In the event you believe that a confirmation (goods receipt) for items in a Buy@Duke shopping cart has been completed, but you are notified that the invoice has blocked for payment due to no goods receipt, it is likely one of two scenarios has occurred.

Scenario 1:

You have “Saved” the confirmation vs. “Confirming” the items and the confirmation has not posted.

Save button selected; therefore, confirmation is saved vs. confirmation being posted.

Quantity of items received entered correctly.

Message received after confirmation is saved. If you receive this message, you have not fully completed the confirmation for the goods in the cart and will receive notification that the invoice is blocked for payment because the goods receipt has not been completed. To correct – either used the Advanced Search function under the Receiving Tab to search using the saved confirmation number or create a new confirmation.
Scenario 2:

You have checked “Last Delivery” and have a quantity of zero in “Confirm Quantity”. This action will close the line of the purchase order by indicating that zero quantity was received and Duke will not receive any of the items included in the line of the purchase order. While the confirmation posts appropriately, when the invoice is received and matched with the confirmation, quantities do not align and the invoice blocks for payment.

The confirm quantity field contains “0”. The checked “Last Delivery” indicates that the line of the purchase order should be closed even though nothing has been received. Posted in SAP as a confirmation of zero items.

Message received after confirmation posts successfully; however, since the confirmation is for zero items, the invoice will block for payment. Additionally the purchase order will not allow another confirmation as the lines have been closed. Contact Procurement as they will need to re-open the purchase order so the correct confirmation can be posted.