Frequently Asked Questions

eReceiving

Q: What are the benefits of eReceiving?
A: eReceiving was implemented on July 1, 2010 in order to increase efficiency in University departments, Procurement Services, Accounts Payable, and Vendors to improve accountability, ensure prompt payments, provide a complete audit trail and increase customer service.

Q: What is the department’s role in eReceiving?
A: The department is required to receive, inspect, accept the goods and services and complete receiving form (Receiver) in the Banner within 3 days of receipt of goods/services.

Q: What is 3-way match and how does 3-way match work?
A: eReceiving will accommodate an automated 3-way match to occur in Banner, resulting in payment being processed by Banner if:
- the DO is appropriately and correctly developed in eVA
- a receiver is entered into Banner by the department and
- the invoice is received and entered into Banner by Accounts Payable

Q: When do you process a receiver in Banner?
A: The receiver must be completed within 3 days of receipt of the good(s)/completion of service(s).

Q: Should paper receiving reports or electronic Banner receivers be submitted for prepayments?
A: Prepayments issued on an eVA DO are imported into Banner following an overnight load provided the vendor tax ID number is on the Banner vendor table. An electronic receiver must be completed in Banner it is crucial that prepayments are entered with a receiving method of PPAY. All of the associated prepayment paperwork and invoice must be submitted to AP so that the check/payment can be issued in a timely manner.

Q: What is the appropriate receiving date to be entered in the Banner receiver for prepayments?
A: It is important that the actual receiving date is entered in Banner, not the default date which is the date the document was created. When creating a receiving document for a prepayment, you will need to enter the date the services are expected to be received.

Q: What happens if you started a receiver but did not complete it?
A: Check the FOIDOCH screen in Banner first to confirm the receiver status is complete. Completed receiving documents show a “C” status indicator to the right of the receiver number. To complete an incomplete receiver, go to the FPARCVD screen in Banner, enter the incomplete receiver number, navigate through the screens and complete all required information. See the user guide on Procurement Services website at http://www.odu.edu/facultystaff/university-business/purchasing/ereceiving. Click on the eReceiving link on the left hand side of the webpage.

Q: How do we process returned items?
A: There must be a complete receiver for any items being returned. To create a return document go to FPARCVD and select “adjust items” after entering the DO number. See the user guide on Procurement
services website at http://www.odu.edu/facultystaff/university-business/purchasing/ereceiving. Click on the eReceiving link on the left hand side of the webpage.

**Q:** How can I view invoice information?
**A:** Banner users can access and view scanned images of the vendor invoice via BDMS, see the Office of Finance website for details.

**Q:** If the vendor does not send an invoice to Accounts Payable, will Accounts Payable accept invoices from the department?
**A:** Yes. All invoices should be forwarded to Accounts Payable at invoice@odu.edu or mailed to Office of Finance, Rollins Hall Room 202, Norfolk, VA 23529

**Q:** Will Accounts Payable accept invoices with the purchase order number hand written?
**A:** Yes. The purchase order number can be hand written on the invoice and must be legible.

**Q:** Will payment be made when the invoice amount is less than the purchase order amount?
**A:** Yes. Departments are responsible for monitoring their budgets.

**Q:** Will payment be made if the invoice is greater than the purchase order amount?
**A:** The invoice tolerance is 100% or $100 purchase order line item. Change orders are not required for overages within the tolerance.

**Q:** How will the invoice be paid if the invoice amount is above the tolerance level?
**A:** A change order shall be processed by the eVA requestor if the invoice amount is above the tolerance level.

**Q:** Who will complete the receiver for goods received in the Central Receiving?
**A:** The Warehouse Manager will complete the Banner receiver for those items delivered to the warehouse.

**Q:** What internal controls required for the purchasing/receiving process?
**A:** All eVA requestors must have a departmental eVA approver. Paper requisitions will continue to require a signature from the Budget Unit Director or person with department signature authority.

**Q:** How do I liquidate a purchase order?
**A:** Please see the Liquidation Procedure and Form located on the Procurement Services website. Click on the Laws, Policies and Procedures on the left hand side. Departments are responsible for managing their budgets and issuing purchase orders for the amount of the actual goods/services to be purchased.

**Q:** What is the process to request access to Banner electronic receiving?
**A:** An OCCS Account request form found at http://occs.odu.edu/forms/acctreqform.pdf must be completed and submitted to Procurement Services for approval. The request is reviewed for approval and submitted to OCCS for activation.

**Q:** How long does it take to receive access to Banner electronic receiving?
**A:** When the Account Request Form is received in Procurement Services and approved the request is forwarded to OCCS. OCCS processes the request within 3 business days and activates the user access to electronic receiving forms.