# Receiving Purchased Goods

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## Identify the Source Orders You Can Receive

A Warehouse Receipt is the document your warehouse team uses to record goods arriving at a receiving location before those goods are placed into their final storage bins. It brings inbound work into one controlled screen, so staff can compare the delivered products with the order, record what actually arrived, capture any required tracking details, and keep the source order updated.

Use a Warehouse Receipt when goods are entering the warehouse from an open order that has quantities still expected. Depending on how your warehouse workflow is set up, a receipt can collect lines from these source documents:

- **Purchase Orders** for products purchased from a Sub-supplier.
- **Assembly Orders** for products or components received through an assembly process.
- **Transfer Orders** for stock arriving from another warehouse location.
- **Delivery Notes** or **Goods Return Notes** that are configured to bring products back into warehouse handling.

Each receipt line retains the source information, including **Source Document** and **Source No.**. This lets you see exactly which Purchase Order, Assembly Order, Transfer Order, Delivery Note, or Goods Return Note the received quantity belongs to. A single Warehouse Receipt can include more than one source order when they arrive at the same receiving location, but use this only when your warehouse team can clearly separate and verify the goods.

The normal receiving flow is:

1. An order is released with an outstanding quantity to receive.
2. Warehouse staff create a Warehouse Receipt for the receiving location.
3. They retrieve the open source lines, enter the quantity that physically arrived, and complete any item tracking details.
4. They post the Warehouse Receipt.

5. If the location uses warehouse put-away, they create a warehouse put-away to move goods from the receiving bin into their destination bins.

[SCREENSHOT: A Warehouse Receipt showing receipt lines from a Purchase Order, with Source Document, Source No., Item No., Description, and Qty. to Receive visible.]

## Prepare Orders for Warehouse Receipt Processing

Before creating a Warehouse Receipt, confirm that the incoming order and the receiving location are ready. This prevents missing source lines, quantity errors, and delays when goods arrive at the warehouse.

Start with the receiving location. The order must use the **Location Code** for the location where the goods will arrive, and that location must be set up to require Warehouse Receipts. If the Purchase Order, Assembly Order, Transfer Order, Delivery Note, or Goods Return Note uses a different Location Code, its lines will not be available when you retrieve source documents for the selected receipt location.

Next, open the relevant source order and check that it is released and still has an outstanding quantity to receive. A fully received order will not provide any open lines for a new Warehouse Receipt. For a partial delivery, make sure you understand the remaining expected quantity before recording the current delivery.

Check the product lines carefully before the truck is unloaded or the shipment is accepted:

| Check | What to confirm | Why it matters |
| --- | --- | --- |
| **Location Code** | The order uses the receiving location | Makes the order available on the correct Warehouse Receipt |
| **Outstanding Quantity** | The line still has quantity remaining to receive | Prevents receiving a completed line again |
| **Lot No.** | A lot number is available when the item requires it | Required before posting tracked items |
| **Serial No.** | Each individual serial-tracked item can be identified | Links the received quantity to the correct serial numbers |

For tracked products, collect the required **Lot No.**, **Serial No.**, and package details from the labels, packing list, or delivered goods before posting. Do not wait until after the receipt is posted, because Pams may stop the posting process if the tracking quantities do not match the quantity being received.

Also confirm that the warehouse employee can open the **Warehouse Receipts** list and work with the selected receiving location. Access to the screen alone may not be enough if the employee cannot work with that location's receiving activity.

## Create a Warehouse Receipt from Source Orders

Create the receipt when the delivered goods are ready to be checked against their source order. Use the receiving location that matches the incoming order; selecting the wrong location is one of the most common reasons an order cannot be found.

1. In Pams, open **Warehouse Receipts** and select **New**.
2. Select the **Location Code** for the warehouse location where the goods have arrived. Confirm this matches the Location Code on the Purchase Order, Assembly Order, Transfer Order, Delivery Note, or Goods Return Note.
3. Select **Get Source Documents**. Pams displays open source lines that are available for the selected Location Code.
4. Use the available source details to narrow the list. Check **Source Document** to distinguish between Purchase Orders, Assembly Orders, Transfer Orders, and inbound delivery or return documents. Use **Source No.** to locate the exact order number.
5. Select the lines that match the delivered goods. Before adding them, review the **Item No.**, **Description**, **Source No.**, and expected quantity. Confirm that the item descriptions and quantities agree with the delivery paperwork and the physical products.
6. Add the selected lines to the Warehouse Receipt. The lines become the working list for the current delivery.
7. Review the completed receipt before entering quantities. Use **Source Document** and **Source No.** on each line to confirm that all added lines belong to the intended orders. If the receipt contains lines from multiple source orders, make sure this is deliberate and that warehouse staff can keep each order's goods identifiable during receiving.

[SCREENSHOT: The Get Source Documents window filtered by Source Document and Source No., with open order lines ready to add to a Warehouse Receipt.]

Do not add lines merely because they appear in the available list. A line can be available because it has an outstanding quantity, even if its products are not part of the delivery currently being received.

## Record the Quantities and Tracking Information Received

After adding the source lines, record only what physically arrived. The Warehouse Receipt can remain open while goods are counted, labels are checked, and discrepancies are clarified with the purchasing or warehouse team.

1. On each receipt line, enter the quantity actually received in **Qty. to Receive**. For a complete delivery, this may match the outstanding quantity. For a partial delivery, enter only the quantity delivered today and leave the remaining quantity open on the source order for a later receipt.

2. Compare **Qty. to Receive** with **Qty. Received**. **Qty. to Receive** is the quantity you are registering on the current Warehouse Receipt. **Qty. Received** shows the quantity already recorded against that line. Use both values to avoid receiving more than the outstanding quantity.

3. For lot-tracked or serial-tracked products, open **Item Tracking Lines**. Enter or confirm the required **Lot No.**, **Serial No.**, package information, and quantity assignments. The total quantity assigned in Item Tracking Lines must match the **Qty. to Receive** on the receipt line.

4. Enter the **Bin Code** when the receiving location uses a receipt bin or when products must be staged before put-away. Use the bin designated for incoming goods rather than selecting a final storage bin unless your warehouse procedure requires direct storage.

5. Recheck product descriptions, quantities, and tracking information before posting. If a carton is short, damaged, or contains the wrong product, do not increase **Qty. to Receive** to match the original order quantity. Record only the quantity actually accepted for receipt.

[SCREENSHOT: A Warehouse Receipt line with Qty. to Receive, Qty. Received, Bin Code, and the Item Tracking Lines action highlighted.]

For serial-tracked items, each received unit normally needs its own **Serial No.** assignment. For lot-tracked items, the assigned quantities by **Lot No.** must add up to the quantity being received. If these amounts differ, correct the receipt line or the Item Tracking Lines before posting.

## Post the Receipt and Move Goods to Storage

When the receipt lines, quantities, and tracking information are correct, post the Warehouse Receipt to register the goods against their linked source orders. Posting is the point at which the current receipt becomes a completed warehouse record, so complete your checks before selecting **Post**.

1. Review every line one last time. Confirm the **Source Document**, **Source No.**, **Qty. to Receive**, **Bin Code**, and, where applicable, the details in **Item Tracking Lines**.
2. Select **Post** from the Warehouse Receipt page. Pams records the received quantity against the linked source order lines.
3. Check the source order after posting. The outstanding quantity should reduce by the quantity posted. If the delivery was partial, the remaining quantity stays open for a future Warehouse Receipt.
4. Review the posted warehouse receipt information to confirm the items and quantities recorded for this delivery. Use the source references to trace the posted receipt back to the original Purchase Order, Assembly Order, Transfer Order, Delivery Note, or Goods Return Note.
5. If the location uses directed put-away and pick, select **Create Put-away** after posting. Open the resulting warehouse put-away document and review the suggested destination bins. Assign or confirm the destination bins according to your warehouse layout, then complete the put-away so the goods move from the receiving area into storage.
6. If the location does not use warehouse put-away processing, verify that the posted receipt has updated the inventory in the designated receiving or storage bin. Check the relevant **Bin Code** and stock information before treating the goods as available for other warehouse activity.

[SCREENSHOT: A posted Warehouse Receipt with the Create Put-away action visible, followed by a warehouse put-away document showing suggested destination bins.]

Posting a receipt does not replace the physical movement of goods. Where warehouse put-away is required, the receipt records arrival and the put-away records where the products are stored.

## Resolve Common Warehouse Receipt Problems

Most Warehouse Receipt issues can be resolved by returning to the source order and comparing its current status, quantities, location, and tracking details with the receipt you are creating. Do not post until the problem is corrected.

- **The source order does not appear in Get Source Documents.**
  Open the Purchase Order, Assembly Order, Transfer Order, Delivery Note, or Goods Return Note and confirm it is released. Check that its **Location Code** matches the Location Code on the Warehouse Receipt. Then confirm that at least one line has an outstanding quantity. Orders with all quantities already received will not be available.
- **A source line appears, but the quantity is not what you expected.**
  Review the source line's received and outstanding quantities. A previous Warehouse Receipt may already have recorded part of the order. Enter only the physical quantity arriving now in **Qty. to Receive**.
- **Pams will not post a tracked item.**
  Open **Item Tracking Lines** for the affected line. Confirm that every quantity in **Qty. to Receive** has a matching **Lot No.** or **Serial No.** assignment. Check that serial numbers are entered for the correct quantity and that the totals in Item Tracking Lines equal the receipt line quantity.
- **The receipt quantity exceeds the order's remaining quantity.**
  Compare **Qty. to Receive** with the source order's outstanding quantity. Reduce the receipt quantity before posting, or clarify the difference with the responsible purchasing or warehouse employee before changing the source order.
- **Create Put-away is not available.**
  Check whether the receiving location is configured for directed put-away and pick. This option is only available where the location uses that process. Also make sure valid destination bins are available for the received products.

[SCREENSHOT: An Item Tracking Lines view showing Lot No., Serial No., and quantity assignments that must match Qty. to Receive.]

If delivered goods are damaged, incorrect, or not accepted, keep them separate from the quantity you are recording as received. Do not use the Warehouse Receipt to record products that have not been accepted into the receiving workflow.

## Overview

Receiving Purchased Goods in Pams connects the purchasing and warehouse workflows. A Purchase Order, Assembly Order, Transfer Order, Delivery Note, or Goods Return Note provides the expected product lines; the Warehouse Receipt records the products that actually arrive at the selected **Location Code**.

The Warehouse Receipt is designed for the point at which warehouse staff take control of inbound goods. Its lines show the product identity and source reference, while **Qty. to Receive** captures the quantity being received during the current activity. This separation is important when deliveries are incomplete: the posted receipt records the delivered quantity, while the source order keeps any remaining quantity open.

Use the source fields as your main verification tools:

| Field | Use it to verify |
|---|---|
| **Source Document** | The type of incoming order, such as a Purchase Order or Transfer Order |
| **Source No.** | The specific order number the receipt line belongs to |
| **Item No.** | The product being received |
| **Description** | The product description shown on the source order |
| **Qty. to Receive** | The quantity physically accepted in this receipt |
| **Qty. Received** | The quantity already recorded against the source line |
| **Bin Code** | The receiving or staging bin used for the goods |

For products that require individual identification or batch traceability, **Item Tracking Lines** are part of the receiving process. Complete the required **Lot No.**, **Serial No.**, package details, and quantity assignments before posting the Warehouse Receipt.

After posting, the warehouse workflow may continue with **Create Put-away**. This is used when the receiving location follows directed put-away and pick, moving goods from the receiving bin to assigned storage bins. At locations without warehouse put-away processing, staff should still confirm that the posted receipt has updated stock in the expected bin.

The next step is to verify product condition and acceptance using Inspecting Received Products.

## Prerequisites

Before receiving goods in Pams, make sure the source order, receiving location, delivered products, and warehouse access are ready. These checks help you create a receipt that matches both the physical delivery and the related warehouse records.

- Confirm that you have access to **Warehouse Receipts** and can work with the receiving **Location Code**. If you cannot select the required location, do not create the receipt under a different location.

- Confirm that the receiving location requires Warehouse Receipts. The incoming source order must use the same **Location Code** as the Warehouse Receipt you plan to create.
- Have the relevant Purchase Order, Assembly Order, Transfer Order, Delivery Note, or Goods Return Note available. Check its **Source No.**, product lines, and outstanding quantities before you begin.
- Ensure the source document is released and has products still available to receive. Fully received lines and fully received orders do not appear as open source lines.
- Verify the delivered products against the source line **Item No.** and **Description**. Count the physical quantity before entering **Qty. to Receive**, particularly when the delivery is partial.
- Collect item tracking details for any products that require them. This includes the applicable **Lot No.**, **Serial No.**, package information, and the quantity associated with each tracking value.
- Identify the correct **Bin Code** for incoming goods. If the location uses a receiving bin, use that bin to stage products before warehouse put-away. If the location uses directed put-away and pick, make sure the warehouse team can assign valid destination bins after posting.
- Keep unaccepted, damaged, or incorrect products separate from goods being recorded on the Warehouse Receipt. Enter only the quantity accepted into the receiving workflow.

[SCREENSHOT: A receiving preparation view showing an open source order with Location Code, outstanding quantity, Item No., and Item Tracking requirements.]