Goods Receipt and Returned Continued…

Goods Return

There will be times in the ordering process when you will need to return the goods you’ve received for various reasons, including damaged goods, poor quality of the goods, or multiple delivery of goods, among others.

In order to perform Goods Return, you must first perform Goods Receipt on the items you wish to return. This acknowledges that you did actually receive those items. To physically return the goods, you will need to follow the return process as defined by the supplier of the goods.

Note: An overnight job runs in Buy@Duke that creates the goods receipt confirmation record. In most instances, you will not be able to see the confirmation to return items until the day after the goods receipt confirmation was performed.

1. From the Shopping page,
   a. Select the Confirmations tab to see the list of your Purchase Order confirmations. (This may take a few moments while the list is refreshed.)
   b. Search the list for the item you wish to return.
   c. Once you have found the item, click on the button next to it. This will highlight the line item as well as the Return Delivery button.
   d. Select Return Delivery.

Note: If you need to do a good return on a purchase order that you did not confirm, you will need to look-up the confirmation number. For instructions on looking up the confirmation number, reference steps 1-7 in Canceling Goods Receipt Confirmation.
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2. In the resulting Display and Process Return Delivery screen:
   a. Highlight the line containing the item you wish to return.
   b. Enter the quantity to be returned in the Return Quantity field.
   c. Select the Notes and Attachment tab.

3. Under Notes and Attachments, select Add and Internal Note. Enter the return authorization number provided by the Supplier. Select OK.

4. If provided by the Supplier, use Add Attachments to include documentation provided by the Supplier. Select OK once attachment is added.
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5. Next, select **Add** again. Select **Reason for Return Delivery** from the menu.

6. In the resulting window, select the **Fixed Note** list and choose the most appropriate reason for the return. Select **Save**.

7. In the **Item Number** field, indicate the line of the item being returned. A search box is available that can be used to select the items included in the shopping cart. Select **Save** when complete.
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8. Returning to the Display and Process Return Delivery screen, select **Confirm Return**.

9. Review the Confirmation message and select **Close**.