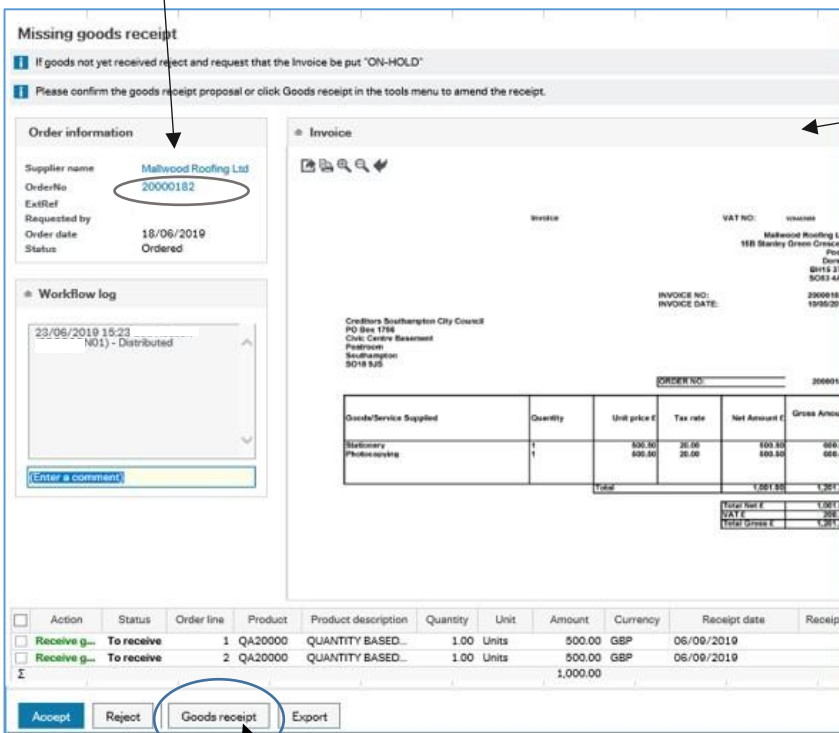
Note: You will need to use the **Goods receipt** button first to complete the goods receipt. You can then save it and get a GRN number (also known as Receipt no) this will take you back to the **Missing goods receipt** window where you can click the **Accept** button which completes the task and moves it on in workflow.

If you have more than one GRN you will see these tasks listed on the right of the window like in the example below; you can select any of these tasks to goods receive or can go through them in the order, they are displayed:



If you only have one MGRN task or once you have selected a task to work on, the screen will look like the example below:

1. This invoice will be against a purchase order previously raised – To view the order details click here and a pop-up window with the details will be displayed. Once viewed you can click X to leave the PO details window



2. The image of the invoice will be displayed on the left. You may need to resize the window by using the magnifying glass icons. Make a note of the quantities and net values (amount(s) without VAT) you need to goods receive as you will need this at the next step

3. Select this button

You will now be taken to the **Goods receipt** window:

Follow from step 1 for a quantity order delivery and from step 2 for a value order delivery.

1. Quantity Order Delivery

The example below is for receiving goods where you are having items of goods delivered e.g. stationery, books, chairs etc. When you raised the original requisition (which converted to a purchase order) you would have chosen either a quantity or value product code at that stage.

Order line	Supplier product	Supplier product description	Product	Description	Order qty	Ordered Price	Previously received	Qty. received	Unit	Unit price
1	QA20000	QUANTITY BASED - Repairs & Maintena...	QA20000	QUANTITY BASED - Repairs & Maintena...	1.00	500.00	0.00	0.00	UN	500.00
2	QA20000	QUANTITY BASED - Repairs & Maintena...	QA20000	QUANTITY BASED - Repairs & Maintena...	1.00	500.00	0.00	0.00	UN	500.00
Σ					2.00		0.00	0.00		

This is a quantity order as the product is prefixed with Q


Here is where you need to put in the items you have received for this invoice. Update the quantity here or leave as 0 if no goods are being delivered for a line. Update any lines as appropriate

Further information:

Check the amount of goods you are receiving for this invoice and update the **Qty. received** field to the amount you are receiving this time. You will be able to see what you have previously received in the **Previously received** field. You will need to check each line to ensure it is correct. If you have an order line where you have not yet received the goods, leave as 0 in this field (so that no goods are delivered).

When all lines have been completed check the total in the **Qty. received** column which is shown on the grey line at the bottom of the column. This total should agree to the number of items you have received and that are on the invoice. You do not need to change the price here.

If you are not going to receive any further items on this purchase order, you can cancel the remaining items by clicking on the **Rest cancelled** button. This will close the purchase order so no more invoices can be paid against it and any outstanding commitment is closed.

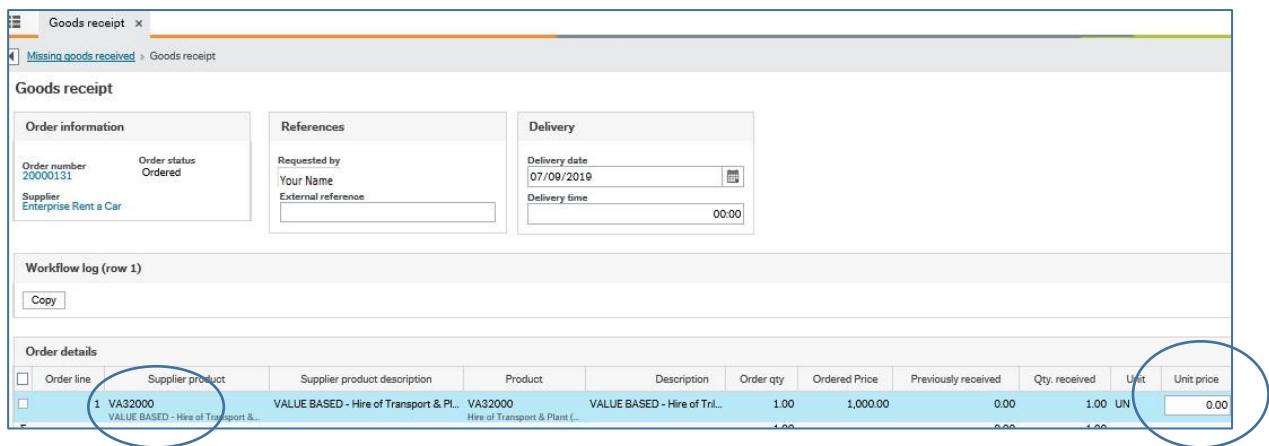
Then click  at the bottom left of the window. You will be taken back to the front screen, **Missing goods receipt**.

You will now need to click on the  button to move the task on in the workflow.

2. Value Delivery

The example below is for receiving goods where you have requested a service, an annual order or you don't know how many invoices you will receive or how much they will be, e.g. staff recruitment (service), annual order for locksmiths (not known how many times locksmith will be called out and/or cost of replacing lock) etc. When you raised the original requisition (which converted to a purchase order) you would have chosen either a quantity or value product code at that stage.

You will now be taken to the **Goods receipt** window:



The screenshot shows the 'Goods receipt' window with the following sections:

- Order information:** Order number 20000131, Order status Ordered, Supplier Enterprise Rent a Car.
- References:** Requested by Your Name, External reference.
- Delivery:** Delivery date 07/09/2019, Delivery time 00:00.
- Workflow log (row 1):** Copy button.
- Order details table:**

Order line	Supplier product	Supplier product description	Product	Description	Order qty	Ordered Price	Previously received	Qty. received	Unit	Unit price
1	VA32000	VALUE BASED - Hire of Transport & PL...	VA32000	VALUE BASED - Hire of Trl...	1.00	1,000.00	0.00	1.00	UN	0.00


This is a value order as the product is prefixed with V

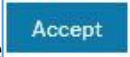
Here is where you need to enter the net amount as shown on the invoice for this line and repeat for other lines if required. Leave as 0 if no service is being received for a line.

Further information:

Check the net amount of the invoice for each line of the order (you may only have one line) for this invoice and update the **Unit price** field to the net amount you are receiving this time. You will be able to see what you have previously received in the **Previously received** field. You will need to check each line to ensure it is correct. If you have an order line where you have not yet received the service, leave as 0 in this field (so that no service is delivered).

If you are not going to receive any further services for this purchase order, you can cancel the remaining amounts by clicking on the **Rest cancelled** button. This will close the purchase order so no more invoices can be paid against it and any outstanding commitment is closed.

Then click  at the bottom left of the window. You will be taken back to the front screen **Missing goods receipt.**

You will now need to click on the  button to move the task on in the workflow. It will then either get posted ready for payment when it reaches its due date or will workflow to the approver if the invoice is out of tolerance (GRN or value does not match the PO)

2. Missing Goods Received Error Message

If you see the following message when you access your **Tasks**, this is likely to mean that the original purchase order that the invoice is attached to has been closed/terminated.



Depending on what you want to happen with the invoice please can you do either of the following:

- Contact Business World Support bw.help@southampton.gov.uk with a screenshot of the error message and the transaction number and request that the PO is checked/reopened in order to process it for payment


or

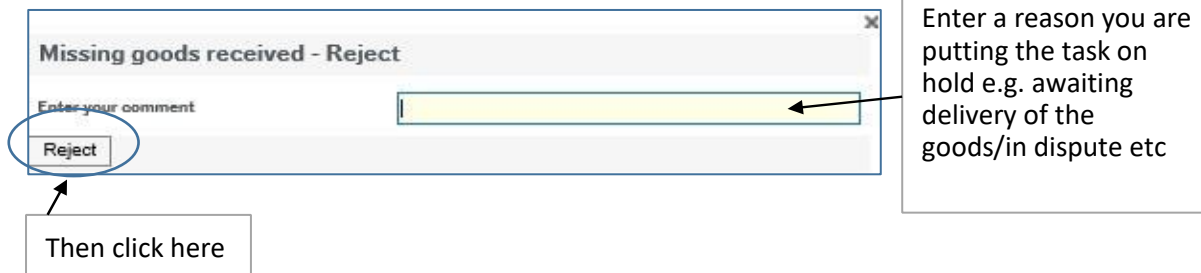
- Contact Creditors payments team creditor.paymentsteam@southampton.gov.uk with a screenshot of the error message and the transaction number, if the invoice is no longer required i.e. payment was made by another means etc. and request that it is deleted from the system.

3. Putting Missing Goods Received On Hold

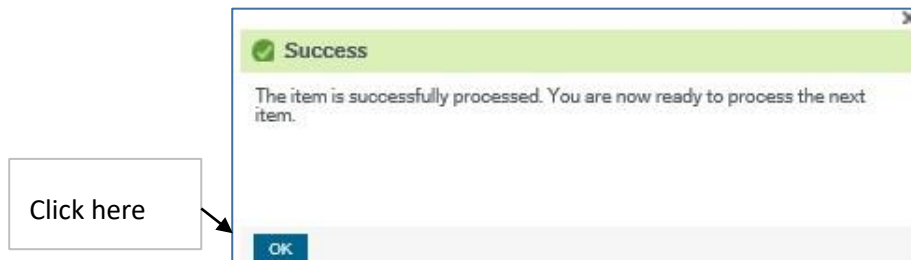
If you have not received the goods or service or have a query regarding the invoice, do not goods receive it but put it on hold.

Note: Putting the invoice on hold will allow the Creditors Payments team to exclude your GRN invoice from their reporting where invoices are overdue/not actioned in a timely way. They will see that you have a query with the invoice.

To put the MGRN on hold, from the **Missing goods receipt** task, click on the  button, bottom left of the window. A pop-up box will appear:



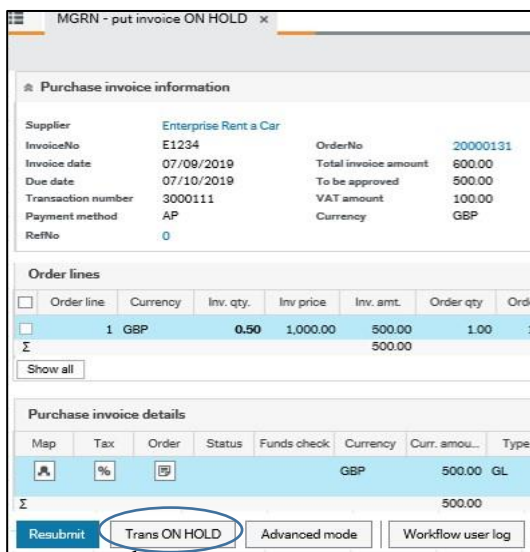
Another pop-up box will appear:



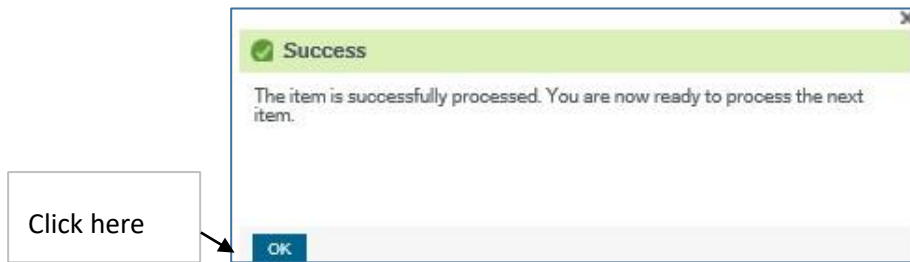
The MGRN will move into workflow but will then return to your **Tasks** with an **"MGRN – put invoice ON HOLD"** status. (This may take 30 seconds or more whilst the workflow service processes the task). A screenshot of how the task will reappear in your **Tasks** is shown below:



You will still need to take one more action to put it on hold, so open the **"MGRN – put invoice ON HOLD"** from **Tasks** again. The window will look like the one shown below (this is a cutdown screenshot):



Another pop-up box will appear:



A screenshot of how the task will reappear in your **Tasks** is shown below:



Your MGRN is now on hold. This means that when checks are made for overdue invoices or invoices that have not been actioned, it will be clear why this task has not yet been processed. It will also be clearly marked in your **Tasks** so you don't need to revisit it until you are ready to take further action, i.e. you have received the goods or the dispute/query is resolved.

You will now need to contact your supplier regarding the invoice to clarify whether it should be processed for payment or not. Here are some examples of what the outcome could be and what you should do but is not an exhaustive list:

<p>Invoice amount is incorrect, and the supplier is going to send a revised invoice</p>	<p>Email creditors payments team creditor.paymentsteam@southampton.gov.uk with the transaction number and ask them to delete the invoice as you will be expecting a new one soon</p>
<p>Goods were damaged or not received and therefore payment is not going to be made</p>	<p>As above</p>
<p>Invoice amount is incorrect, and the supplier is going to send a credit note</p>	<p>You will need to take the invoice off hold and process it, see next section for how to take the MGRN off hold. When the credit note is received it will appear in your tasks and can be processed in the same way as your Missing Goods Received Tasks</p>

The above is not an exhaustive list of what to do and if you have any other scenarios or questions about what to do with a transaction please email the Business World Help inbox in the first instance, bw.help@southampton.gov.uk

See next section for how to take the MGRN off hold and resubmit it.

4. Resubmit On Hold Missing Goods Received

To resubmit the **MGRN on hold task**, to complete the goods receipt, you will need to find it from your **Tasks** and open it. The task step is called **“Invoice =ON HOLD Trans No XXXXX”**

The window will look like the one shown below (this is a cutdown screenshot for illustrative purposes only):

Purchase invoice approval

i The invoice is exceeding the invoice control. Please check and take action.

Purchase invoice information

Supplier	Enterprise Rent a Car		
InvoiceNo	E1234	OrderNo	20000131
Invoice date	07/09/2019	Total invoice amount	600.00
Due date	07/10/2019	To be approved	500.00
Transaction number	3000111	VAT amount	100.00
Payment method	AP	Currency	GBP
RefNo	0		

Order lines

<input type="checkbox"/>	Order line	Currency	Inv. qty.	Inv price	Inv. amt.	Order qty	O
<input type="checkbox"/>	1	GBP	0.50	1,000.00	500.00	1.00	
Σ					500.00		

Show all

Resubmit | Trans ON HOLD | Advanced mode | Workflow user log

Click here

Click here

Success

The item is successfully processed. You are now ready to process the next item.

OK

The MGRN task will move into workflow but will then return to your **Tasks** with a **“Missing goods received”** step. (This may take 30 seconds or more whilst the workflow service processes the task).

You can now process the goods received note task by following from section 1.

FURTHER INFORMATION

If you have any questions or you if you have any issues processing your goods received note task(s) please do not hesitate to contact the Business World inbox at bw.help@southampton.gov.uk