

# ShopBlue Receiver Questions

## Why Is a Receiver Required?

A receiver provides an acknowledgement of receipt of the goods or services. A receiver is required for every transaction, except for a Payment Request before, ShopBlue will release payment. The requisitioner or end user with receiving permissions within the department must create the receiver.

Within the receiver:

- The system will default to the current date. **PLEASE CHANGE** to the exact date the goods/services were received.
- Enter any notes or tracking information as applicable.
- Attach a packing slip as applicable.
- Do not attach the invoice to the receiver. The payment will not be complete without an email. For state and research funds email the invoice to [apinvoice@business.buffalo.edu](mailto:apinvoice@business.buffalo.edu). For UB Foundation email the invoice to [ubf-ap@buffalo.edu](mailto:ubf-ap@buffalo.edu)

## Who Should Create The Receiver?

- The requisitioner or the end user within the department with permissions to receive in ShopBlue should create the receiver.
- ShopBlue generates email notifications requesting receivers after an invoice has been vouchered. End users do not have to wait for the notification to enter a receiver for punchout or non-catalog orders. A receiver should be entered for standing orders after a voucher is created so amounts should match.
- If the requisitioner or purchase order owner changes and additional receivers against the purchase order will be required, email [ubs-shopblue@buffalo.edu](mailto:ubs-shopblue@buffalo.edu) for help.

## How do I create a Quantity Receiver?

- Using the search bar, look up the purchase order, select the *Receivers* tab, select the plus (+) sign
- From the dropdown menu, select *Create Quantity Receiver*.
- **Change Receiver Date** to the date the item or service was received. If you do not know the actual date the goods/ services were received, change the receiver date to the invoice date to ensure you are abiding by the net 30 payment terms.
- The quantity will default to the total quantity of the line items or services listed on the purchase order. **EDIT TO REFLECT TOTAL ACTUALLY RECEIVED**
- If you have received your entire order, click *complete* and you are finished.
- If you have **not** received any of the items or services on a specific line, select *Remove Line*. This will remove that line from the receiver.
- The removed lines will disappear from the screen to be received at a later date.
- After that, enter the quantity of items for the lines you have received and select *complete*.
- Create additional quantity receivers as needed when the rest of your items are received for that line.

## How do I create a Cost Receiver?

- Typically, for a cost receiver, this is better to do after a voucher is entered. Voucher and Receiver amounts **MUST** match for the voucher to flow through for processing.
- Using the search bar, look up the purchase order, go to vouchers tab to get voucher number, write down the number (you will need this later) Select the *Receivers* tab, select the plus (+) sign
- From the dropdown menu, select *Create Cost Receiver*.
- **Change Receiver Date** to the date when the item or service was received. If you do not know the actual date the goods/ services were received, change the receiver date to the invoice date to ensure you are abiding by the net 30 payment terms.
- List the invoice # and /or voucher # in the notes section.
- Update the cost by entering the dollar amount you are receiving (or the amount being invoiced). (Scroll down)
- Each voucher requires a separate receiver. Received amount and vouchered amount must match for voucher to be paid.
- Then select *Complete*. Repeat steps as needed for each voucher.

## How do I create a return for over ordered items?

- Go to the *Create Quantity Receiver* page.
- Next, in *Status* select *Returned* from the drop down menu
- Enter the quantity of the items you will be returning.
- To finish, click *Save Updates* then click *Complete*.
- Any canceled or returned items need to be communicated to the buyer and AP for further action through comments.

## Contact Business Services Customer Support ShopBlue System Help:

- Send an email to [ubs-shopblue-support@buffalo.edu](mailto:ubs-shopblue-support@buffalo.edu).
  - Call 716-645-4500, press 3 for ShopBlue.

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## What to do when I get an email to submit a receiver before I received any items?

- These notifications are automatically generated once we receive an invoice/voucher for the item(s).
- Once you get the item(s), you can create a receiver, no more notifications will be issued, and the invoice can be paid.
- Please note that many companies invoice as the item(s) ships even though the goods have not yet been physically received.

## How do I create a receiver when I plan on returning or exchanging an item?

- If you are getting a replacement item, you will need to work with your buyer to cancel the current Purchase Order.
- Then a new Purchase Order will need to be issued for the new item.
- Any cancelled or returned items need to be communicated through comments to the buyer and AP for further action.

## How do I create a receiver for damaged goods?

- To create a return, go to the *Create Quantity Receiver* page, click the dropdown box in *Line Status* and select *Returned*.
- To finish, choose the quantity that you will be returning then click *Save Updates* and *Finish*.
- Any cancelled or returned items must be communicated to the buyer and AP through comments for further action.

## What if an item never arrived and I contacted the supplier to get a refund?

### How do I notate this on receiver?

- If you have not yet received the item in the system, you can create a receiver as you normally would. However, in the dropdown for that line, there is an option for "Cancelled".
- If you have already created a receiver for the item, just add a comment to your buyer in the Purchase Order that the item was returned, credit memo issued.

## How do I know when to create another receiver?

- For every voucher/invoice entered, a notification is sent.
- If new items are invoiced/vouchered, then a new notification is generated.
- You can verify if the receiver has already been completed by checking that the net invoiced amount equals the net received amount.
- If equal: no receiver needs to be created.
- If unequal: yes, a receiver needs to be made.

## What if my purchase order and the invoice is for two items, but I only physically received one?

- If you're expecting to receive the second item, please create a receiver for the one item you have physically received.
- Then create another receiver when the second item comes in.
- If you are not expecting to receive the second item, please comment to the buyer to cancel that item.

## How do I cancel a receiver?

- You will need to create a new receiver for a negative amount to "cancel out" the previous receiver.
- Select the plus(+) as if you were submitting another receiver.
- Put a negative amount for either the quantity/cost line for the incorrect item.
- For Example - If you accidentally received 2 items but you have only physically received 1, you can create a new receiver for -1 in the quantity line to "cancel out" the mistake.
- The same works for cost receivers and using the negative dollar amount.
- This will "cancel out" the item you received from the previous receiver.
- Any cancelled or returned items needs to be communicated to the buyer and AP in the comments for further action.

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