

How to Reject a Part of a Shipment in ePro

Sometimes Shipped orders are damaged or wrong items are sent. If this happens you may need to reject part of the shipment

Important ! – The process regarding credits has not changed. The department user is responsible for contacting the vendor for the appropriate follow up. This could include: asking the vendor for a replacement shipment, a credit memo, or invoice adjustment (or combination).

In this Example we will assume 10 items were ordered, 10 items were received, but 2 of the items were damaged and returned and are now on back order.

Step 1) Go to the Manage Requisition Screen

Navigation **eProcurement > Manage Requisitions**

Manage Requisitions

Search Requisitions

To locate requisitions, edit the criteria below and click the Search button.

Business Unit: BENUV **Requestion Name:**
Requestion ID: **Request Status:** All but Complete **Budget Status:**
Date From: 09/21/2010 **Date To:** 09/28/2010
Requester: DKIRK **Entered By:** **PO ID:**

Requisitions

To view the lifespan and line items for a requisition, click the Expand triangle icon:

To edit or perform another action on a requisition, make a selection from the Action dropdown list and click Go.

Req ID	Requisition Name	BU	Date	Status	Budget	Total	Action
▶ 0000000276	Example of Rejected Shi...	BENUV	09/28/2010	PO(s) Dispatched	Valid	500.00USD	Receive Order <input type="button" value="Go"/>

Step 2) find the requisition you want to receive, select "Receive Order" then click Go

Step 3) select the line number you wish to receive, then click **Receive Selected**

Receive Items

You have 1 line open for receiving for requisition Example of Rejected Shipment

Receive Selected and go to the Receive Form.

Receive selected Customize | Find | View All | First 1 of 1 Last

Requisition Lines to Receive Purchase Order Details

Req BU	Requisition	Item Description	Tot Reg Qty/Amt	Accepted Qty/Amt to Date	UOM	Ship To	Vendor
<input checked="" type="checkbox"/>	BENJUV	Example of Rejected Shipment	10	0	EA	KIRK,DEBBI	DELL SERVI-001

Check All Clear All

[Inquire Receipts](#) [Inquire Return to Vendors](#)

Step 4) For this example we said 10 where receive, but 2 were damaged, so you'll want to enter 10 as the quantity received and then click the [Reject Shipment](#) link

Receive Items

New Receipt

Business Unit: BENJUV

Receipt Status: Open

*Received Date: 09/28/2010 [Reject Shipment](#)

Customize | Find | View All | First 1 of 1 Last

Line	Item Id	Item Description	Received Qty	UOM	Accept Qty
1		Example of Rejected Shi	10.0000	EA	10.0000

Save Receipt

[Add New Receipt](#) [Inquire Return to Vendors](#) [Inquire Receipts](#)

Step 5) Enter the quantity rejected, reason code and reject reason. If the vendor gives you a Return Merchandise Authorization (RMA) number you can enter that as well. Click OK

Reject Shipment

New Receipt

Business Unit: BENJUV

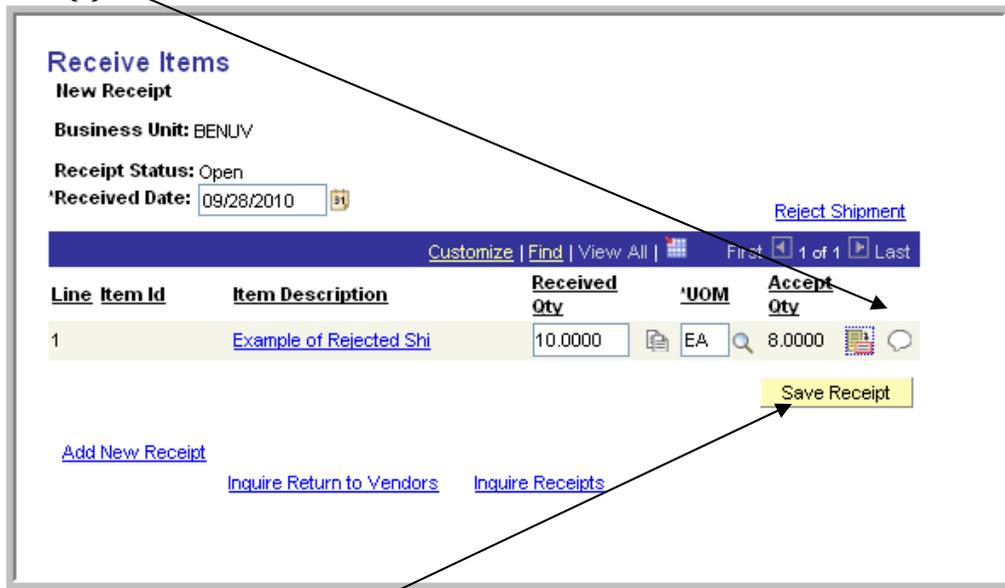
View All | First 1 of 1 Last

Item Description	Received Qty	UOM	Reject Qty	Reject Reason	Reject Action	RMA Number	RMA Line
1 Example of Rejected Shi	10.0000	EA	2.0000	DAMAGED	Replai		

OK Cancel

Look up Reject Reason (Alt+F5)

Step 6) Optional – In the comments section, you may want to add additional comments to document the circumstances regarding the receipt and return of the item(s). Click the  icon to add comments.



Receive Items
New Receipt

Business Unit: BENUV

Receipt Status: Open

Received Date: 09/28/2010 

[Reject Shipment](#)

Customize | Find | View All | First 1 of 1 Last

Line	Item Id	Item Description	Received Qty	UOM	Accept Qty
1		Example of Rejected Shi	10.0000	EA	8.0000

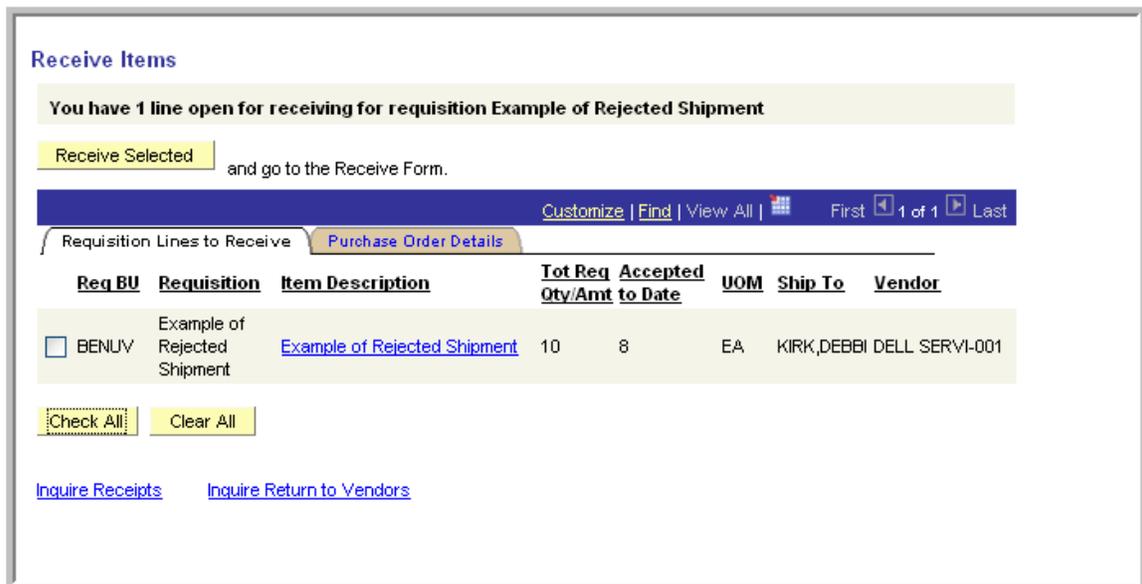
[Save Receipt](#)

[Add New Receipt](#)

[Inquire Return to Vendors](#) [Inquire Receipts](#)

Step 7) Click [Save Receipt](#)

Note – when the 2 replacement items are delivered, you will still be able to receive those items.



Receive Items

You have 1 line open for receiving for requisition Example of Rejected Shipment

[Receive Selected](#) and go to the Receive Form.

Customize | Find | View All | First 1 of 1 Last

Requisition Lines to Receive [Purchase Order Details](#)

Req BU	Requisition	Item Description	Tot Req Qty/Amt	Accepted to Date	UOM	Ship To	Vendor
<input type="checkbox"/> BENUV	Example of Rejected Shipment	Example of Rejected Shipment	10	8	EA	KIRK,DEBBI DELL SERVI-001	

[Check All](#) [Clear All](#)

[Inquire Receipts](#) [Inquire Return to Vendors](#)