Returning Shipments to Vendors

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This guide explains how to process a return for goods purchased from your vendor. It is intended for general users.

When returning items, be sure to follow your internal procedures and your vendor's return policy.

- Locate the PO that initiated the purchase of the items you need to return. Note: You can do this by searching the Purchase Orders module for the PO number or by searching the Purchase Order Items module for specific LICs.
- 2. At the PO record detail view, click **Management** tab > **Shipments** view.
- 3. Click New (💽) > Outgoing Return Shipment.
- 4. At the shipment record, click Edit.
 - Enter the Quantity for each item you are returning.
 - Enter a **Delivery Date**.

For example, this screenshot shows a return shipment for 25 student tablets:

Outgoing Ret	turn Shipmer	nt									Notices 🕘	Emails 🚩	Docs
nipped To		Residen	tial 📃 🖃 🖈	Shipment Info				ł	Purchased	Desc	ription		
ompany >		Contact >		Courier Service	Courie	r Account	#	S	hipping Cost				
earnWright Inc.	Q	Bruce Jansen	Q,	FedEx Ground	9687:	.64			0.00				
hipping Terms	FOB		Value	Package Type	L	W		Н	Weight				
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5. Click Save.

At the confirmation dialog(s), complete the shipment. Once you mark the outgoing shipment as Shipped, aACE updates the inventory counts. You may need to also <u>process a refund from</u> <u>the vendor (https://aace5.knowledgeowl.com/help/processing-refunds-for-vendor-purchases)</u>. aACE Software