

# One Council

## Quick Reference Guide

# SUPPLY CHAIN

## Return Goods to Supplier



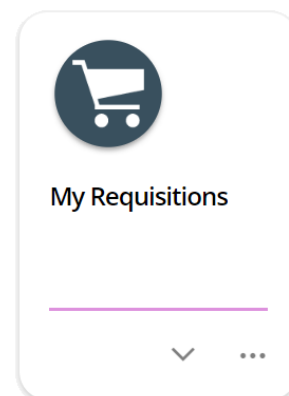
Need help? Ask for your friendly Change Champion

### Overview

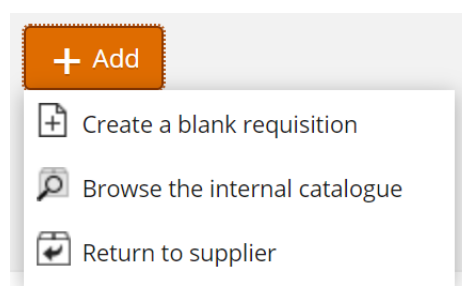
This process creates a return requisition that is not directly related to the original order. This process applies for return of goods after they have already been received and invoiced.

### Create a Return requisition/Return Order

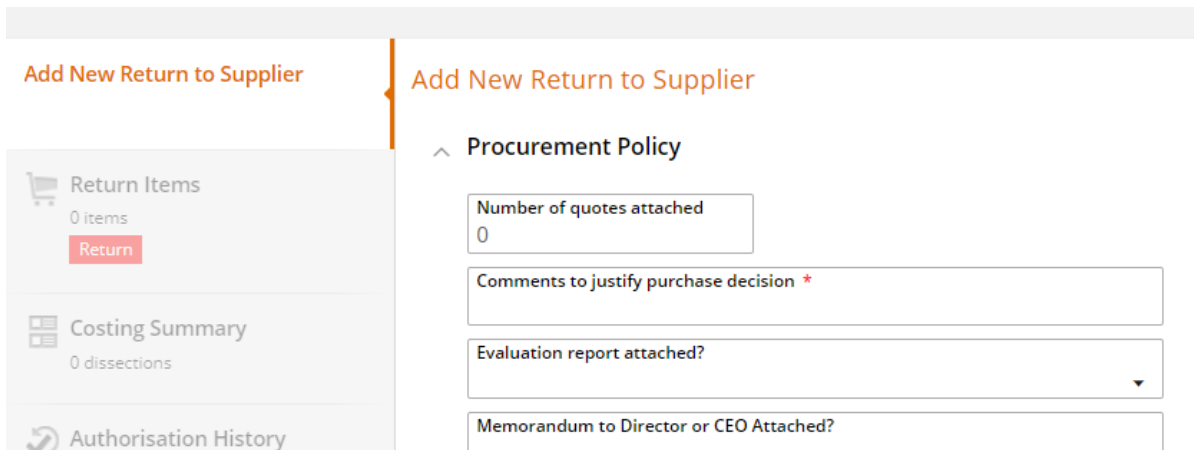
- ① Launch **My Requisitions**
  - Enterprise Search: **My Requisitions** or
  - Go to **All Roles** tab
    - Find Supply Chain Management
    - Select **Purchasing**
    - Select **My Requisitions**



- ② Select **+Add** then select **Return to supplier**

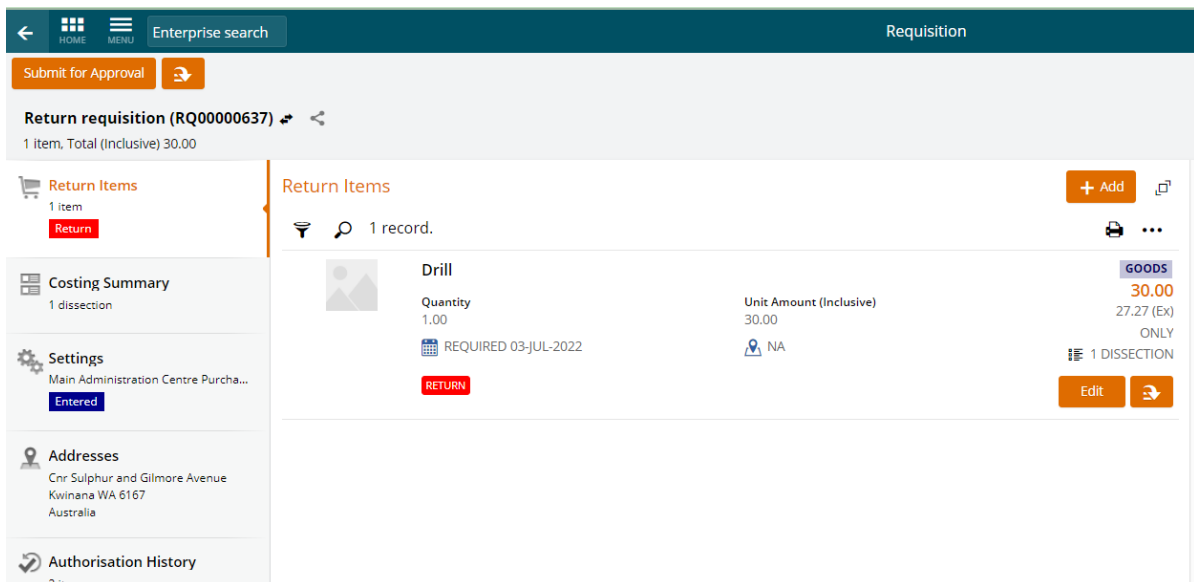
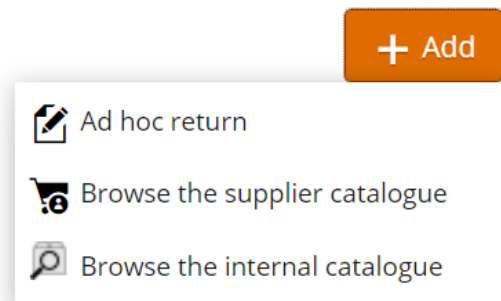


- ③ The **Add New Return to Supplier** settings of the requisition display:
  - Enter details in the same way as when raising a requisition
  - In the **Comments to justify the purchase decision** field, enter "Return of goods/service"
  - Select **Save**



- ④ Select **+Add** then
- **Ad hoc request** or
  - **Browse the internal catalogue** (depending on what it is being returned)

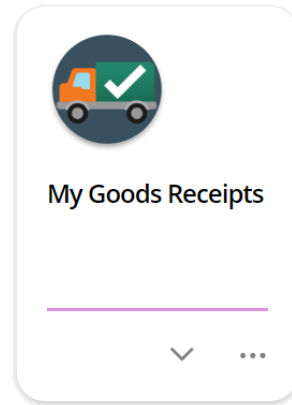
Add the item details and complete all fields



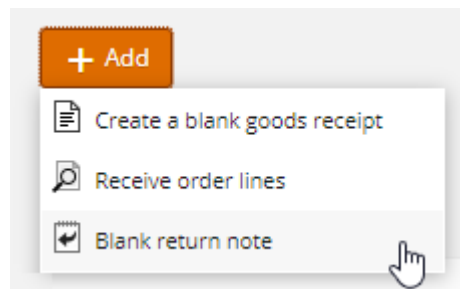
- ⑤ Click **Submit for approval**  
This will create a **return order**

# From My Goods Receipts Create a Return Note

- ① Launch **My Goods Receipts**
  - Enterprise Search: **My Goods Receipts** or
  - Go to **All Roles** tab
    - Find Supply Chain Management
    - Select **Purchasing**
    - Select **My Goods Receipts**



- ② Click **+Add**, then select **Blank return note**



- ③ Add details as required:
  - **Return Comment:** Provide reason for return

**Add New Return Note** [Cancel] [Save]

**General**

Purchasing System \*  
CAUP (Main Purch Location)

Purchasing Location \*  
NA (Not Applicable)

Return User \*  
UAT.01 (UAT.01)

Return Comment

Return Instructions

Supplier Reference 1 \*  
Returned on 24-May-2022

Supplier Reference 2

GST Entry Mode \*  
Inclusive

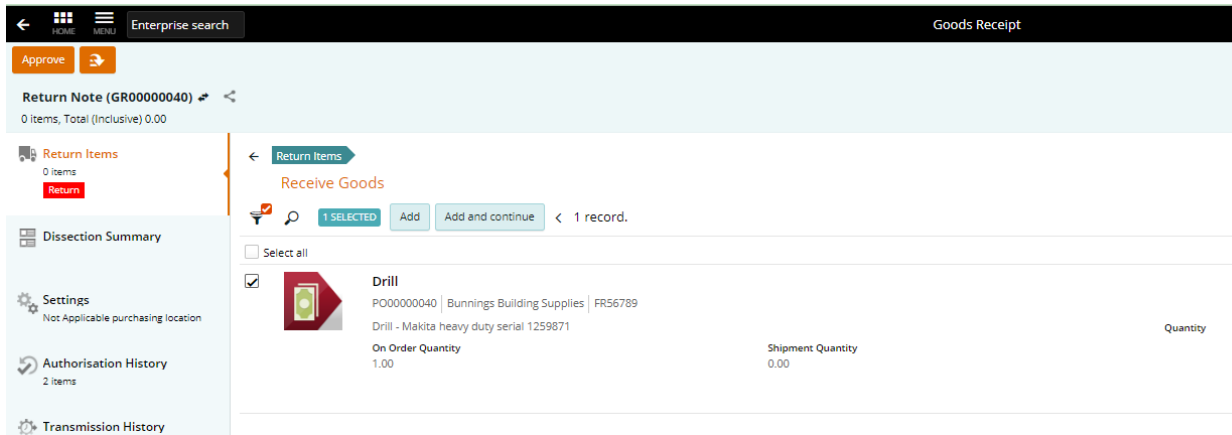
Shipping Note

Return Date \*  
24-May-2022

Return Time \*  
09:48:21

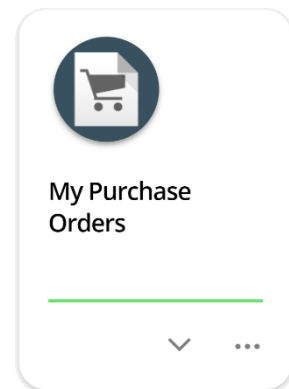
- ④ Select **Save**

- ⑤ Select **+Add** and select the item/s for return  
 Select **Approve** to confirm shipment to the supplier and create the return order



## View Return Order

- ① Launch function:
- Enterprise Search: **My Purchase Orders** or
  - Go to **My** tab
    - Select **My Purchase Orders**



- ② The **return order** is present

This will be available to match against a Supplier Credit Note

RETURN ORDER		FULLY RETURNED				
Bunnings Building Supplies		Order	PO00000040			
Corner Pedlar Circuit & Guild Way ROCKINGHAM WA 6168		Reference				
		Vendor	10400			
		Issued	23-May-2022			
		Required	23-May-2022			
		Currency	AUD			
Comments		Requisition User	Jill Plant			
Attention BUS Bunnings Building Supplies						
<b>Additional Details</b>						
Alternative Address Line 1		Alternative Address Line 2				
Alternative Address Line 3		Alternative City				
Alternative State		Alternative Post Code				
Alternative Country		Alternative Phone				
Alternative Email						
Description	Ordered Qty	Ordered Amount (Inclusive)	Returned Qty	Returned Amount (Inclusive)	Invoiced Qty	Invoiced Amount (Inclusive)
Drill FR56789	1.00	900.00	1.00	900.00	0.00	0.00
<b>Total</b>		900.00		900.00		-