

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.

Create Confirmation

Confirmation Number: 5050157427 Purchase Order Number: 45304
Created On: 10/09/2014 16:53:50

Buttons: Confirm, Print Preview, Check, Close, **Save**, Related Links

Confirmation Name: Reference Document:

Delivery Date: * 10/09/2014

To confirm: Update the "Confirm Quantity" field or select the "Last Delivery" checkbox and choose "Confirm".

Item Overview

Line Number	Vendor Prod.	Item Type	Product ID	Description	Product Category	Outstanding Quantity	Confirm Quantity	Unit	Price	Currency
1	135848	Material		SPLS 8.5X11 COPY CS	EC01	10	10	CT	35.00	USD
2	072192	Material		Snickers Minis Candy Bars, 40 oz., 2 Bag	EC01	2	2	PK	21.44	USD
3	585456	Material		BROTHER TN-350 BLACK TONER	EC01	1	0	EA	46.91	USD

Quantity of items received entered correctly.

Display Confirmation

Buttons: Edit, Print Preview, Close, Related Links

Message: Your confirmation 5050157427 was saved; you can resume your request later

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.

To confirm: Update the "Confirm Quantity" field or select the "Last Delivery" checkbox and choose "Confirm".

▼ Item Overview

Line Number	Vendor Prod.	Item Type	Product ID	Description	Product Category	Outstanding Quantity	Confirm Quantity	Unit	Price	Currency	Per	Delivery Date	Assign Type	Assign Number	Last Delivery
1	167031	Material		Staples H...	EC01	12	0	DZ	4.03	USD	1	04/04/2016	Cost Center	1573070	<input checked="" type="checkbox"/>
2	814960	Material		Staples R...	EC01	10	0	DZ	6.16	USD	1	04/04/2016	Cost Center	1573070	<input checked="" type="checkbox"/>
3	163865	Material		Staples P...	EC01	7	0	DZ	10.03	USD	1	04/04/2016	Cost Center	1573070	<input checked="" type="checkbox"/>
4	703715	Material		Duracell C...	EC01	2	0	PK	17.69	USD	1	04/04/2016	Cost Center	1573070	<input checked="" type="checkbox"/>

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.

Display Confirmation

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Confirmation 5050312770 posted

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.