If you receipt for a certain number of items and later discover that some of those items are missing or damaged, a correction must be made. Since a completed receipt may not be edited, you must create a reverse receipt to correct the discrepancy. Please note that if a PO has been fully invoiced and the Hold for Receipting option wasn’t selected, the PO will have to be reopened before a receipt can be applied.

1. To create a reverse receipt you will need to locate the purchase order. To do this, hover over the Orders & Documents icon in the left navigation bar, and then select Search Documents.

2. From the Document Search page, click my purchase orders to view your purchase orders within the past 90 days. Click Go.

3. Click on the PO number for the purchase order for which you will create a receipt. Next, click the Receipts tab to view the existing receipts for this PO.

4. Look at the Receipt Line Details and note the number of items you received and/or returned in the original receipt. You can see in this example there were 16 chairs ordered and 16 received.

NOTE: A receipt may not be edited, but you may enter a reverse amount of a new receipt to correct an error.
5. To create a reverse receipt, return to the Purchase Order by clicking the **Purchase Order** tab. Make sure the drop down selection in the upper right hand corner of the screen is **Create Quantity Receipt** and click **Go**.

6. This pulls up a new receipt. Scroll to the bottom to find the Line Details where the Quantity defaults to the number of items still outstanding on the PO.

7. In the Quantity field, enter the reverse amount to correct the number of items actually received. In this example, if you originally indicated the receipt of 16 chairs but you actually received only 11, enter -5 in the Quantity field.

8. When you have finished, click on **Complete** in the lower right hand corner of the receipt.

9. A message will come up to inform you that a receipt has been created.

10. Click on the PO number and then the Receipts tab to find the revised Receipt Line Details.

    ![Receipt Line Details](image)

    You can see in this example that the Net Received is now 11.

**NOTE:** please contact Accounts Payable if you need assistance on specific invoices.