Step-by-Step Guide: Goods Return

1. On the **Shopping** page, click on the **Confirmations** tab to see the list of Purchase Order confirmations. Search the list for the PO number of the item you wish to return to the Supplier.

2. Once you have found the line item, click on the button next to it. This will highlight the **Return Delivery** button. Click on the button.

3. In the resulting **Display and Process Return Delivery** screen, click on the button next to the line to highlight the item you wish to return.

4. Enter the quantity to be returned in the **Return Quantity** field.

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5. Click on the **Notes & Attachments** tab.

6. From the **Add** drop-down list, select **Internal Note** and enter the Return Goods Authorization number provided by the Supplier in the note field.

   **OR**

   Attach the Return Goods Authorization Form provided by the Supplier using the Attachments field.

7. Click on the **Add** drop-down list again and select **Reason for Return Delivery**.

8. In the resulting window, click on the **Fixed Note** list and select the most appropriate reason for the return.
9. Click on the **Item Number** drop-down button.

10. In the resulting list, highlight the item you wish to return. Then click the OK button. This will populate the **Item Number** field.

11. Upon returning to the **Add Reason...** box, click **Save**.
12. In the resulting **Display and Process Return Delivery** screen, click the **Confirm Return** button.

13. Review the confirmation message and click **Close**.