HokieMart Receiver

User Guide

HokieMart Receiver User Guide

Contents

Introduction 3
Overview of HokieMart Process 3
User Roles 3
Quantity Versus Cost Receipts 4
Receipt Actions 4
Create a Receipt 6
  Entering a Quantity or Cost Receipt 7
Reopen or Delete a Receipt 10
Contact Information 12
Additional Resources 12

Introduction

Virginia Tech partners with JAGGAER to provide HokieMart, the university's e-procurement system, to centralize the procure to pay process. HokieMart provides one-stop shopping with online suppliers, supports cost savings through contract pricing, improves approval and invoicing workflows, and enhances the accuracy and timeliness of financial information in coordination with Banner and eVA.

This guide covers the role and responsibilities of a receiver in the procure to pay process, including how to confirm receipt of goods or services to support accurate purchasing records and timely supplier payments. It also includes information on user roles, entering quantity and cost receipts, and other receiving related processes and requirements.

Overview of HokieMart Process

The HokieMart workflow begins when a requisition is created and approved, generating a Purchase Order (PO) that is sent to the supplier for fulfillment. Once goods or services are received, the employee verifying the quantity and condition must complete a receipt in HokieMart. The employee should complete the receipt using the actual date goods or services were received. Receipts are matched to invoices to support payment processing and approval. Supporting documentation, including packing slips, can be stored electronically in HokieMart. Refer to **Procedure 20305: Receiving Reports** for additional information.

User Roles

Roles in HokieMart are assigned to a particular user based on information received from departments and levels of responsibilities within individual departments.

Requestor

The Requestor is the individual (user) who initiates the electronic purchase of goods and services by shopping and creating a "cart." The Requestor has numerous sources to search for commodities and services and place the chosen items in a "shopping cart." After placing these items in the "shopping cart", the Requestor will "check out." After "check-out" is complete, a Purchase Requisition (PR) is created.

On-Behalf-of-Requestor

An On Behalf-of- Requestor is an individual who initiates the electronic purchase of goods and services "on behalf of" the Requestor who is authorized to use HokieMart.

Approver

An Approver is an individual designated to electronically review/edit and approve purchase requisitions within the delegated purchasing authority. The Approver electronically receives the PR for approval. After verification, the Approver may approve the PR or reject part or all of the PR. Approval of the PR creates a Purchase Order (PO) that is electronically delivered to the supplier.

Receiver

The Receiver verifies receipt of goods/services. All or part of the order may be received depending on delivery (back orders, damaged goods, etc.). The Receiver enters HokieMart and electronically "receives" the goods/services.

Quantity Versus Cost Receipts

The majority of the time, Receivers will process a Quantity Receipt. A Cost Receipt is used for contractual services (ex: consulting) which are invoiced incrementally with payment due at the end of each service period. If prepayment is required, a cost receipt should be entered for the prepayment amount. The remaining balance will be paid once additional receiving documents are completed.

Transaction Type	Is Receiving Required?	Is Cancellation Required?
Punchout/Hosted Catalog Forms	Receiving Needed	Cancellation Needed
Non-Catalog Form	Receiving Needed	Cancellation Needed
Prepayments on any HokieMart Form	Receiving Needed	Cancellation Needed
Interdepartmental Service Request (ISR)	Receiving Not Needed	Cancellation Needed
Travel Agency Authorization	Receiving Not Needed	Cancellation Needed
Payment Request Forms	Receiving Not Needed	N/A

Receipt Actions

There are three main types of receiving actions that can be entered in HokieMart. These actions (Receiving, Returning, and Canceling) will be reviewed in this section. It is important to remember that some transactions will require multiple types of receipts to be entered to accurately reflect the transfer of goods and services.

A step-by-step guide on entering receipts in HokieMart will be included in subsequent sections of this guide.

Receiving Action

A receiving action is taken when either all items on an order are received or when a portion of an order is received.

> Example 1: 20 tubes ordered; 20 tubes are received. Perform a receipt action in HokieMart for the 20 tubes.
>
> Example 2: 20 tubes ordered; 10 tubes are received. Perform a receipt action in HokieMart for the 10 tubes.

Note: If more items were received than ordered and the department decides to keep the over-shipment, the total number of items received should be entered on the receiving form. Enter a note on the receiving form, “Supplier over shipped and department wants to keep over-shipment.”

Returning Action

A receiving action is taken when either all items on an order are returned or when a portion of items in an order are returned. Items are typically returned due to damage, wrong item being provided, etc.

> Example 1: 20 test tubes are ordered, and a receipt action is performed in HokieMart. It is later determined that 5 were broken and need to be returned. Perform a second receipt to return the 5 broken items.

Cancelling Action

A “cancelled” receipt action is taken when it is discovered that an item will not be received or when an item that is returned will not be replaced on the current PO. It is important to include notes to document the reason for cancellation. The Procurement Department will close the encumbrance based on the canceled receipt, and no further communication is necessary.

Example 1: 1 computer was received but the monitor was broken and the computer/monitor will not be replaced.

- If the computer was **actually received on premises**
    - Perform a received receipt.
    - Perform a returned receipt.
    - Perform a cancelled receipt.

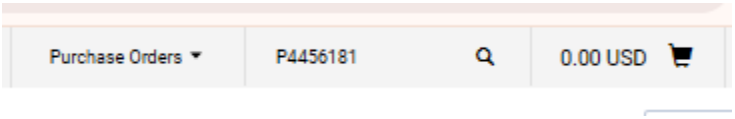
Example 2: 1 computer was ordered but the supplier is unable to fulfill the order

- If the computer was **not actually received on premises:**
    - Perform a cancelled receipt.

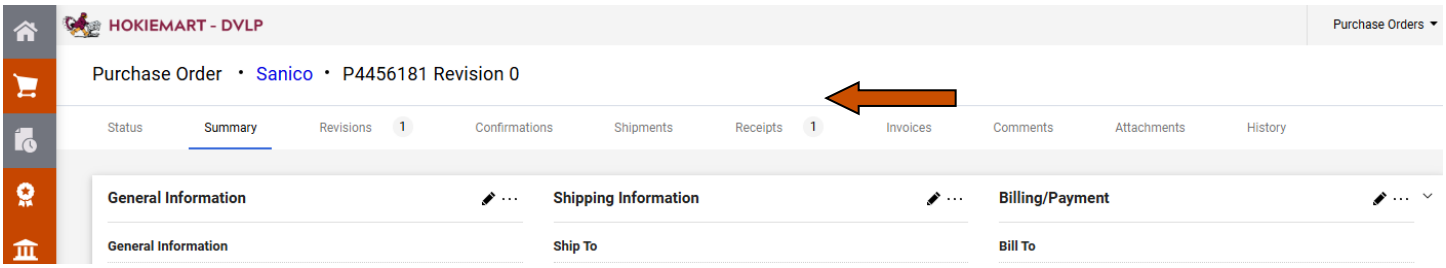
Performing a cancelled receipt is an important step in the process to get your purchase order’s encumbrance released. When a cancelled receipt exports to Banner (exports occur at 9AM and 3PM each day), Banner will automatically release the encumbrance on the associated purchase order. If for any reason an encumbrance cannot be released on a cancelled item(s), a member of the Procurement Department Operations team will reach out to you with more information.

Create a Receipt

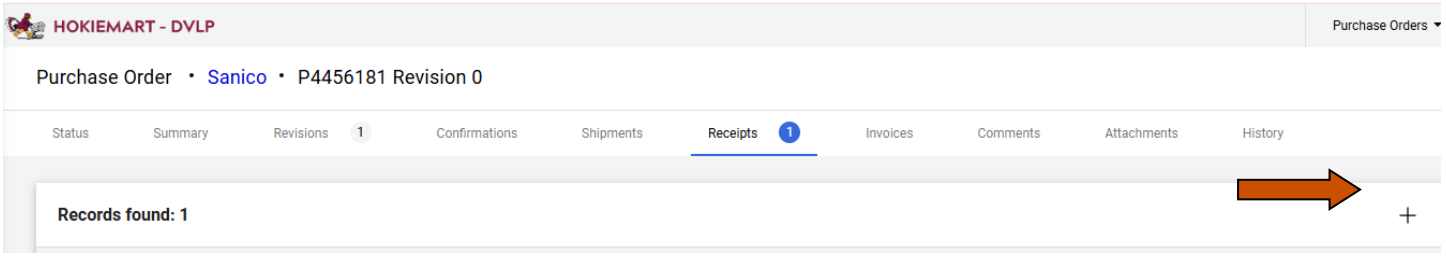
1. Search for the Purchase Order Number in the upper right corner of HokieMart. Select the magnifying glass or select enter.



2. Select the Receipts tab on the Purchase Order.

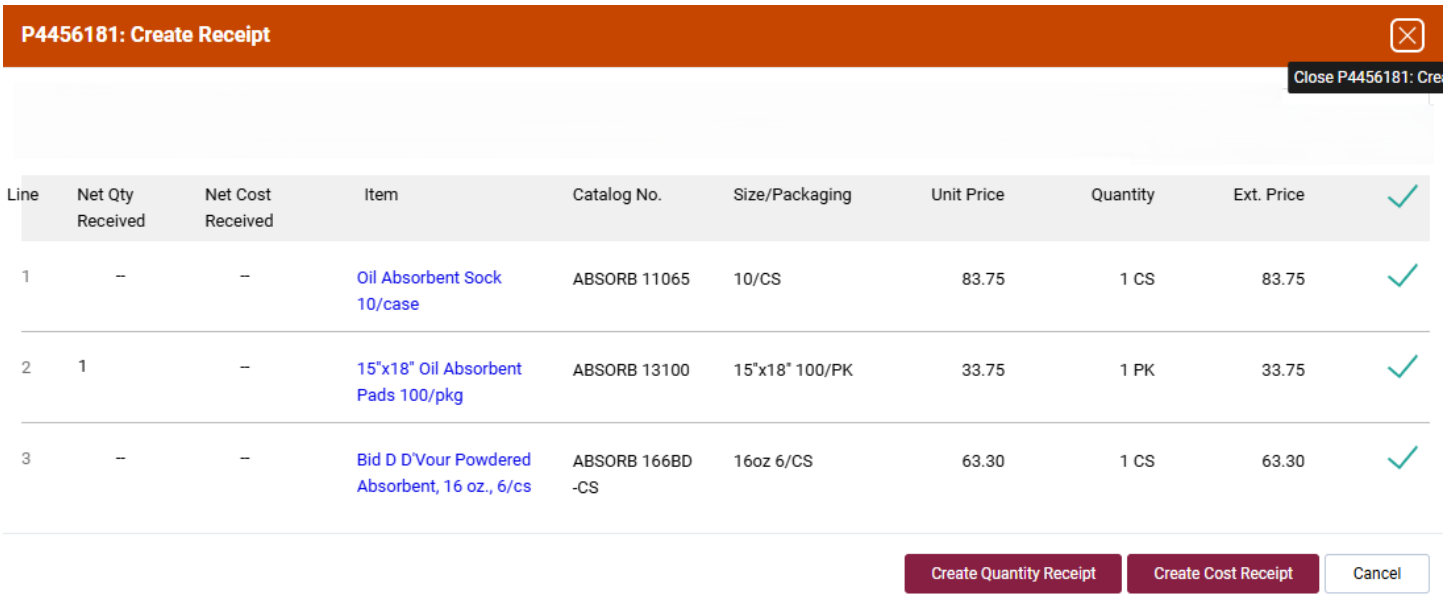


3. Select the plus (+) icon to create a receipt.



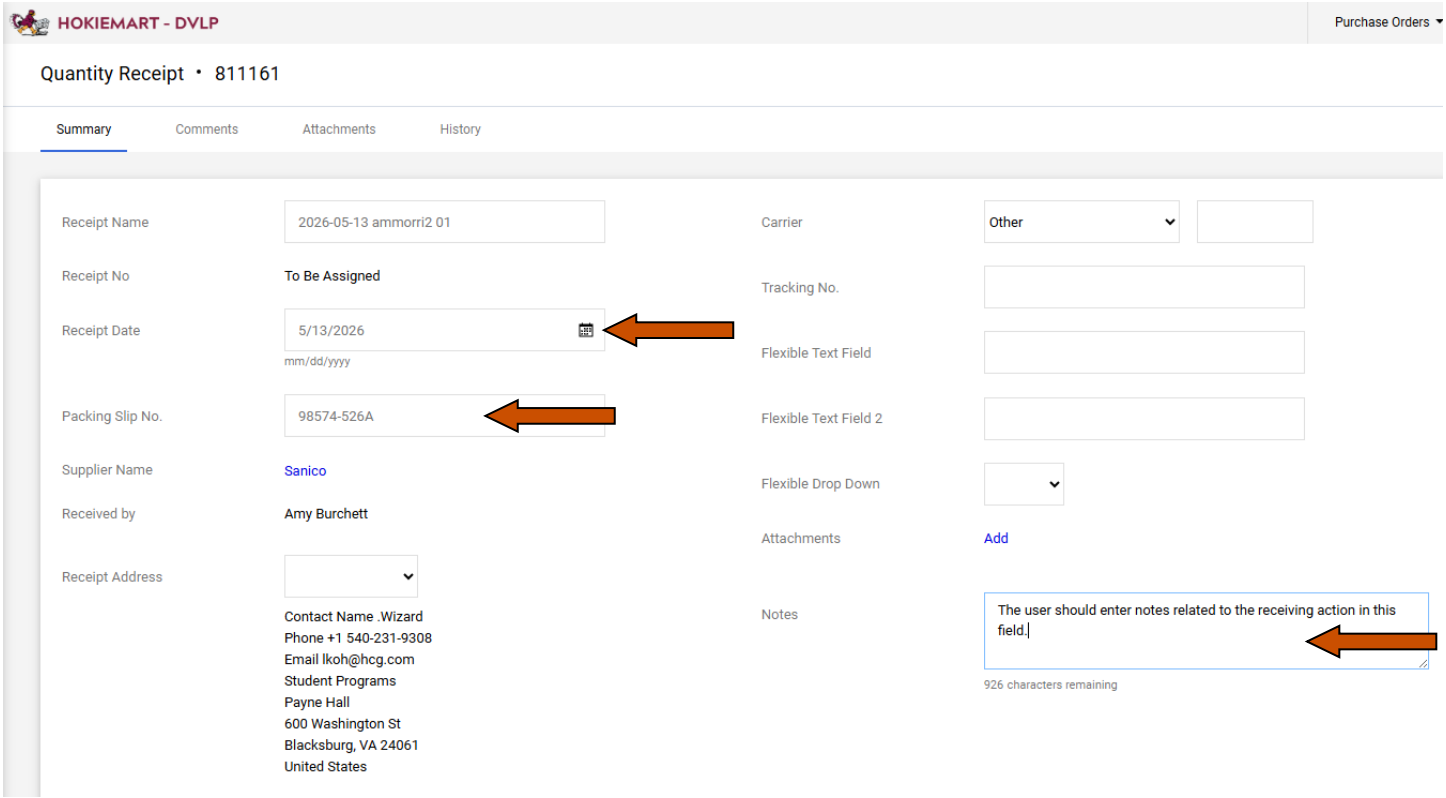
4. A green check mark will appear next to all line items on the purchase order. Make sure that a green check mark only appears next to the line items that you want to create a receiving action for. Selecting the green check mark will deselect and remove this indicator as needed.

5. Select the “Create Quantity Receipt” or “Create Cost Receipt” button.



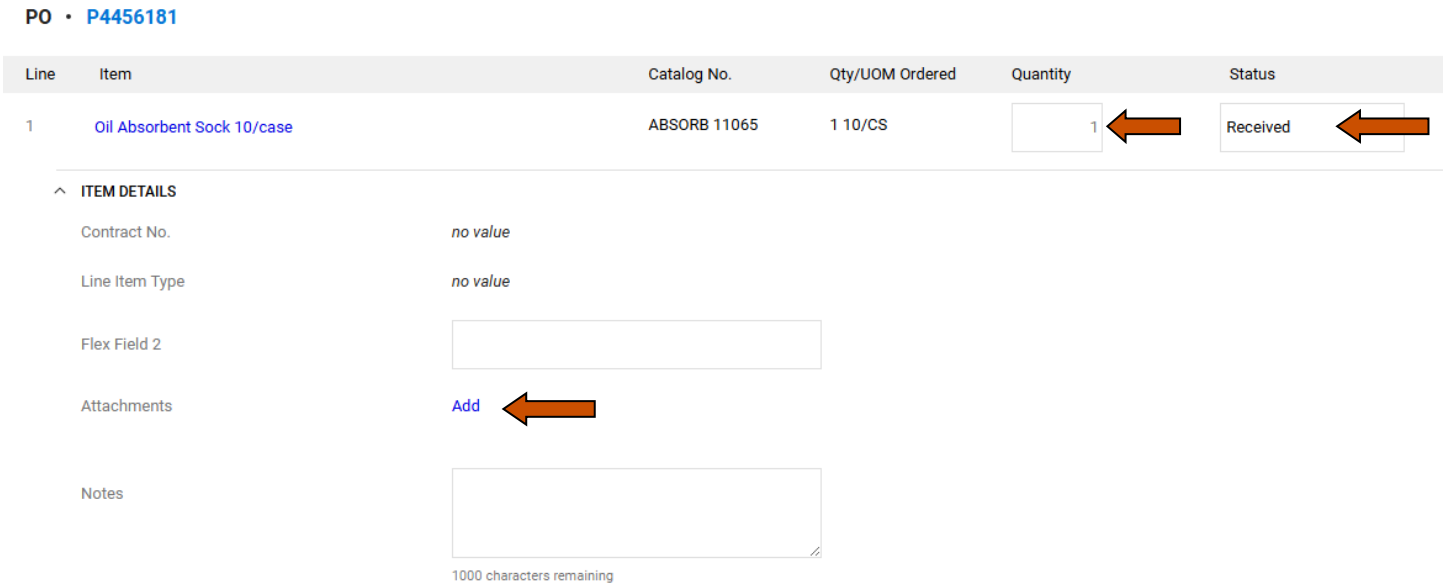
Entering a Quantity or Cost Receipt

1. The quantity or cost receipt will be viewable based on the button selected. Enter the date the goods or services were actually received. Please note that the HokieMart receiving date defaults to the current date. To accurately enter the correct receiving date, the Receiver must actively change the default date.
2. The user should enter notes related to the receiving action. It is important that notes be entered any time a cancel receipt is entered. Additionally, when processing a cost receipt, departments must enter the supplier invoice number in the packing slip number field. Cost receipts will either be matched electronically in HokieMart or matched manually by Accounts Payable depending on the invoice source.

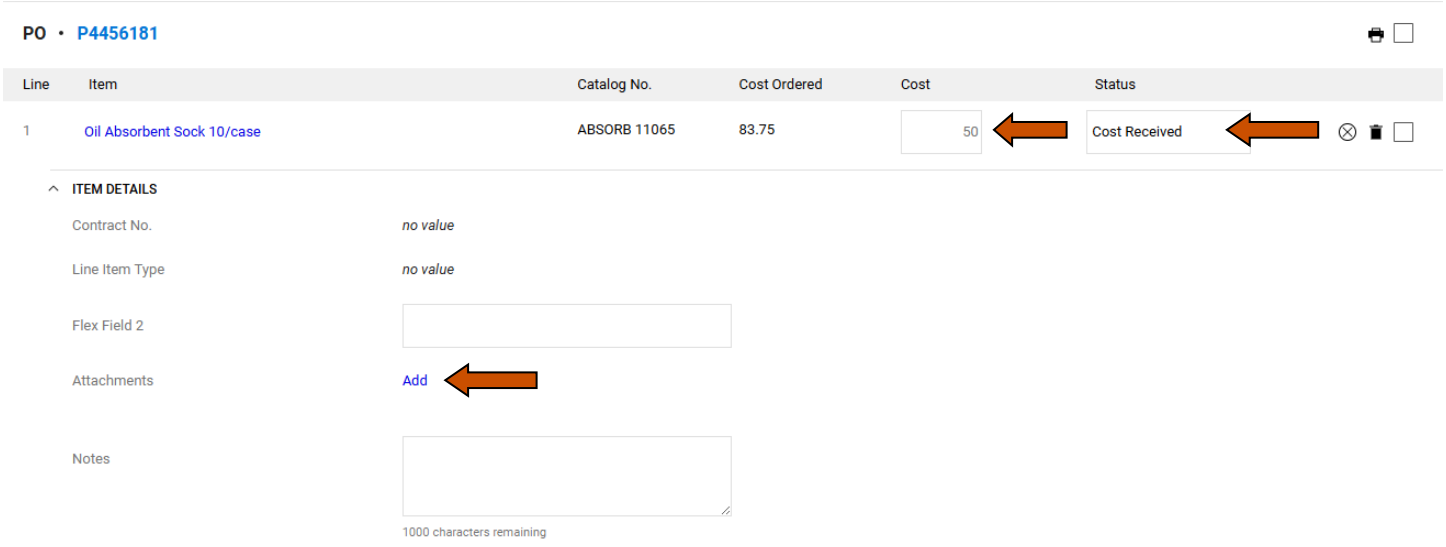


3. The user will receive either a quantity of goods or a cost of a good or service for each line item on the receipt.

    a. Quantity Receipt: The quantity ordered will default in the quantity field. Enter the number of items received in the quantity box if different from the quantity ordered. The user may also include an attachment for delivery or packing slips. Choose the desired action from the drop-down menu (Received, Returned, or Canceled).

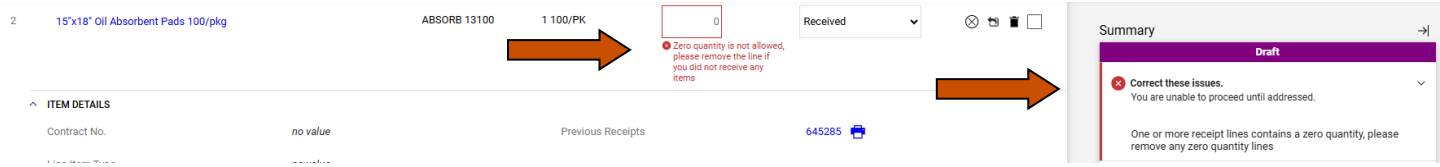


    b. Cost Receipt: The cost ordered amount will default in the cost field. Enter the cost of items received in the cost field if different from the cost ordered. The user may also include an attachment for delivery or packing slips. Choose the desired action from the drop-down menu (Cost Received or Cost Canceled).



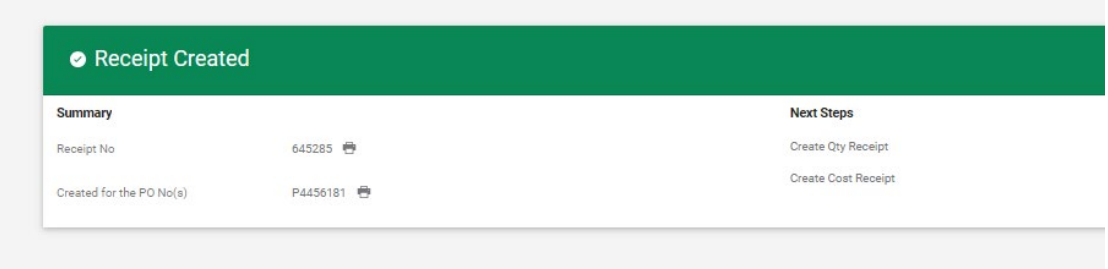
4. The user has an opportunity to remove any line items not being received, returned, or canceled by selecting the trash can icon ( ) next to the line item on the actual receipt.

Note: If any line items on a receipt have a quantity of zero, an error message will appear, preventing the completion of the receipt. To proceed, you will need to either remove the zero quantity items or adjust the quantities to reflect accurate receiving information.

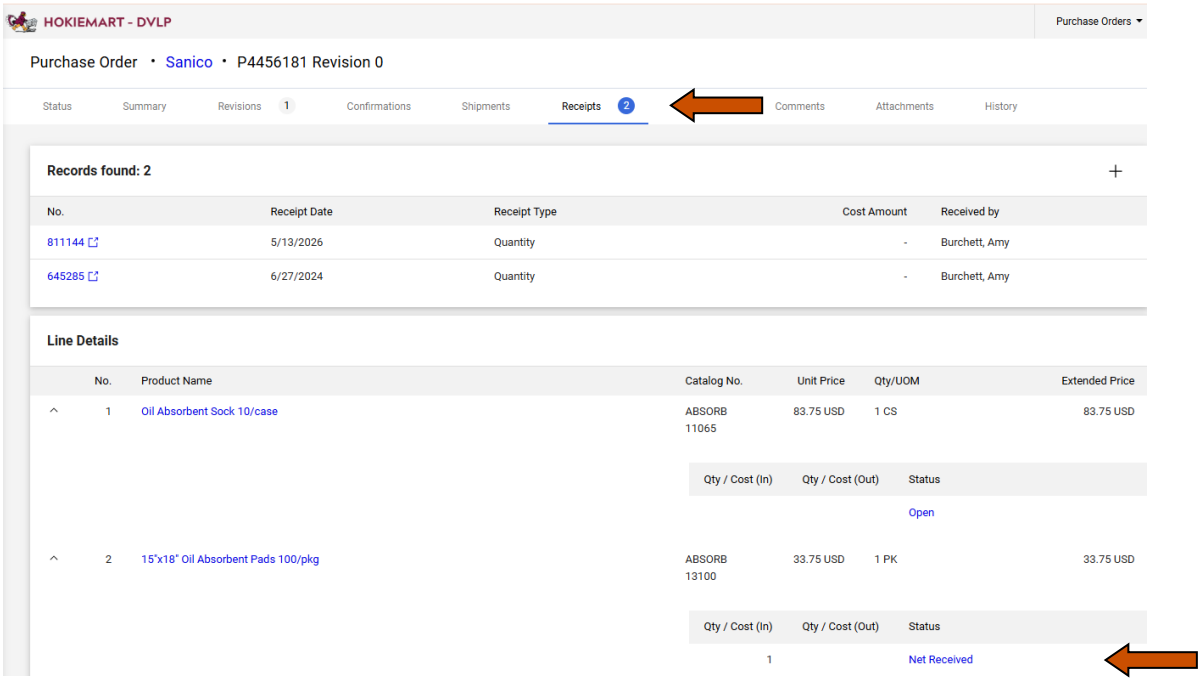


5. To finalize the receipt, select Complete in the upper right corner of the screen.

6. The user will be provided with a Receipt Number for the Purchase Order. The receipt number and/or purchase order number are links that can be selected to direct the user to these documents in HokieMart.

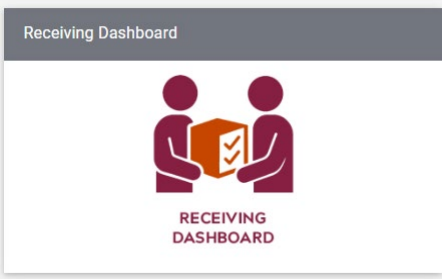


7. The Receipts tab on the Purchase Order will contain a history of all receiving actions that have been entered.



Search for Purchase Order Number

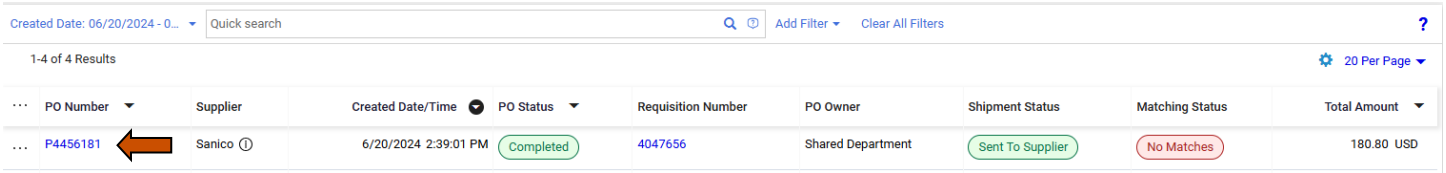
If the PO Number is not known and the goods or services have been received, a search for the PO can be performed by using the Receiving Dashboard on the home screen of HokieMart.



This dashboard will show a series of data sets to assist users with determining the receiving status of purchase orders that they created or were created by their organization (ex: 'Org Purchase orders with No Reciepts', 'My Purchase Orders with No Receipts', etc.).

Users can also search by using the Orders icon on the vertical ribbon on the left side of the screen.

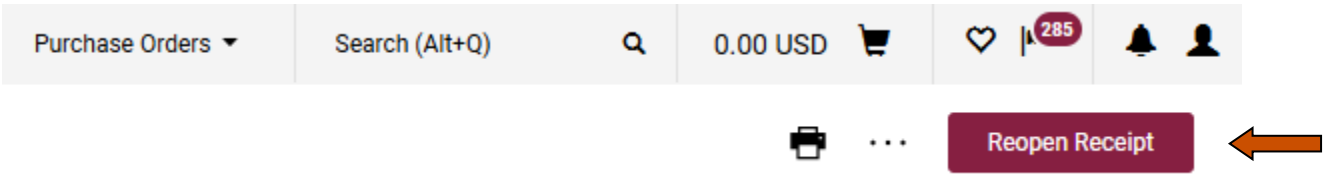
1. Select Search and the Purchase Orders on the menu to view a listing of purchase orders for your organization.



2. Select the desired PO number to view the complete details.

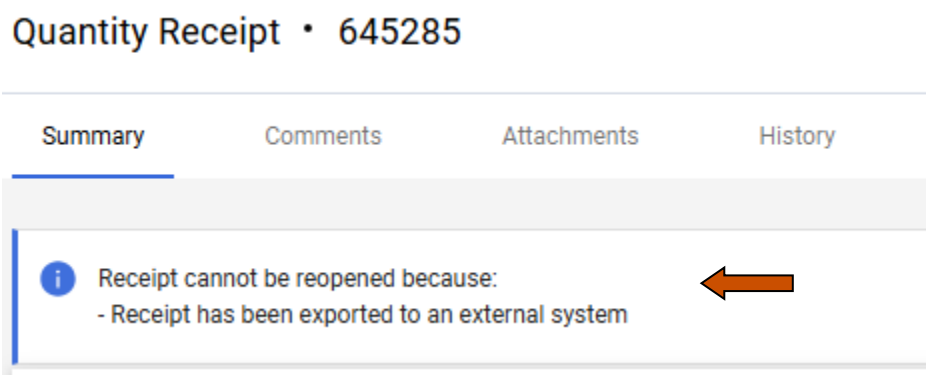
Reopen or Delete a Receipt

At times users may make a mistake on a Receipt by keying the wrong quantity or the wrong dollar amount. Users may now reopen a receipt to make edits or delete the receipt. A "reopen" button will now appear on the Receipt in the upper right corner of the screen.



When reopening the Receipt, the user will be forced to enter a comment regarding the reason why they are reopening the Receipt. This comment will be recorded in Receipt history. After entering the comment, the Receipt will be in draft mode and will allow the user to make edits or delete the receipt completely.

In some instances, the Receipt may not be reopened if the Receipt has an invoice that has been completed against the PO or the Receipt has been exported into Banner (occurs each day at 9:00 AM and 3:00 PM.)



This means that a receipt that is entered after 3 PM must be edited or deleted prior to 9AM the following morning. Also, for a receipt entered after 9 AM, it must be edited or deleted prior to 3 PM the same day.

Contact Information

Contact	Question Type
HokieMart	Questions concerning HokieMart functions (rejected/pending PRs/POs), appropriate form usage and procedures, supplier receipt of orders: HokieMart@vt.edu
Accounts Payable	Questions concerning the payment of invoices, encumbrances, or credit memos: acctpay@vt.edu, 540-231-8615 or Jason McGraw at jamcgraw@vt.edu.
Invoice Imaging	Questions concerning invoice images: Jason McGraw at jamcgraw@vt.edu.
Receiving	Questions concerning electronic receiving: Rebecca Goad at rg91acct@vt.edu, 540-231-9308
Banner Reports	Questions concerning Banner Finance reports: General Accounting genactg@vt.edu.
HokieMart Access	Questions concerning updating or adding roles (Receiver, Requestor, Approver) or access to funding: General Accounting genactg@vt.edu
International Tax Payments	US Non-Resident Payments: Kimberly Myers, kiharve1@vt.edu, 540-231-7586
Wire Transfers	Wires are processed for international payments only. Allow 10 business days from when the request is received in the Controller's Office for processing. Janice Chumbley, cjan@vt.edu, 540-231-0036

Additional Resources

Information related to HokieMart including HokieMart User Quick Guides may be found on the **Procurement website**

Issues of the HokieMart Newsletter, **The Cart**, may be found on the Procurement website.