Procurement

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Introduction

Procurement

Note: *This article applies to Fuji. For more current information, see Procurement* [1] *at* http://docs.servicenow.com The ServiceNow Wiki is no longer being updated. Please refer to http://docs.servicenow.com for the latest product documentation.

Overview

Procurement managers can use the Procurement application to create purchase orders and to obtain items for fulfilling service catalog requests. Procurement offers the ability to:

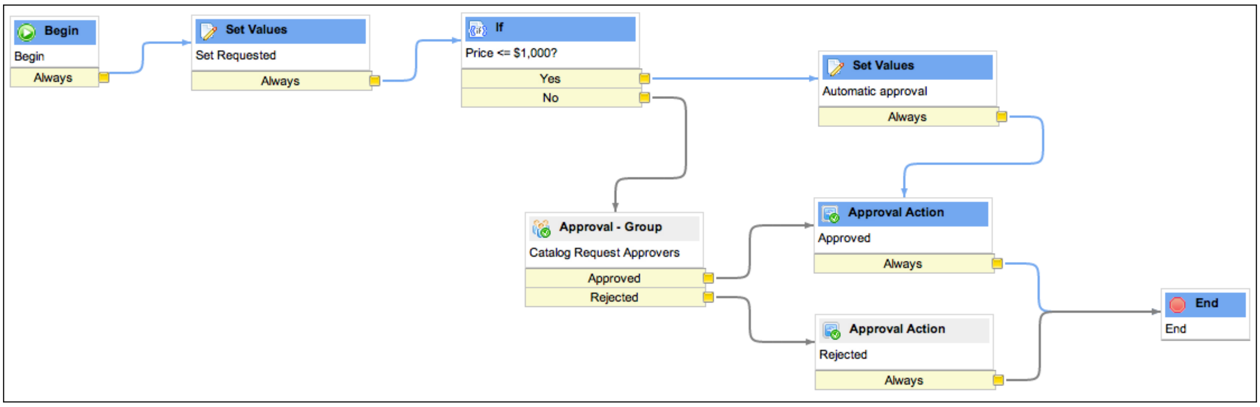
- Track service catalog requests
- Create and manage purchase orders
- Create and manage transfer orders
- Receive assets

Procurement is available starting with the Calgary release.

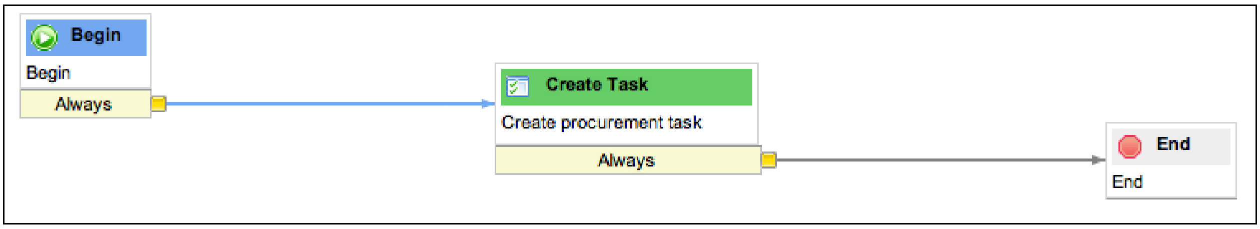
Procurement Workflows

Procurement uses the following workflows:

- In the Service Catalog Request workflow, items ordered from the service catalog that cost over one thousand dollars require approval.



- In the Source Request workflow, catalog tasks are created so a procurement manager can source the item by creating a transfer order or purchase order.



These workflows are provided in the base system. You can edit these workflows in the graphical workflow editor or create a workflow to better fit your organization's procurement needs.

Roles

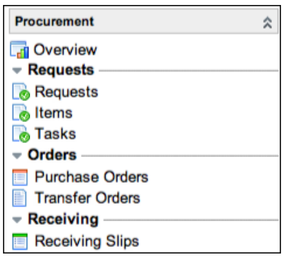
The Procurement application uses the following roles.

Role Title	Role Name	Description
Procurement administrator	procurement_admin	Procurement administrators set up and manage the procurement process.
Procurement user	procurement_user	Procurement users use the Procurement application.

Note: *If your service catalog users cannot access service requests assigned to them after you activate the Procurement plugin, grant them the procurement_user role.*

Menus and Modules

Activating procurement adds the Procurement application menu and the following modules to the application navigator.



- **Overview**: shows gauges for tracking procurement requests and orders.
- **Requests**
  - **Requests:** lists all active requests made from the service catalog.
  - **Items:** lists all active requested items.
  - **Tasks:** lists all active catalog tasks that are ready for sourcing by transfer or purchase order.
- **Orders**
  - **Purchase Orders:** lists all purchase orders created.
  - **Transfer Orders:** lists all transfer orders created to move items from one stockroom to another.
- **Receiving**
  - **Receiving Slips:** lists all receiving slips created to receive items into a stockroom based on a transfer or purchase order.

Activating Procurement

An administrator can activate the Procurement plugin.

Click the plus to expand instructions for activating a plugin.

If you have the admin role, use the following steps to activate the plugin.

1. Navigate to **System Definition > Plugins**.
2. Right-click the plugin name on the list and select **Activate/Upgrade**.

   If the plugin depends on other plugins, these plugins are listed along with their activation status.
3. [Optional] If available, select the **Load demo data** check box.

   Some plugins include demo data—sample records that are designed to illustrate plugin features for common use cases. Loading demo data is a good policy when you first activate the plugin on a development or test instance. You can load demo data after the plugin is activated by repeating this process and selecting the check box.
4. Click **Activate**.

Enhancements

Dublin

- A procurement_admin role is available. Only users with the procurement_admin role can customize the Procurement Overview page.
- In the Receive Purchase Order dialog box:
  - When asset tag input is allowed, the number of **Asset tag** and **S/N** lines is updated dynamically based on the value entered in the **Qty Received** field.
  - When receiving purchase orders with only one line item, the **Received** check box is automatically selected.
  - A **Reserve** check box can be selected to reserve non-consumable items for the user specified in the **For User** field.
- For assets created from purchase order items, the following field values are automatically set on each asset record.

  For assets created either before or at the time of receiving the items:

  - The **Vendor** field is set to the vendor specified on the purchase order record.
  - The **Acquisition method** field is set to **Purchase** for non-consumable assets.

  When the **Reserve** check box is selected in the Receive Purchase Order dialog box:

  - The **State** field is set to **In stock**.
  - The **Substate** field is set to **Reserved**.
- When a hardware CI is created during the procurement process, the system populates the **Configuration item** field on the associated catalog task and requested item records.
- Purchase order line items now have a **List price** field to track the retail price of an item.

References

[1] https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/procurement/concept/c_Procurement.html

Installed with Procurement

Overview

The following components are installed with Procurement:

- Tables
- User Roles
- Script Includes
- Client Scripts
- Business Rules

Demo data is available with Procurement. The demo data provides sample requests, purchase orders, purchase order line items, and receiving slips.

Procurement is available starting with the Calgary release.

Tables

Procurement adds the following tables.

Table	Description
Purchase Order [proc_po]	Stores information about items ordered, cost of items ordered, and users that require the items for orders placed with a vendor.
Purchase order line items [proc_po_item]	Stores information about items and quantity ordered on purchases orders.
Receiving Slip [proc_rec_slip]	Stores receiving information for items ordered with a purchase order. Can reference multiple receiving slip lines.
Receiving Slip Line [proc_rec_slip_item]	Stores receiving information for items ordered on a specific purchase order line, such as the items ordered, quantity ordered, and who ordered them.

User Roles

Procurement adds the following user roles.

Role	Contains Roles	Description
procurement_admin	procurement_user	Has full access to the application. Can create purchase orders without a request. Can view requests and requested items. Can view transfer orders. Can create a purchase order or transfer order when sourcing items for a request. Can view the vendor catalog. Can refresh, add, delete, and rearrange gauges in the Procurement Overview module. This role is available starting with the Dublin release.
procurement_user	financial_mgmt_user, model_manager	Has full access to the application with Dublin and later releases. Can create purchase orders without a request. Can view requests and requested items. Can view transfer orders. Can create a purchase order or transfer order when sourcing items for a request. Can view the vendor catalog. **Dublin and later releases:** Can view and refresh gauges in the Procurement Overview module. **Calgary release:** Can refresh, add, delete, and rearrange gauges in the Procurement Overview module.

Script Includes

Procurement adds the following script include.

Name	Description
ProcurementUtils	Provides utilities for Procurement.

Client Scripts

Procurement adds the following client scripts.

Name	Table	Description
Hide request item if request is not empt	Catalog Task [sc_task]	Displays the task's **Request item** and the request item's **Requested for** value if the task is associated with a requested item and not directly with a request. Otherwise, if the task is associated with a request, the client script displays the **Request** and the request's **Requested for** value.
Purchase Order Line Mandatory	Receiving Slip Line [proc_rec_slip_item]	Changes the **Purchase Order Line** field on the Receiving Slip Line form to mandatory if the associated receiving slip has a listed purchase order.

Business Rules

Procurement adds the following business rules.

Name	Table	Description
Adjust remaining quantiry	Purchase order line items [proc_po_item]	Calculates the remaining quantity of items ordered on a purchase order line items by subtracting the amount received from the amount ordered.
Can request be sourced	Request [sc_request]	Checks if a request can be sourced.
Cancel Procurement Orders	Request [sc_request]	Cancels all unreceived purchase orders and unshipped transfer order lines associated with the request's items if the request state changes to **Closed Cancelled**.
Check if req item is sourced	Requested Item [sc_req_item]	Sets the **Sourced** field on the parent request to **true** if all requested items have been sourced.
Check if request is sourceable	Requested Item [sc_req_item]	Checks if the request associated with a requested item can be sourced (obtained from a transfer order or by creating a purchase order to a vendor).
Create Assets	Receiving Slip Line [proc_rec_slip_item]	If the purchase order line item is available, creates the assets for a receiving slip line when the slip line assets are received.
Handle roll up states and assets removal	Purchase order line items [proc_po_item]	Manages purchase order line items if they are canceled or received. If a purchase order line is canceled, this business rule deletes any pre-created assets. This business rule also checks the status of other purchase order lines that share the same purchase order and, if necessary, updates the status of the purchase order. For example, when the last purchase order line is received, the status of the purchase order changes to **Received**.
Redirect TOL to existing TO-Procurement	Transfer Order Line [alm_transfer_order_line]	Attaches a transfer order line to an existing transfer order if the transfer order is in the **Draft** stage and has the same **From stockroom** and **To stockroom** values as the transfer order line.
Shipping Cost Changes	Purchase Order [proc_po]	Recalculates the **Total cost** of the purchase order if the shipping rate changes.
State Change	Transfer Order Line [alm_transfer_order_line]	Marks the requested item as **Received** if the state of the associated transfer order line changes to **Received**.

State Change	Purchase order line items [proc_po_item]	Sets the time at which the purchase order line item is ordered and updates the original requested item when the purchase order line item is received.
State Change PO	Purchase Order [proc_po]	Changes the purchase order line item status when the status of the associated purchase order changes.
Total Cost	Purchase order line items [proc_po_item]	Calculates the total order cost based on the cost of individual items and the quantity ordered. Starting with the Dublin release, when you receive a purchase order line item, this business rule also: • Populates the **List price** field with the value from the **Cost** field unless you enter a different value. • Calculates the **Total list price** field value by multiplying the **List price** and **Ordered quantity** values.
Update expected delivery date for PO	Purchase order line items [proc_po_item]	Sets the **Expected delivery** date for purchase orders to the latest purchase order line **Expected delivery** date.
Update expected delivery date for POLs	Purchase Order [proc_po]	Sets the **Expected delivery** date of associated purchase order lines to the purchase order's **Expected delivery** date if at least one of the following conditions is true. • The purchase order line has no expected delivery date. • The purchase order line's expected delivery date is later than the purchase order's expected delivery date. • The purchase order line's expected delivery date is the same as the purchase order's previous delivery date.
Update Ordered Date	Purchase Order [proc_po]	Sets the **Ordered** date field to the date and time at which the status of the purchase order is set to **Ordered**.
Update PO	Purchase order line items [proc_po_item]	Updates the purchase order if the cost of any purchase order line item changes.
Update Purchase Order Line	Receiving Slip Line [proc_rec_slip_item]	Updates the **Quantity received** field on the associated purchase order line item when a receiving slip item is received.
Update Request Item CI	Hardware [alm_hardware]	Sets the **Configuration item** field on the catalog task and requested item to the related hardware CI created during the procurement process (starting with the Dublin release).

Overview Module

Overview

The Procurement Overview module is a homepage that displays procurement-oriented gauges. The gauges help users track and manage requests, purchase orders, and other important aspects of the procurement process.

For information about editing gauges on homepages, see Adding Existing Gauges to a Homepage.

Roles

Only certain users have access to the Overview module. The different levels of access are:

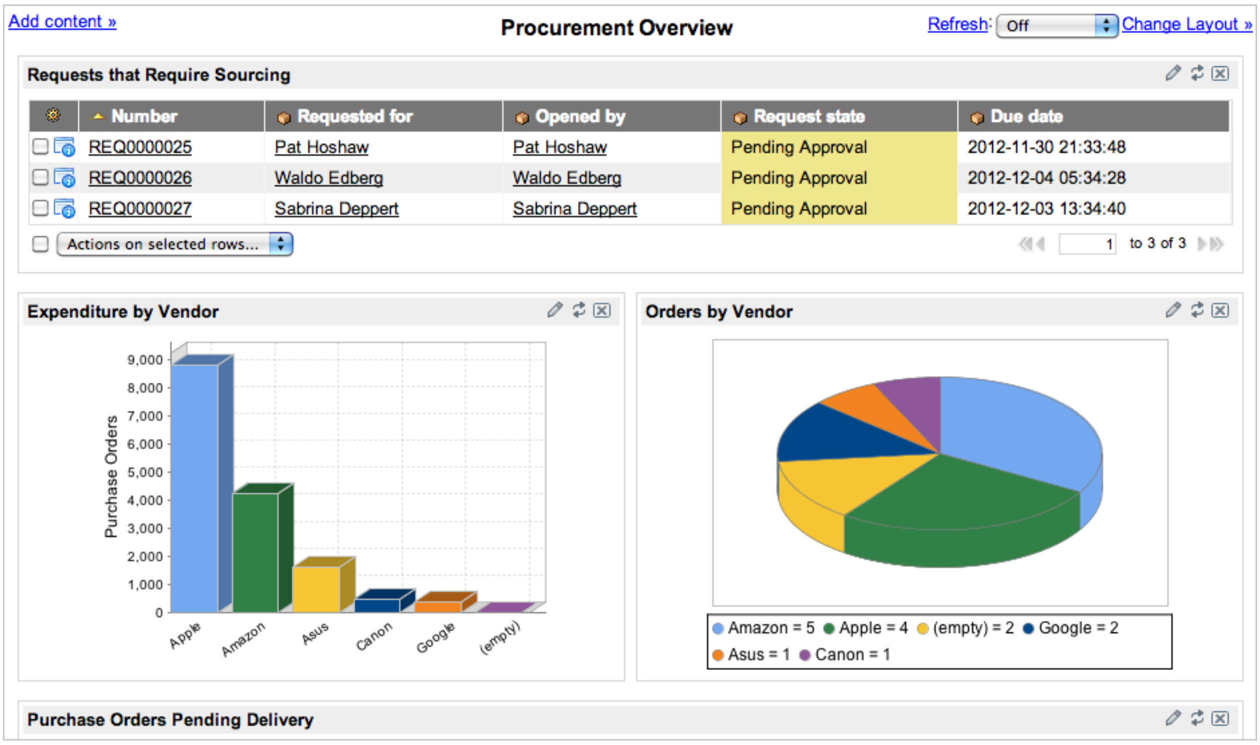
- **View**: can view the overview page and refresh gauges.
- **Customize**: can refresh, add, delete, and rearrange gauges.

Role	Access
admin	View, customize
procurement_admin	View, customize **Note:** This role is available starting with the Dublin release.
procurement_user	• **Dublin**: View • **Calgary**: View, customize

Using the Procurement Overview Module

1. Navigate to **Procurement > Overview**.
2. Click elements within the gauges to obtain more information.

    For example, click a request number to view the request record.



Using

Using Procurement

Note: *This article applies to Fuji and earlier releases. For more current information, see Procurement* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**

Overview

The Procurement application enables users with an appropriate procurement role to manage asset purchase order information. Accurate purchase order information is important for invoice tracking, receiving, and reporting in ServiceNow. The Procurement application also provides direct access to service catalog requests. You can create purchase orders and transfer orders directly from requests.

Before using the Procurement application, create assignment groups for catalog tasks. Assignment groups are sets of users, filtered by location, that can perform catalog tasks.

Tracking Requests from the Service Catalog

When a user places an order from the service catalog, a request record is created to track the order. Each item that is ordered becomes a requested item listed on the request record. For example, a single request for 1 laptop, 2 monitors, and 1 keyboard creates the following records:

Request REQ0000001: 4 items

Requested Item RITM0000001: 1 laptop

Requested Item RITM0000002: 2 monitors

Requested Item RITM0000003: 1 keyboard

To track a request from the service catalog:

1. Navigate to **Procurement > Requests > Requests**.
2. Click a request **Number**.

Canceling Requests from the Service Catalog

When a service catalog request is canceled, the following actions occur automatically:

- Associated purchase orders that have not been received are canceled.
- All procurement tasks are canceled.
- Associated transfer orders are canceled, if all transfer order lines related to the transfer order are also associated with the service catalog request and the transfer order lines have all been canceled. If the transfer order contains transfer order lines that are not related to the service catalog request and those lines have not been canceled, the transfer order is not canceled.
- Associated transfer order lines that are in the **In Transit** or **Delivered** stages are not canceled.

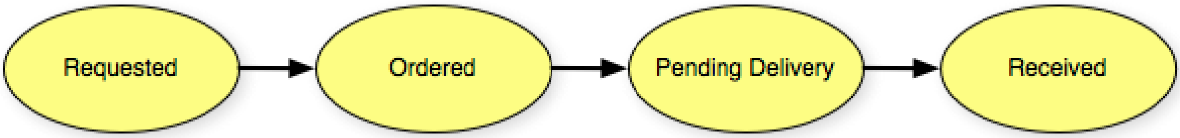
Users with the catalog_admin role can cancel service catalog requests.

To cancel a request from the service catalog:

1. Navigate to **Procurement > Requests > Requests**.
2. Click a request **Number**.
3. Click **Cancel**.

Following Purchase Order Status

Purchase orders follow a specific life cycle. The **Status** field on the purchase order record is always read-only.



Status	Description
Requested	When you create a purchase order, the status is **Requested**.
Ordered	When you add purchase order line items, and click **Order**, the status changes to **Ordered**.
Pending Delivery	When you create assets before receiving them as a purchase order line item, the status of purchase orders and purchase order line items changes to **Pending Delivery** status.
Received	When ordered assets arrive in the specified stockroom and you click **Receive**, the status of purchase orders and purchase order line items changes to **Received**.
Canceled	You can cancel a purchase order if its status is **Requested**, **Ordered**, or **Pending Delivery**. For more information, see Canceling a Purchase Order.

Creating a Purchase Order

Purchase orders specify assets to order from a single vendor. For example, an organization could create a purchase order when buying 20 laptop computers or 10 servers. Information on a purchase order enables physical and financial tracking of the assets ordered.

An alternative to using purchase orders is transfer orders. If an asset is already owned by an organization, it can be internally transferred from one stockroom to another instead of being purchased. For example, a company stockroom in New York has five laptops that are needed in Boston. Create a transfer order to move the laptops from the New York stockroom to the Boston stockroom.

After you create a purchase order, the **Receiving Slip** related list is available on the Purchase Order form. The **Receiving Slip** related list shows all receiving slips related to the purchase order. When a receiving slip is created for a purchase order, all fields on the purchase order record become read-only. For more information about receiving slips, see Receiving Assets.

To create a purchase order:

1. Navigate to **Procurement > Orders > Purchase Orders**.
2. Click **New**.
3. Fill in the fields, as appropriate.
4. Click **Submit**.

Field	Description
Number	[Read-only] The unique number identifying the purchase order.
Due by	The date by which the purchase order **Total cost** must be paid.
Vendor	The supplier to which the purchase order was issued
Ship to	The stockroom to which items on the purchase order should be shipped.
PO date	The date on which the purchase order was created.
Status	[Read-only] The current status of the purchase order: **Canceled**, **Ordered**, **Received**, **Requested**, or **Suspended**.
Assigned to	The user to whom the purchase order is assigned.
Bill to	The location responsible for paying the purchase order **Total cost**.
Short description	A brief description of the purchase order.
Shipping	The delivery method to be used when shipping the items on the purchase order.
Terms	The purchase order payment terms: **Credit**, **Net 30 days**, or **Net 90 days**.
Ship rate	The amount that must be paid for the delivery method specified in the **Shipping** field.
Total cost	[Read-only] The sum of all item costs on the purchase order and the shipping costs.
Description	A full description of the purchase order contents.
Initial request	[Read-only] The record number of the request that requires the items on the purchase order.
Requested by	The user requesting the items on the purchase order.
Requested	The date the user in the **Requested by** field requested the items on the purchase order.
Ordered	[Read-only] The date and time the **Order** button is clicked on the Purchase Order form.
Expected delivery	The date the items associated with the purchase order are expected to arrive in the stockroom identified in the **Ship to** field. This field cannot be edited when the purchase order has a **Status** of **Received** or **Canceled**. (For more information about this field, see Setting the Expected Delivery Date on Purchase Orders.)
Received	[Read-only] The date and time at which the purchase order status changed to **Received**.
Contract	The record number of the contract with the vendor from which the items on the purchase order are ordered.
Department	The department responsible for paying for the purchase order.
Budget number	The budget number associated with the purchase order.
Vendor account	The vendor account associated with the purchase order.

Setting the Expected Delivery Date on Purchase Orders

The purchase order record and the purchase order line item record both contain an **Expected delivery** date field. The field can be edited on both records. Editing the field on one record can change the field on the other record.

- If you add an expected delivery date on the purchase order and the expected delivery date field on the purchase order line item is blank, the date on the purchase order is automatically added to the purchase order line item.
- If you add an expected delivery date on the purchase order line item and the expected delivery date field on the purchase order is blank, the date on the purchase order line item is automatically added to the purchase order.
- If the purchase order and the purchase order line item have the same expected delivery date and you change the date on the purchase order, the date is automatically changed on the purchase order line item.

- If you change the date on the purchase order line item to a date that is later than the one specified on the purchase order, the date on the purchase order is changed to the new date. The expected delivery date of a purchase order line item cannot be later than the expected delivery date on the associated purchase order.
- If you change the date on the purchase order line item to a date that is earlier than the date specified on the purchase order, the date on the purchase order remains the same.

Creating a Purchase Order Line Item

When a purchase order is created, its status is **Requested**. After the purchase order is saved, purchase order line item records can be created to specify individual items to order. When a purchase order line item is created, the **Receiving Slip Lines** related list is available on the Purchase order line items form. The **Receiving Slip Lines** related list shows all the receiving slip lines related to the purchase order line item.

To create a purchase order line item on a new purchase order:

1. Navigate to **Procurement > Orders > Purchase Orders**.
2. Open a purchase order.
3. In the **Purchase order line items** related list, click **New**.
4. Fill in the fields, as appropriate.
5. Click **Submit**.

Field	Description
Number	[Read-only] The unique number identifying the purchase order line item.
Vendor	[Required] The supplier from which the product or products identified in the purchase order line item should be ordered.
Product Model	[Required] The model of the purchase order line item.
Product Catalog	The product catalog category to which the product model is assigned. For example, hardware, software, or supplies.
Part number	The identification number assigned to the product model.
Request line	The identification number of the requested item record associated with this purchase order line item.
Ordered	[Read-only] The date and time at which this purchase order line item was ordered.
Expected delivery	[Read-only] The date the purchase order line item is expected to arrive in the stockroom identified in the **Ship to** field on the purchase order record. This field is automatically filled with the value in the **Expected delivery** field on the purchase order record. This field can be edited when the purchase order line item has a **Status** of **Requested**. For more information about this field, see Setting the Expected Delivery Date on Purchase Orders.
Received	[Read-only] The date and time at which the purchase order line item status was changed to **Received**.
Purchase order	[Read-only] The purchase order record number associated with this purchase order line item.
Status	[Read-only] The current status of the purchase order line item: **Canceled**, **Ordered**, **Pending Delivery**, **Received**, or **Requested**.
Ordered quantity	[Required] The number of product models that were ordered.
Received quantity	The number of product models that were shipped and received. The vendor may have sent multiple shipments. The received quantity can be larger or smaller than the **Ordered quantity**. For example, you may have ordered five laptops but the vendor sent six.
Remaining quantity	The number of product models that still need to be received to fulfill the **Ordered quantity**.
List price	The price at which the item retails, not including discounts (starting with the Dublin release). If the system creates the purchase order from the service catalog ordering process, the purchase order line item inherits the list price from the associated vendor catalog item. If the vendor catalog item does not have a list price value and you have not entered a value, this field is automatically populated with the value from the **Cost** field.

Cost	The cost of a single product model, including discounts. If the system creates the purchase order from the service catalog ordering process, the purchase order line item inherits the cost from the the associated vendor catalog item **Vendor Price**.
Total cost	[Read-only] The cost of a single product model multiplied by the value specified in **Quantity**.
Short description	A few words or short phrase describing the purchase order line item.

Viewing and Editing Catalog Tasks

Use catalog tasks to source items and fulfill requests. If a request requires approval, a catalog task is created automatically when the request is approved. If a request does not require approval, a catalog task is created automatically when the request is created.

Note: *If a request contains one requested item and the item has no model specified, a catalog task is not created automatically. If a request has multiple requested items and only some of them have a model specified, catalog tasks are created automatically, but only for the requested items with a model.*

To view or edit a catalog task:

1. Navigate to **Procurement > Requests > Tasks**.
2. Click a catalog task **Number**.
3. Edit the fields, as appropriate.

Field	Description
Number	The unique number identifying the catalog task.
Request	[Read-only] The number of the request to which the catalog task is associated. The information in this field is derived from the **Number** field on the Request form.
Request item	[Read-only] The number of the requested item to which the catalog task is associated. The information in this field is derived from the **Number** field on the Requested Item form.
Requested for	[Read-only] The name of the person for whom the associated item was requested. The information in this field is derived from the **Request** or **Request item** field.
Due date	The date by which the catalog task should be completed.
Configuration item	The configuration item associated with the **Request Item**.
Approval	The status of catalog task approval: **Not Yet Requested**, **Requested**, **Approved**, or **Rejected**.
State	The current state of the catalog task: **Pending**, **Open**, **Work in Progress**, **Closed Complete**, **Closed Incomplete**, or **Closed Skipped**.
Assignment group	The specific group from which an individual should be selected to complete the catalog task.
Assigned to	The individual who should complete the catalog task, selected from the **Assignment group**.
Work notes list	The list of users to receive email notifications when the work notes on the catalog task are updated.
Short description	A brief description of the catalog task.
Description	A detailed description of the catalog task.
Work notes	Information about how the catalog task is resolved.
Additional comments	Additional information about the catalog task that might be helpful for others to know. This is a customer-visible field.

Creating Assets and Reserving for Requester

In the procurement process, hardware, software, and consumable assets can be created before the assets are delivered. This enables users with the asset role to create the asset record early in the process to reserve the asset for the specific user who requested it.

Some requests must be approved before items on the request can be sourced. In the base system, requests over $1,000 require approval. To change the $1,000 approval threshold and other workflow attributes, edit the **Service Catalog Request** workflow. For more information, see Using the Graphical Workflow Editor.

When the asset state is **In stock**, the **Reserved for** field is maintained as the asset is received and placed in a stockroom. When the asset state changes to **In use**, the **Reserved for** field is relabeled **Assigned to**. If there is a name in the **Reserved for** field, the name is retained when the field is relabeled. A user with the asset role can change the name in the **Assigned to** field. This is helpful, for example, if an IT technician orders 10 laptops and needs to assign them to individual users.

Note: *If assets are not created prior to delivery, they are automatically created from line items when purchase orders are received.*

To create assets and reserve them for the requester:

1. Navigate to **Procurement > Requests > Tasks**.
2. Click the **Number** of a task with a **State** of **Open** and a **Short description** of **Source Request Items**.
3. Click **Source Request**.
   - If the request has already been fulfilled, the **Source Request** button is hidden.
   - If the items in the request are not *sourceable*, the **Source Request** button is hidden.
   - If the requested item does not have an assigned model, the item is not listed on the **Source the Request** dialog box.
   - Any items on the purchase order that have a remaining quantity of **0** are not listed on the **Source the Request** dialog box.
4. Select a **Destination Stockroom**.
5. Select the **Create PO** option for one or more listed items.
6. For each item requiring a purchase order, select a **Vendor**.
7. Click **OK**.
8. Navigate to **Procurement > Orders > Purchase Orders**.
9. Open the purchase order just created. If you created a purchase order for more than one item, multiple purchase orders may have been created; select one of them.
10. Click **Order**. After items are ordered, no additional purchase order line items can be added to the purchase order.

    The status of all purchase order line items changes to **Ordered** automatically.
11. Click the **Create assets prior to delivery** related link to automatically create assets for all purchase order line items.

    Hardware, software, and consumable assets are listed in the **Assets** related list. Click an asset in the list to view the asset record. Note that, except for consumables, the **Reserved for** field contains the name of the user who made the original request.

Note: *You can also create assets for individual purchase order line items. On a purchase order, go to the* ***Purchase order line items*** *related list and click a specific purchase order line item number. Then, click the* ***Create assets prior to delivery*** *related link. Only the assets included on the purchase order line item are created.*

Note: *Consumables follow a slightly different life cycle than other assets, such as hardware and software. For more information, see Following the Life Cycle of Consumables.*

Canceling a Purchase Order

Purchase orders with a status of **Requested**, **Ordered**, or **Pending Delivery** can be canceled. When the purchase order is canceled, all associated purchase order line items that have not been received are canceled and any assets created for the purchase order are deleted. After a purchase order is canceled it can be reordered.

Individual purchase order line items can also be canceled.

To cancel a purchase order:

1. Navigate to **Procurement > Orders > Purchase Orders**.
2. Click a purchase order **Number**.
3. Click **Cancel**.

To reorder a purchase order:

1. Navigate to **Procurement > Orders > Purchase Orders**.
2. Click a purchase order **Number** for a purchase order with a status of **Canceled**.
3. Click **Order**.

    The status changes to **Ordered** for the purchase order and all associated purchase order line items.

Canceling a Purchase Order Line Item

Purchase order line items with a status of **Requested**, **Ordered**, or **Pending Delivery** can be canceled. Keep the following in mind when canceling a purchase order line item:

- When a purchase order line item is canceled, if all other line items are also canceled, the purchase order is canceled.
- After a purchase order line item is canceled, it can be reordered if the associated purchase order has not been canceled or received.
- If you cancel a purchase order line item for which assets have already been created, the assets are deleted from the system and removed from the purchase order.
- If you reorder the same purchase order line item, the assets are recreated for that line if the line has a status of **Pending Delivery**.

To cancel a purchase order line item:

1. Navigate to **Procurement > Orders > Purchase Orders**.
2. Click a purchase order **Number**.
3. In the **Purchase order line items** related list, click a purchase order line item **Number**.
4. Click **Cancel**.

To reorder a purchase order line item:

1. Navigate to **Procurement > Orders > Purchase Orders**.
2. Click a purchase order **Number**.
3. In **Purchase order line items** related list, click the **Number** of a line item with a status of **Canceled**.
4. Click **Order**.

    The purchase order line item **Status** field changes based on the **Status** field of the associated purchase order. For example, if the purchase order has a status of **Pending Delivery**, the purchase order line item status changes to **Pending Delivery** and the assets for the purchase order line item are created automatically.

Receiving Assets

Overview

Assets can be received and added to the system when they are delivered to a stockroom. Users with an appropriate procurement role can receive assets. If one purchase order contains multiple purchase order lines, the lines can be received at different times. This is useful if items arrive at the stockroom in different shipments. The purchase order status does not change to **Received** until all purchase order lines are received.

As an alternative to receiving assets when they arrive, you can create assets before they arrive and reserve them for the requester.

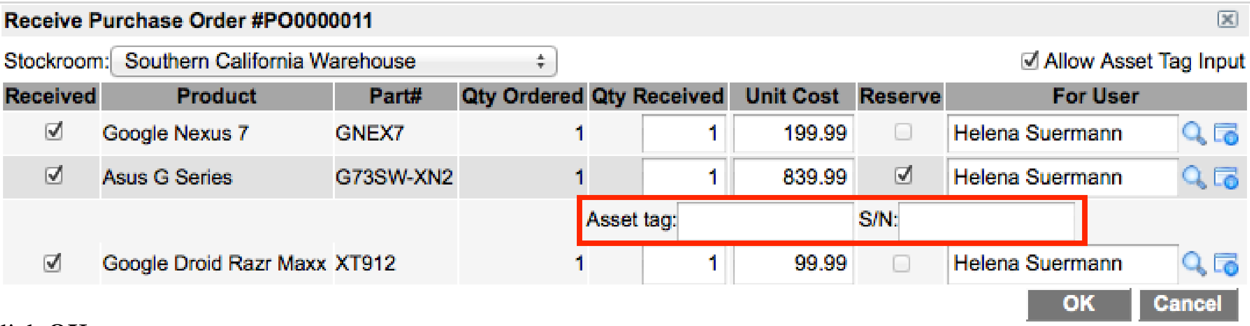
Receiving an Asset

1. Navigate to **Procurement > Orders > Purchase Orders**.
2. Click the **Number** of a purchase order with a **Status** of **Ordered**.
3. Click **Receive**.

   The **Product** column in the dialog box lists the product model that was ordered.
4. Select the **Received** check box for any line item ready to be received.
5. [Optional] Edit the **Stockroom** if the items arrived at a different stockroom than the one specified on the purchase order.
6. [Optional] Edit the **Qty Received** if the number of items delivered does not match the number ordered. Enter an integer greater than zero.
7. [Optional] Edit the **Unit Cost** if the price changed between the time the item was ordered and the time it arrived at the stockroom. Enter a number; the number can include decimals.
8. [Optional] Select the **Reserve** check box to reserve an item for the user specified in the **For User** field (starting with the Dublin release). The check box is read-only for consumable assets, which cannot be reserved.

   When a reserved item is received, the **State** and **Substate** fields on the corresponding asset record are automatically set to **In stock** and **Reserved**, respectively. If the **Reserve** check box is not selected for an item, the **State** and **Substate** fields on the corresponding asset record are set to **In stock** and **Available**.
9. [Optional] In the **For User** field, select the user for whom the item was ordered. If a name was specified in the **Requested for** field on the Purchase order line item form, the name is added to this field automatically but can be changed.

   The **Product** and **Part#** columns are automatically filled in based on the product model record.
10. [Optional] Select the **Allow Asset Tag Input** check box to display the asset tag and serial number fields. The fields are not displayed for consumable assets. If the asset already has an asset tag or serial number, the numbers are automatically added to the fields. If you change the asset tag or serial number in the dialog box, the new values are saved in the asset record. A maximum of ten lines of asset tags and serial numbers are displayed in the dialog box.



11. Click **OK**.
    - A receiving slip is automatically created and can be viewed in the **Receiving Slips** related list. If items on a purchase order are received at different times, a new receiving slip is created each time any item on the purchase order is received. For example, if 30 laptop computers were ordered and arrived in three separate shipments, three receiving slips are created.
    - An asset record is automatically created for each item if an asset has not already been created prior to receiving the item.

Receiving a Consumable Asset

When consumables are received, they are merged into an existing consumable record, if available. For the records to merge, the consumable cannot be listed on an active transfer order and the **Model**, **Location**, **Model Category**, **Stockroom**, **Status**, and **Substatus** fields on the asset record must match.

If consumables are merged into an existing consumable record, the cost of the additional consumables received is added to that of the existing consumables in the record. For example, if 50 computer keyboards arrive and 20 keyboards of the same model already exist in the receiving stockroom, the two records are merged showing 70 keyboards in the stockroom with a combined total cost. If no matching consumable record exists in the receiving stockroom, a record is created. After the consumables are received, the quantity is updated, but individual consumables are no longer tracked within the Procurement application and are not displayed on receiving slip lines.

Creating a Receiving Slip

Receiving slips can be created automatically during the process of receiving assets or they can be created manually. After a receiving slip has been created for a purchase order, all fields on the purchase order record are changed to read-only.

To create a receiving slip manually:

1. Navigate to **Procurement > Receiving > Receiving Slips.**
2. Click **New**.

   A **Number** is assigned automatically. The current date and time is added automatically to the **Received** field.
3. Select a **Purchase Order**.

   Only purchase orders with a status of **Ordered**, **Pending Delivery**, or **Requested** are listed. The **Vendor** column lists the vendor specified on the purchase order. The **Ship to** column lists the destination stockroom specified on the purchase order.
4. Select a **Receiving Stockroom**.
5. Click **Submit**.

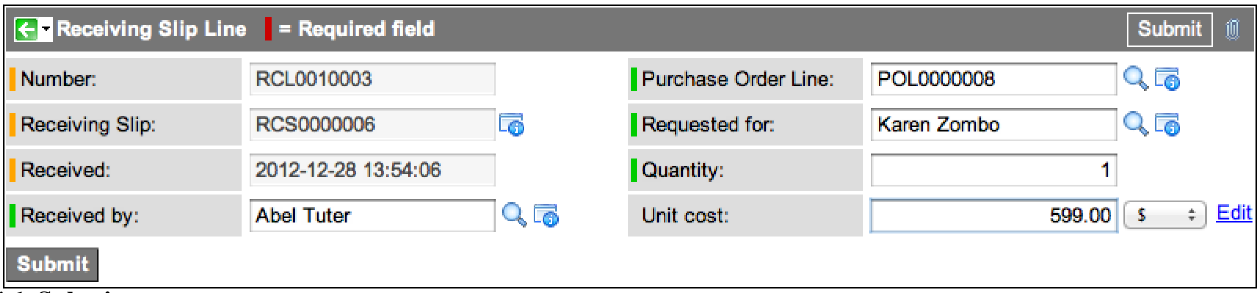
Creating a Receiving Slip Line

When assets arrive at a stockroom, create a receiving slip line to track the asset. If the asset already exists, the asset record is updated. If the asset does not already exist, a new hardware or software asset record is created. The **Model category** and **Configuration item** fields are automatically filled in on the new asset record based on information in the request, purchase order, or receiving slip. If **Asset Tag** and **Serial Number** information exists, it is not overwritten.

To create a receiving slip line:

1. Navigate to **Procurement > Receiving > Receiving Slips.**
2. Click a receiving slip **Number**.
3. In the **Receiving Slip Lines** related list, click **New**. ServiceNow provides the following information:
   - A **Number** is assigned automatically.
   - In **Received**, the current date and time are added automatically.
   - In **Received by**, the currently logged in user is added automatically.
4. In **Purchase Order Line**, click the reference lookup icon ( ) and select a purchase order line. The dialog box lists information such as purchase order line **Number**, **Product Model**, **Vendor**, **Manufacturer**, **Model number**, and **Barcode**. (Note that barcode information comes from the model record.) All of the columns can be sorted and filtered.

   The **Purchase Order Line** field is mandatory if the parent receiving slip has an associated purchase order. Only purchase order lines that are associated with the same purchase order linked to the parent receiving slip are available to select.
5. In **Quantity**, enter the number of items received. For example, five items were ordered, but only two were sent and need to be received.
6. [Optional] Edit the **Received by**, **Requested for**, and **Unit cost** fields, as needed.



7. Click **Submit**.

   After you create a receiving slip line, the **Receiving stockroom** field on the Receiving Slip record becomes read-only.

Sourcing Request Items

Note: *This article applies to Fuji and earlier releases. For more current information, see Request Items Source* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**

Overview

A request from the service catalog can contain multiple items that need to be obtained or *sourced*. There are two methods of sourcing an item:

- Items in a stockroom can be transferred to a different stockroom.
- Items not in a stockroom can be ordered, with a purchase order, and delivered to a specific stockroom.

Although this page presents separate procedures for creating a transfer order and a purchase order from a request, both procedures may be used for a single request. For example, on a request that contains four items to source, two items are available to transfer from a stockroom and two must be purchased from vendors. Users with an appropriate Procurement role can perform the actions described on this page.

Only items with an assigned model can be sourced. Sourcing bundles is not supported.

Creating a Transfer Order from a Request

You can create a transfer order directly from a request to source items from stockrooms.

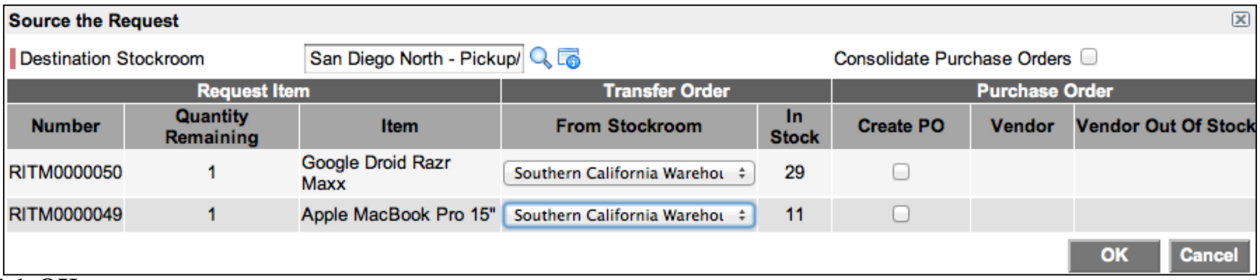
When an item is sourced with a transfer order, ServiceNow automatically looks for an existing transfer order to which the new order can be added. When transfer orders are combined, items can be received more quickly and efficiently. Transfer orders created in the Procurement application are not merged or combined with transfer orders created from other applications, like Work Management.

For a new request to merge with an existing transfer order, the existing transfer order must have the following characteristics:

- Created in the Procurement application
- Has the state set to **Draft**
- Has the same **Type** value as the new request (configure the transfer order record to add the **Type** field)
- Has the same **From Stockroom** value as the new request
- Has the same **Destination Stockroom** value as the new request

To create a transfer order from a request:

1. Navigate to **Procurement > Requests > Requests**.
2. Click the request **Number** of a request that has been approved but not sourced. (Check the **Request State** and **Sourced** columns.)
3. In the **Catalog Tasks** related list, click a **Number**.
4. Click **Source Request**.
5. In **Destination Stockroom**, select the stockroom to which the requested item or items should be delivered.
6. In **From Stockroom** for each item, select a stockroom from which the item should be sourced.



7. Click **OK**.

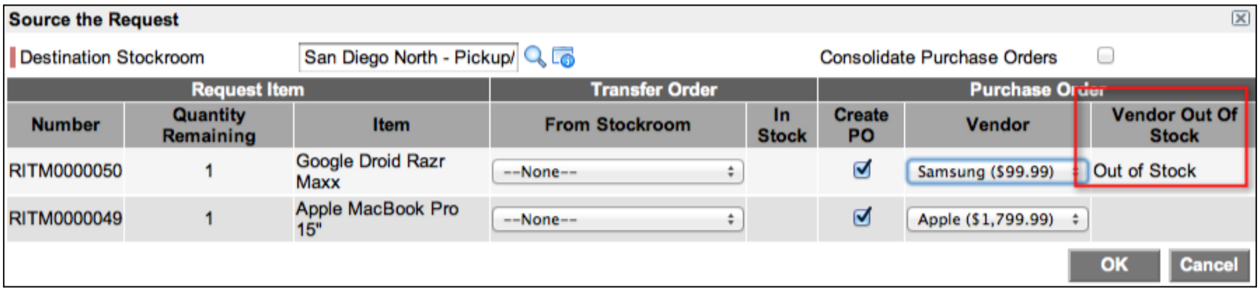
   A transfer order is created to move the item or items from the **From Stockroom** location to the **Destination Stockroom** location. For more information, see Transfer Orders.

Creating a Purchase Order from a Request

You can create a purchase order directly from a request. This enables procurement managers to obtain items and fulfill requests from the service catalog.

To create a purchase order from a request:

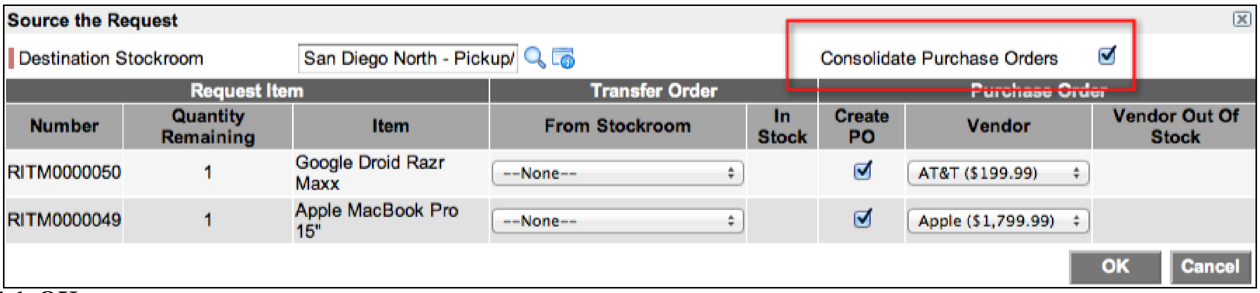
1. Navigate to **Procurement > Requests > Requests**.
2. Click the **Number** of a request that has been approved but not sourced. (Check the **Request State** and **Sourced** columns.)
3. In the **Catalog Tasks** related list, click a **Number**.
4. Click **Source Request**.
5. In **Destination Stockroom**, select the stockroom to which the requested item or items should be delivered.
6. Select the **Create PO** check box for each item that needs to be purchased.
7. If the product is available from a single vendor, the vendor name is added to the **Vendor** field automatically. If the item is available from multiple vendors, a choice list appears in the **Vendor** field. Select a vendor from the list. If the selected vendor does not have the item, the **Vendor Out of Stock** field shows **Out of Stock**. (This can be configured in the **Out of Stock** option on the Vendor Catalog Item form.)



   All items sourced from the same vendor on the same request are placed on the same purchase order. When a vendor is selected, the system automatically searches for purchase orders that have been created for the same request, have the same **Vendor** selected, and have the **Requested** status. If the system finds a match, all items are placed on the same purchase order and can be ordered together. If the system does not find a match, a new purchase order is created.

8. [Optional] Select the **Consolidate Purchase Orders** check box to combine the listed items with existing purchase orders.

   Purchase orders are automatically searched and if one for a matching vendor exists that has not been ordered, items are added to the existing purchase order. For example, if you are purchasing 25 phones from Apple and an open purchase order already exists for Apple, the 25 phones are added to the open purchase order. If there are no open purchase orders for the selected vendors, new purchase orders are created. Items ordered from the same vendor are grouped together. Different items are shown on separate lines on the purchase order.



9. Click **OK**.

References

[1] https://docs.servicenow.com/bundle/jakarta-it-service-management/page/product/procurement/concept/c_SourcingRequestItems.html

Article Sources and Contributors

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