

Receiving Incoming Shipments

Last Modified on 12/08/2022 1:11 pm EST

This guide explains how to receive shipments arriving at your facilities. It is intended for general users.

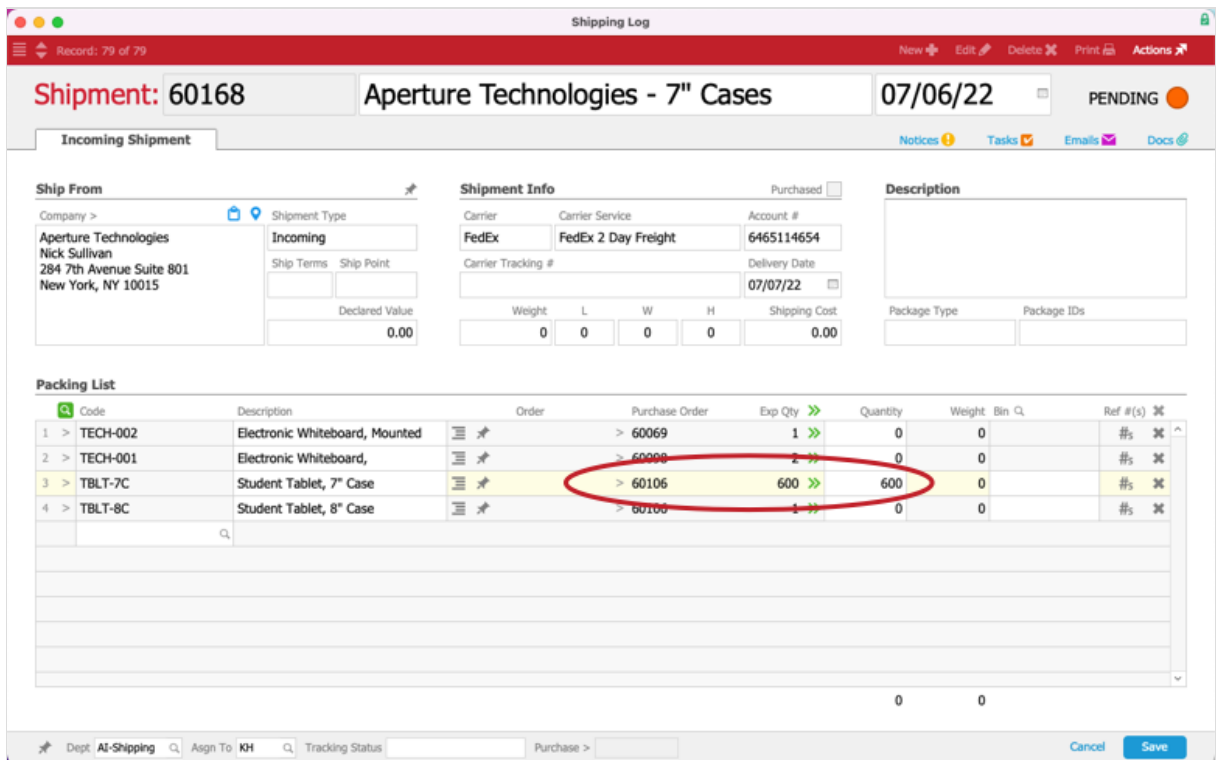
Shipments arriving at your facilities may be product ordered from a vendor or a product being returned by a customer. These two types of incoming shipment are recorded in slightly different ways.

Receiving Shipments from Vendors

When purchased product arrives, be sure to follow your company policies for checking and storing the product. Then update your records in aACE:

1. Navigate from **Main Menu > Order Management > Shipping Log**.
2. Click **New > Incoming**, then specify the vendor that sent the shipment in the **Company** field.

aACE populates the Packing List section with *all* items on POs in Open status for that vendor.



3. Enter additional info about the shipment:

- Courier, packaging, and other shipment details
- Click the double chevron icon (**>>**) to apply the full Expected Quantity to the **Quantity** field, or manually enter the actual quantities received for each product.
- *Remove* any product not included in the current shipment by clicking the **Delete** icon (**✕**) for that line.

4. Click **Save** and **Yes** to mark the shipment as Received.

Once you mark an incoming shipment as Received and aACE updates the inventory balances, orders with items that are backordered can update with new outgoing shipments ready for processing.

Receiving Returns from Customers

When a [product returned by a customer](https://aace6.knowledgeowl.com/help/understanding-processes-for-customer-returns) arrives, be sure to follow your company policies for checking and storing the product.

Then update your records in aACE:

1. Navigate from **Main Menu > Order Management > Shipping Log**.
2. Use the Return Material Authorization form (RMA) to locate the Return Shipment record.

Note: If an RMA is not available, you can locate the needed shipment by browsing the list or using the [Quick Search bar](https://aace6.knowledgeowl.com/help/using-the-quick-search-bar).

3. At the shipment record's detail view, click **Actions > Mark Shipment as Received**.
4. At the confirmation dialog, click **Yes**.

aACE generates a Shipment Received notice for the relevant team members.
