

## iProc receipting by email: Goods/services not received

iProc Requisitioner | Oracle Financials

This guide is intended to show iProc Requisitioners how to record by email that they have not received the goods/services on the purchase order.

If you have not received the goods/services on the purchase order this will need recording in order to cancel the notification and generate a reminder. This process will not notify anyone that the goods/services haven't been received. You will however receive subsequent notifications until the goods/services have been received and completed.

To record by email that goods/services have not been received you will need to:

1. Open the **email notification** you have received regarding the receipt and click **Reply**.
2. Click **Not Received** at the bottom of the email. An e-mail will be generated confirming that no receipt is to be generated to match to the purchase order. **Do not amend any of the contents of the e-mail.**
3. Click **Send**. The e-mail will now direct the receipt back into the Oracle workflow. The unreceipted order may be viewed via Oracle Financials.