Holds, Receiving and Returns Quick Reference

| Overview | | |
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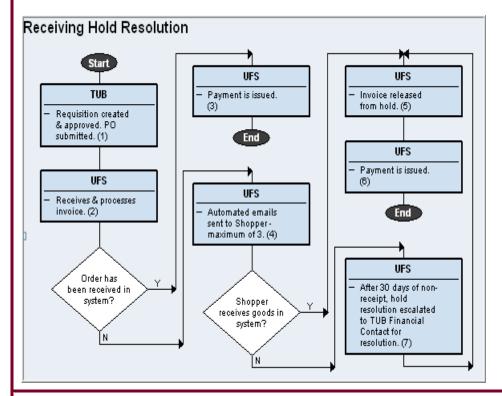
Holds in HCOM

Holds Overview

- An advantage of HCOM is the ability to ensure that vendors are charging the correct quantities and pricing according to the Purchase Order agreement, and that billed items have been received by the department before vendor payment is issued.
- When University Financial Services Accounts Payable (AP) receives an invoice from a vendor billing for items in excess of the
 established quantity or pricing, or if these items have not been received by the department, the invoice will be placed on hold. AP
 then works with the department to ensure proper payment is made.
- The three primary invoice holds are due to overages on price, quantity, receiving, or a combination of the three.

Receiving Holds

When a vendor bills for items **requiring receipt**, but the items have **not been formally received in HCOM**, the invoice will be placed on **Receiving Hold**. This applies regardless if items were not delivered by the vendor, or if items were delivered but the department did not complete receiving within HCOM.



Create a Receipt in HCOM when:

- "The Tub / Department require receipt.
- Require Receiving" checkbox was selected on the associated requisition
- The requisition has a total value of \$2,499.99 or more.
- The requisition uses any sponsored account funds (fund range 100000 299999)

Invoices related to purchase orders requiring receiving will not be paid until the receipts have been entered into HCOM.

- If the items have been delivered but not formally received, the invoice will be placed on hold. UFS Accounts Payable will contact the Shopper via email. The Shopper should then enter the receipt into HCOM.
- If the items have not been delivered but the vendor has invoiced for the items, the invoice will be placed on hold and the Shopper will be notified and should then contact the vendor directly.

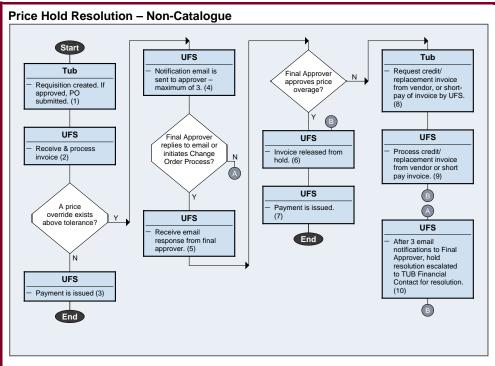
Receiving Notification Schedule

Notifications will be emailed to Shoppers for Invoices that have been received by Accounts Payable (AP) and placed on hold due to incomplete receiving in HCOM.

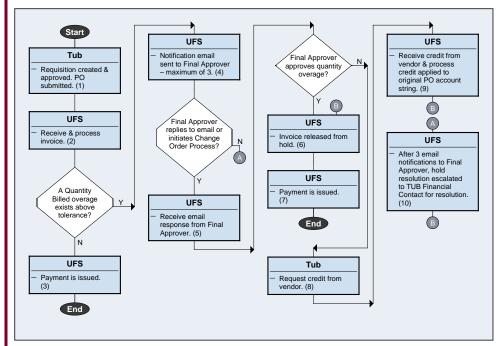
- 1st Notification 2 calendar days after invoice process date.
- 2nd Notification 5 calendar days after invoice process date.
- 3rd Notification 8 calendar days after invoice process date.
- After 30 days, if the receiving hold is still on hold AP escalates the matter to the TUB Financial Contact.

Note: If an item is returned, the item will remain on hold until a replacement receipt or credit memo is received.





Quantity Billed Hold Resolution



Approvers can run a report that lists price holds, receiving holds, and quantity holds. Refer to the <u>HCOM Audit Reports Quick Reference</u>. For more information on using the Change feature, refer to the <u>Change Non-Catalogue Order or Payment Request After</u> <u>Approval Quick Reference</u>. Both documents are on <u>http://eureka.harvard.edu</u>.

Price Holds

- The Office of the Controller has established a set pricing tolerance which enables automatic payment of line-item charges in excess of the P O pricing, but within the tolerance threshold (currently \$9.99). When a vendor bills for items above the tolerance threshold, the invoice will be placed on Price Hold.
- For invoice price holds on Marketplace orders, which consist of defined Harvard pricing, Accounts Payable will automatically deduct the price overage from the invoice total. Payment is then released based on the Purchase Order pricing.
- For invoice price holds on non-Marketplace orders, which are often based on quote pricing, Accounts Payable will contact the Final Approver via email, asking the Final Approver to advise on correct payment.
- If the pricing difference is more than \$9.99, use the Change feature to resolve price overages and release price holds for non-marketplace orders.

Quantity Holds

- When a vendor bills for additional units of an item exceeding the approved Purchase Order quantity, the invoice will be placed on Quantity Hold.
- For all invoice quantity holds, Accounts Payable will contact the Final Approver via email, asking the Final Approver to assist in the resolution of the Quantity Hold. In situations when an invoice charge is disputed by a department, the Final Approver may request that the overbilled amount be deducted from the invoice (debit memo) by Accounts Payable prior to payment. When the department chooses to process a debit memo in this way, any vendor inquiries into the payment will be directed to the department for resolution.
- Use the Change feature to resolve quantity disputes and release quantity holds.

Note: When a vendor overbills in error, the Shopper/Final Approver will often contact the vendor and request that the vendor issue a credit memo for the overage.

Price / Quantity Notification Schedule

Notifications will be **emailed to Final Approvers** for Invoices processed by AP and placed on hold due to **Price** or **Quantity Holds**.

- 1st Notification 2 calendar days after invoice process date.
- 2nd Notification 5 calendar days after invoice process date.
- 3rd Notification 8 calendar days after invoice process date.
- After 30 days, if the receiving hold is still on hold AP escalates the matter to the TUB Financial Contact.

Receiving in HCOM The HCOM Receiving process enables Shoppers to receive items, **Rules of Thumb** capture waybill and packing slip information, and add comments for the If all the goods you ordered are delivered, receive all the vendor or Approver. goods HCOM enables you to manage payment for full or partial receipt of requisition items. You can also enter receipts as If only a portion of the goods are delivered, receive only what items are delivered. was delivered Complete the Receipt acknowledgement in HCOM no later If all the goods are delivered and you need to return one or than 2 business days after you receive the good or service. more items, receive all the items and process the returns This ensures that the payment is made in a timely manner and the University can take advantage of early payment discounts. HCOM displays "**" to indicate when an order number Receiving Process requires receiving for one or more items. 1. Login to HCOM and access the HCOM home page. Click Receiving Receiving is required for: 2. • All purchases >\$2,499.99 ORACLE" All sponsored purchases regardless of dollar amount. iProcurement All purchases if you check the "Receiving Required" check box in your HCOM user Preferences Shop Requisitions Receiving Payment Request Reporting Stores | Non-Catalog Request If you are a Shopper/Approver with Self-approval privileges, Self-approval is not allowed for purchases over \$2,499.99 or sponsored purchases regardless of the amount 3. To begin the receiving process, you can either Open a Requisition by selecting the Requisition link 4719584 or by The decision to require electronic receipts is made on a school-by-school basis. Most schools do require an electronic using the Search functionality. receipt. If your school does not require electronic receipt, you still **Express Receive Requisition Link** t values aut need to receive: Goods over \$2,499.99 ELIASSEN GROUP INC ANDERSON LEE NR00033772 Goods purchased from a sponsored fund regardless VWR INTERNATIONAL INC **40000337 ks for Lab A of the dollar amount Note: Although not recommended, it is possible to receive all items in a requisition by clicking on the **Express Receive** icon. When using the Express Receive icon, HCOM bypasses the screens where the Waybill or Packing Slip information is gathered. By using the Express Receive option, the system will automatically receive the total quantity for the line item, rather than allowing you to indicate the actual amount received. HCOM does however generate a Receipt Number and Receipt Date. The requisition will open and you will have the option to 4. Change Receive . Click Receive



| Rece | iving Process (cont.) | Shop Requisitions Receiving Payment Re Receiving Workshows | quest Reporting | 1-3 Screen Flow |
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| 4. | Click the Next button. | THE USE the Previous/Next navigation tool to make | selections across multiple pages | |
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| Correcting a Receipt If you received the wrong amount in HCOM, it may be necessary to perform a receipt correction. Failure to correct a receipt may result in the vendor being overpaid. Note: Receipt corrections are generally performed after of a data entry error has been made. On the receiving screen, click Correct Receipt. | Bioching Wat Confermation Beach |
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| 2. Click the number link for the receipt you want to correct. | Store Received Store Payment Respect Reporting Microbiol Store (California) Record Records Records Store (California) Record (California) Records Store (California) Record (California) Records Store (California) Record (California) Records Store (California) Cancell Records Store (California) Cancell Records Store (California) Cancell Records Store (California) Cancell Store (California) Cancell (California) Cancell (California) Store (California) California) Cancell (California) Cancell (California) Store (California) California) California) California) California) Store (California) California) California) California) California) |
| 3. Click Correct Receipt in the bottom right corner. | Nong Kongkolani (Acobég) Paynink Report (Acobég) Paynink Report (Acobég) Rocky (Mark Colorentes) Reference Reference Rocky (Mark Colorentes) Reference |
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| 6. The corrected receipt appears. Click Submit . You will receive a confirmation that the correction has been submitted. | Shop Receiving Payment Request Reporting Receiving Wark Conferences Receiving Receiving Receiving Receiving Receiving Payments Carreet Receiving R |

Returning Received Items

On occasion, you will need to return items that you have purchased. HCOM can help manage the process of returning items once they have already been formally received into the system.

Note: When a Shopper inspects goods, even if the shipment is not accurate, the Shopper should still complete receiving in the system. Electronic receipt will be needed to properly return an item and apply credit or reshipment.

- When an item is **returned** to the Vendor **without expecting a replacement**, submit a request with <u>ap_customerservice@harvard.edu</u> for the PO line to be closed. Otherwise, the system expects a replacement item to be received and the Shopper will continue to be sent receiving notification emails.
- When an item is **returned** to the Vendor and the Vendor agrees to **give a credit for the return**, the Shopper should make a request to the Vendor **directly (including Marketplace vendors)** to submit a credit memo to the Central Accounts Payable HCOM PO Box.
- Prior to returning a received item, you should notify the Vendor directly (including Marketplace vendors) of the problem and get a Return Material Authorization (RMA) number.
- You cannot substitute a different item for a returned item. You should complete the return and create a new PO if you want a different item from what was ordered on your original PO.

Returning Process

- 1. Obtain a **Return Material Authorization (RMA)** number from the vendor, if available.
- 2. Login to HCOM and access the HCOM page.
- 3. Click the Receiving tab.
- Identify if the item you wish to return is located within the Receipts at a Glance section of the Receiving Screen.
- 5. Click the **Receipt Number** to begin the return process
- 6. The Return Items: Find Receipt screens opens.
- **7.** Follow the flow chart at the top of each screen through the three steps of the Returning process.
- 8. Enter the quantity of the return within the appropriate line item **Return Quantity** field.
- 9. Click Next
- **10.** Click the ¹ icon to access the HCOM pre-defined list of reasons for return. Then click **Go** and select a reason for the return.
- **11.** The selected reason populates the **Reason** field on the **Return Items: Return Information** screen.
- **12.** Enter the **Return Material Authorization** number and any **Comments** in the fields provided.
- 13. Click Next
- 14. Use the Return Items: Review and Submit Return screen to review the information you've entered.
- 15. Click Submit
 - Note: click the **Back** button to change information.
- 16. The Return Items: Confirmation Details screen opens.
- 17. You'll receive a Confirmation Receipt number.
- 18. Click the Return to Receiving link.
- 19. The item you returned is now in the My Receipts at a Glance and Requisitions to Receive sections of the page in anticipation of a replacement.

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Closing a Purchase Order

Use PO Close when you wish to close a purchase order or a line on a purchase order where the rest of the lines have been received or in the case where no additional invoices are expected.

Closing a PO (or a PO line) is done when you no longer expect further activity on a PO. Scenarios that might trigger a close:

- You've initiated a return with the vendor and do not expect a replacement
- PO was created based on an estimate, invoice has been paid and there is a balance still appearing on the committed funds report
- Recurring goods/services no longer needed

Follow these steps to close a PO or PO line(s):

- 1. Complete the **Receiving** process in HCOM when the vendor delivers the items.
- If you are **Returning Items**, inform the vendor and obtain an RMA # (Return Material Authorization) number and complete the return process in HCOM.
- 3. If the vendor is giving a **credit for the return**, please ask the vendor to send the credit memo to the Central Accounts Payable Department.
- 4. Please make sure the credit memo is processed before requesting to close the PO (Step 5). You can verify this by querying the PO in HCOM.
- 5. Send email to: ap_customerservice@harvard.edu

Subject line: HCOM - Please Close PO (or PO Lines)

Text of email to Close PO: Please provide detailed explanation why you are requesting to close the PO (or specific PO lines) and if applicable the RMA#.

e.g. Please close PO#XYZ because I have returned all the items to the vendor and do not expect any replacement.

e.g. Please close line 4 of PO#XYZ because I have received services in full and no longer expect to process payments against this PO line.

Cancelling a Purchase Order

Use Cancel PO when you have created a purchase order in error and/or have not ever received anything against that order. When an order is canceled, all requisition history for that order is lost. If you have a purchase order that has receipts against it, use PO close.

Cancelling a PO – should only be used when there is no activity (invoicing, receiving) against the purchase order. This action is irrevocable and no invoices may be processed against it. Cancelling a PO is generally done when you realize you made an error and do not expect the order to be fulfilled. Scenarios that might trigger a cancel:

- PO was created in error
- Selected wrong vendor or vendor site
- Vendor cannot fulfill the order and you need a PO for a different supplier

After placing an order with a vendor, if you realize that the purchase order was created in error and you do not need the items, follow these steps to cancel the order:

1. Contact the vendor and make sure the vendor cancels PO#XYZ (or PO lines) and get e-mail confirmation for the cancellation.

Note: It is important to receive an order cancelation confirmation from the vendor to verify that goods will or have not been shipped.

2. Send email to: <u>ap_customerservice@harvard.edu</u>

Subject line: HCOM - Please Cancel PO#XYZ (or PO lines)

Text of email to Cancel PO: Please provide a detail explanation of why you are requesting the PO (or PO lines) to be cancelled with cancellation confirmation number / email.

e.g. Please cancel PO#XYZ because I selected the wrong vendor.

e.g. Please cancel PO Line 7 of PO#XYZ because vendor does not have goods in stock and I have sent a separate PO to another vendor

Note: Once the PO is cancelled, it cannot be undone.

If a PO has been closed or cancelled:

- It will no longer appear on the Committed Funds report.
- It will no longer appear on your "Requisitions to Receive" list.
- If a PO (or PO line) has been cancelled you will see the quantity cancelled indicated on the PO line and distribution details report.