


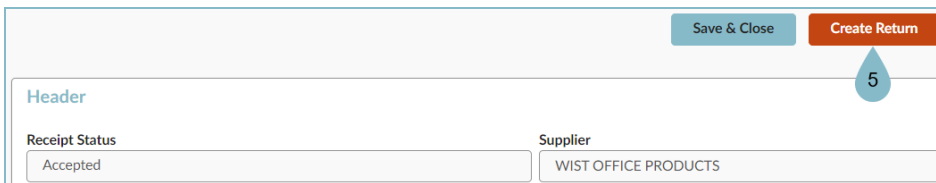
Creating a Return

This document is a quick reference guide for procurement 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 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.

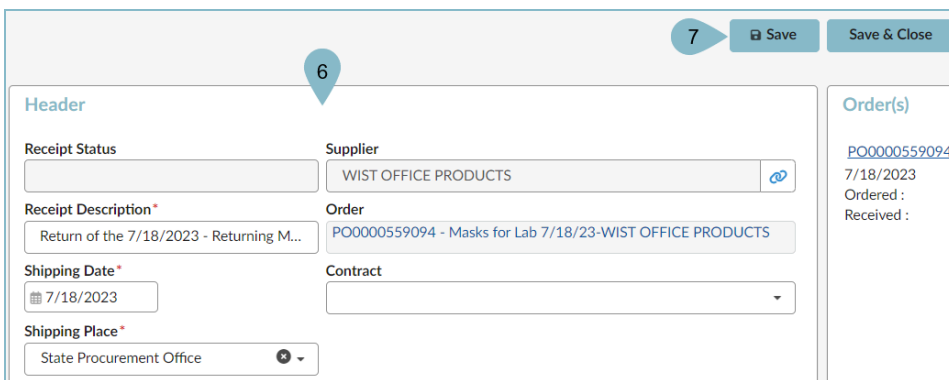
Creating a Return

1. Log into APP
2. Navigate to the **Procurement** dropdown menu and select **Browse Receipts**.
3. In the **Browse Receipts** Page, search for the receipt you would like to create a return for. Make sure that the receipt is in **Accepted** status.
4. Open the receipt you would like to create a return for by clicking the **Pencil**  icon.
5. On the Receipt, click **Create Return**.



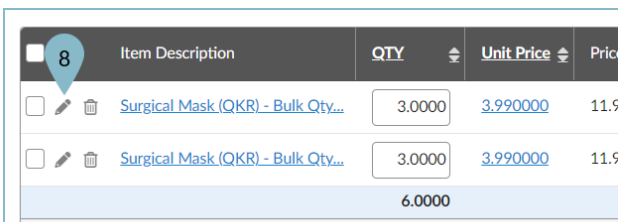
The screenshot shows a form header with two buttons: 'Save & Close' and 'Create Return'. A blue callout bubble with the number 5 is positioned over the 'Create Return' button. Below the buttons, the 'Receipt Status' is set to 'Accepted' and the 'Supplier' is 'WIST OFFICE PRODUCTS'.



6. On the Return page, complete the **Receipt Description** and **Shipping Place**.
7. Click **Save**.



The screenshot shows the 'Create Return' form with several fields. A blue callout bubble with the number 6 points to the 'Receipt Description' field. The 'Supplier' is 'WIST OFFICE PRODUCTS'. The 'Order' field contains 'PO0000559094 - Masks for Lab 7/18/23-WIST OFFICE PRODUCTS'. The 'Shipping Date' is '7/18/2023' and the 'Shipping Place' is 'State Procurement Office'. There are 'Save' and 'Save & Close' buttons at the top right. A sidebar on the right shows 'Order(s)' with details for PO0000559094.

8. Navigate to the **Received** section, and click the **Pencil** icon next to the item you are returning.



	Item Description	QTY	Unit Price	Price
	Surgical Mask (QKR) - Bulk Qty...	3.0000	3.990000	11.9
	Surgical Mask (QKR) - Bulk Qty...	3.0000	3.990000	11.9
		6.0000		

9. On the popup, edit the quantity you are returning in the **Quantity Received** field.
10. Click **Save & Close**.

Edit delivery item

Save Save & Close Close

Item Description
Surgical Mask (QKR) - Bulk Qty - 2-... en [Surgical Mask \(QKR\) - Bulk Qty - 2-5 Day Delivery](#)

Commodity
46182001 - Masks or accessories

Order
PO0000559094 - Masks for Lab 7/18/23-WIST OFFICE PRODUCTS

Quantity Received ⓘ*
9 2 PKG



Ensure you delete the line items you **DO NOT** wish to return by clicking the **Trash**  icon.

11. Click **Schedule Return**.

Save Save & Close Cancel Schedule Return

Header

Receipt Status Draft **Supplier** WIST OFFICE PRODUCTS

Receipt Description* Return of the 7/18/2023 - Returning Masks **Order** PO0000559094 - Masks for Lab 7/18/23-WIST OFFICE PRODU

12. The return has been scheduled and the status of the return will be updated to **Scheduled**.
13. Once the return has been shipped, click **Confirm Shipping**.
14. Once the supplier has received the return, click **Confirm Receipt**.



Returns **DO NOT** add back to the Purchase Order amount.

Resources

Click the link below for more information on the requisition creation processes in APP:

<https://spointra.az.gov/arizona-procurement-portal/app-support/quick-reference-guides-176-upgrade/procure-pay-grgs-176>