

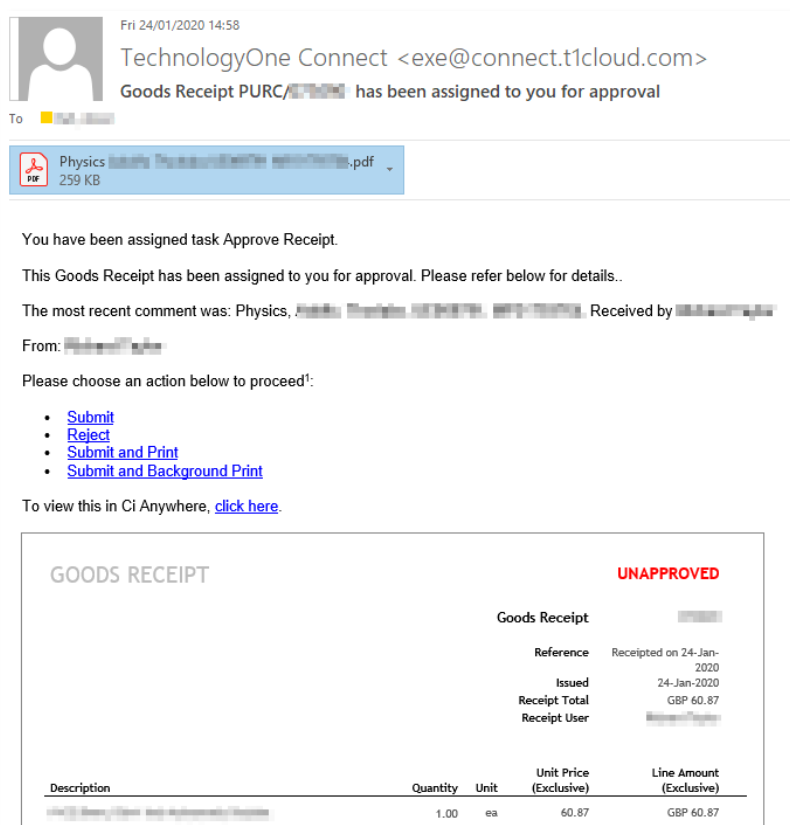
# Ordering Goods and Services Guides

## Receipt a University Stores Order

Receipting goods collected from any of the University Stores is a two-stage process:

1. The Stores team will create a receipt in T1 for the delivered item(s) and email you to come and collect.

Email example:



2. Collect and check your order:

- If it correct and in good working order, select [Submit](#) on the goods receipt email.
- If your item arrives damaged or is faulty, select [Reject](#) on the goods receipt email and:
  - Contact the supplier to inform them of the issue as soon as possible and agree a solution.
  - If the supplier has already sent their invoice, they may need to send a credit note to cancel the invoice and then re-invoice again for the replacement/repaired item. Contact Accounts Payable to inform them what has been agreed with the supplier.
  - Once the issue has been resolved, receipt your order in T1.
- If you are unable to collect the item yourself, you must inform the Stores team who will be collecting and checking it on your behalf.

Do not use the [Submit and Print](#) or [Submit and Background Print](#) options.

## Further Help and Support

Other receipting guides are available at

<http://www.exeter.ac.uk/finance/training/keytopics/purchaseordersrequisitionsreceipts/>

- Fully receipt a Purchase Order
- Partially Receipt a Purchase Order
- Cancel a Receipt
- Finalise a Receipt
- Receipt Query Emails from T1
- Receipting When PO Creator Has Left the University

Supplier and Invoice Queries:

- Urgent queries – [01392 722777 \(int ext 2777\)](tel:01392722777) please have the supplier number, supplier name, invoice number and relevant PO number ready before calling.
- Non-urgent queries - email [AccountsPayableEnquiries@exeter.ac.uk](mailto:AccountsPayableEnquiries@exeter.ac.uk), quoting “Internal Invoice Queries + PO number xxx, UoE supplier number xxx, supplier name xxx” in the subject field
- Suppliers with queries about their invoice payments - [01392 722777](tel:01392722777)

Problems with orders not received or arriving damaged:

- Contact the supplier to agree a solution.
- If the invoice has already been sent by the supplier, email [AccountsPayableEnquiries@exeter.ac.uk](mailto:AccountsPayableEnquiries@exeter.ac.uk), quoting “Internal Invoice Queries + PO number xxx, UoE supplier number xxx, supplier name xxx” in the subject field to inform them what has been agreed with the supplier.

Help with creating receipts and purchase orders:

- Information - <http://www.exeter.ac.uk/finance/operations/>
- Finance Helpdesk – [financehelpdesk@exeter.ac.uk](mailto:financehelpdesk@exeter.ac.uk) [01392 726981 \(int ext 6981\)](tel:01392726981)

Sourcing suppliers, complex or high value purchases, tenders and quotes:

- Information - <http://www.exeter.ac.uk/finance/procurement/>
- Procurement Team - [procurement-operations@exeter.ac.uk](mailto:procurement-operations@exeter.ac.uk)

Training on using T1:

- Guides, courses, FAQs, videos, e-learning – <http://www.exeter.ac.uk/finance/training/keytopics/purchaseordersandrequisitions/>