How to Correct Item Received in Error

Overview

This document explains how the quantity on hand of an item received in error can be corrected and the item placed back "on-order."

Stock Item Received in Error – Purchase Order Status is BKO

If a stock item is received in error and the Purchase Order is in a BKO (backorder) status, take the following steps:

1. Reduce the Qty-on-Hand in the Item Master by the quantity received in error. This can be done by manually changing the Qty-on-Hand or by using the Inventory Posting Screen. (If a report is needed to show the adjustment, the Inventory Posting Screen should be used.)

2. Add the item received in error to the Purchase Order.

    a. Select PO Status Screen from the Inventory Purchasing Menu.

    b. Enter Vendor ID and the Line Number for the PO in BKO status. Press F2 to Edit.

    c. When the Receive Line Items screen displays, press F12 and H to go to the Heading screen.

    d. Press F2=EDIT ORDR. The Create / Edit Line Items Screen will display.

    e. Add the item to the PO. Since the PO is in BKO status, it will immediately update the quantity on order in the item master record. (There is no need to post and print.)

Stock Item Received in Error – Purchase Order Status is CLS

If a stock item is received in error and the Purchase Order is in a CLS (closed) status, take the following steps:

1. Reduce the Qty-on-Hand in the Item Master by the quantity received in error. This can be done by manually changing the Qty-on-Hand or by using the Inventory Posting Screen. (If a report is needed to show the adjustment, the Inventory Posting Screen should be used.)

2. Create a new Purchase Order with the item received in error. Reference the original purchase order number. (Some users create a line note to reference the original PO. Others reference the original PO by using the Ship Instructions or Ship To address on the PO heading screen.)

3. Post and Print the new PO. File it with or attach it to the original PO.

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4. Hand write a note on the original PO indicating item received in error and reference the new PO number.

<u>Customer Backorder Item Received in Error – Purchase Order is in BKO Status</u>

If a customer backorder item is received in error and the Purchase Order is in a BKO (backorder) status, take the following steps:

1. Reduce the Qty-on-Hand in the Item Master by the quantity received in error. This can be done by manually changing the Qty-on-Hand or by using the Inventory Posting Screen. (If a report is needed to show the adjustment, the Inventory Posting Screen should be used.)

2. When the item was received in error, the backorder was filled on the Point of Sale Order. The POS Order number is printed on the Backorder Fill Report. Identify the order number, go to Point of Sale and edit the order. Read up the line item and manually backorder it (pressing F12 and B for Backorder).

3. Add the item received in error to the Purchase Order and attach the customer backorder.

    a. Select PO Status Screen from the Inventory Purchasing Menu.

    b. Enter Vendor ID and the Line Number for the PO in BKO status. Press F2 to Edit.

    c. When the Receive Line Items screen displays, press F12 and H to go to the Heading screen.

    d. Press F2=EDIT ORDR. The Create / Edit Line Items Screen will display.

    e. Enter the item number as a new line on the Purchase Order. With the cursor positioned in the Qty field, press TAB for BKO Lookup. Highlight the appropriate POS order number by using the Arrow Keys. Press F10 to Order Item. This attaches the customer backorder to the PO. Press F12 and exit the Purchasing Backorder Line Item Lookup screen. Since the PO is in BKO status, it will immediately update the quantity on order in the item master. No further action is needed. Exit the PO.

<u>Customer Backorder Item Received in Error – Purchase Order Status is CLS</u>

If a customer backorder item is received in error and the Purchase Order is in a CLS (closed) status, take the following steps:

1. Reduce the Qty-on-Hand in the Item Master by the quantity received in error. This can be done by manually changing the Qty-on-Hand or by using the Inventory

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Posting Screen. (If a report is needed to show the adjustment, the Inventory Posting Screen should be used.)

2. When the item was received in error, the backorder was filled on the Point of Sale Order. The POS Order number is printed on the Backorder Fill Report. Identify the order number, go to Point of Sale and edit the order. Read up the line item and manually backorder it (pressing F12 and B for Backorder).

3. Create a new Purchase Order with the item received in error and attach the customer backorder.

    a) While on the Create / Edit Line Items Screen of the NEW purchase order, enter the item number.

    b) With the cursor positioned in the Qty field, press TAB for BKO Lookup. Highlight the POS order number by using Arrow Keys. Press F10 to Order Item. This attaches the customer backorder to the PO. Press F12 and exit the Purchasing Backorder Line Item Lookup screen.

    c) Reference the original purchase order number. (Some users create a line note to reference the original PO. Others reference the original PO by using the Ship Instructions or Ship To address on the PO heading screen.)

    d) Post and Print the new PO. File it with or attach it to the original PO.

    e) Hand write a note on the original PO indicating item received in error and reference the new PO number.