ARIZONA PROCUREMENT PORTAL

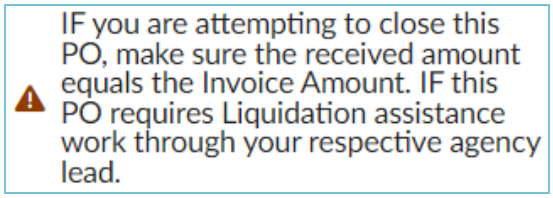
QUICK REFERENCE GUIDE

How to Properly Balance Purchase Orders

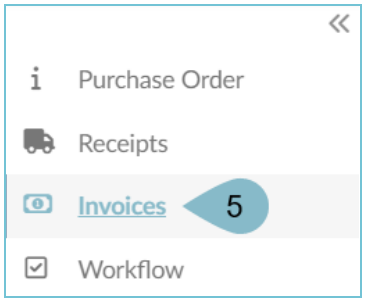
The purpose of this quick reference guide is to provide guidance on how to properly balance Purchase Orders in the Arizona Procurement Portal (APP). If you have any questions, please contact the APP Help Desk at app@azdoa.gov. Additional resources are also available on the SPO website: https://spo.az.gov/.

Receipted But Not Invoiced

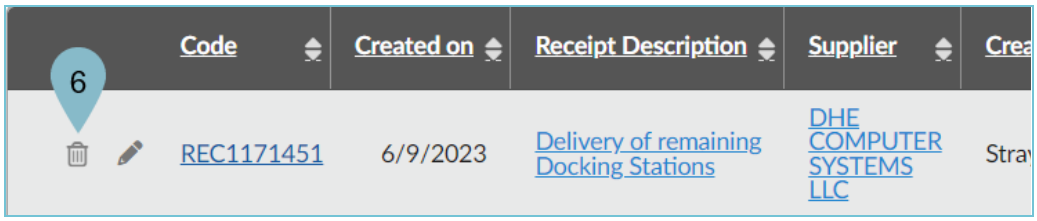
1. Navigate to the **Procurement** drop-down and select **Browse Orders**.
2. On the Browse Orders Page, search for the Purchase Order (PO) you would like to view by using the search bar.
3. Click the **Pencil** icon to open the PO.
4. View the alerts located on the right-side of the page:



5. Click on the **Invoices** tab located on the left side of the page. View to see if there are any invoices that are in Draft, Ok to Pay, or Paid status.



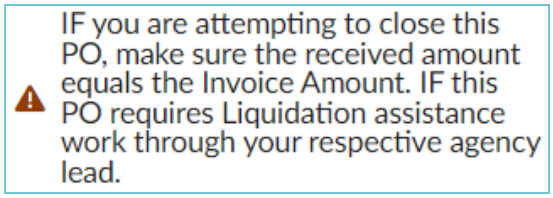
6. If no invoices are shown or the invoice shown is in a canceled status you can take the following actions:
   a. You can contact Accounts Payable to create the invoice to pay the supplier, or
   b. You can choose to cancel the PO. To do this, go to the left side of the page and click on the Receipts tab, view the listed receipt and click on the **Trash** icon to delete the receipt.



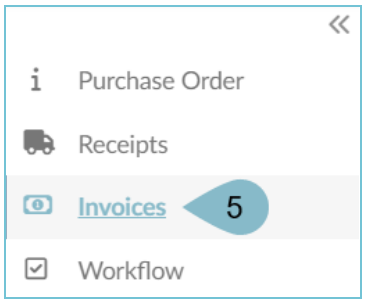
7. Once the receipt is deleted, the blocking alert will clear and the authorized person will be able to Close/Cancel the PO by clicking on the **Close/Cancel PO** button at the top of the page.

Receipted and Invoice in Draft Status

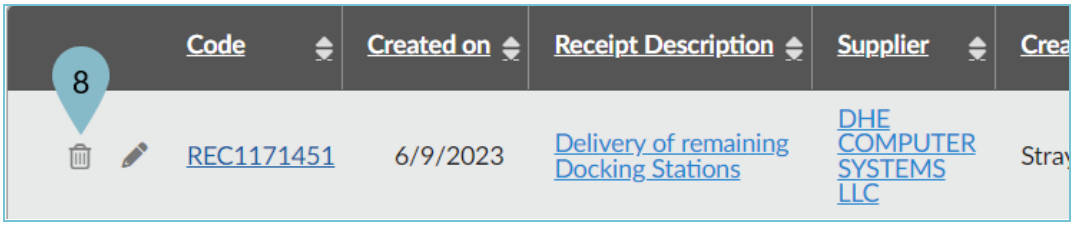
1. Navigate to the **Procurement** drop-down and select **Browse Orders**.
2. On the Browse Orders Page, search for the Purchase Order (PO) you would like to view by using the search bar.
3. Click the **Pencil** icon to open the PO.
4. View the alerts located on the right-side of the page:



5. Click on the **Invoices** tab located on the left side of the page. View to see if there are any invoices that are in Draft, Ok to Pay, or Paid status.



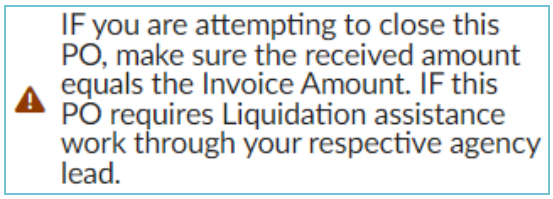
6. If you see an invoice in Draft status you will have two choices:
   a. **Option A:** You can speak with Accounts Payable to have them complete the invoice and submit if for payment.
   b. **Option B:** You can speak with Accounts Payable to have them cancel the invoice.
7. If you choose **option A**, then once the invoice has been paid and is in a Paid status, the blocking alert will be cleared and you will be able to click on the **Close/Cancel PO** button to close the PO.
8. If you choose **option B**, navigate to the **Receipts** tab, view the listed receipt and click on the **Trash** icon to delete the receipt.



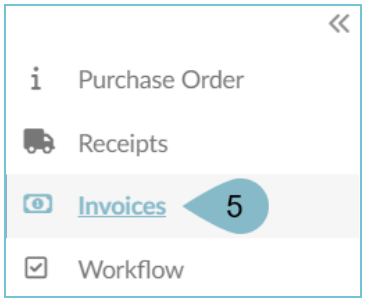
9. Once the receipt is deleted, the blocking alert will clear and the authorized person will be able to Close/Cancel the PO by clicking on the **Close/Cancel PO** button at the top of the page.

Two Receipts and One Paid Invoice with One Line Item

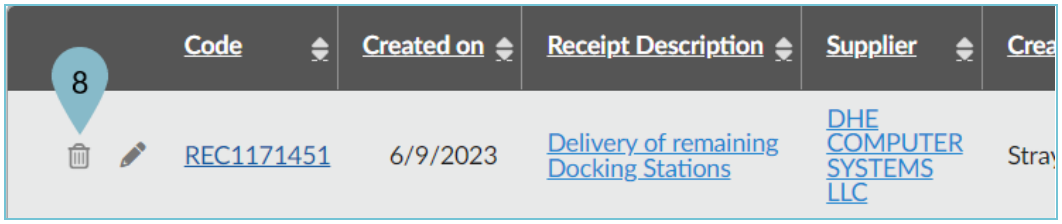
1. Navigate to the **Procurement** drop-down and select **Browse Orders**.
2. On the Browse Orders Page, search for the Purchase Order (PO) you would like to view by using the search bar.
3. Click the **Pencil** icon to open the PO.
4. View the alerts located on the right-side of the page:



5. Click on the **Invoices** tab located on the left side of the page. View to see if there are any invoices that are in Draft, Ok to Pay, or Paid status.

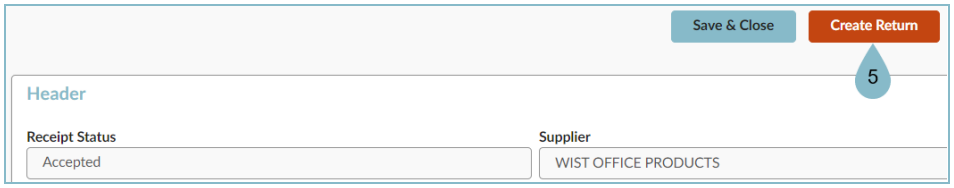


6. If you see an invoice in a Paid status, click on the **Receipts** tab. If you see more than one receipt created, you can take the following actions:
    a. **Option A:** Have Accounts Payable create a new invoice to finish paying for the Purchase Order.
    b. **Option B:** Delete the receipt and then Close/Cancel the Purchase Order.
    c. **Option C:** Create a return to balance the PO and then Close/Cancel the Purchase Order
7. If you choose **option A**, speak with Account Payable to create a new invoice to pay the supplier. Once completed and the invoice pays the received amount, the Purchase Order will be balanced and you can choose to Close/Cancel the remaining amount or finish receiving the remaining on the PO.
8. If you choose **option B**, navigate to the **Receipts** tab, view the listed receipt and click on the **Trash** icon to delete the receipt.

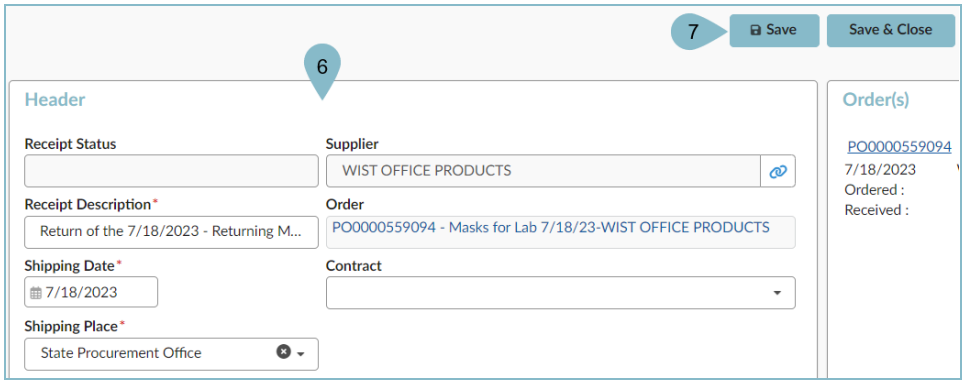


9. Once the receipt is deleted, the blocking alert will clear and the authorized person will be able to Close/Cancel the PO by clicking on the **Close/Cancel PO** button at the top of the page.

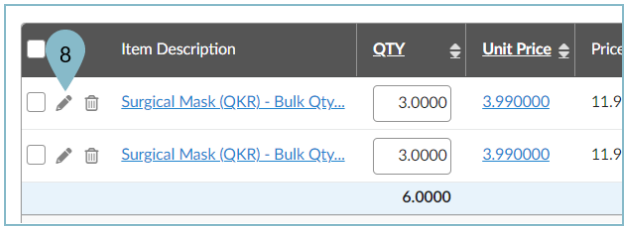
10. **Option C:** If no delete button is available on the receipt, then you will need to create a return to return the amount received back to the PO. To do this, follow the steps below:
11. Open the receipt you would like to create a return for by clicking the **Pencil** icon.
12. On the Receipt, click **Create Return**.



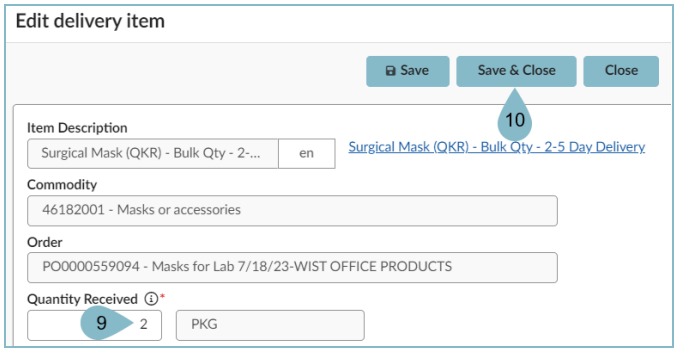
13. On the Return page, complete the **Receipt Description** and **Shipping Place**.
14. Click **Save**.



15. Navigate to the **Received** section, and click the **Pencil** icon next to the item you are returning.

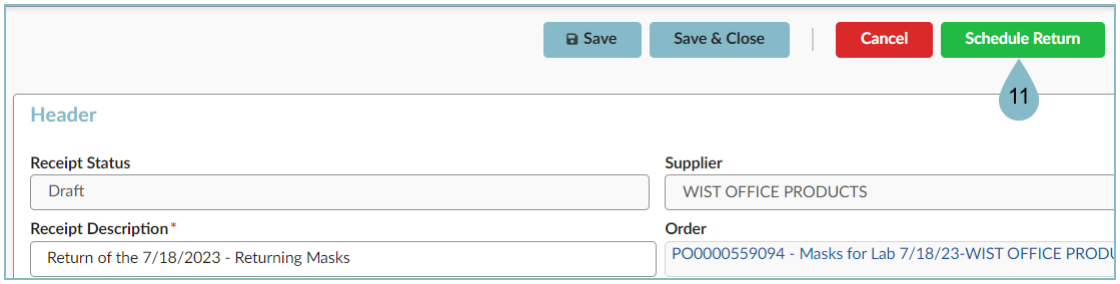


16. On the popup, edit the quantity you are returning in the **Quantity Received** field.
17. Click **Save & Close**.



Do not return more than what has already been paid for. Doing so will cause the blocking alert to stick and the PO will not balance correctly.

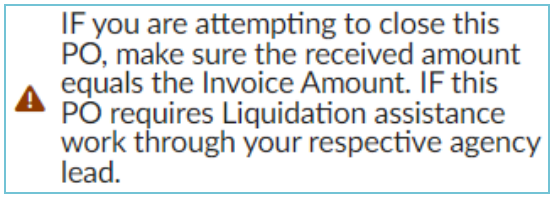
18. Click **Schedule Return**.



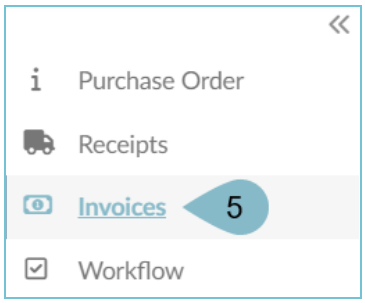
19. The return has been scheduled and the status of the return will be updated to **Scheduled**.
20. Once the return has been shipped, click **Confirm Shipping**.
21. Once the supplier has received the return, click **Confirm Receipt**.
22. Once the return is completed, the blocking alert will clear and the authorized approver will be able to Close/Cancel the PO by clicking the **Close/Cancel PO** button at the top of the page.

Multiple Receipts and Multiple Paid Invoices with Multiple Line Items

1. Navigate to the **Procurement** drop-down and select **Browse Orders**.
2. On the Browse Orders Page, search for the Purchase Order (PO) you would like to view by using the search bar.
3. Click the **Pencil** icon to open the PO.
4. View the alerts located on the right-side of the page:

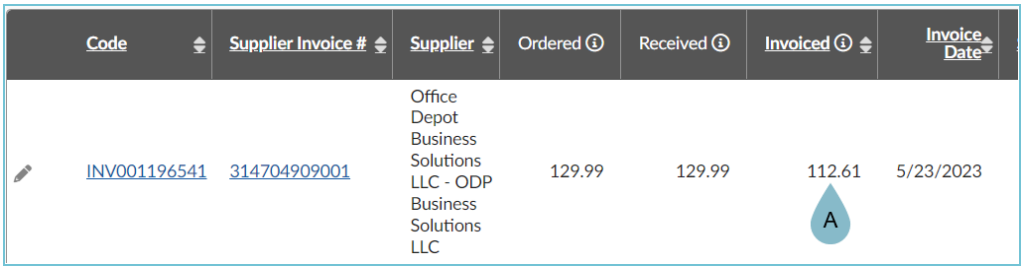


5. Click on the **Invoices** tab located on the left side of the page. View to see if there are any invoices that are in Draft, Ok to Pay, or Paid status.



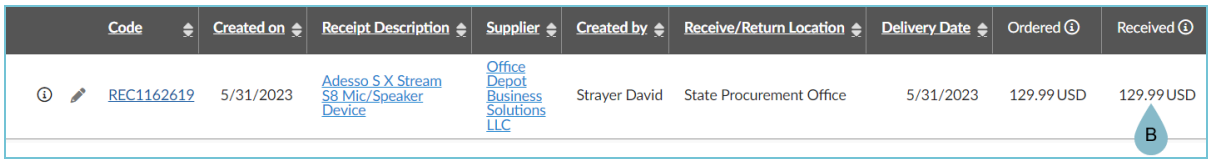
6. If you see multiple invoices in a Paid status, navigate to the **Receipts** tab. If you see more than one receipt created and accepted, you can take the following actions:
    a. **Option A:** Have Accounts Payable create a new invoice to finish paying for the line items on the Purchase Order.
    b. **Option B:** Create a return to balance what lines have and have not been paid for.

7. If you choose **option A**, speak with Account Payable to create a new invoice to pay the supplier. Once completed and the invoice pays the receipted amount, the Purchase Order will be balanced and you can choose to Close/Cancel the remaining amount or finish receiving the remaining on the PO.
8. If you choose **option B**, you will need to create a Return Receipt to return the amount received back to the PO. To do this, follow the steps below:
    a. Your first step will be to go through each invoice and calculate what has been paid on each line using the **Invoiced** column.



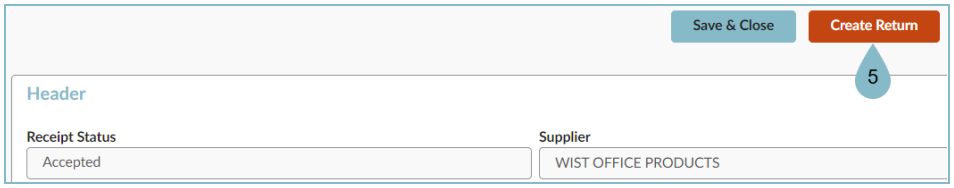
Code	Supplier Invoice #	Supplier	Ordered	Received	Invoiced	Invoice Date
INV001196541	314704909001	Office Depot Business Solutions LLC - ODP Business Solutions LLC	129.99	129.99	112.61	5/23/2023

    b. After you have calculated each line on the invoice/s, then you will go to the **Receipts** tab and do the same process on each receipt using the amount located in the Price field.

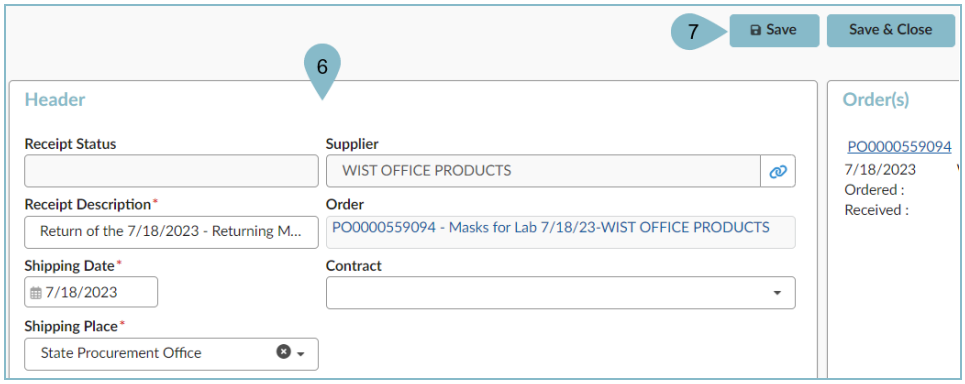


Code	Created on	Receipt Description	Supplier	Created by	Receive/Return Location	Delivery Date	Ordered	Received
REC1162619	5/31/2023	Adesso S X Stream S8 Mic/Speaker Device	Office Depot Business Solutions LLC	Strayer David	State Procurement Office	5/31/2023	129.99 USD	129.99 USD

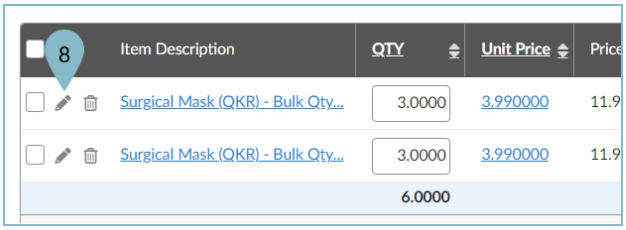
    c. After each receipt has been calculated, subtract the amount received to the amount that was invoiced. Any total that does not match what was invoiced is an imbalance.
9. Create a Return Receipt to properly balance the PO:
10. Open the receipt you would like to create a return for by clicking the **Pencil** icon.
11. On the Receipt, click **Create Return**.



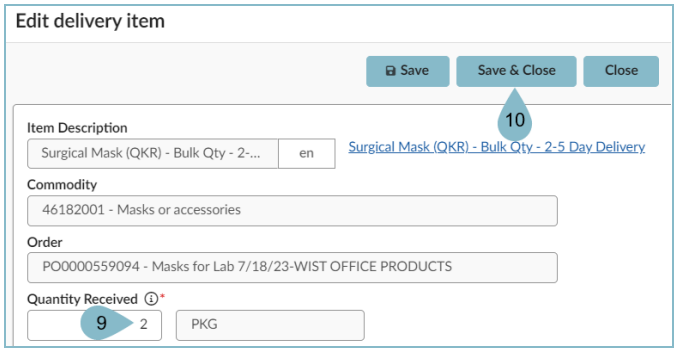
12. On the Return page, complete the **Receipt Description** and **Shipping Place**.
13. Click **Save**.



14. Navigate to the **Received** section, and click the **Pencil** icon next to the item you are returning.

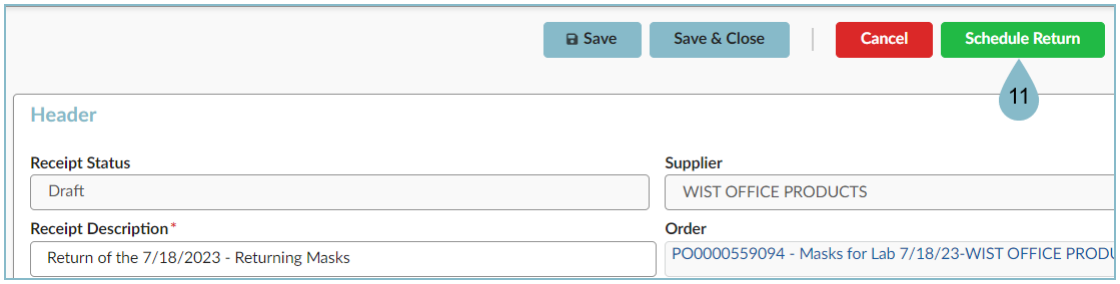


15. On the popup, edit the quantity you are returning in the **Quantity Received** field.
16. Click **Save & Close**.



Do not return more than what has already been paid for. Doing so will cause the blocking alert to stick and the PO will not balance correctly.

17. Click **Schedule Return**.



18. The return has been scheduled and the status of the return will be updated to **Scheduled**.
19. Once the return has been shipped, click **Confirm Shipping**.
20. Once the supplier has received the return, click **Confirm Receipt**.
21. Once the return is completed, the blocking alert will clear and the authorized approver will be able to Close/Cancel the PO by clicking the **Close/Cancel PO** button at the top of the page.

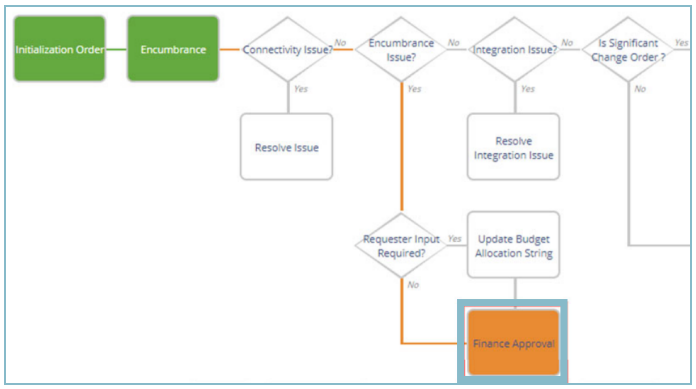
Cancel/Close a Balanced PO

1. Navigate to the **Procurement** drop-down and select **Browse Orders**.
2. On the Browse Orders Page, search for the Purchase Order (PO) you would like to view by using the search bar.
3. Click the **Pencil** icon to open the PO.
4. If a PO has no blocking alerts, then the PO is balanced and it can be Closed/Canceled by the authorized approver. To do this, click on the **Close/Cancel PO** button at the top of the page.

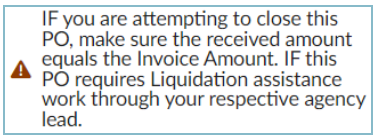
If the authorized approver no longer works for the agency, please send the APP Service Desk an email with the listed Purchase Orders that will need to be Closed/Canceled.

Liquidation Requests for PO Imbalance

1. Purchase Orders with the following status's are true liquidation requests:
    a. Finance Approval



    b. Returned Against a Paid Invoice
        i. Even if you balance the receipt the blocking alert will not clear.



2. Requests for manual liquidation should be attached to the Manual Liquidation Form using this link: https://sites.google.com/azdoa.gov/pomanualclosure/home

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Resources

Click the link below for more information on the requisition creation processes in APP:
https://spointra.az.gov/arizona-procurement-portal/app-support/quick-reference-guides-176-upgrade/procure-pay-qrgs-176