ARIZONA
PROCUREMENT PORTAL
QUICK REFERENCE GUIDE

Creating a Return

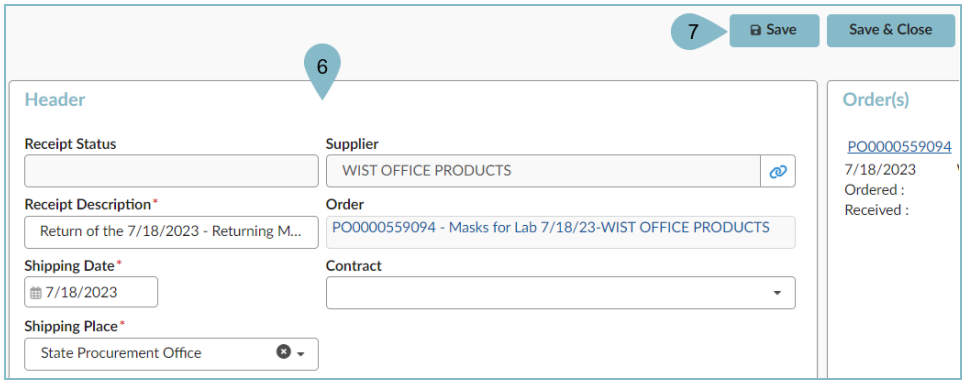
This document is a quick reference guide for procurement users who need to create returns in the Arizona Procurement Portal (APP). If you have any questions, please contact the APP Help Desk at app@azdoa.gov. Additional resources are also available on the SPO website: https://spo.az.gov/.

After receiving an order, users may need to return goods to the supplier if they are defective or damaged. In 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.

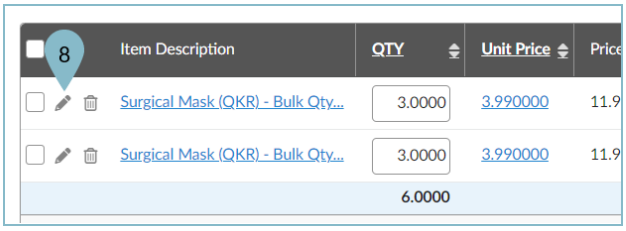
Creating a Return

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**.

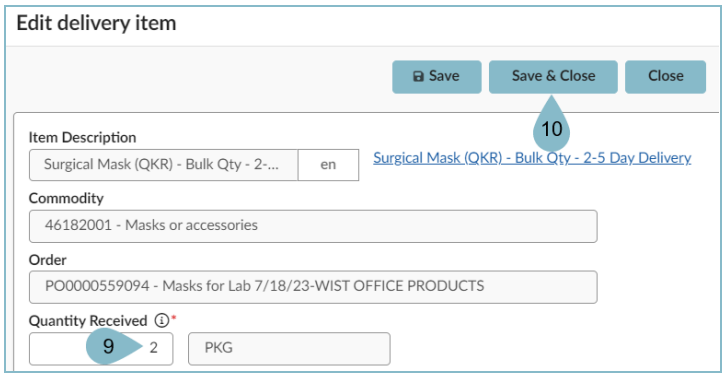
6. On the Return page, complete the **Receipt Description** and **Shipping Place**.
7. Click **Save**.



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

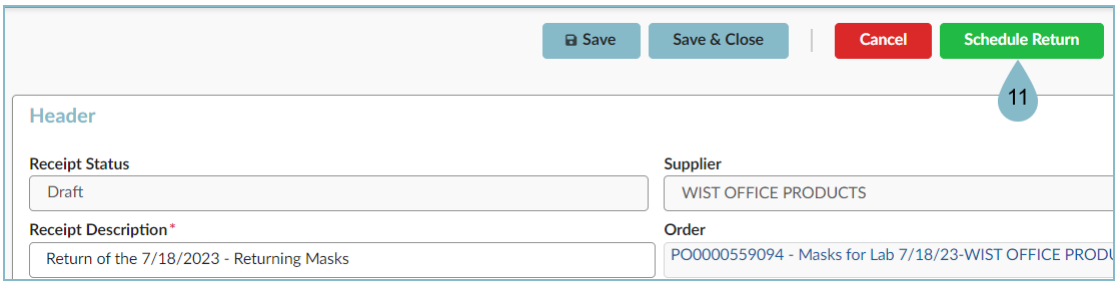


9. On the popup, edit the quantity you are returning in the **Quantity Received** field.
10. Click **Save & Close**.



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

11. Click **Schedule Return**.



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**.

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-qrgs-176