



# 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

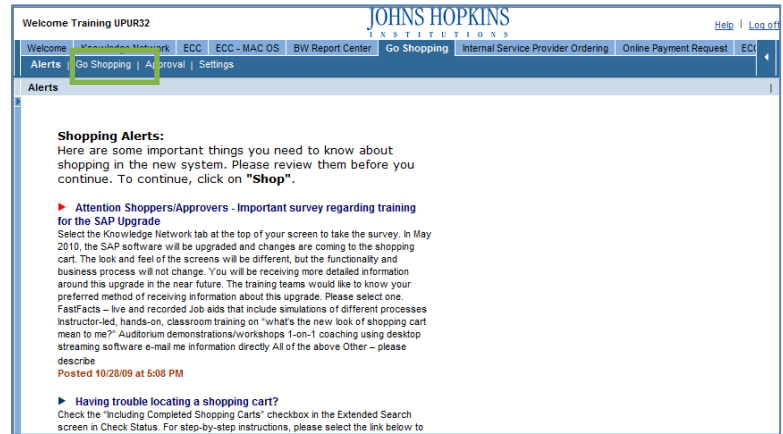
### BEFORE YOU BEGIN

You need the purchase order or shopping cart number.

## Returning of Goods Received

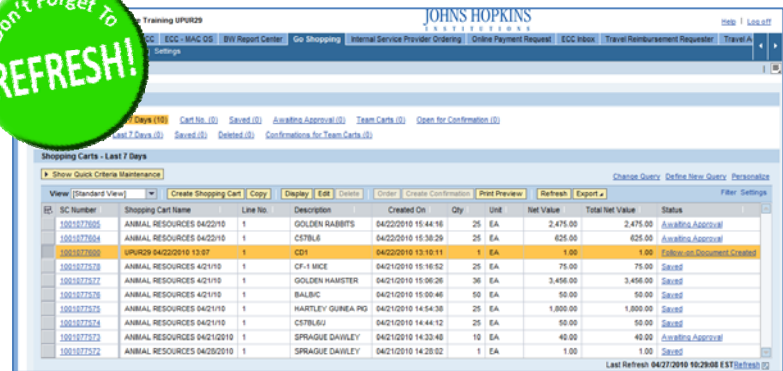
For the following scenario we assume that a user has done a Goods Receipt and needs to return items to a vendor. Ten chairs were ordered, of which two are defective and need to be returned. The following steps will explain how perform a Return of Goods after the Confirmation was performed.

- 1. 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.



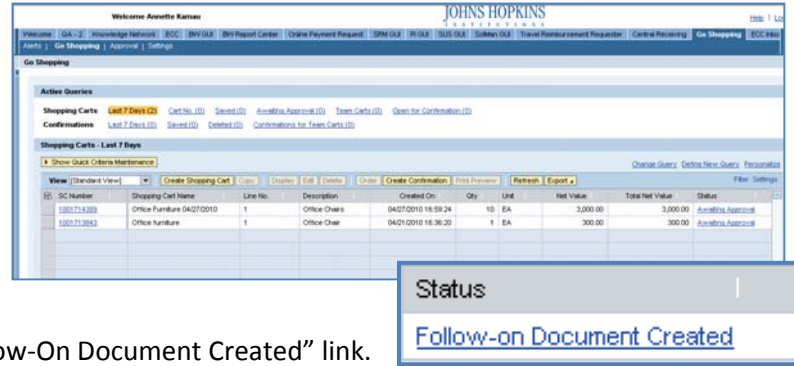
- 2. Refresh.** At the Shopping Cart Home Page, click "Refresh" to make sure that you are viewing the most up-to-date information.

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



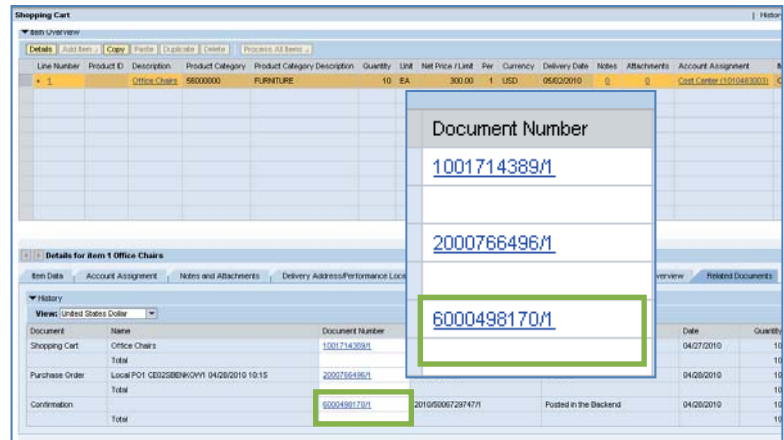
**3. Locate the Confirmation Number.** The Shopping Cart Home Page displays a list of shopping carts, along with the status of each as shown in the right-most column labeled “Status.”

- 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.

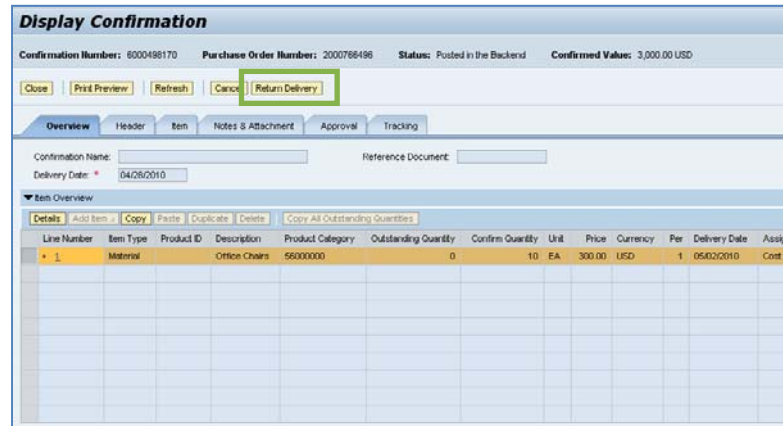


**4. Display the Confirmation.** Click on the Confirmation Document Number displayed under the Related Documents tab.

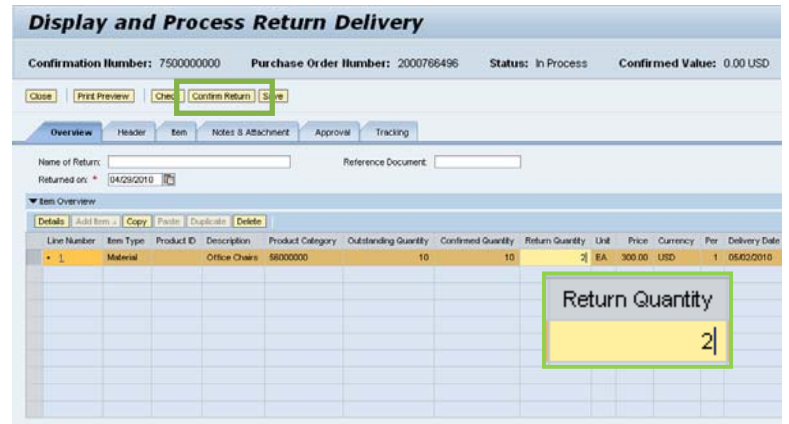
- This will take you to the Display Confirmation page.



**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.

