



Return Goods to a Vendor after Confirmation of Goods Receipt

Use this Job Aid to:

- Return goods to a vendor after you have confirmed the goods were received

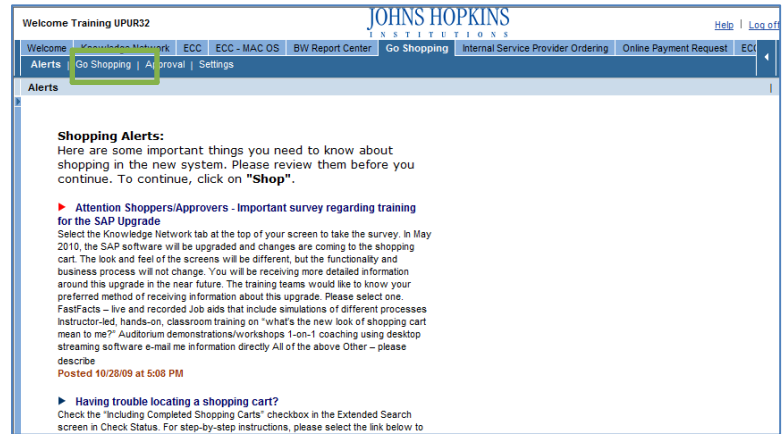
BEFORE YOU BEGIN

You need the purchase order or shopping cart number.

Returning of Goods Received

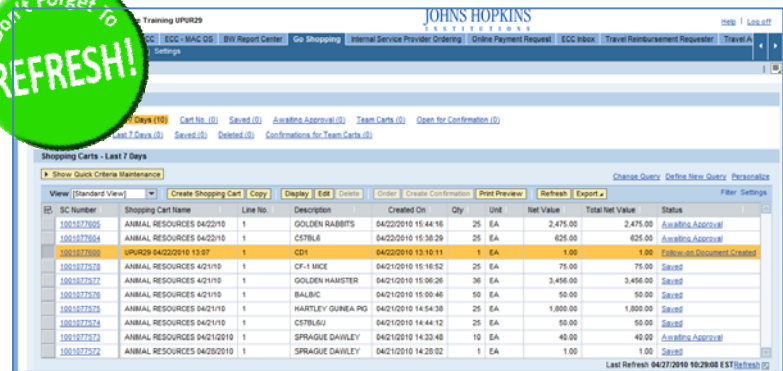
For the following scenario we assume that a user has done a Goods Receipt and needs to return items to a vendor. Ten chairs were ordered, of which two are defective and need to be returned. The following steps will explain how perform a Return of Goods after the Confirmation was performed.

- Select "Go Shopping."** After you select the "Go Shopping" tab from the top line, select "Go Shopping" again from the next line to access the Shopping Cart Home Page.



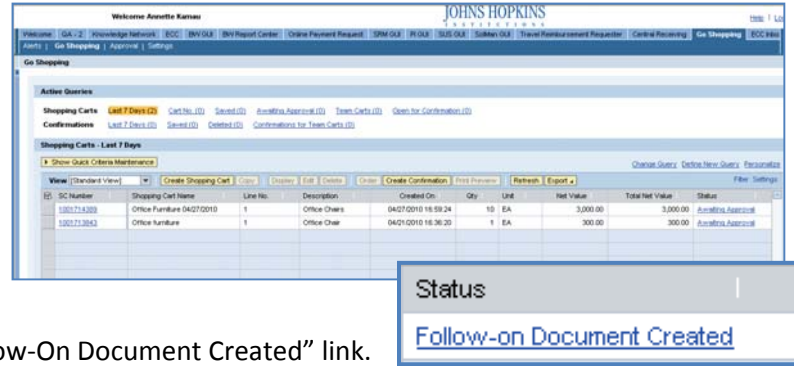
- Refresh.** At the Shopping Cart Home Page, click "Refresh" to make sure that you are viewing the most up-to-date information.

- Your most recent work will not appear until you have clicked "Refresh."



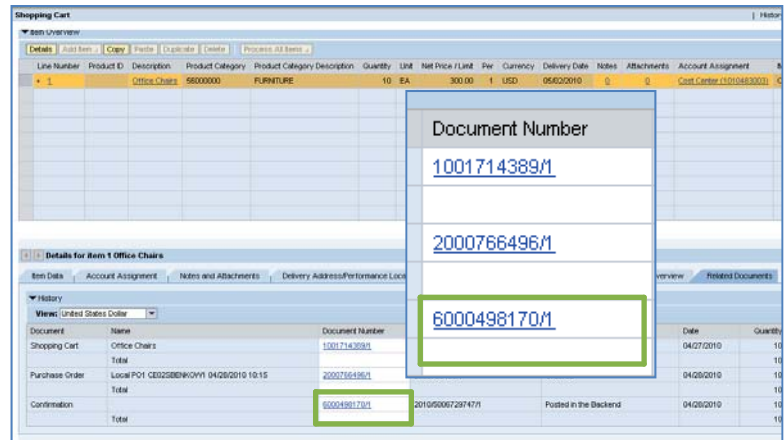
3. Locate the Confirmation Number. The Shopping Cart Home Page displays a list of shopping carts, along with the status of each as shown in the right-most column labeled “Status.”

- A Shopping Cart that has an associated Purchase Order will have the status “**Follow-On Document Created.**”
- To access the Confirmation number, click on the “Follow-On Document Created” link. This displays the shopping cart (as if you had selected “Display” or “Edit”), but defaults to the tab called “**Related Documents**” in the “Details” section of the order.
- You may also search for a confirmation using the “Confirmations Query” at the top of the screen.

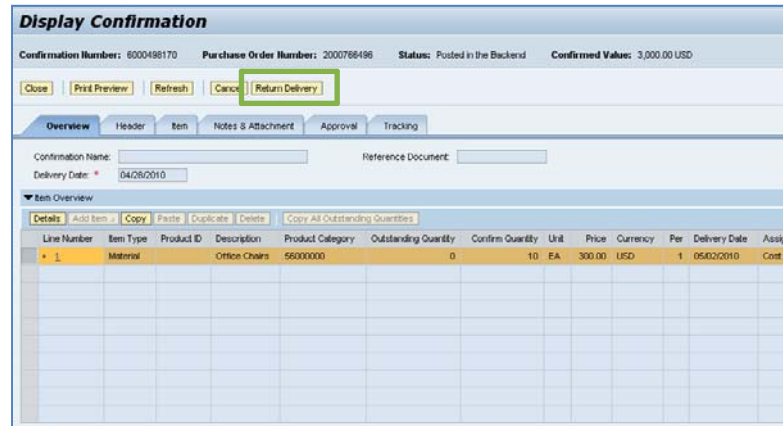


4. Display the Confirmation. Click on the Confirmation Document Number displayed under the Related Documents tab.

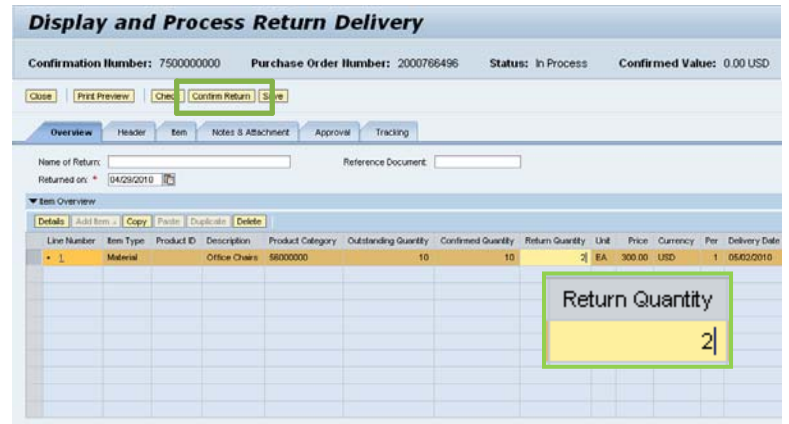
- This will take you to the Display Confirmation page.



5. Return Delivery. On the Display Confirmation page, click on the “Return Delivery” button at the top of the page.



6. To Process Return Quantity. In the Display and Process Return Delivery page, type in the quantity of goods being returned to the vendor in the Return Quantity field. Then click on the **“Confirm Return”** button at the top of the screen.



7. Display Return Delivery Confirmation. The system will return a confirmation number. The return delivery number began with a “6” in the old system and now begins with a “7” in the upgrade system.

