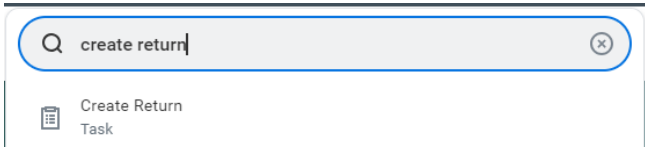


|                         |                                                                                                                                                                                                                                                                                 |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Audience / Role</b>  | Employee                                                                                                                                                                                                                                                                        |
| <b>Description</b>      | This job aid provides instructions to create a return for received goods or services. Kern County employees purchasing from suppliers may create returns for your purchases. This will directly impact Matching Supplier Invoice rules so invoices won't automatically approve. |
| <b>Before You Start</b> | Must have a Purchase Order (PO), Receipt, or Supplier Contract available for Return                                                                                                                                                                                             |

## Create Return

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1</b> | <p>In the Search bar, enter <b>Create Return</b>. In the search results, select the <b>Create Return</b> task.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>2</b> | Under <b>Create Return</b> , select if the return is for a <b>Purchase Order</b> , <b>Supplier Contract</b> , or <b>Receipt</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>3</b> | <p>Under <b>Create Return</b>, complete the fields for this task.</p> <p>Under <b>Summary</b>, enter the following into the fields:</p> <ul style="list-style-type: none"> <li>• <b>Company</b> – defaults to Kern County.</li> <li>• <b>Supplier</b> – confirm Supplier.</li> <li>• <b>Return Reason</b> – select reason from drop down list that best describes return.</li> <li>• <b>Return Date</b> – defaults to today's date, update if necessary.</li> <li>• <b>Supplier Invoice Reference</b> – connect to Supplier Invoice.</li> <li>• <b>Supplier RMA</b> – add if applicable.</li> <li>• <b>Tracking Number</b> – add if applicable.</li> <li>• <b>Restocking Fee</b> – enter restocking fee amount.</li> <li>• <b>Return Ship-To Address</b> – enter address for return.</li> <li>• <b>Pick Up Location</b> – if return is to be picked up, select pick up location.</li> <li>• <b>Memo</b> – provide additional information regarding the return.</li> </ul> |
| <b>4</b> | <p>Under the <b>Good Lines</b> tab, review the lines and update the following fields, if necessary:</p> <ul style="list-style-type: none"> <li>• <b>To Return</b> – quantity of item to return.</li> <li>• <b>Unit Cost</b> – unit cost of item to return.</li> <li>• <b>Memo</b> – reason for return.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>5</b> | <p>Under the <b>Attachments</b> tab, add attachments.</p> <p>You can drag and drop file or click <b>Select files&gt;find and click on the file you want to attach&gt;click open&gt;Successfully Uploaded!</b> message displays.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

|          |                                                                                                                                                                                                                                                                                 |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>To add more than one attachment:<br/>Click <b>Upload</b>&gt;<b>find and click on the new file you want to attach</b>&gt;<b>click open</b>&gt;<b>Successfully Uploaded!</b> message displays.</p> <p>To remove an attachment altogether, click the <b>Trash Can</b> icon.</p> |
| <b>6</b> | Select <b>Submit</b> .                                                                                                                                                                                                                                                          |

## What Happens Next?

- The return request routes for review and approval as listed below:
  - Approval by Purchase Order Buyer or Approval by Supplier Contract Specialist for Supplier Contract

## Related Reports

- Find Returns

## Related Job Aids

- Create Purchase Order
- Create Receipt
- Create Supplier Contract