

## Returns - Create

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](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 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 Advanced Search window. 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**.

Single Receipt : REC467207 - Cisco RackMounts for Switches

>> Save & Close Create Return

Header Order(s)

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

Create a Return

Save Save & Close

Header Order(s)

Receipt Status	Supplier
	CDW GOVERNMENT INC
Receipt Description *	Order
Return of the 11/9/2020	PO0000246889 - FY21 Rack Mount Equipment for Switches (Reimbursed by MUSL)-CDW GOVERNMENT INC.
Shipping Date *	Contract
11/9/2020	
Shipping Place *	

PO0000246  
9/15/2020  
Ordered :  
Received :

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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 **Quantity Received** field. Ensure you delete the line items you DO NOT wish to return. Click **Save and Close**.
9. Select **Schedule Return**.

Return : RET501474 - Test



10. Now, the return has been scheduled and the status of the return will be updated to **"Scheduled"**.
11. When the return is ready to be shipped, select **Confirm Shipping**.
12. Select **Confirm Receipt**.