iProc receipting: Returning goods

iProc Requisitioner | Oracle Financials

This guide is intended to show iProc Requisitioners how to correct receipts they have entered for their requisitions in the iProcurement (iProc) part of the Oracle Financials system.

There may be occasions where received goods are not satisfactory and need to be returned to suppliers. When this occurs, the return must also be entered into the iProcurement system.

To correct a receipt in iProc you will need to:

1. Click the **Receiving** tab from within iProc.

2. Click **Return Items**.

3. Find the receipt containing the items you wish to return using the search fields. Remember to use the Oracle wildcard **%** for searching. Or, the receipt may already be listed at the bottom of the screen.

4. Enter the correct quantity in the **Return Quantity** field. Repeat this step for any other items on this same receipt that you wish to return.

5. Click **Next**.

6. Enter a **Reason** for returning the goods by either entering part of the text and then pressing the Tab key, or use the **magnifying glass** icon to search. To view a list of available reasons type in **%** and press **Go**. Use the **Quick Select** icon to select an appropriate reason from the list.

7. Click **Next**.

8. Verify the information then select **Submit**.

9. You will receive a **Confirmation** message that the returns have been completed. Note that this process only records the return in the Oracle Financials system. Follow the appropriate procedures to contact the supplier to make arrangements to return the goods.

10. If you return to the **Receiving** tab, click **View Receipts** and find the receipt you will be able to see the receipt with the returned goods. The changes to the receipt will be indicated. Also, if you click on the **Receipt Number** the **Transaction History** shows the details of the **Return to Supplier** action on this receipt.