QRG – MANAGING RETURNS

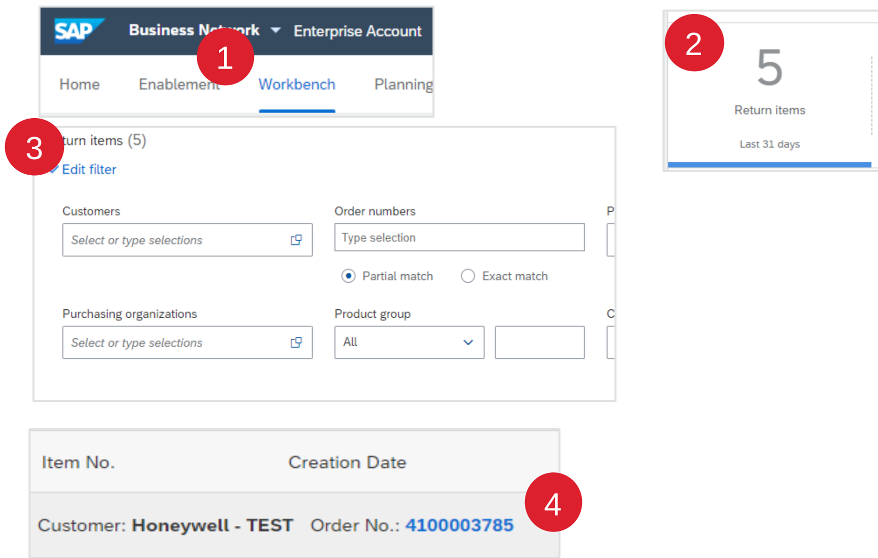
Honeywell

In this Quick Reference Guide: **WE EXPLORE HOW TO MANAGE RETURNS**

VIEW RETURN ITEM – OPTION 1

From the Workbench:

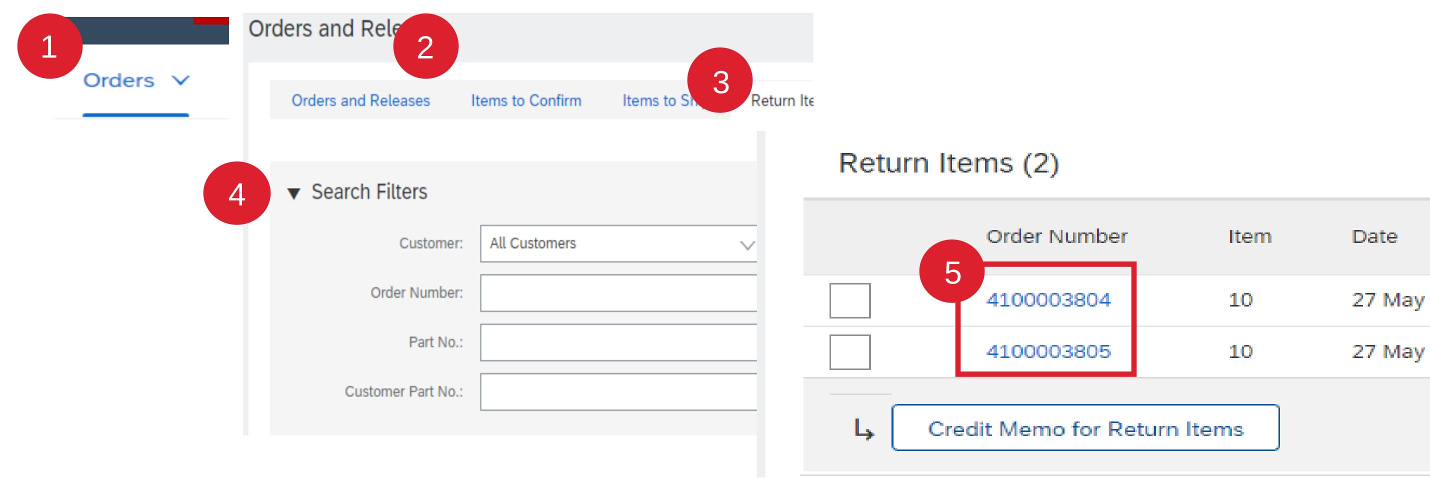
1. Click **Workbench**.
2. Select the **Return items** tile.
3. Use **filters** to identify the right document
4. Open the **Returns PO** by clicking its number.



VIEW RETURN ITEM – OPTION 2

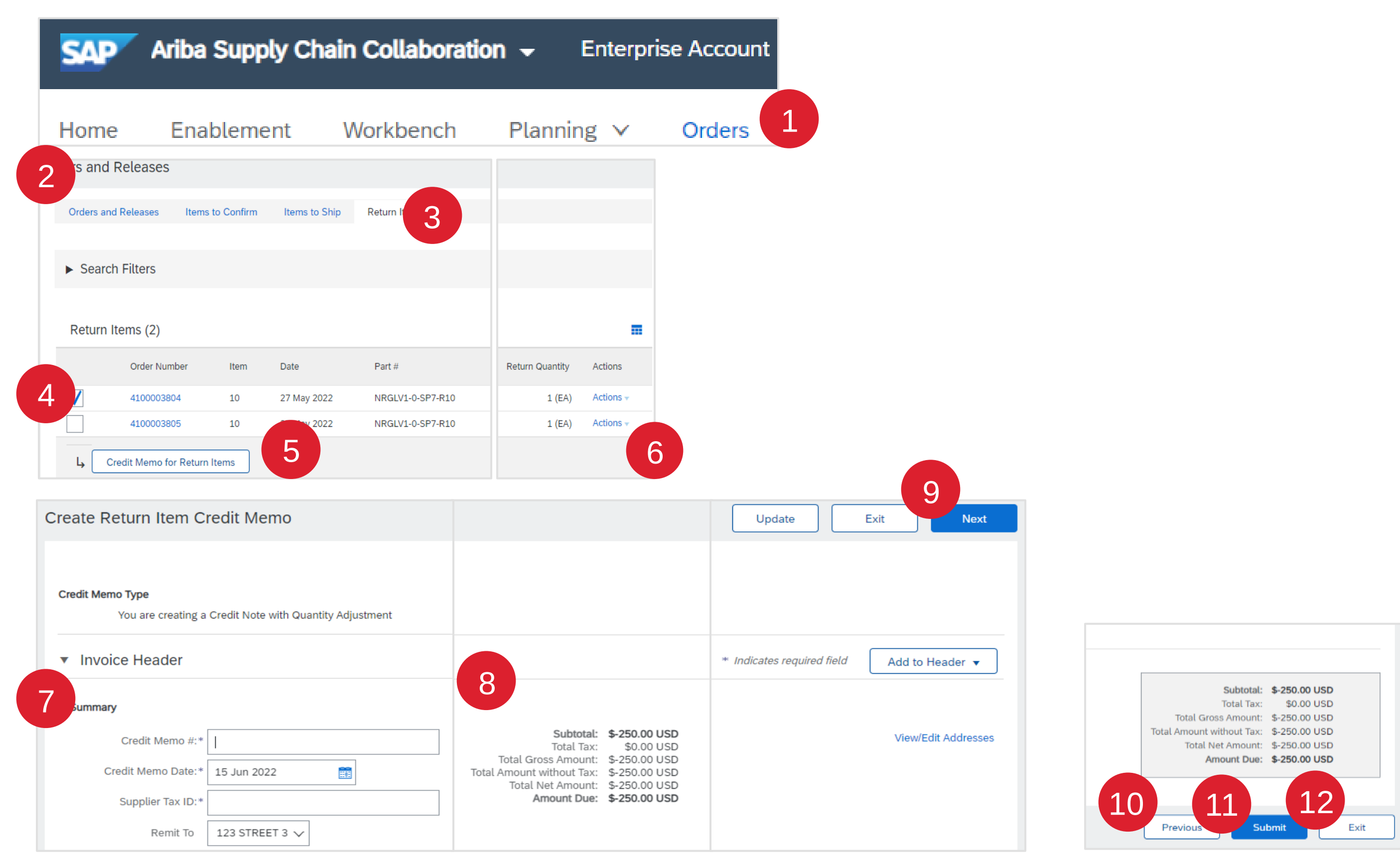
From the Homepage:

1. To access a Return PO, click on the **Orders** tab of your supplier account.
2. Select **Orders and Releases**.
3. Click on the **Return Items** sub-tab.
4. Use the specific **search** criteria to populate return items. **Advanced filters** allow more refined search.
5. To view the return item, click on the **order number**.



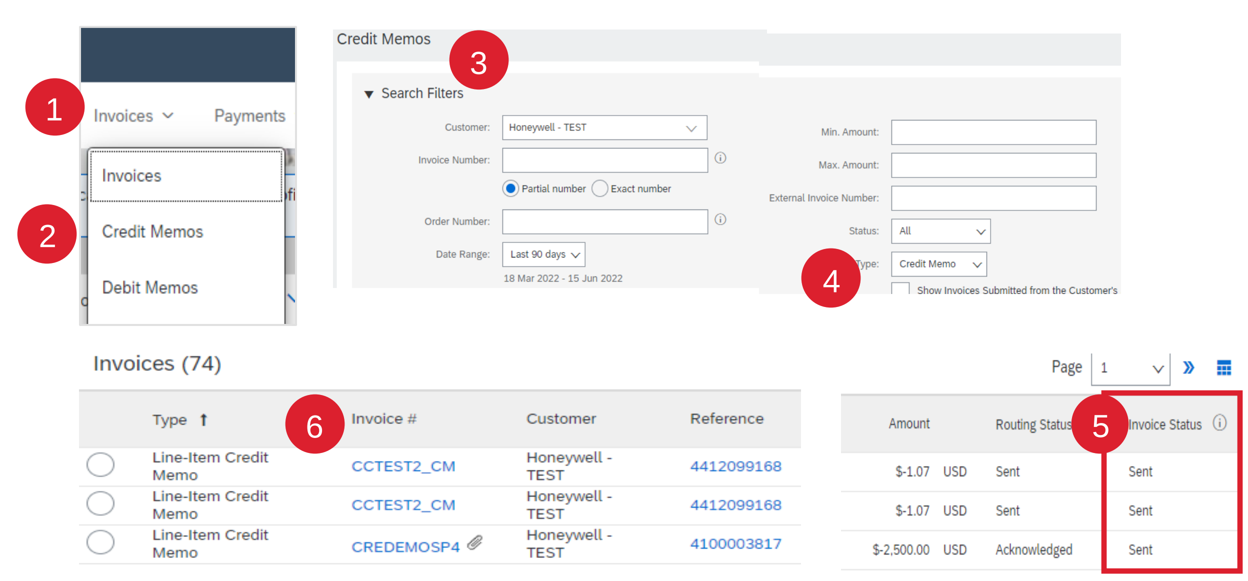
CREATE A CREDIT MEMO FOR RETURNS

1. To create a Credit Memo, click on the **Orders** tab of your supplier account.
2. Select **Orders and Releases** from the dropdown list.
3. Click on the **Return Items** sub-tab.
4. Select one or more return items from the same order.
5. Click the **Credit Memo for Return Items** button or
6. If you selected only one item, you can also select **Actions** > **Credit Memo** for Return Items.
7. Enter all information marked with an asterisk to successfully move forward.
8. The subtotal will reflect a negative value.
9. Click Next to review your memo.
10. To make further changes, click Previous.
11. To submit your changes, click Submit.
12. To exit without saving any changes, click Exit.



VIEW SUBMITTED CREDIT MEMO FOR RETURNS ITEMS

1. To view submitted credit memo, click on the **Invoices** tab of your supplier account.
2. Select **Credit Memos** from the dropdown list.
3. Use the specific search criteria to ease the search.
4. Set Type as **Credit Memo** & Search.
5. Review search results, including Routing and Invoice statuses.
6. To open a Credit Memo, click on its number.



VIEW GOODS RECEIPTS FOR RETURNS SHIPMENTS

1. To view receipts sent to customer, click on **Fulfillment > Goods Receipts.**