SRM Goods Confirmations

SRM_CON_300

Integrated Resource Information System

What is SRM?

Supplier Relationship Management (SRM) is an SAP e-procurement product that uses a web-based platform. It is the University's formal procurement system.

- Enables end users to procure goods and services via a "Shopping Cart" environment.
- Generates savings for the University through use of electronic catalogs.
- Integrates with SAP functionality and processes.
- Functional responsibility for SRM is held with the Materials Management (MM) team within the Enterprise Applications Group.

What is SRM Goods Confirmation?

SRM Goods Confirmation shows physical receipt of goods or services within a department or unit. The person conducting Goods Confirming affirms that ordered items are correct, in good condition, and in accordance with requirements of the purchase order.

Who Should Receive SRM Goods Confirmation Training?

Any persons authorized to confirm receipt of goods and services on behalf of their department or unit.

Note: SRM is a phased implementation. It is currently utilized by all departments and areas within the academic campus sector. Phase II of implementation is forthcoming and will include the following areas:

- UK HealthCare
- College of Medicine
- Facilities areas using Plant Maintenance (PM)

The above areas continue to use SAP for procurement activities. Any person(s) within the above areas should take course MM_REC_320 (SAP Goods Receiving) rather than the SRM Goods Confirmations course.

SRM Roles

Level	SRM Role	Role Description	Corresponding SRM document type
Department	Shopper	Responsible for creating a "Shopping Cart" to purchase goods and/or services from a particular supplier	Shopping Cart
Department / College / Unit	Approver	Approves Shopping Carts for their department or area	--
Purchasing	Buyer	Responsible for university-wide contracting processes for various commodities	Purchase Order
Department	Goods Confirmer	Confirms physical receipt of goods/services in satisfactory condition	Goods Confirmation
Accounts Payable	--	Posts invoices against purchase orders	Invoice Receipt

Role Combinations

In order to maintain checks and balances there is a limit on the number and structure of roles any one person may hold. The following matrix shows all permissible combinations for various procurement roles within *my*UK.

SIMILAR ROLES

SAP (R3/MM)	REQUISITIONER	APPROVER	RECEIVER
SRM	SHOPPER	APPROVER	GOODS CONFIRMER
PRD	CREATOR	APPROVER	

	PRD CREATOR	SAP REQUISITIONER	SRM SHOPPER	SAP/SRM/PRD APPROVER	SAP RECEIVER	SRM GOODS CONFIRMER
OPTION 1	✓	✓	✓	✗	✓	✓
OPTION 2	✗	✗	✗	✓	✓	✓
OPTION 3	✗	✓	✓	✓	✗	✗

The same person is not required to hold all roles within any one option. The combinations reflect the maximum roles within each option any one person may hold.

Training Requirements for SRM Departmental Roles

Role	Training Requirements
Shopper	Shoppers are required to take and pass the **SRM_SHO_300 SRM Shoppers** course via the *my*UK Training module.
Approver	Approvers are required to take and pass the **MM_APP_300 Combined Approvers** course via the *my*UK Training module.
Goods Confirmer	Goods Confirmers are required to take and pass the **SRM_CON_300 Goods Confirmations** course via the *my*UK Training module.

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Goods Confirmation Overview

Creation of the goods confirmation:

- Confirms ownership of goods/services by the University.
- Expenses purchase of the items against the appropriate cost object.
- Releases check payment to the vendor.

Failure to create a goods confirmation after items are delivered will result in a payment block. The vendor cannot receive a check payment until the goods confirmation is completed.

Goods confirming should not be completed if items are damaged or incorrect in any way.

If partial quantities of goods or services are received over time, partial goods confirmations can be completed to allow payments to the vendor.

Contact the Contracting Officer in Purchasing responsible for the purchase order for questions or guidance.

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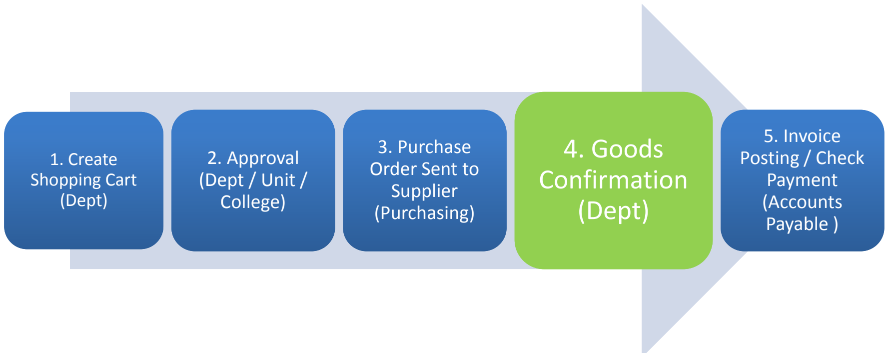
SRM General Process Flow (5 Steps)



- The department creates Shopping Carts for goods and services, with approval(s) to follow.
- Purchasing processes and places the purchase order with the supplier.
- Along with the purchase order, goods confirmations and invoice postings complete the 3-way match and payment releases.
- Encumbrances occur along the way and are expensed at the creation of the goods confirmation.

How to Identify PO Number

The purchase order number must be known prior to creating the goods confirmation. It can be found from the following sources:

- Packing list accompanying the goods / services.
- Conduct search against the Shopping Cart number.
- Many goods confirmers also hold the SRM Shopper role and thereby can identify the PO number from their Shopping Cart / Related Documents tab. In addition, Approvers commonly have access to purchase order records from within their Inbox.

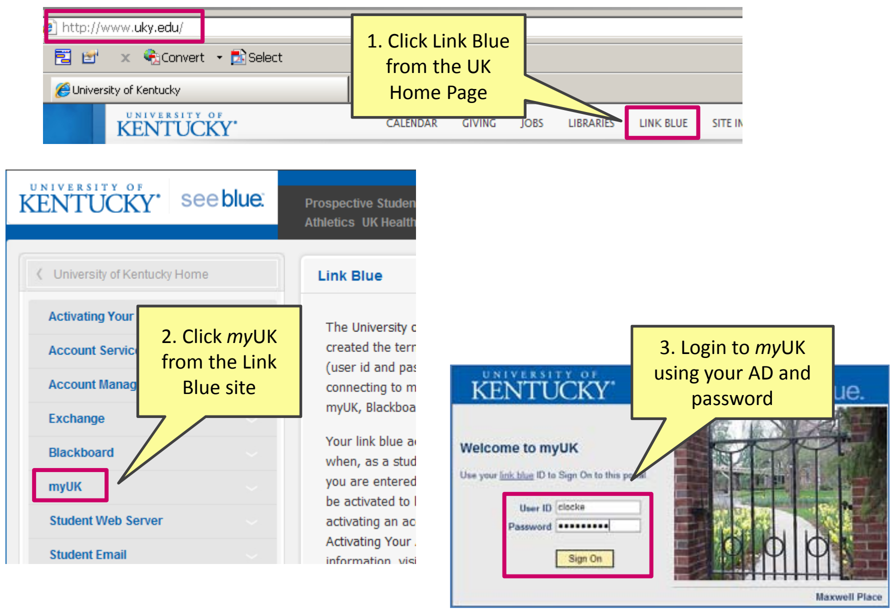
Personal Settings, POWL, and Goods Confirmation Layout

Personal Settings Overview

Personal Settings relate to the user's ***employee*** data and are established via Site Navigation.

- Default information populates into this area based on data from Human Resources org structure.
- Personal Settings must be confirmed and setup for all roles during the first visit to SRM to ensure a successful confirmation experience.

Login to *my*UK



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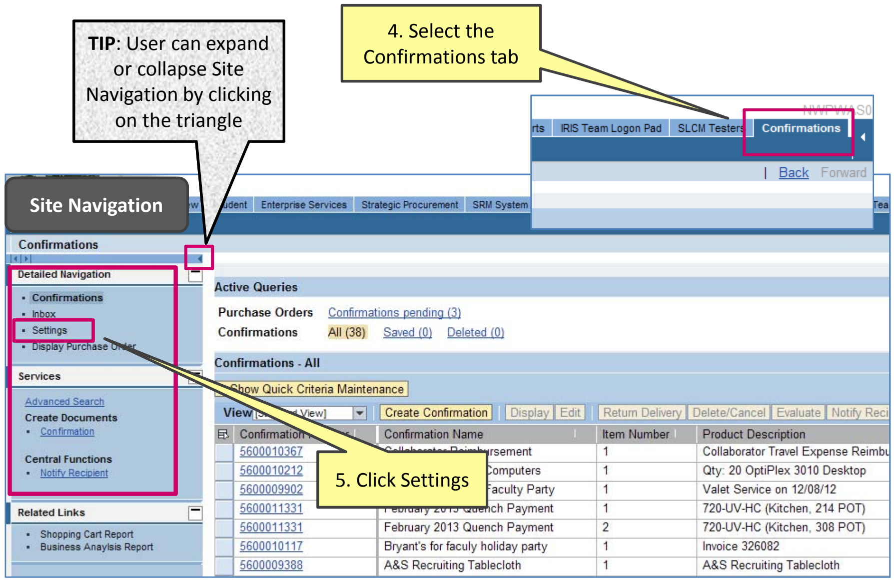
Confirmations Tab and Site Navigation



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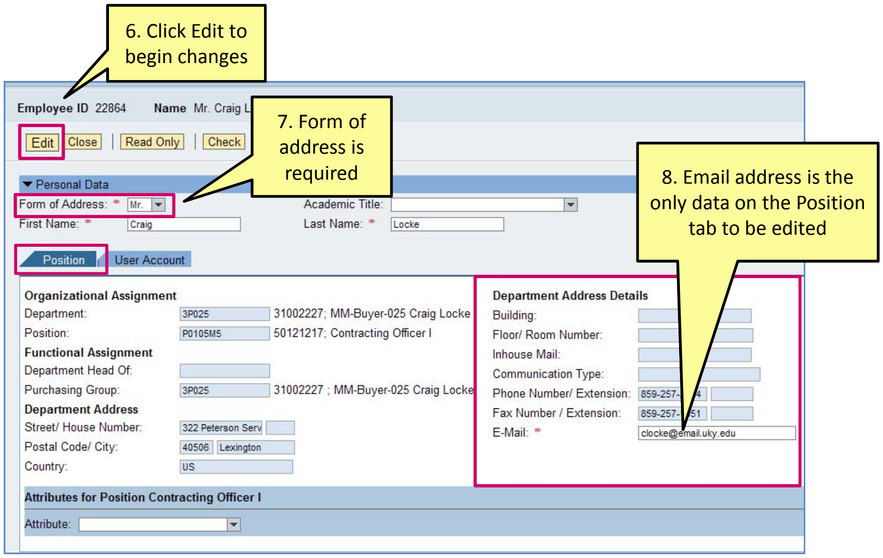
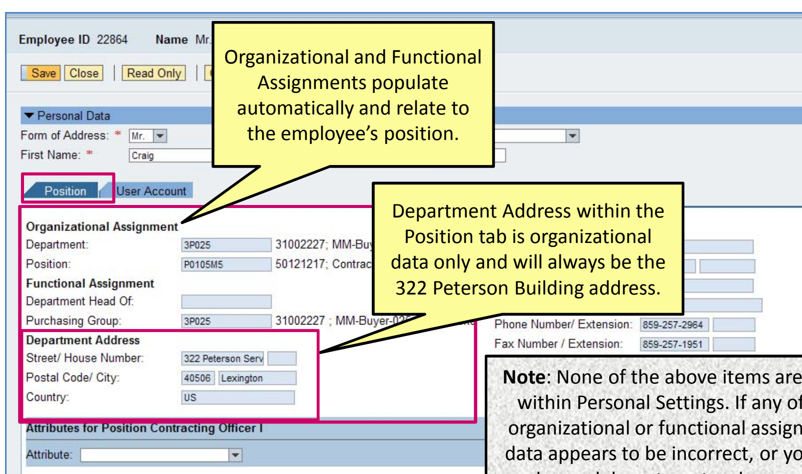
Personal Settings – Position Tab

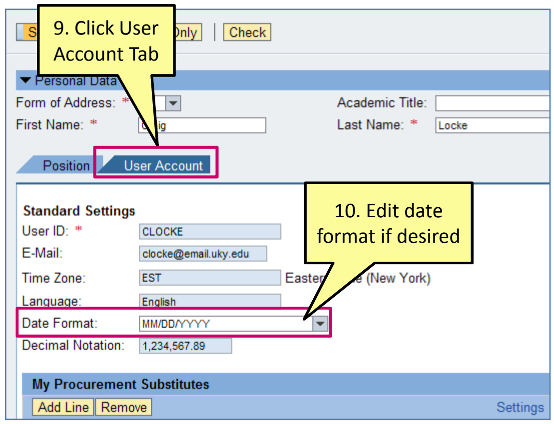


Personal Settings – Position Tab

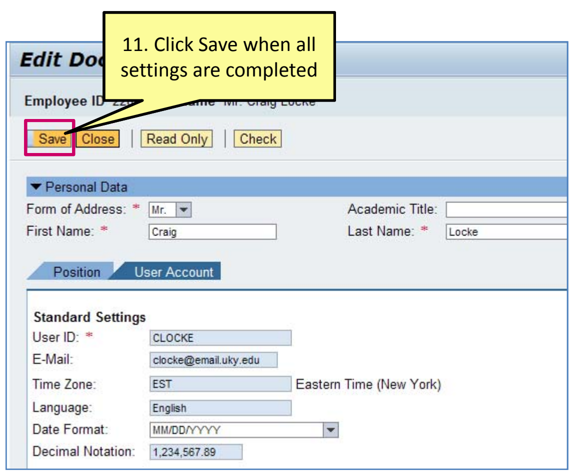


Note: None of the above items are edited within Personal Settings. If any of your organizational or functional assignments data appears to be incorrect, or you have changed departments, please notify srmhelp@uky.edu.

Personal Settings – User Account Tab



Save and Exit Personal Settings



Introduction to the POWL

SRM roles are tab-based with the Personalized Object Work List driving the user's work tasks.

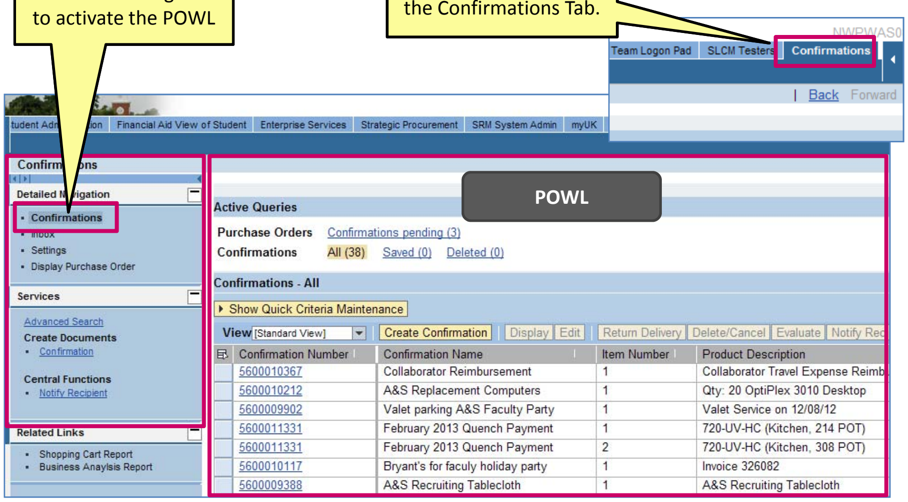
Personalized Object Work List

- a.k.a. the POWL or "dashboard".
- Serves as home base for each SRM user.
- Contains Active Queries, Quick Criteria Maintenance, and document history with active links.

Navigating to Personalized Object Work List

Click Confirmations within Site Navigation to activate the POWL

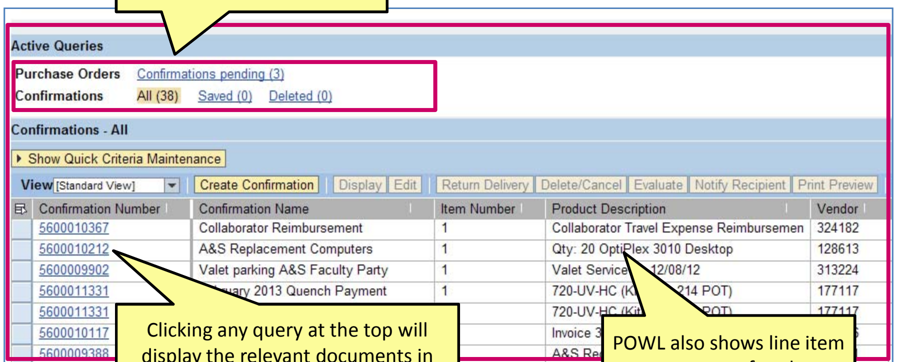
Note: You are still on the Confirmations Tab.



Personalized Object Work List Overview

The POWL is driven by pre-configured queries that display Goods Confirmations and other documents that relate to your role(s).

Note: Goods Confirmations are identified as 10-digit numbers prefixed with 56.



Clicking any query at the top will display the relevant documents in the bottom section. Clicking the number will display the Goods Confirmation in new window or tab.

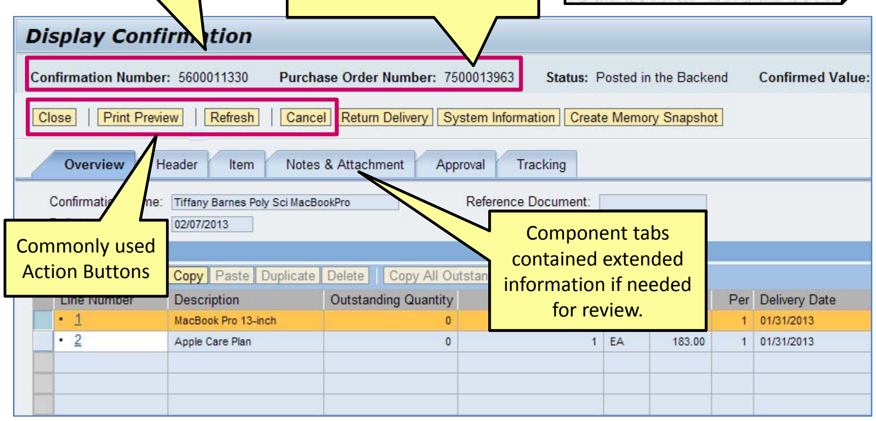
POWL also shows line item contents of each confirmation, date created, status, etc.

Goods Confirmation Layout

SRM assigned Confirmation number

Purchase Order number against which Goods Confirmation was created

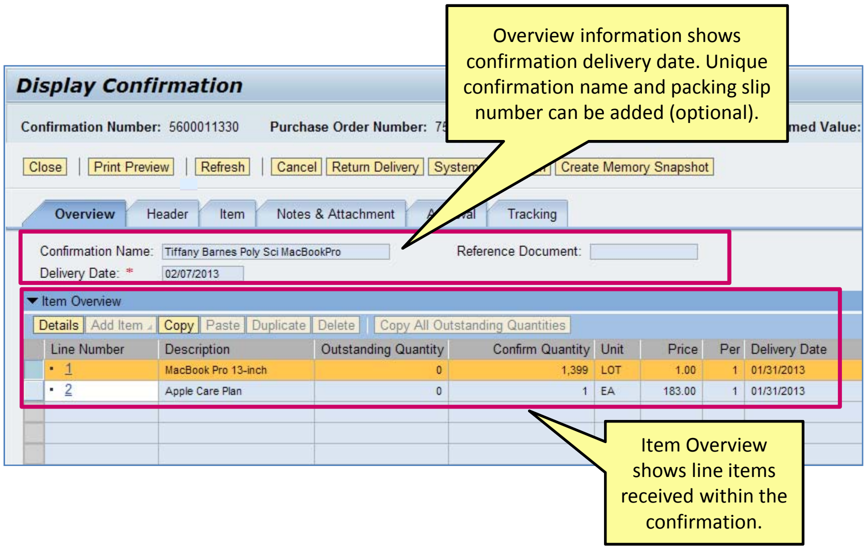
Note: Purchase Orders are identified as 10-digit numbers prefixed with 75.

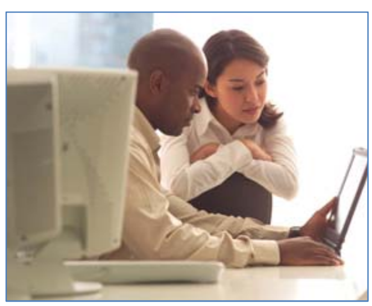


Commonly used Action Buttons

Component tabs contained extended information if needed for review.

Goods Confirmation Layout





Set Requestor Number Within Queries

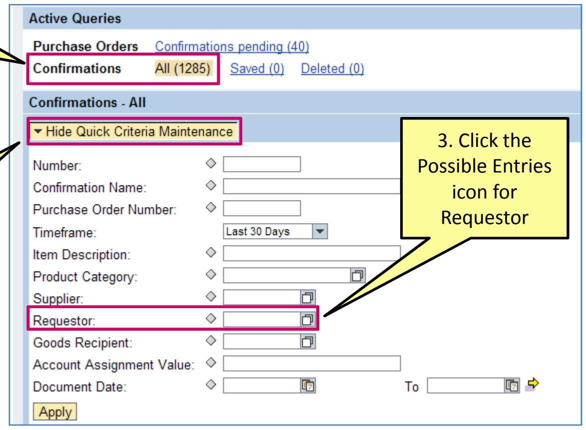
Set Requestor Number in Queries

Each SRM user is assigned a unique "Requestor" number. In order for your queries to reflect the correct documents, the Requestor number must be set within Quick Criteria Maintenance.

1. Click the Confirmations (All) query

2. Open Quick Criteria Maintenance

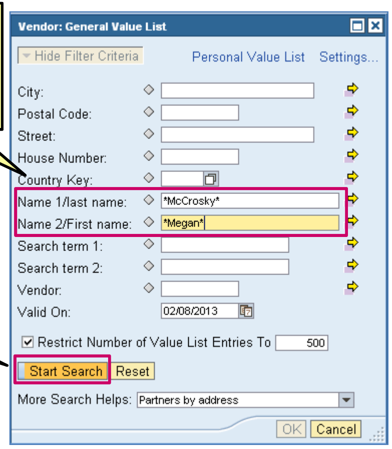
3. Click the Possible Entries icon for Requestor



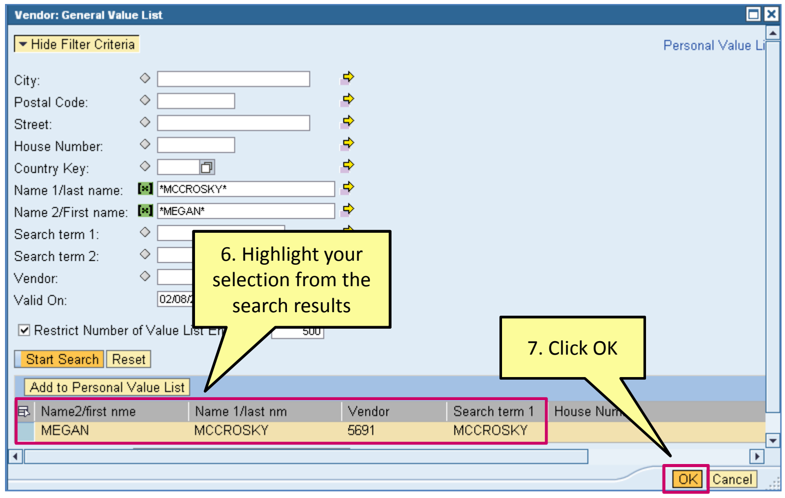
Set Requestor Number in Queries

4. Enter your Last and First name with (*) on each end of both terms

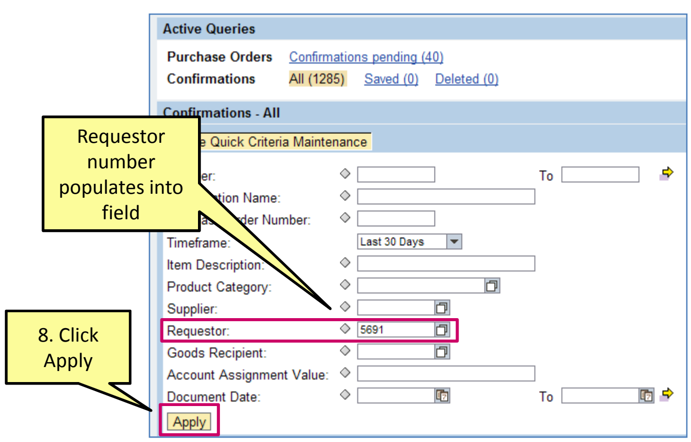
5. Click Start Search



Set Requestor Number in Queries



Set Requestor Number in Queries



TIP: It is a good idea to record your unique Requestor number for future use.

Set Requestor Number – Confirmations Pending

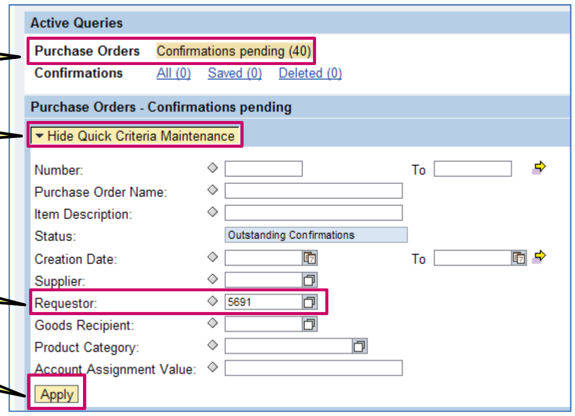
It is common for confirmers to also hold the SRM Shopper role for their department. If you hold both roles, you should also set your Requestor number in the Purchase Order – Confirmations Pending query. This will make all open purchase orders relating to your Shopping Carts easily available for confirming.

1. Click the Purchase Orders - Confirmations Pending query

2. Open Quick Criteria Maintenance

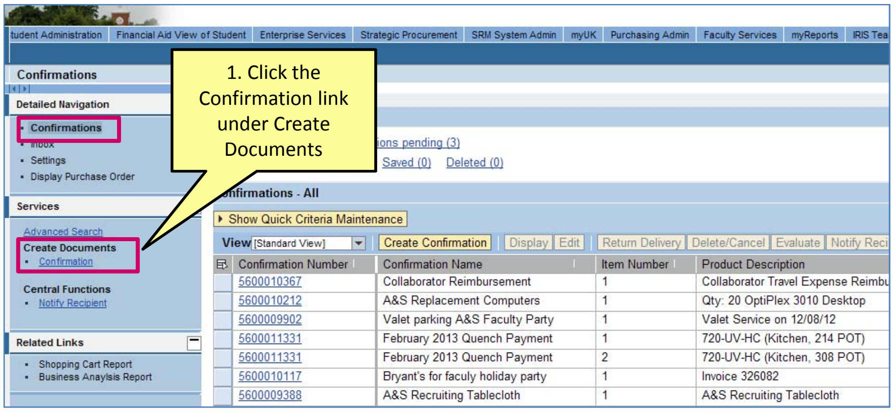
3. Enter or search for your unique Requestor number

4. Click Apply



Create Goods Confirmation

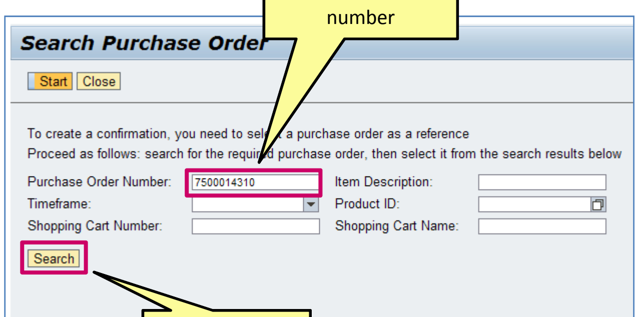
Begin Create Goods Confirmation



1. Click the Confirmation link under Create Documents

Confirmation Process – Search for PO Number

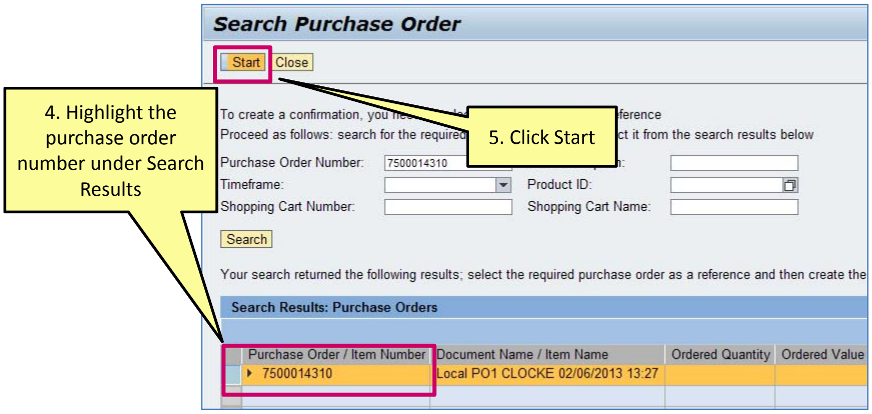
2. Enter the Purchase Order number



3. Click Search

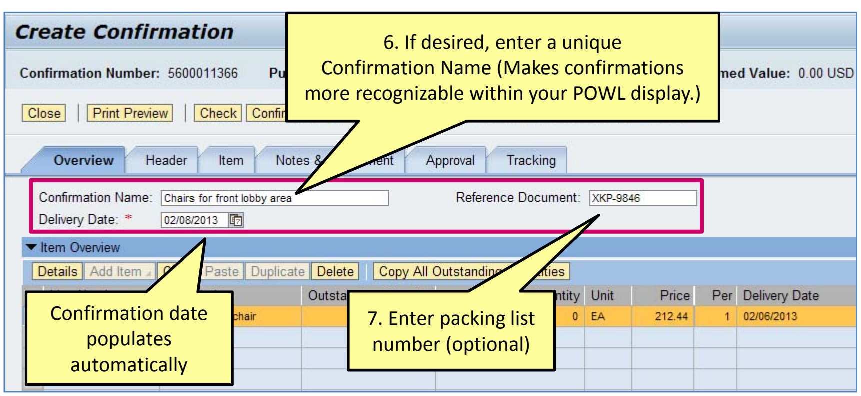
TIP: If the purchase order number is unknown, you can determine it by performing searches on other criteria (e.g., Shopping Cart number, etc.).

Confirmation Process – Search for PO Number

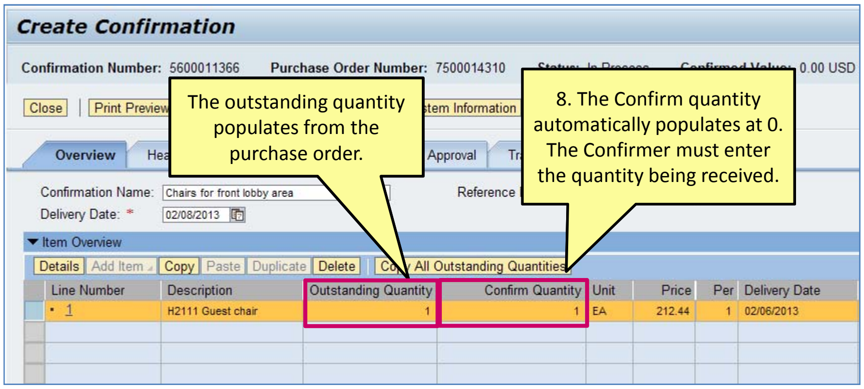


Confirmation Process – Create Confirmation

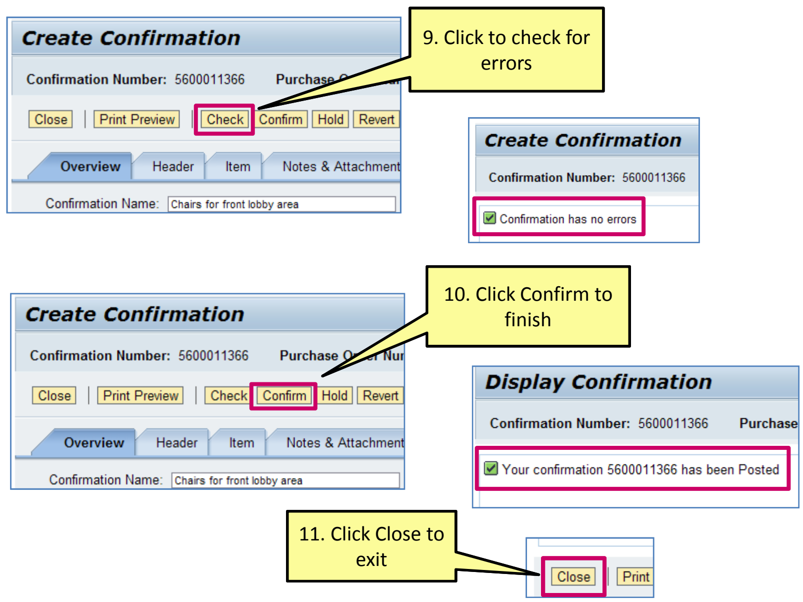
The Goods Confirmation screen will open in a new window or tab showing all line items and quantities from the purchase order. If previous confirmations have been created for partial items or quantities, only remaining items will be shown.



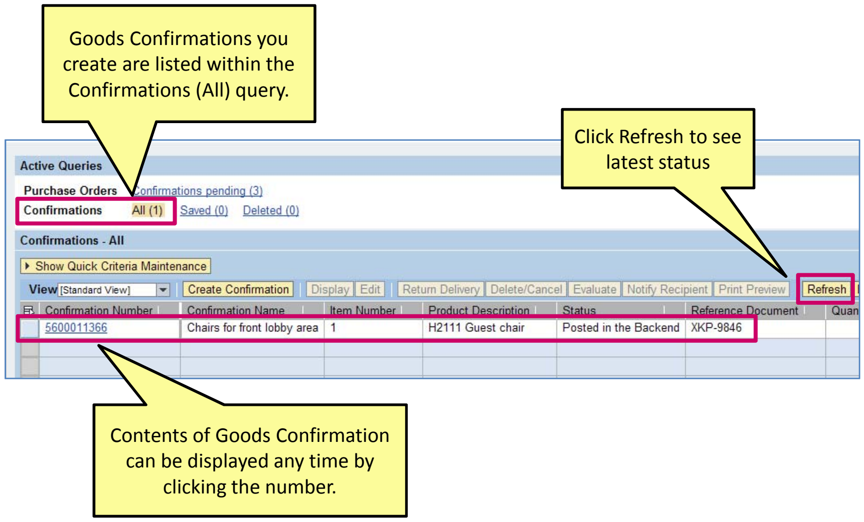
Confirmation Process – Create Confirmation



Goods Confirmation from POWL

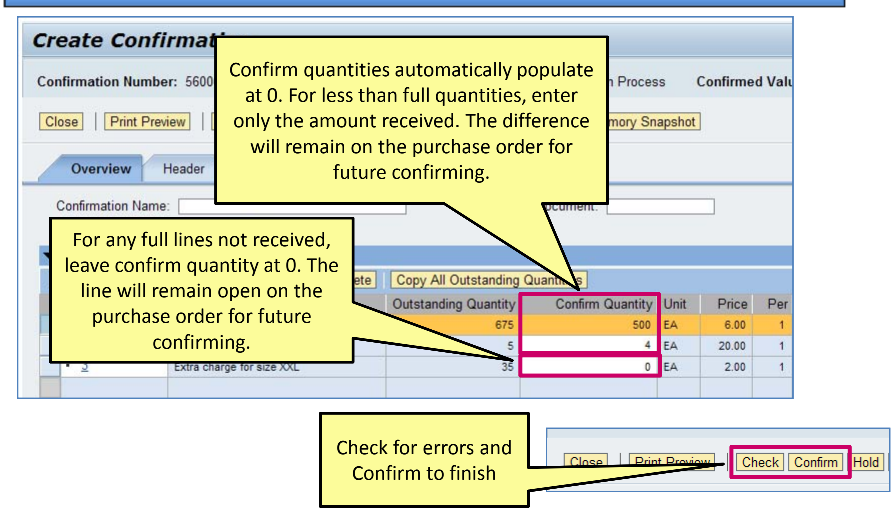


Display Goods Confirmation from POWL



Create Partial Goods Confirmation

If needed, goods confirmers can perform partial receiving against a purchase order. A confirmation can be created against specific lines only or less than full quantities ordered within a line.



Cancel Goods Confirmation – Overview

Occasionally it may be necessary to cancel a goods confirmation. Reasons for cancellation could be:

- Damaged goods discovered after confirmation created.
- Incorrect quantity was entered.
- Goods confirmed against incorrect PO number.

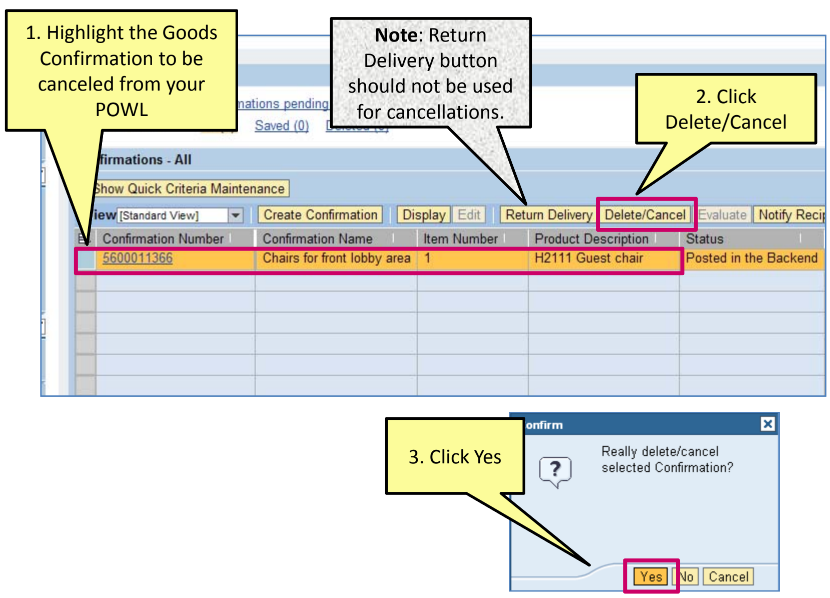
Goods confirmers may cancel:

- All items on a goods confirmation.
- Only specific lines on a goods confirmation.

The quantity confirmed for a given line item cannot be altered. If a specific quantity is incorrect, the entire line must be canceled.

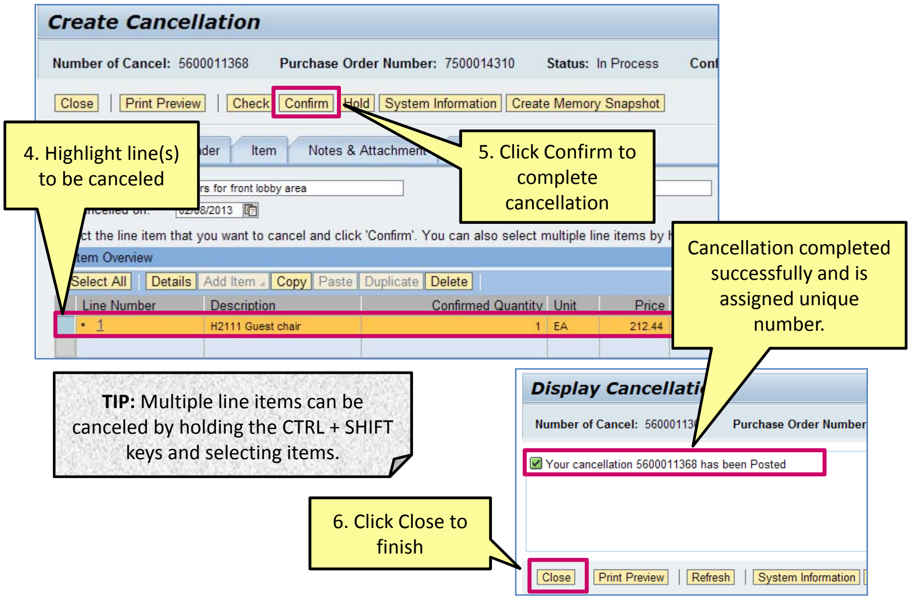
Canceled line items return to the purchase order record.

Cancel Goods Confirmation



Cancel Goods Confirmation

IRIS



TIP: Multiple line items can be canceled by holding the CTRL + SHIFT keys and selecting items.

IRIS

Supplementary Tasks

Minimum Browser Requirements

Since SRM operates within SAP, the follow specific browser versions are required to ensure proper operation:

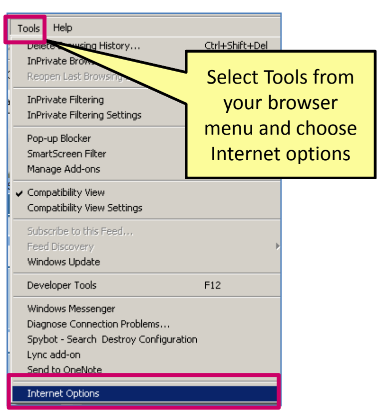
- Firefox >= 2.0
- Microsoft Internet Explorer = 5.5 thru 8
- Opera >= 7.0
- Safari >= 3.0

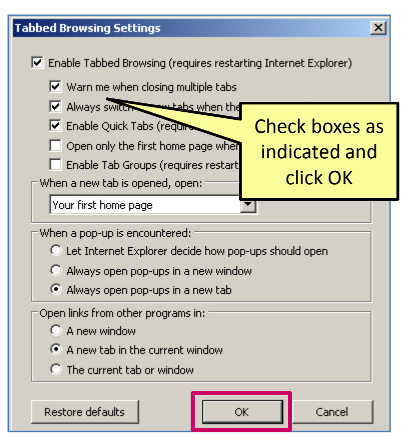
For more information or if you have problems that may relate to browser requirements visit: http://www.uky.edu/ukit/eag/desktop-information.

For additional assistance contact Enterprise Applications Group (EAG) email: irismain@email.uky.edu.

Using Tabs Instead of Open Windows

SRM tasks open in new browser windows by default. If desired, you can configure your browser to instead open new tabs within a single browser window.

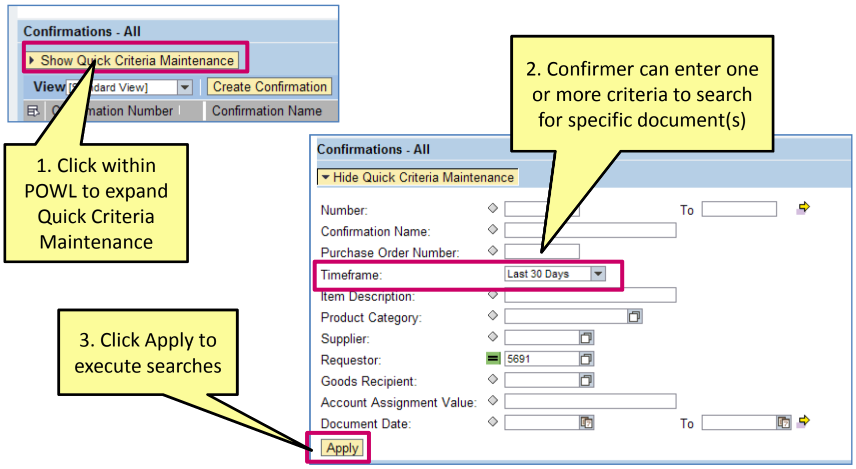




Note: Graphics shown are from IE 8.0 – Your browser menu may offer different options.

POWL – Quick Criteria Maintenance

Quick Criteria Maintenance is an extension of the highlighted query in the upper section of the POWL. Opening it will display additional search criteria allowing the confirmer to perform customized document searches. It can be hidden when not in use.

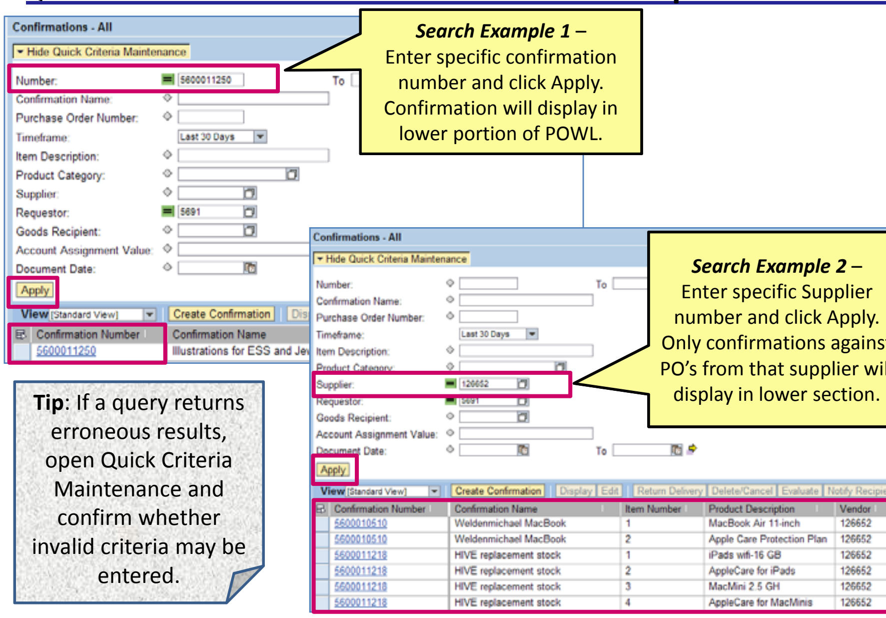


1. Click within POWL to expand Quick Criteria Maintenance

2. Confirmer can enter one or more criteria to search for specific document(s)

3. Click Apply to execute searches

Quick Criteria Maintenance – Search Examples



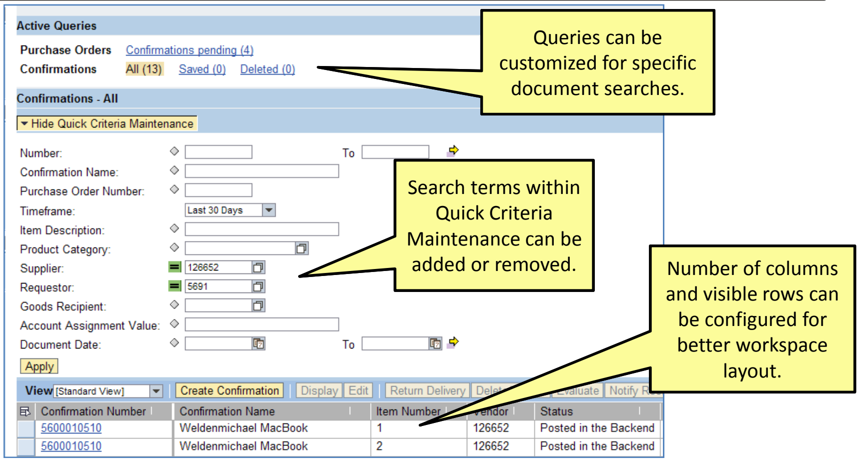
Search Example 1 – Enter specific confirmation number and click Apply. Confirmation will display in lower portion of POWL.

Search Example 2 – Enter specific Supplier number and click Apply. Only confirmations against PO's from that supplier will display in lower section.

Tip: If a query returns erroneous results, open Quick Criteria Maintenance and confirm whether invalid criteria may be entered.

Manage and Maximize POWL

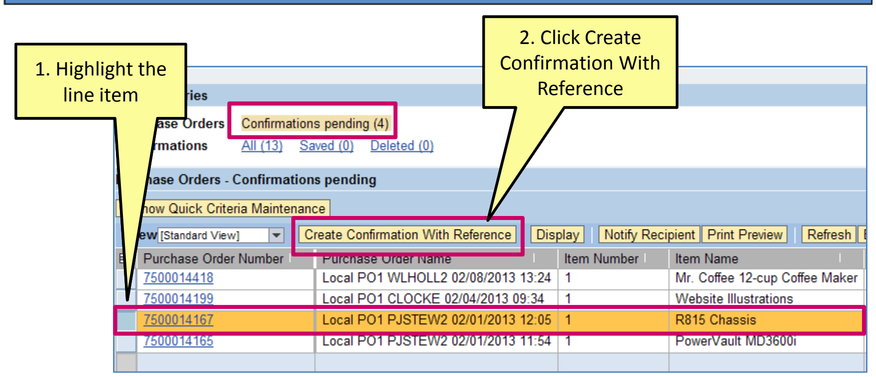
Confirmers can personalize how their POWL handles and displays documents for improved visual feel and navigation.



A Quick Reference Card for Managing and Maximizing the POWL is available from the Purchasing SRM website at: http://www.uky.edu/Purchasing/srmquickrefcards.htm.

Create Confirmation with Reference from POWL

TIP: The Purchase Orders - Confirmations Pending query shows purchase orders yet to be confirmed by a department. For any orders within the POWL, the confirmer may use the "Create Confirmation with Reference" feature. The confirmation is automatically created for the full quantity with no entry into the confirmation screen itself.

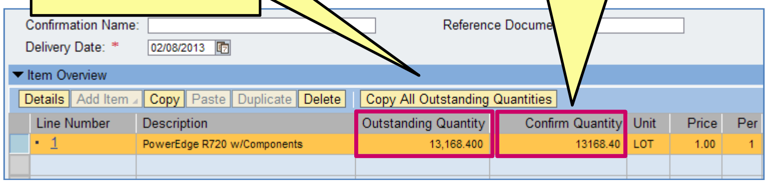


Create Goods Confirmation against "Reverse" PO's

Some types of purchase orders are in "reverse" format. Reverse orders are setup as one line item with a lump sum dollar amount for the entire order, regardless whether the quote has multiple lines. Reverse format is usually used for complex orders such as furniture or computers. When confirmations are created against reverse purchase orders, the confirmed quantity must be for the dollar amount of the order.

Purchase order is in reverse format with number of dollars as quantity and Unit = LOT.

To confirm full amount, enter the matching number of dollars.

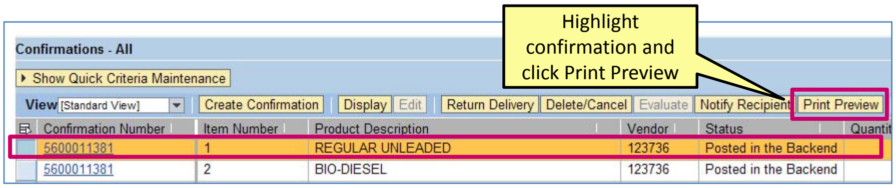


Note: Partial confirmations can be created against reverse purchase orders. Simply enter the reduced number of dollars into the Confirm Quantity box.

Obtain Hard Copy of Goods Confirmation

If needed for records or auditing, a hard copy of the confirmation can be obtained via the Print Preview button within the POWL.

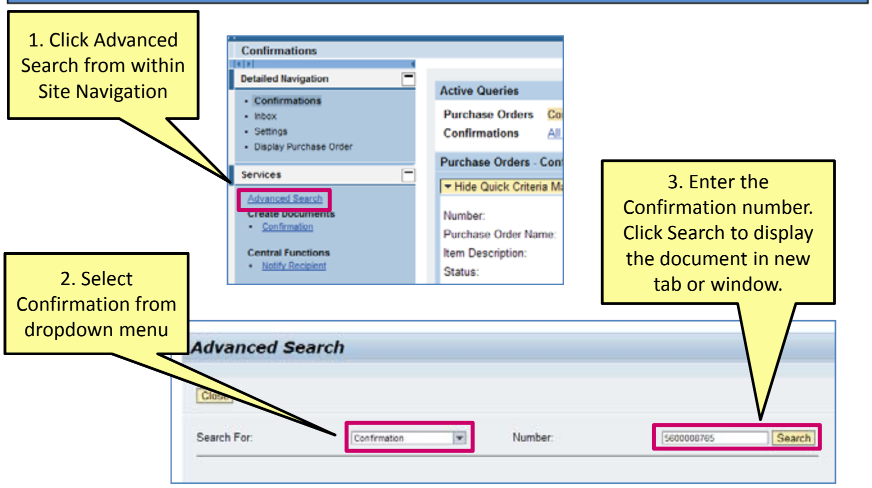
Highlight confirmation and click Print Preview



Save or print .pdf hard copy as desired

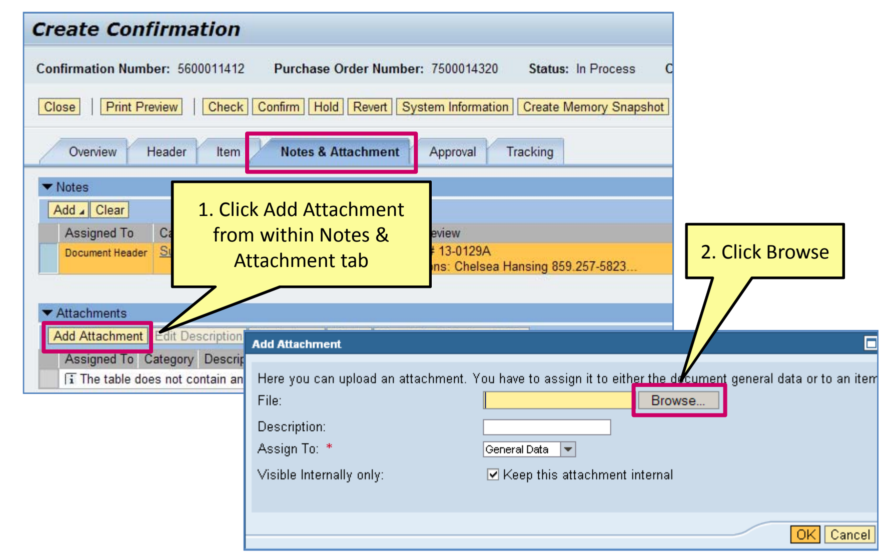
Using Advanced Search

Confirmers can also use the Advanced Search feature to locate documents if needed.

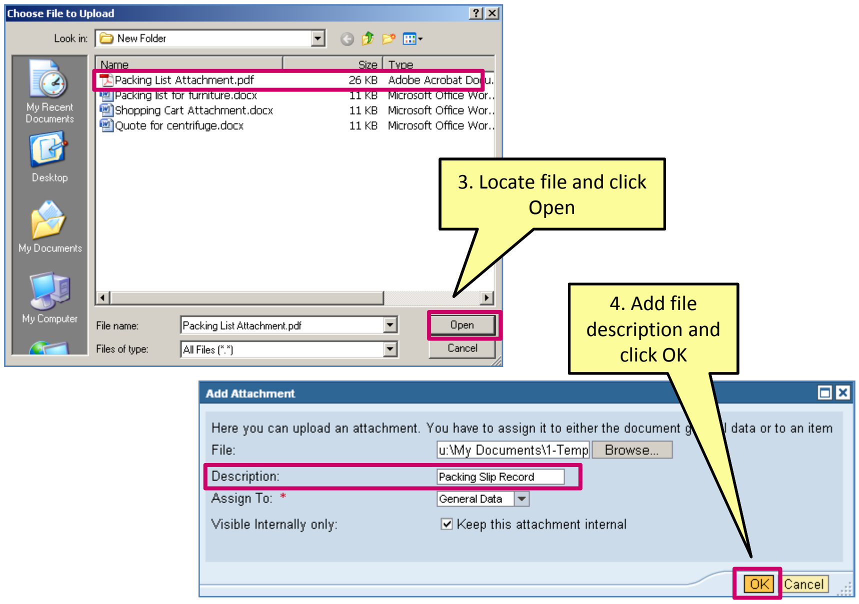


Add Attachments

Attachments can be added to the confirmation if desired.



Add Attachments



Naming Convention for Attachments

When creating attachments, refrain from inserting special characters, such as @, #, $, *, \, ‘, +, etc. into the filename.

Filenames should also not include spaces between words nor underscores. Files should be named with a purely alphanumeric format.

Examples of suitable filenames:

- Medtechquote1001.pdf
- Furniturelayout.doc

Examples of unsuitable filenames:

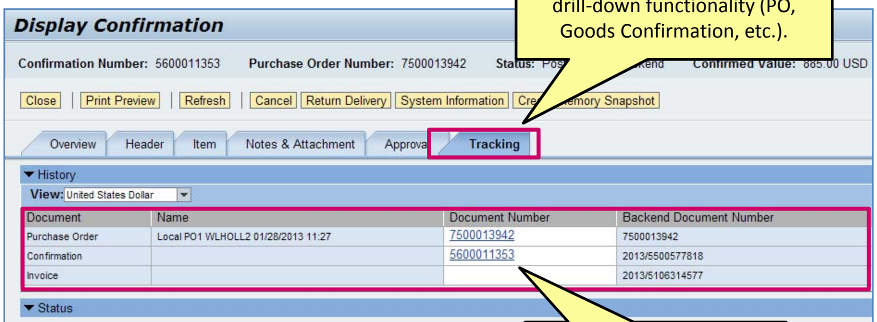
- API Printing Quote.pdf (filename includes spaces)
- Fisher+incubator $1000.doc (filename includes special characters)

Only the following file formats are acceptable as attachments:

- PDF, XLS, XLSX, DOC, DOCX, TXT, TIF, BMP, GIF, HTML

Tracking Tab

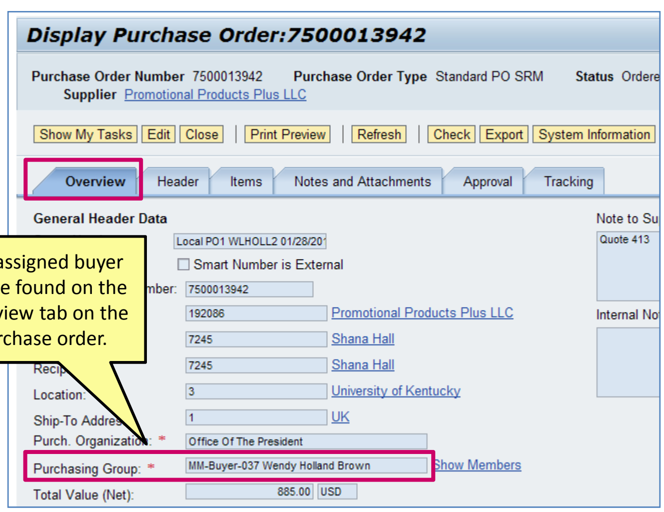
The Tracking tab shows other documents that are part of the purchase transaction, some with drill-down functionality (PO, Goods Confirmation, etc.).



Shows related documents including PO number. Drill into the number to display the documents.

How to Determine Assigned Purchasing Buyer

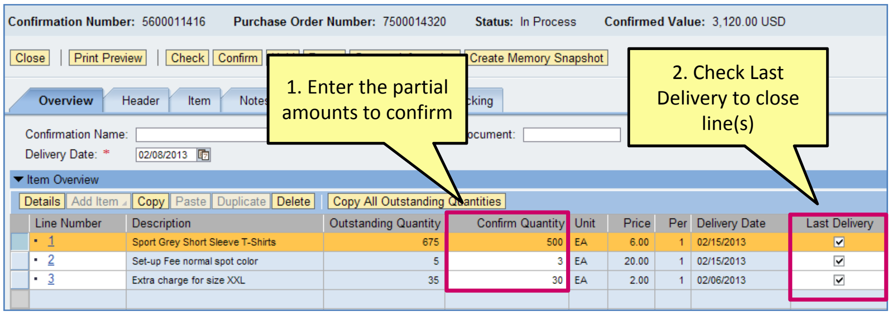
A Purchasing Buyer is automatically assigned to every purchase order.



The assigned buyer can be found on the Overview tab on the purchase order.

Set Last Delivery Indicator

If completing a partial confirmation and the remaining line item quantity is no longer needed, the Last Delivery Indicator can be set to release the remaining encumbrance and close the line item.



Note: If confirming on the full quantity of a line item, the system automatically sets the Last Delivery Indicator. It is only set manually if you are confirming less than a full quantity and do not plan to confirm the remaining quantity.

Changes to PO Quantities

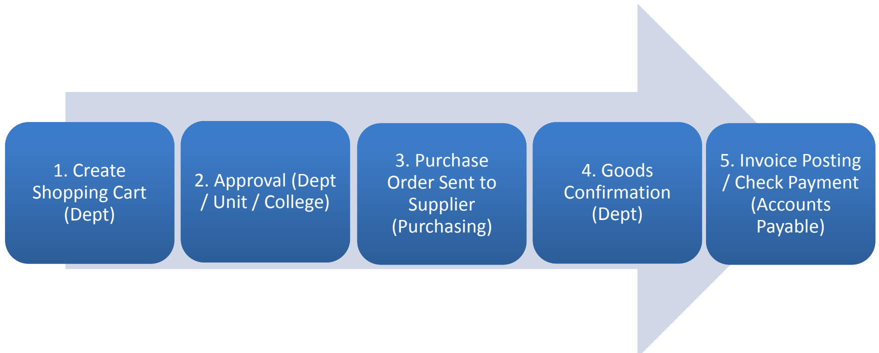
Occasionally changes may need made to a purchase order quantity.

Example: A department orders 1000 imprinted ink pens; the vendor ships and invoices 1025 pens as result of the manufacturing process.

To facilitate the over-run, the purchase order must be increased to the new quantity before the goods confirmation is completed. If the goods confirmation is not created for the correct amount, the 3-way match will not complete and check payment will not process.

Contact the responsible Purchasing buyer for any orders which may include over-runs or need the quantity adjusted for other reasons.

Diagnose Process Problems



As an SRM order evolves through the process, the POWL will reflect the status in which it resides (e.g., Approved, in Purchaser's worklist, etc.).

Problems can be frequently diagnosed based on the order status in the process.

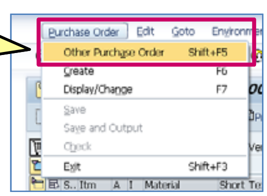
Example: With the purchase order being in place, the Goods Confirmation and the Invoice Posting complete a "3-way match" allowing check payment to release. Common problems relate to one or more of these tasks not being completed.

Diagnose Process Problems

Detailed Navigation
- Inbox
- Shopping Cart
- Settings
- Display Purchase Order

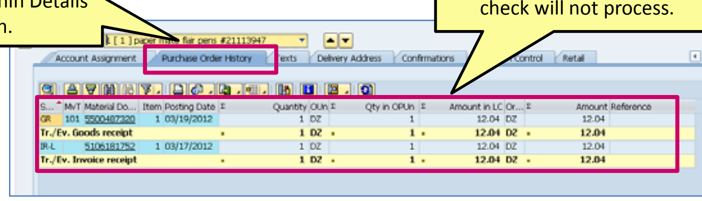
1. To check whether Goods Confirmations and Invoices are posted, click Display Purchase Order from within Site Navigation.

2. The SAP Display Purchase Order screen will appear. Click on Purchase Order / Other Purchase Order to enter the PO number.



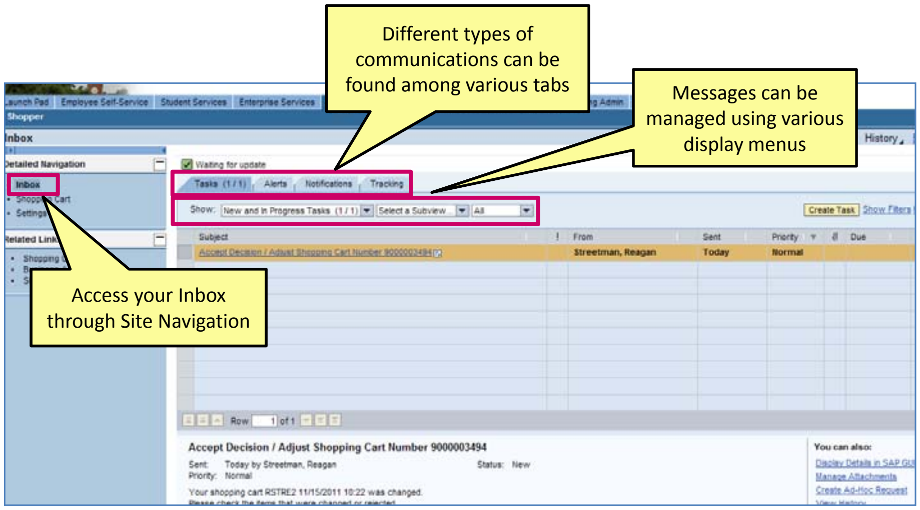
3. After PO displays, select Purchase Order History tab within Details section.

4. Goods confirmations and invoice postings are posted and match, allowing check payment. If either is missing, or there is a mismatch, the check will not process.



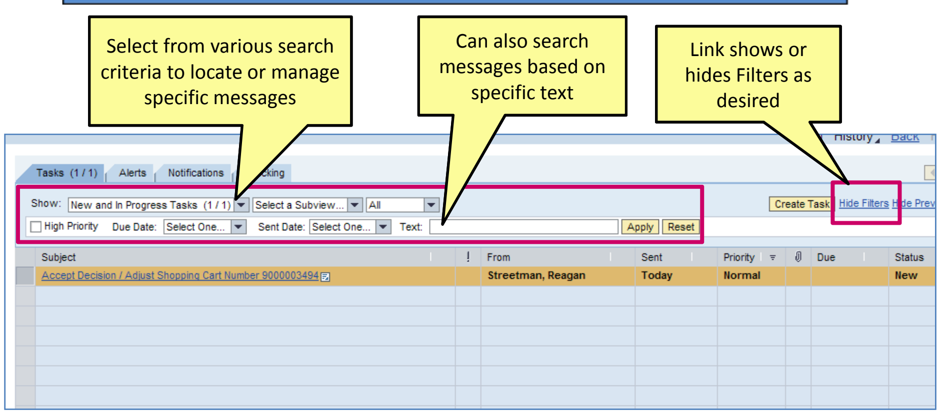
Inbox Overview

All SRM users have Inboxes. Document-related messages and other communications move throughout Workflow to users' Inboxes.



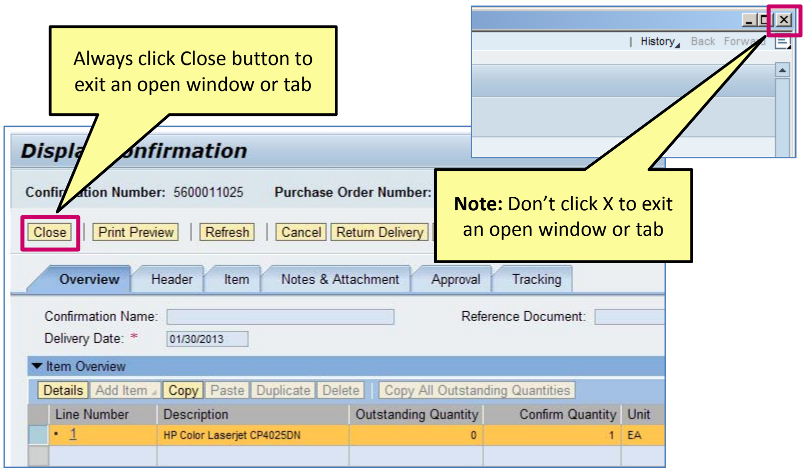
Inbox – Filter Settings

Filters can be used to better manage messages or find specific documents within the Inbox.



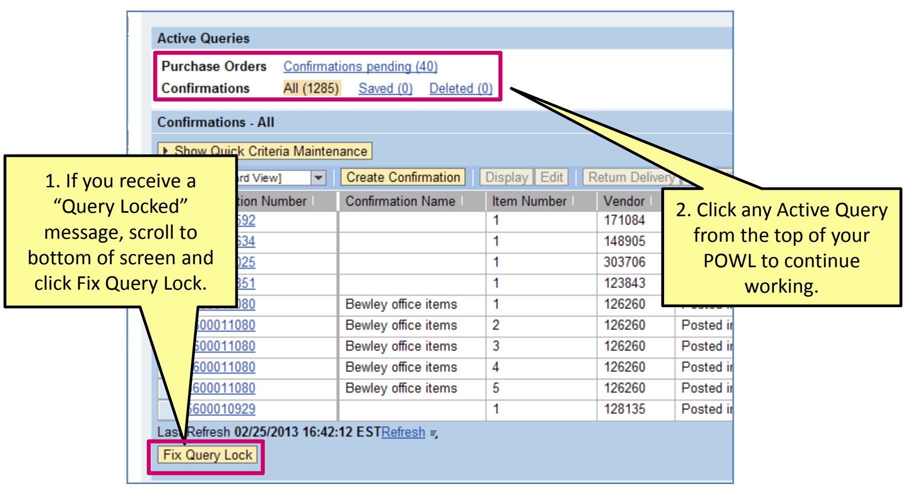
Close Open Windows or Tabs

Users should always click the Close button to exit an open window or tab.

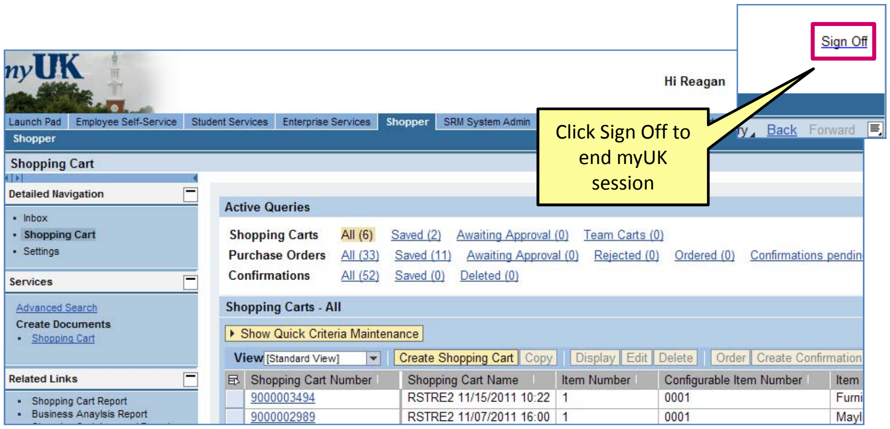


Fix Query Lock

If a window or tab is closed using the X in the upper right hand corner rather than clicking the Close button, it is possible to be locked out of the system.



Sign Off



Remember: Be sure to click the "Sign Off" link when exiting SRM to close all applications.

SRM Help Web Sites

- SRM Resource Page on Purchasing web site: http://www.uky.edu/Purchasing/srm.htm - Site includes this PowerPoint file available for reference
- myHelp – MM & Purchasing Help web site: http://myHelp.uky.edu/rwd/HTML/MM.html

  Both sites contain Quick Reference Cards, updated and printable course manuals, Reference Manual, etc.
- SRM Assistance Email: SRMHelp@uky.edu

Printing Course Manual (Optional)

If desired, a printable (Adobe PDF) version of this course manual is available for your convenience.

To access and print the manual:

1. Click on the printer (the manual will open in a separate browser window)
2. Print the course manual
3. Close the separate browser window
4. Return to this course window
5. Click on the green Continue button below

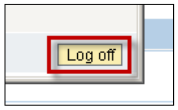
To proceed without printing, click on the green Continue button below.

Check for Understanding

In order to receive full credit for the SRM Goods Confirmations course, you must now successfully complete the Check for Understanding – a quiz covering the main concepts presented in this course.

Course Completion

To complete this WBT, click on the yellow Log off button in the lower corner of this window.



Note: This window will close, and you should be returned to the main, myTraining page for this WBT. The main page will refresh (usually within 30 seconds, depending on network traffic), and you should receive a green, system message confirming your participation.

Your participation in this course has been completed.

You may then safely navigate away from the main page.