

ADMINISTRATIVE PROCEDURES



Procedure Number: 22-47

Effective Date: 03/12/2007

Revision Date: 10/31/2007

C. Duluth

County Administrator

SUBJECT: **RECEIVING, RETURNS, AND CORRECTIONS IN SYNERGEN**

DEPARTMENT RESPONSIBLE: **ALL COUNTY DEPARTMENTS**

I. STATEMENT

The receipt of merchandise or services that was ordered by a Blanket Contract release or a Requisition is to be recorded in the Receiving module at the exact quantity that was actually received.

If merchandise is to be returned to the vendor, the return is to be recorded in the Receiving module as a negative number.

If an error occurred and the receipts recorded were not what were actually received, corrections may be made in the Receiving module.

If a purchase order is to be canceled, there must be no receipts on that purchase order. If items had been received, unreceive all items and click on the Complete? box. If an invoice has been processed against a purchase order line item, the purchase order may not be canceled.

The Complete? box should be used sparingly and with utmost caution, except for purchase order line items with no price, in which case, it must be used so that the purchase order can close.

All credit memos are to be processed by the Department of Finance and Risk Management, Accounts Payable only.

II. PROCEDURE

A. Determine the Purchase Order structure.

1. Was the order placed at x items at \$1.00 or x items at \$x?

2. Verify the Unit of Purchase so that an order of 1 case of 12 items is not received as 12 items.
- B. Receive each line of merchandise.
1. In the Recpt Qty field, enter the actual amount of merchandise received. Do NOT enter the quantity from the purchase order.
 2. If the quantity received is greater than the quantity in the To Receive field, STOP. A Change Order must be created, which may not be created if the purchase order is received.
 3. Only click on the Complete? box if the quantity on the purchase order is greater than the quantity physically received and the vendor will not ship any additional items.
 4. Complete the remainder of the information, as appropriate. The invoice number, if known, is recommended to be entered in the Waybill field.
- C. Return merchandise to the vendor.
1. If an invoice has been processed for the purchase order, the Receiving module may not be used for returns.
 2. Open the Receiving screen for the purchase order for which the merchandise is to be returned.
 3. In the Recpt Qty field, enter the quantity to be returned as a negative number.
 4. In the Type field, enter Return. Do NOT use "Credit Return."
- D. Correcting errors.
1. If an error occurred when receiving merchandise and the purchase order's status is Issued or Received, Full, the Receiving module may be used to correct errors.
 2. Any correction must have the written approval of a Departmental Authorized Signer and the approval must be scanned and attached to the Receiving Document.
 3. To correct receiving errors, unreceive all units from the receiving session in which the error occurred and then receive the correct quantity of units.

E. Credit Memos

1. Departments are not to process credit memos within Synergen.
2. Credit Memos are to be sent to the Accounts Payable Division of the Department of Finance and Risk Management for processing..
3. If Accounts Payable is unable to verify the purchase order number or the original invoice number, the credit memo will be returned to the Department. After approval by an authorized signer and referenced with the original purchase order number or invoice number, the credit memo is to be returned to Accounts Payable for processing.

III. OFFICE OF PRIMARY RESPONSIBILITY

Each Operational Department is responsible for the receipt and return of merchandise and to correct any errors that may occur in those functions.

IV. REFERRAL PROCEDURE

For detailed instructions, please refer to FINANCE PROCEDURES FOR SPL/SYNERGEN FN-47, RECEIVING, RETURNS, AND CORRECTIONS.