

Creating a Return

This document is a quick-reference guide for users who need to create returns in the Arizona Procurement Portal (APP). 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/>.

After receiving an order, users may need to return the goods to the supplier if they are defective or damaged. In order to create a return, there must be a receipt for the items that you are trying to return. A return can only be created from a receipt that has been accepted.

Creating a Return

1. From any page in the APP, navigate to the **Procurement** drop-down menu and select **Browse Receipts**.
2. From the Browse Receipts Page, search for the receipt you would like to create a return for by using the search bar. Make sure that the receipt is in “Accepted” status.
3. Open the receipt you would like to create a return for by selecting the **Pencil** icon.
4. Navigate to the banner at the top of the page. Select **Create Return**.



5. You will be redirected to a new page. Fill in the **Return Description** and **Shipping Place**.

HEADER

Receipt Status :

Return Reference :

Receipt Description : Return of the 6/11/2018

Shipping Date : 6/11/2018

Shipping Place :

Supplier : Goodwill Industries of Central Arizona

Order : PO0000000337 - Req. 6/5/2018-Goodwill Industries of Central Arizona

Contract :

6. Click **Save**.
7. Navigate to the Line Item section, and select the pencil icon next to the item you are returning.
8. Edit the quantity you are returning in the **To be returned** field. Click **Save and Close**.

Edit delivery item

Buttons: Save, Save & Close, Close

Item Description : Goodwill Signs [Goodwill Signs](#)

Commodity : Print

Order : PO0000000337 - Req. 6/5/2018-Goodwill Industries of Central Arizona

To be returned : ea.

Price : 20.00 Currency : USD

9. Select **Schedule Return**.



Now, the return has been scheduled and the status of the return will be updated to “Scheduled”. When the return is ready to be shipped, select **Confirm Shipping**.