How to Create a Return

1. Open the **Create Return** task by typing 'create return' into the **Search** bar.
2. Enter the **Receipt** number, hit **Enter** to populate it, and click **OK** to proceed.
    - We recommend using the **Receipt** number rather than the PO number, especially when the PO has multiple receipts. (Remember: you must create a receipt before you can create a return.)
3. In the **Summary** section of the **Create Return** screen, fill in the details:
    - Select a **Return Reason** *(required)*
    - **Return Date** is today's date *(required)*
    - **Supplier Invoice Reference**, **Supplier RMA,** and **Tracking Number** are optional
    - Enter the **Restocking Fee**, if applicable *(check your return document)*
    - For the **Return Ship-To Address**, select the first one in the list
    - **Pick-Up Location** is your office/room number
    - For the **Memo**, enter a brief summary of the return
4. Scroll down to the **Goods Lines** section. For each line item, enter the quantity **To Return**. (For lines where nothing's returned, leave this field at 0.)
5. Click on the **Attachments** tab (next to the **Goods Lines** tab). Upload your credit memo or similar return document here.
6. When finished you can **Submit** your return, **Save for Later**, or **Cancel**.

Notes

- **Returns can only be created for line-item (quantity) POs.**
    - ➢ Blanket POs are credited by creating a Receipt for a negative dollar amount, using the credit memo as the invoice. This will credit the amount back to the PO total.
- **You must create a Receipt before you can create a Return.**
    - ➢ If the item is included on your invoice:
        1. Wait until you get a **Credit Memo** from the supplier,
        2. Create a **Receipt** for the PO as if you had received the item, then
        3. Immediately create a **Return** for the item.

      Even if the item never physically arrived, this is the only way to reconcile the credit memo to the invoice. Workday will not create a Return for an item that has no corresponding Receipt.
    - ➢ If the item <u>is not</u> included on your invoice:
        1. Confirm that the supplier canceled that part of the order and it will not be invoiced.
        2. Create a Receipt for the items you did receive, then ask for the PO to be closed. Returns are not necessary when there is no credit memo to be reconciled.
- **You can add the Create Return task in your Bookmarks menu** for easy access; you can also start a return directly from a PO by using the Related Actions (three dots) menu.