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 Ref	turn Shipme	nt							Notic	es 🔒	Emails 🚩	Do	ICS (
Shipped To			Residential		Shipment Info		Purchased	Descri	ption				
Company >		Contact >			Courier Service	Courier Account #	Shipping Cost						
LearnWright Inc.	Q	Bruce Jar	isen	Q,	FedEx Ground	9687164	0.00						
Shipping Terms	FOB			Value	Package Type	L W	H Weight						
FOB	Chicago			0.00	FedEx Large Box	18 × 12 ×	3 20						
Order >	Purchase ()rder >	> Invoice >		Courier Tracking #		Delivery Date	Package	IDs				
	50029				387491568718		01/15/18						
Packing List	de	Descripti	on		Order	Purchase Order	Exp Qty ≫	Quantity	Weight B	in Q.	R	ef #(s) 🕽	¢
Line Item Cod		Student	on : Tablet, 8" :	screen	Order	Purchase Order > 50029	Exp Qty >> 0 >>	Quantity 25	Weight B 375 C		R		
Line Item Cod				screen					-		R		
Line Item Cod		Student		screen					-		R		
Line Item Cod		Student		screen					-		R		
Line Item Cod		Student		screen					-		R		
Packing List C Une Item Coc 1 > Tblt-2		Student		screen					-		R		

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