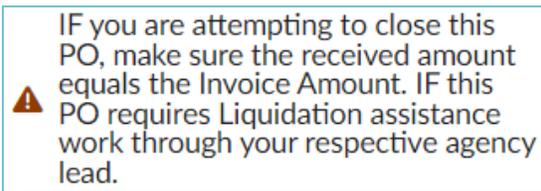


# How to Properly Balance Purchase Orders

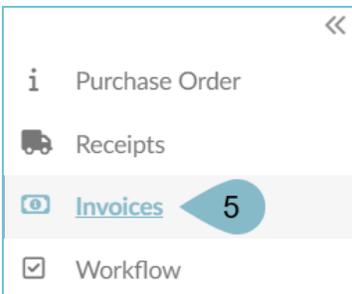
The purpose of this quick reference guide is to provide guidance on how to properly balance Purchase Orders in the Arizona Procurement Portal (APP). If you have any questions, please contact the APP Help Desk at [app@azdoa.gov](mailto:app@azdoa.gov). Additional resources are also available on the SPO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

## Received 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.



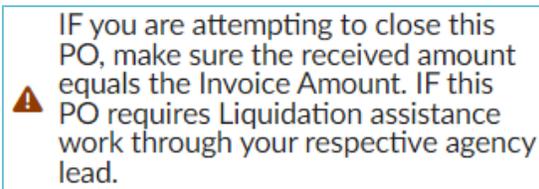
6. If no invoices are shown or the invoice shown is in a canceled status you can take the following actions:
  - a. You can contact Accounts Payable to create the invoice to pay the supplier, or
  - b. You can choose to cancel the PO. To do this, go to the left side of the page and click on the Receipts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

|   | Code                       | Created on | Receipt Description                                    | Supplier                                 | Created |
|---|----------------------------|------------|--|--|---------|
|   | <a href="#">REC1171451</a> | 6/9/2023   | <a href="#">Delivery of remaining Docking Stations</a> | <a href="#">DHE COMPUTER SYSTEMS LLC</a> | Strat   |

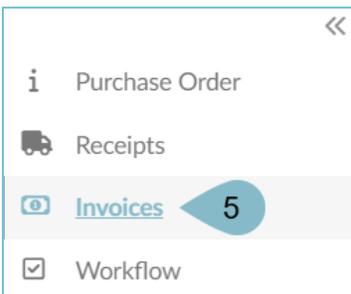
7. Once the receipt is deleted, the blocking alert will clear and the authorized person will be able to Close/Cancel the PO by clicking on the **Close/Cancel PO** button at the top of the page.

## 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.

|   | Code                       | Created on | Receipt Description                                    | Supplier                                 | Created |
|---|----------------------------|------------|--|--|---------|
|   | <a href="#">REC1171451</a> | 6/9/2023   | <a href="#">Delivery of remaining Docking Stations</a> | <a href="#">DHE COMPUTER SYSTEMS LLC</a> | Stray   |

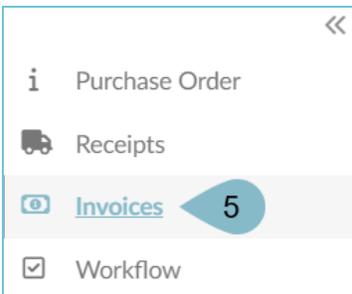
9. Once the receipt is deleted, the blocking alert will clear and the authorized person will be able to Close/Cancel the PO by clicking on the **Close/Cancel PO** button at the top of the page.

## 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:

 IF you are attempting to close this PO, make sure the received amount equals the Invoice Amount. IF this PO requires Liquidation assistance work through your respective agency lead.

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.



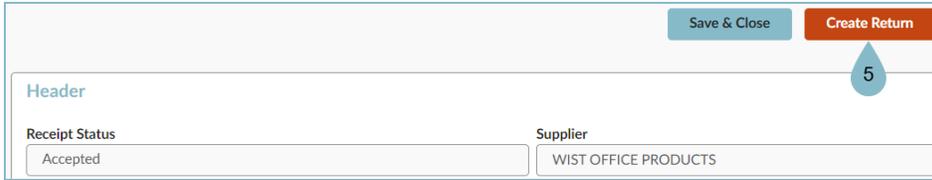
6. If you see an invoice in a Paid status, click on the **Receipts** tab. If you see more than one receipt created, you can take the following actions:
  - a. **Option A:** Have Accounts Payable create a new invoice to finish paying for the Purchase Order.
  - b. **Option B:** Delete the receipt and 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.

|   | Code                       | Created on | Receipt Description                                    | Supplier                                 | Created |
|---|----------------------------|------------|--|--|---------|
|   | <a href="#">REC1171451</a> | 6/9/2023   | <a href="#">Delivery of remaining Docking Stations</a> | <a href="#">DHE COMPUTER SYSTEMS LLC</a> | Stray   |

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.

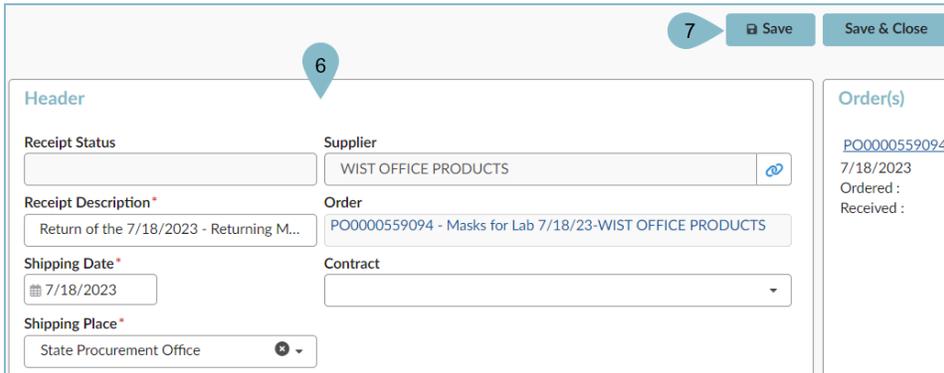
10. **Option C:** If no delete button is available on the receipt, then you will need to create a return to return the amount received back to the PO. To do this, follow the steps below:

11. Open the receipt you would like to create a return for by clicking the **Pencil**  icon.
12. On the Receipt, click **Create Return**.



The screenshot shows a form with a header section. At the top right, there are two buttons: 'Save & Close' and 'Create Return'. A blue callout bubble with the number '5' points to the 'Create Return' button. Below the header, there are fields for 'Receipt Status' (set to 'Accepted') and 'Supplier' (set to 'WIST OFFICE PRODUCTS').

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



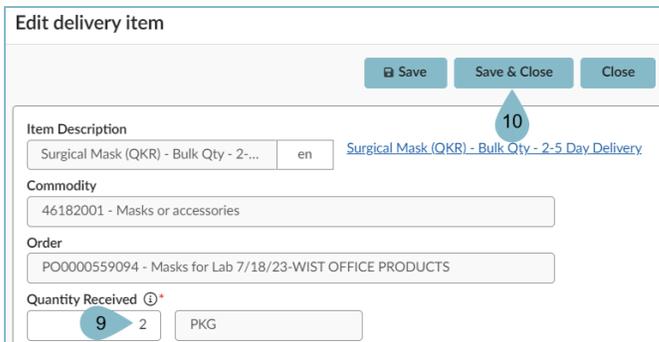
The screenshot shows a return form. A blue callout bubble with the number '6' points to the 'Receipt Description' field, which contains the text 'Return of the 7/18/2023 - Returning M...'. Another blue callout bubble with the number '7' points to the 'Save' button. Other fields include 'Supplier' (WIST OFFICE PRODUCTS), 'Order' (PO0000559094 - Masks for Lab 7/18/23-WIST OFFICE PRODUCTS), 'Shipping Date' (7/18/2023), and 'Shipping Place' (State Procurement Office). There are also 'Save & Close' buttons at the top right.

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



|  | Item Description                  | QTY    | Unit Price | Price |
|--|-----------------------------------|--------|------------|-------|
| <input type="checkbox"/>  | Surgical Mask (QKR) - Bulk Qty... | 3.0000 | 3.990000   | 11.9  |
| <input type="checkbox"/>  | Surgical Mask (QKR) - Bulk Qty... | 3.0000 | 3.990000   | 11.9  |
|  |                                   | 6.0000 |            |       |

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



The screenshot shows a 'Edit delivery item' popup. A blue callout bubble with the number '9' points to the 'Quantity Received' field, which is set to '2'. Another blue callout bubble with the number '10' points to the 'Save & Close' button. Other fields include 'Item Description' (Surgical Mask (QKR) - Bulk Qty - 2-5 Day Delivery), 'Commodity' (46182001 - Masks or accessories), and 'Order' (PO0000559094 - Masks for Lab 7/18/23-WIST OFFICE PRODUCTS). There are also 'Save', 'Save & Close', and 'Close' buttons at the top.



*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:

 IF you are attempting to close this PO, make sure the received amount equals the Invoice Amount. IF this PO requires Liquidation assistance work through your respective agency lead.

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 |
|------------------------------|------------------------------|--|---------|----------|----------|--------------|
| <a href="#">INV001196541</a> | <a href="#">314704909001</a> | 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   |
|----------------------------|------------|---|-------------------------------------|---------------|--------------------------|---------------|------------|------------|
| <a href="#">REC1162619</a> | 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**.

Save & Close Create Return

**Header**

|                            |                                  |
|----------------------------|----------------------------------|
| Receipt Status<br>Accepted | Supplier<br>WIST OFFICE PRODUCTS |
|----------------------------|----------------------------------|

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

Save Save & Close

**Header**

|  |  |
|--|--|
| Receipt Status   | Supplier<br>WIST OFFICE PRODUCTS                                   |
| Receipt Description*<br>Return of the 7/18/2023 - Returning M... | Order<br>PO0000559094 - Masks for Lab 7/18/23-WIST OFFICE PRODUCTS |
| Shipping Date*<br>7/18/2023                                      | Contract   |
| Shipping Place*<br>State Procurement Office                      |  |

**Order(s)**

[PO0000559094](#)  
7/18/2023  
Ordered :  
Received :

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

| Item Description                  | QTY    | Unit Price | Price  |
|-----------------------------------|--------|------------|--------|
| Surgical Mask (QKR) - Bulk Qty... | 3.0000 | 3.990000   | 11.9   |
| Surgical Mask (QKR) - Bulk Qty... | 3.0000 | 3.990000   | 11.9   |
|                                   |        |            | 6.0000 |

15. On the popup, edit the quantity you are returning in the **Quantity Received** field.

16. Click **Save & Close**.

Edit delivery item

Item Description  
Surgical Mask (QKR) - Bulk Qty - 2... en [Surgical Mask \(QKR\) - Bulk Qty - 2-5 Day Delivery](#)

Commodity  
46182001 - Masks or accessories

Order  
PO0000559094 - Masks for Lab 7/18/23-WIST OFFICE PRODUCTS

Quantity Received <sup>Ⓢ</sup>  
 PKG



*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**.

Header

Receipt Status: Draft

Supplier: WIST OFFICE PRODUCTS

Receipt Description\*: Return of the 7/18/2023 - Returning Masks

Order: PO0000559094 - Masks for Lab 7/18/23-WIST OFFICE PRODU

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

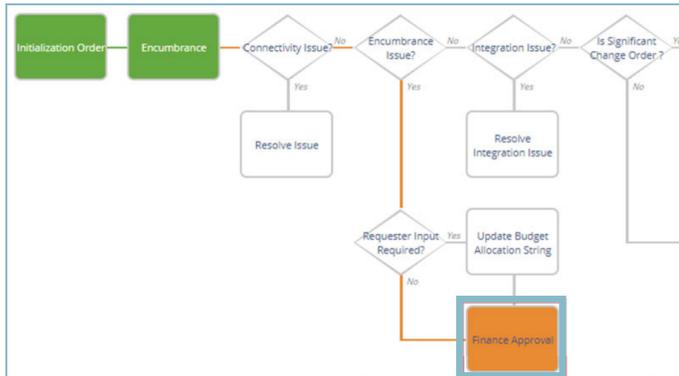
1. Navigate to the **Procurement** drop-down and select **Browse Orders**.
2. On the Browse Orders Page, search for the Purchase Order (PO) you would like to view by using the search bar.
3. Click the **Pencil**  icon to open the PO.
4. If a PO has no blocking alerts, then the PO is balanced and it can 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.

 IF you are attempting to close this PO, make sure the received amount equals the Invoice Amount. IF this PO requires Liquidation assistance work through your respective agency lead.

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-grgs-176>