Miner Mall Campus Receiving Frequently Asked Questions (FAQ)

Disbursement and Travel Services

1. What is a receipt in Miner Mall, and why is it required?

A receipt in Miner Mall serves as the **official receiving report** confirming that goods or services were physically received by the department.

- Receipts are **required before vouchers can be fully approved and processed for payment**.
- When end users or departments create receipts promptly, it minimizes payment delays which reduces Prompt Payment penalties, and prevents vendors from holding new orders.

2. Which types of orders require departments to create receipts?

Department employees must create receipts for:

- Pick-up orders
- Desktop receiving orders (items shipped directly to departments instead of Central Receiving)
- Services
- Software, subscriptions, rentals, memberships, and similar items (unless covered by recurring contract POs)

Department employees **do NOT** create receipts for:

- Items received by Central Receiving
- Contracted services with recurring monthly charges (e.g., Ricoh/Spectrum copiers, El Paso Disposal, ABM Texas General Services)

3. What is desktop shipping? Ù

Desktop shipping is when items ordered through Miner Mall are **shipped directly to a** Ù **department** instead of Central Receiving. Ù
All desktop shipped PO lines require either a **quantity** or **cost** receipt. Ù

4. What is the difference between a Quantity Receipt and a Cost Receipt?

Quantity Receipt	**Cost Receipt**
Used when items can be **physically counted**.	Used for **POs with a unit price of one cent, or quantity of 1 with multiple invoices expected**.
Quantity field must match actual items received.	Cost field must match the **invoiced amount**.

5. When can I create a receipt?

Only **after** goods or services have been physically received. Ù
Texas Prompt Payment law requires payments to be due **30 days after receipt of** Ù **goods/services or a correct invoice**, whichever is later. Ù

6. How do I initiate the process to create a receipt in Miner Mall?

After opening the PO: Ù
Option A: Go to the **Receipts** tab → select **+** to create a receipt. Ù
Option B: Click the **three dots** menu → choose **Create Receipt**. Ù

7. How do I know which receipt lines to select?

Miner Mall automatically checks all lines; employees must:

- **Review each line carefully**, and
- Check only the items **physically received**. Ù
  Unreceived items must be **unchecked**. Ù

8. How do I enter the Receipt Date and Packing Slip number? Ù

- Receipt Date = **the date items/services were physically received** by the Ù department. Ù
- Packing Slip No. = enter the packing slip or invoice number (if applicable).
  If the department received items earlier, enter the **actual historical date received**.

9. What do I enter for Carrier and Tracking Number?

- Select the carrier that delivered the items.
- If the department picked up the items or the vendor delivered without a carrier, select **Other** and type **"Picked Up"** in the Notes section.

10. How do I update Quantity or Cost fields?

Quantity Receipts:

- Adjust the **Quantity** field if it differs from the PO.
  - Choose **"received"** only.
  - Do **not** select "returned" or "cancelled."

Cost Receipts:

- Adjust the **Cost** field to match the **invoice amount**.
  - Choose **"cost received"** only.
  - Do **not** select "cost cancelled."

11. What if I accidentally selected a receipt line I shouldn't have included?

You can remove the line before completing the receipt by clicking the **trash bin icon**.
This does **not** cancel the item; the line will show again on the next receipt attempt.

12. What happens after I click Complete?

A confirmation appears stating **“Receipt Created”** with a unique receipt number.
This confirms the process is complete.

13. What if there is a dispute with a shipment or invoice?

Departments must:

- Per Texas law, departments must contact the vendor **within 21 days** to dispute the issue. Document the contact with the vendor via email.
- Note that some vendors require that discrepancies are reported in less than 21 days so departments should report disputes to the vendor immediately.
- Notify DTS through a **Miner Mall comment** to billing@utep.edu on the PO.

14. What if an invoice was sent directly to my department? Ù

You must upload it to the PO using a **Miner Mall comment** and copy **billing@utep.edu**. Ù

15. How can I identify POs that still need receipts?

Use Miner Mall’s reporting tools:

- Create a PO report with filters: **Invoice Status**, **Receipt Status**, **AP Status**, **Prepared By**.
- Export the report to Excel if needed.

16. What do I do if my order went through Central Receiving, but Miner Mall only shows partial receipt of the items?

Central Receiving may have partially received an order if they were unable to physically observe all items at the time of receipt. In some instances, items may be bundled together, and since Central Receiving is not authorized to open boxes, certain items may not have been visible during the initial receiving process.

If an order was partially received by Central Receiving, but once reviewed by department/end user, it is confirmed the full amount was received, please create a quantity receipt for the items pending on the line item(s).

17. What if I completed a receipt that was incorrect?

If a receipt was completed incorrectly, please reach out to our office at billing@utep.edu for assistance in fixing the incorrect receipt.

18. Who can I contact for support?

- **Disbursement Services (Miner Mall team):** billing@utep.edu | (915) 747-5171
- **Central Receiving Supervisor (Roberto Tovar):** retovar2@utep.edu | (915) Ù 747-7149 Ù