# Create Return

**Overview**

This job aid outlines how to create a return for a purchase. If you made the purchase through a punchout, find the punchout supplier below and follow the steps provided. For a non-catalog purchase, start at the Create Return section below.
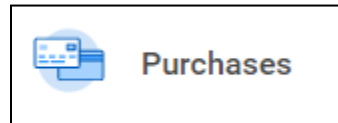
*Security Role(s): Employee as Self*
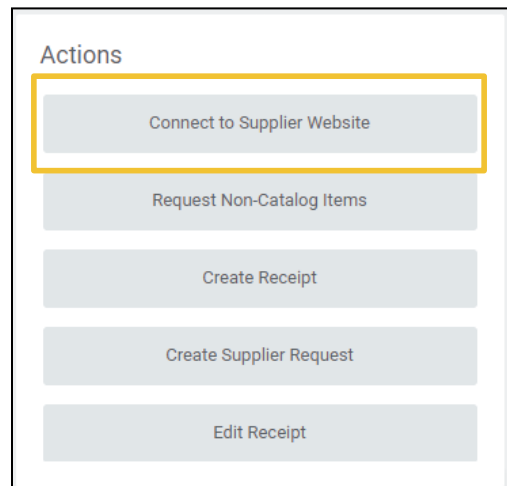
## For Amazon Returns

1. From the Workday Landing Page, select **Menu**.



2. Select the **Purchases** application.



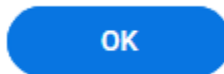3. Under the Actions section, select **Connect to Supplier Website**.

4. On the Connect to Supplier Website page, all the fields will pre-populate based on your Workday account details.



5. Select **OK** to take you to the next page.



6. On the Connect to Supplier Website page, find Amazon and select **Connect** in the far right of the screen, to connect to that Supplier Website.
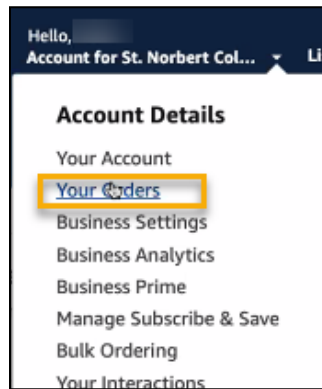
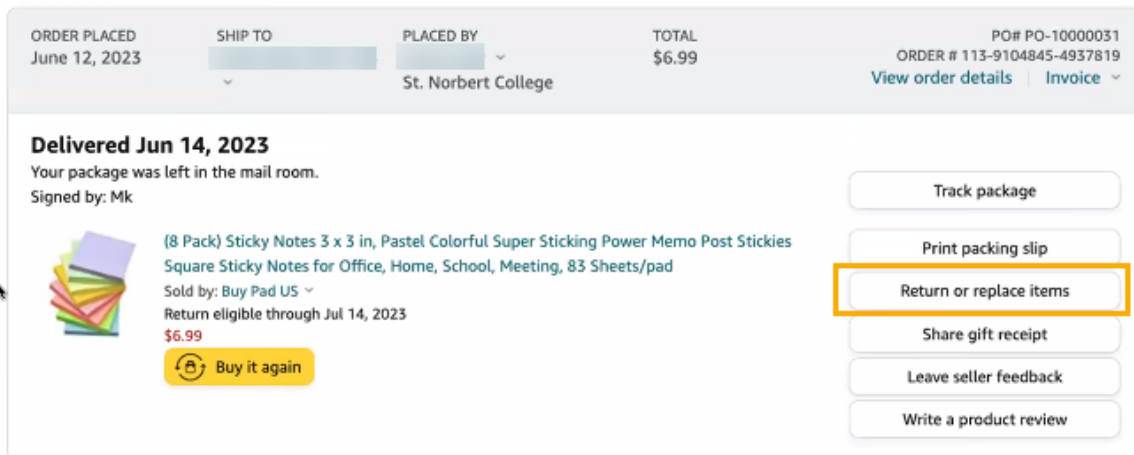7. On the Amazon homepage, hover over the drop down that say "Hello, *name*" and select **Your Orders**.
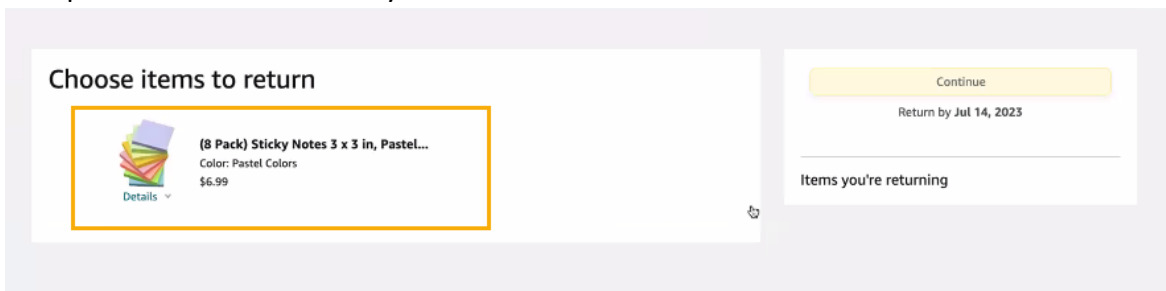


8. You may be prompted to sign in using the password you created when you first did an Amazon punchout. This is not connected to your Workday password.
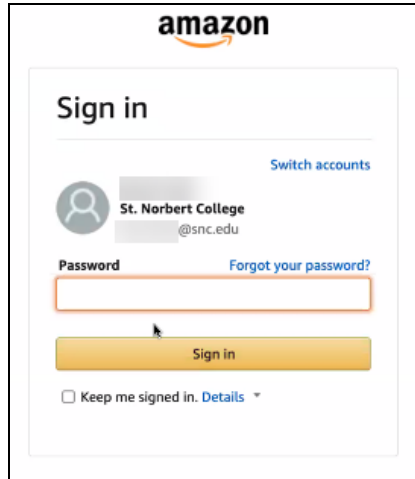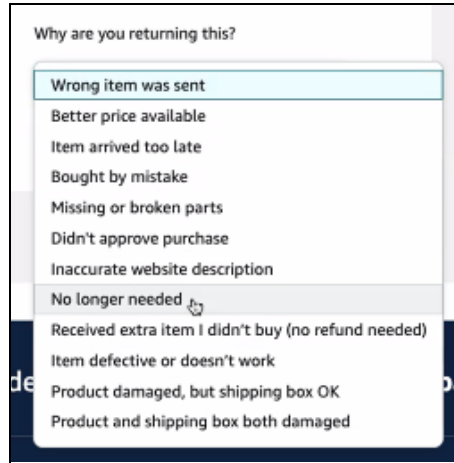
9.  Find the order with the item you want to return and select **Return or replace items**.
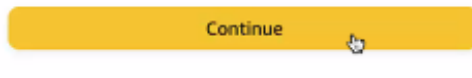


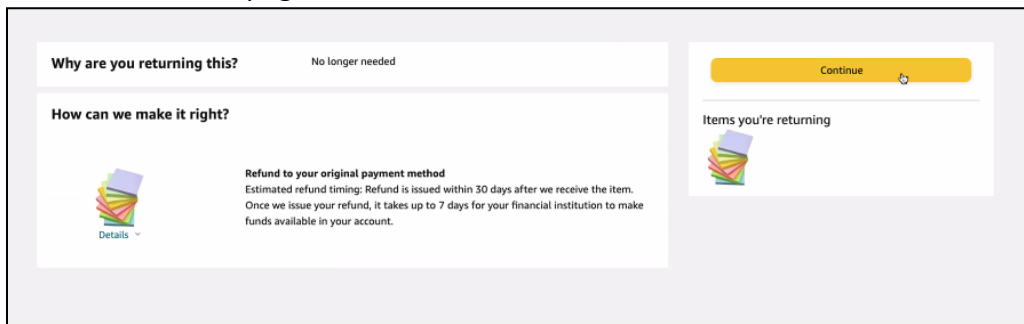10. Select the specific item in the order you want to return.



11. You will be prompted to select a reason for the return.

12. Select **Continue**.



13. Select **Continue** on the refund page as well.



14. Select the return option you wish to use.

15. Select **Confirm your return** once complete.



16. Your next steps will be outlined depending on the return method selected. You will also receive an email with your next steps. The example below is for a UPS Store dropoff.



17. You <u>must</u> continue to the **Create Return** instructions below to complete the return process in Workday
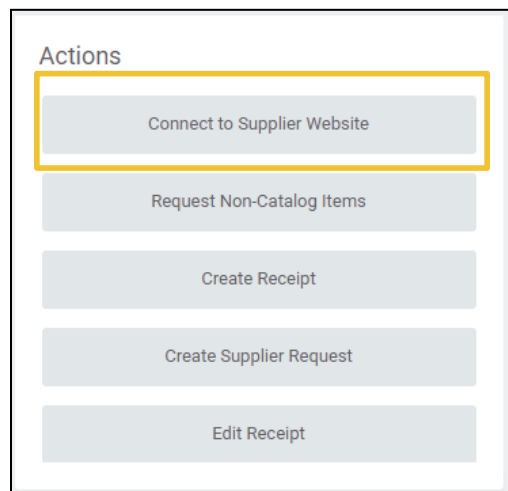
## For Staples Returns

1. From the Workday Landing Page, select **Menu**.

2. Select the **Purchases** application.

3. Under the Actions section, select **Connect to Supplier Website**.

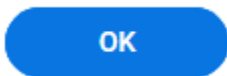4. On the Connect to Supplier Website page, all the fields will pre-populate based on your Workday account details.

5. Select **OK** to take you to the next page.



6. On the Connect to Supplier Website page, find Staples, and select **Connect** in the far right of the screen, to connect to that Supplier Website.
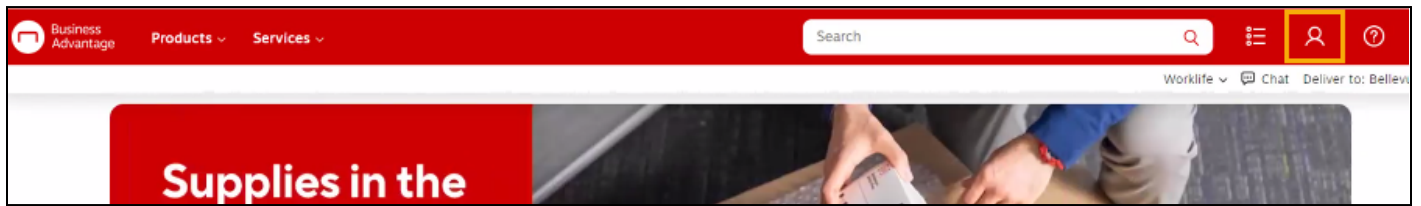
7.  From the homepage, navigate to your profile.



8.  Select **Order History** to view all orders.
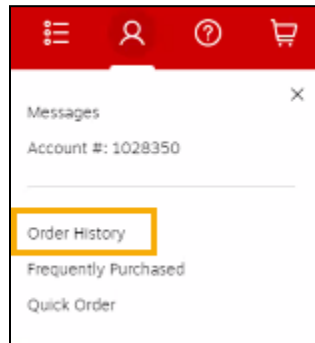


9.  Find the item you want to return and select **Return an item**.



10. Check the item you wish to return.

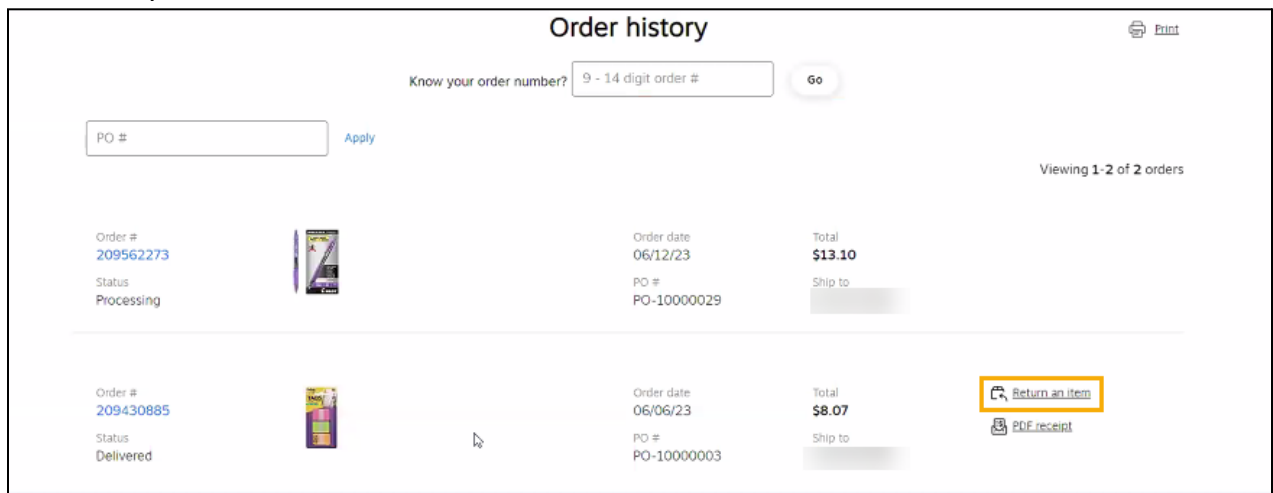11. In the popup, select the reason for return.



12. Select **Submit return**.



13. You will receive an email from Staples detailing how to physically send back your return. Follow the instructions provided in the email.

14. You <u>must</u> continue to the **Create Return** instruction below to complete the return process in Workday

**Create Return** Complete this step after initiating the return with the supplier.

1. From the Workday Landing Page, search for and select the **Create Return** task.
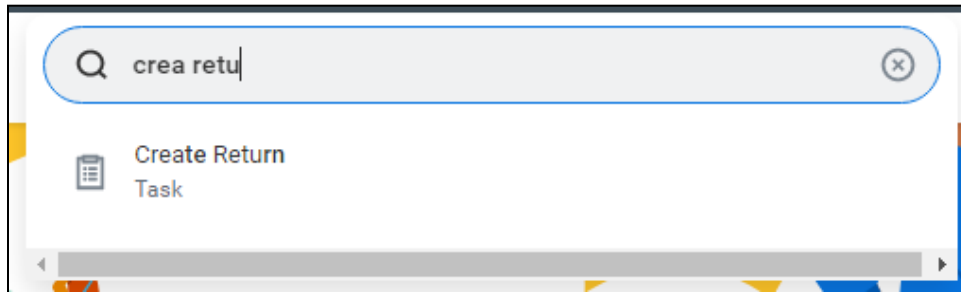


2. Use the menus to find your purchase order or receipt that relates to the return you want to initiate.
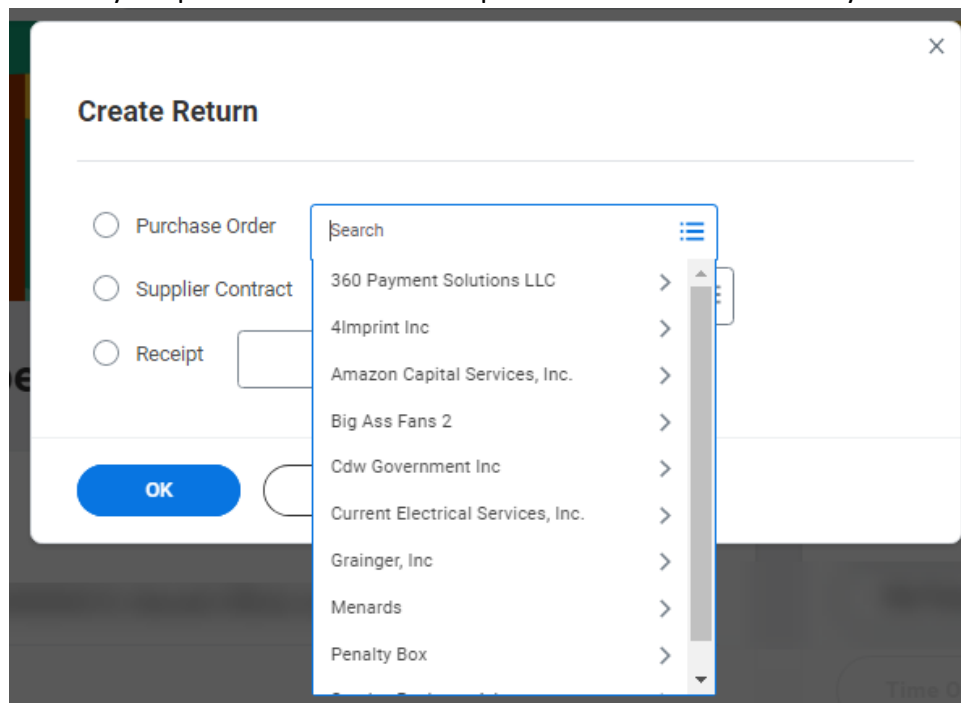


3. Select **Ok**.



4. Enter the appropriate **Return Reason**.

| Return Reason | * | Search |
|---|---|---|
| | | ◯ Damaged Goods |
| | | ◯ Incorrect Item Supplied |
| | | ◯ Overshipment |
| | | ◯ Replacement |

5. Enter the date you are making the return.

| Return Date | * | MM/DD/YYYY 📅 |
|---|---|---|

6. Enter additional information such as the supplier invoice number if available. Enter the **Supplier RMA** if provided by the supplier in the return email.

| Supplier Invoice Reference | |
|---|---|
| Supplier RMA | |
| Restocking Fee | 0.00 |
| Return Ship-To Address | |
| Pick Up Location | |

7. Enter additional information about the reason for return in the **Memo**.

| Memo | |
|---|---|

8. Enter the quantity you are returning in the **To Return** field.

| To Return |
|---|
| 0 |

9. Select **Submit**.

Submit