



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.

The screenshot shows the Duke@WORK interface. At the top, it says "Duke@WORK" and "Welcome Venki Krishnamoorthy". Below that, there are navigation tabs: "MyInfo", "Universal Worklist", "MyResearch", and "Buy@Duke". The "Buy@Duke" tab is active, showing "Shopping | Receiving | Reports | Personalization". The breadcrumb trail is "Home > Shopping Area (ORIG) > Receive Items > Shopping Area (ORIG)".

There are buttons for "Create Shopping Cart" and "Advanced Search". Below that, there are tabs for "Shopping Carts (0)", "My Carts - For Team (3)", "Team Carts (0)", "Confirmations (15289)", and "Confirmations for Team Carts (0)". The "Confirmations (15289)" tab is selected.

Below the tabs, there is a "Show Quick Criteria Maintenance" button and a table of confirmations. The table has columns: PO Number, Confirmation Number, Item Number, Product Description, Partner Product, Name, Unit, and Quantity. The first row is highlighted in yellow.

PO Number	Confirmation Number	Item Number	Product Description	Partner Product	Name	Unit	Quantity
4550000370	5050000000	1	FILTER SYRINGE STRL 28MM CS50	28200-016	VWR INTERNATIONAL INC	CS	
4550000370	5050000000	2	ACRODISC INDV 0.2UM 13MM PK75	28142-340	VWR INTERNATIONAL INC	PK	
4550000370	5050000000	3	BOX CRYOSTORE81CELL STD HT CS6	55710-256	VWR INTERNATIONAL INC	CS	
4550000371	5050000001	1	PE/Cy7 anti-mouse IFN Antibody	505826	BIOLEGEND	EA	
4550000365	5050000002	1	Pertussis Toxin lyophilized in buffer	180	LIST BIOLOGICAL LABORATORIES INC	EA	
4550000372	5050000003	1	CD180 mouse LEAF	117708	BIOLEGEND	EA	

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.

The screenshot shows the "Display and Process Return Delivery" screen. At the top, it says "Returns Number 5050008946", "Purchase Order Number: 4550000370", "Status In Process", "Confirmed Value 0.00 USD", and "Created By Ms.". Below that, there are buttons: "Confirm Return", "Close", "Print Preview", "Check", and "Save".

There are tabs for "Overview", "Header", "Item", "Notes & Attachment", "Approval", and "Tracking". The "Overview" tab is selected.

Below the tabs, there are input fields for "Name of Return:" and "Reference Document:". Below that, there is a "Returned on:" field with a date picker set to "10/10/2012".

Below that, there is an "Item Overview" section with a table. The table has columns: Line Number, Vendor Prod., Item Type, Product ID, Description, Product Category, Outstanding Quantity, Confirmed Quantity, Return Quantity, Unit, and Price. The first row is highlighted in yellow.

Line Number	Vendor Prod.	Item Type	Product ID	Description	Product Category	Outstanding Quantity	Confirmed Quantity	Return Quantity	Unit	Price
1	28200-016	Material		FILTER SYRINGE STRL 28MM CS50	EC01	0	2	1	CS	49.
2	28142-340	Material		ACRODISC INDV 0.2UM 13MM PK75	EC01	0	1	0	PK	157.
3	55710-256	Material		BOX CRYOSTORE81CELL STD HT CS6	EC01	0	2	0	CS	27.

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

Display and Process Return Delivery [Help](#)

Returns Number: 5050008947 Purchase Order Number: 4550000370 Status: In Process Confirmed Value: 49.39 USD
Created By: Ms. PATRICIA C TACKETT Created On: 10/10/2012 13:56:08

[Confirm Return](#) [Close](#) [Print Preview](#) [Check](#) [Save](#) [Related Links](#)

Overview | Header | Item | **Notes & Attachment** | Approval | Tracking

Notes

[Add](#) [Clear](#) [Filter Settings](#)

Assigned To	Category	Text Preview

Attachments

[Add Attachment](#) [Edit Description](#) [Versioning](#) [Delete](#) [Create Qualification Profile](#) [Filter Settings](#)

Assigned To	Category	Description	File Name	Version	Processor	Visible Internally only	Checked Out	Type	Size (KB)	Changed by	Changed on
The table does not contain any data											

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.

Display and Process Return Delivery [Help](#)

Returns Number: 5050008947 Purchase Order Number: 4550000370 Status: In Process Confirmed Value: 49.39 USD
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[Confirm Return](#) [Close](#) [Print Preview](#) [Check](#) [Save](#) [Related Links](#)

Overview | Header | Item | **Notes & Attachment** | Approval | Tracking

Notes

[Add](#) [Clear](#) [Filter Settings](#)

Assigned To	Category	Text Preview

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Assigned To	Category	Description	File Name	Version	Processor	Visible Internally only	Checked Out	Type	Size (KB)	Changed by	Changed on
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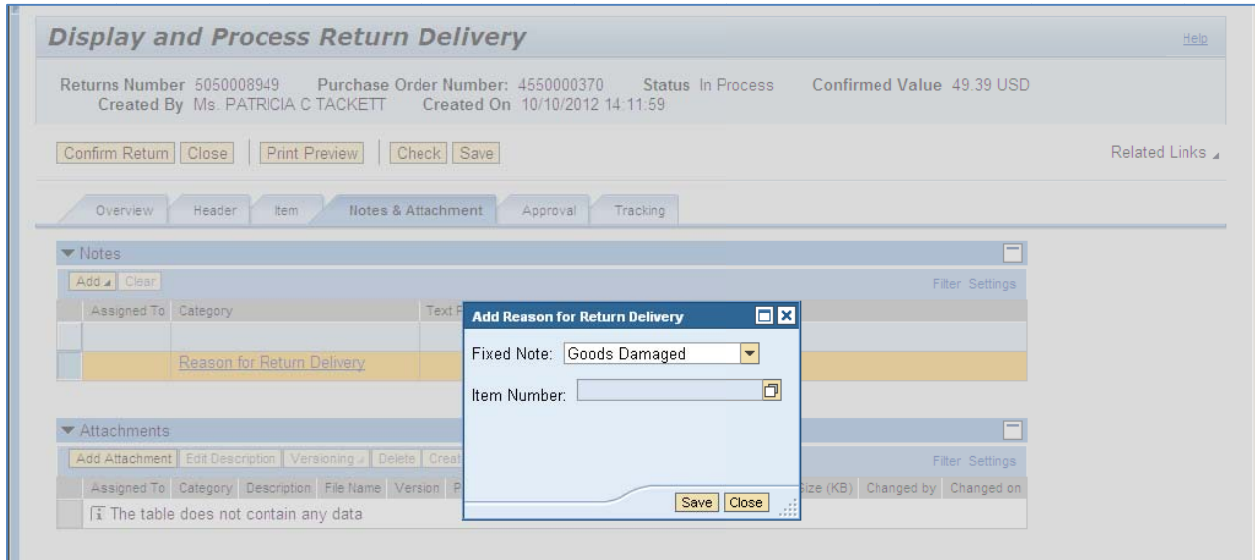
Add Reason for Return Delivery

Fixed Note:

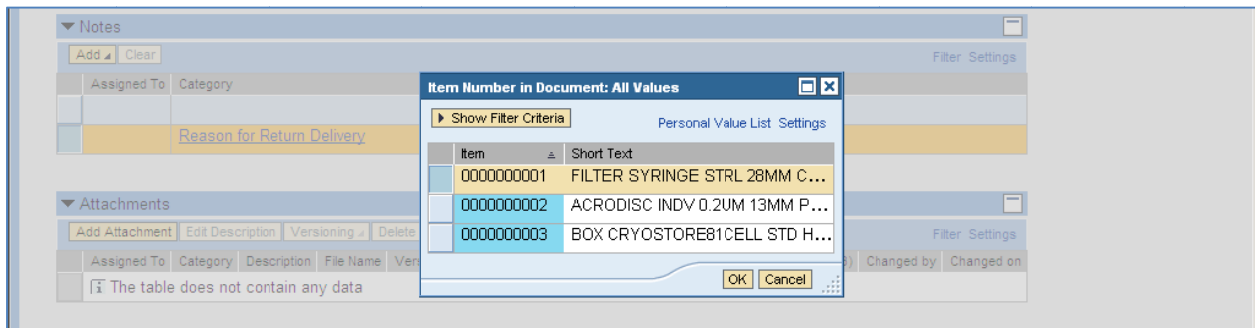
Item Number:

[Save](#) [Close](#)

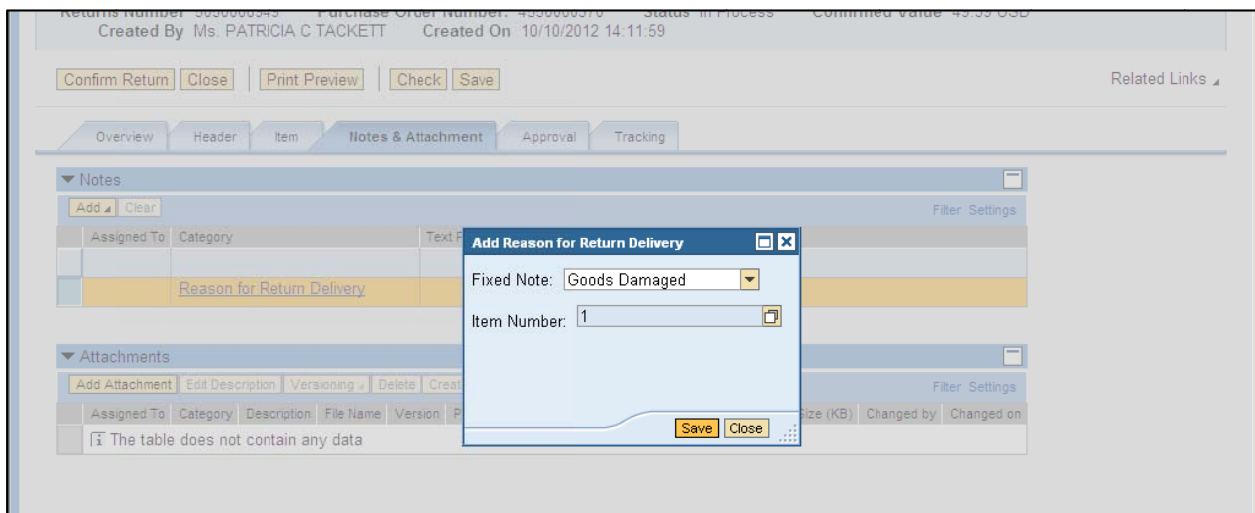
9. Click on the **Item Number** drop-down button.



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.

The screenshot shows the 'Display and Process Return Delivery' interface. At the top, it displays the following information: Returns Number: 5050008949, Purchase Order Number: 4550000370, Status: In Process, Confirmed Value: 49.39 USD, Created By: Ms. PATRICIA C TACKETT, and Created On: 10/10/2012 14:11:59. Below this, there are buttons for 'Confirm Return', 'Close', 'Print Preview', 'Check', and 'Save'. A 'Related Links' dropdown is also visible. The navigation tabs include Overview, Header, Item, Notes & Attachment (selected), Approval, and Tracking. The 'Notes' section is expanded, showing a table with one entry:

Assigned To	Category	Text Preview
Item01-FILTER SYRINGE STRL 28MM CS50*	Reason for Return Delivery	Goods Damaged

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

The screenshot shows the 'Display and Process Return Delivery' interface after the confirmation step. The status is now 'Awaiting Approval'. A confirmation message is displayed: Return delivery 5050008949 confirmed. The buttons now include 'Show my Tasks', 'Close', 'Print Preview', and 'Refresh'. The rest of the interface, including the navigation tabs and the 'Notes' table, remains the same as in the previous screenshot.