

Accepting Returns


After an order has been received, the State may have to return goods to a supplier in case the items are defective or damaged. Once the return is created by the State, a notification will be sent to the supplier prior to shipping to initiate the supplier's acceptance of the receipt.

This document is a quick-reference guide for suppliers accepting returns via the APP Supplier Portal. If you have any questions, please contact the APP Help Desk at app@azdoa.gov. Additional resources are also available on the SPO Website: <https://spo.az.gov/>.

Accepting Returns

1. Once the supplier receives notification of returned goods via email, they can log in to APP to initiate the return acceptance process.
2. Navigate to **Orders** → **Manage my Deliveries**. Then filter the search criteria **Type** by 'Returns' and click **Search**.

The screenshot shows the 'Manage my Deliveries' page in the Arizona Procurement Portal. The top navigation bar includes 'ARIZONA', 'General Info.', 'Sourcing', 'Contracts', 'Catalogs', 'Orders', 'Invoicing', and 'Performance'. The 'Orders' menu is expanded, showing 'Manage my Orders', 'Manage my Deliveries' (highlighted), and 'Pending Shipping'. Below the navigation, there are search filters for 'Keywords', 'Order', 'Contract', 'Type' (set to 'Return'), 'Status', 'Deliveries', 'Min. Amount', and 'Max Amount'. A 'Search' button and a 'Reset' button are also visible.

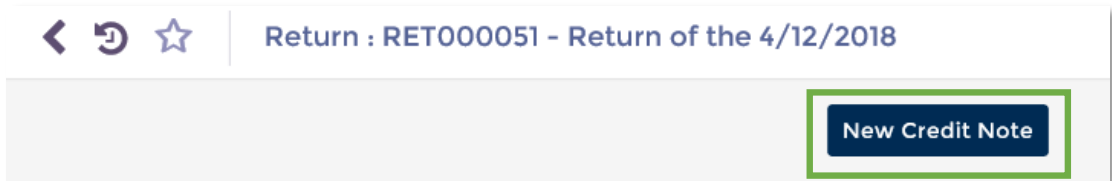
3. Select the Return item by clicking on the Code or  **edit** icon.
4. Click on **Confirm Receipt** if you accept the return of the goods, or **Reject return** to notify Requisitioner of refusal.

The screenshot shows the details of a return item: 'Return : RET000051 - Return of the 4/12/2018'. At the bottom of the page, there are three buttons: 'Reject return' (highlighted in red), 'Confirm Receipt' (highlighted in green), and 'New Credit Note' (dark blue).

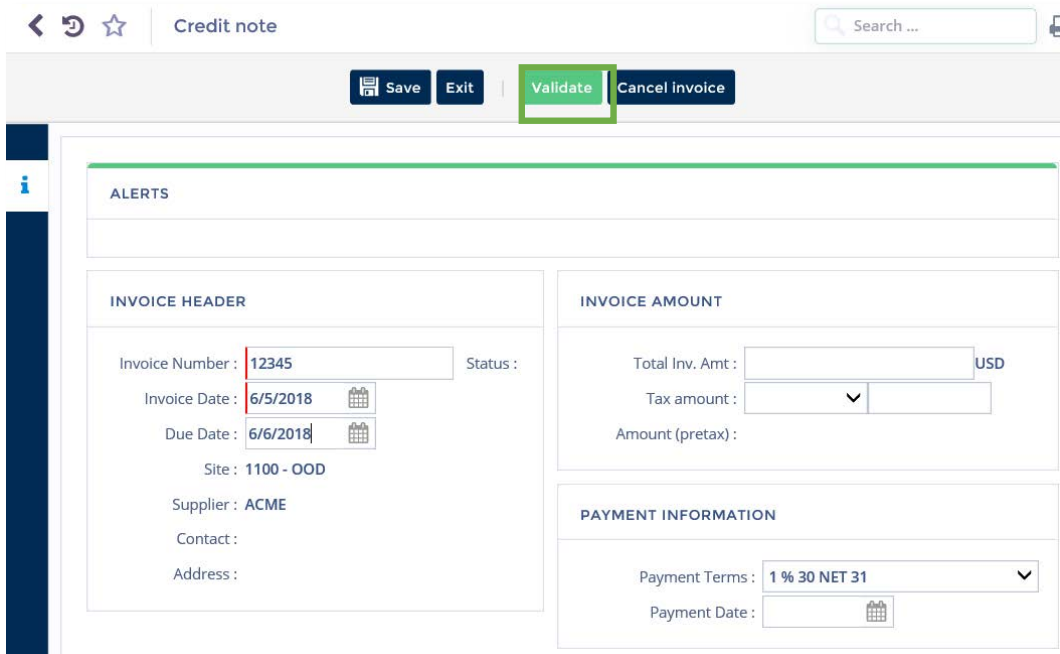
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For items that have already been invoiced, the supplier can choose to issue a credit note. Refer to steps 5-7 for details on how to proceed. If the supplier decides to re-send and replace the goods, they can issue a receipt directly from the original PO. Refer to the Drafting Receipts quick-reference guide for more details on issuing receipts.

5. Click on **New Credit Note** at the top of the page



6. Complete the required fields (Invoice Number and Invoice Date) then click **Validate**.



7. To finalize the return, click **Approve**.

