

# 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](mailto: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.

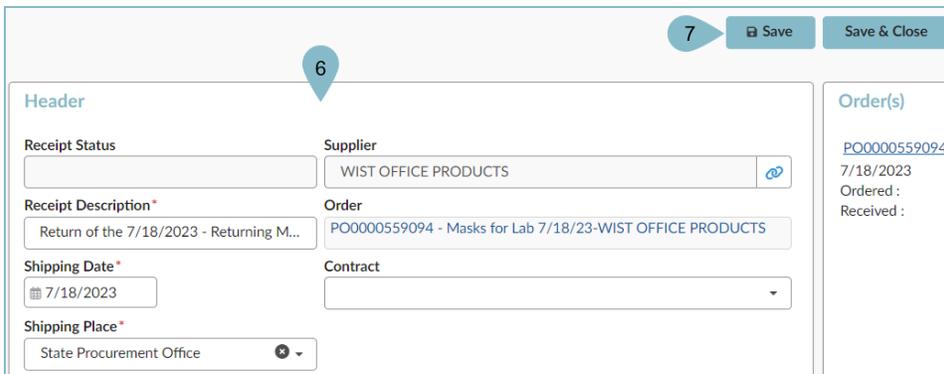
## Creating a Return

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 the top right corner of a receipt page. There are two buttons: a grey 'Save & Close' button and a red 'Create Return' button. A blue callout bubble with the number '5' points to the 'Create Return' button. Below the buttons is a 'Header' section with two fields: 'Receipt Status' (containing 'Accepted') and 'Supplier' (containing '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. A blue callout bubble with the number '6' points to the 'Receipt Description' field. The form includes several fields: 'Receipt Status' (empty), 'Supplier' (WIST OFFICE PRODUCTS), 'Receipt Description\*' (Return of the 7/18/2023 - Returning M...), 'Order' (PO0000559094 - Masks for Lab 7/18/23-WIST OFFICE PRODUCTS), 'Shipping Date\*' (7/18/2023), 'Contract' (empty), and 'Shipping Place\*' (State Procurement Office). On the right side, there is an 'Order(s)' section with details for PO0000559094, including the date 7/18/2023 and 'Ordered : Received :'. At the top right, there are 'Save' and 'Save & Close' buttons. A blue callout bubble with the number '7' points to the 'Save' button.

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



The screenshot shows a table with columns: Item Description, QTY, Unit Price, and Price. A blue callout bubble with the number '8' points to the 'Pencil' icon next to the first item. The table contains two rows of 'Surgical Mask (QKR) - Bulk Qty...' items, each with a quantity of 3.0000 and a unit price of 3.990000. A total row at the bottom shows a quantity of 6.0000.

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  icon.

11. Click **Schedule Return**.

Save Save & Close Cancel Schedule Return

**Header**

<b>Receipt Status</b> Draft	<b>Supplier</b> WIST OFFICE PRODUCTS
<b>Receipt Description</b> * Return of the 7/18/2023 - Returning Masks	<b>Order</b> 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**.

## 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>