



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.

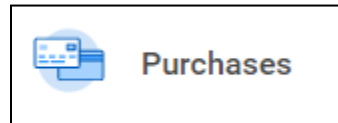
Security Role(s): Employee as Self

For Amazon Returns

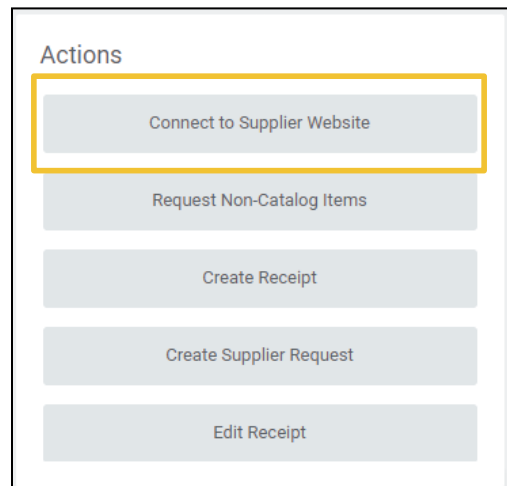
1. From the Workday Landing Page, select **Menu**.



2. Select the **Purchases** application.



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

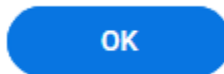


4. On the Connect to Supplier Website page, all the fields will pre-populate based on your Workday account details.

The screenshot shows a form titled "Connect to Supplier Website" with the following fields and values:

- Requester: * x Amy Wirtz ...
- Company: * x St. Norbert College ...
- Currency: * x USD ...
- Requisition Type: (empty)
- Deliver-To: x Main Hall > Main Hall-Rm 219 ...
- Ship-To: * x 100 Grant Street De Pere, WI 54115 United States of America ...
- Program: (empty)
- Gift: (empty)
- Grant: (empty)
- Cost Center: x CC300000 VP for Business and Finance ...
- Additional Worktags: x Functional Expense: Management & General ...
x Fund: FD01 Operating ...
x NACUBO Function: Institutional Support ...

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.

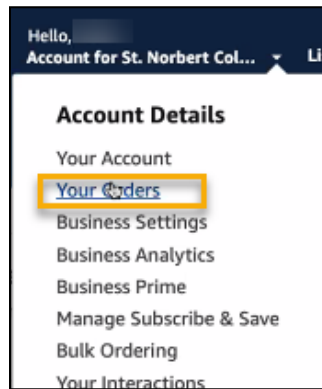
Connect to Supplier Website ⋮ 🛒

Company: St. Norbert College Requester: Amy Wirtz Currency: USD

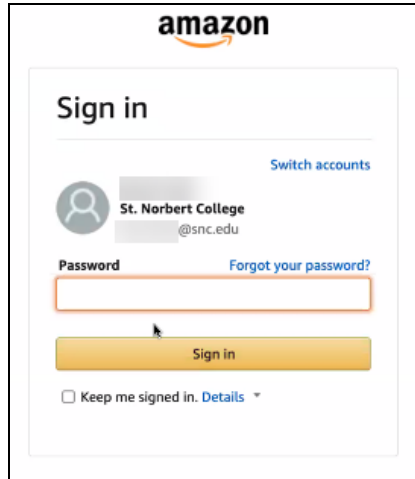
Supplier Websites: 3 items ☰ 📄 🗎

Logo	Supplier Link Name	Multi-Supplier	Supplier	Description	
	Amazon	<input type="checkbox"/>	Amazon Capital Services, Inc.		Connect
	CDW	<input type="checkbox"/>	Cdw Government Inc		Connect
	Staples	<input type="checkbox"/>	Staples Business Advantage		Connect

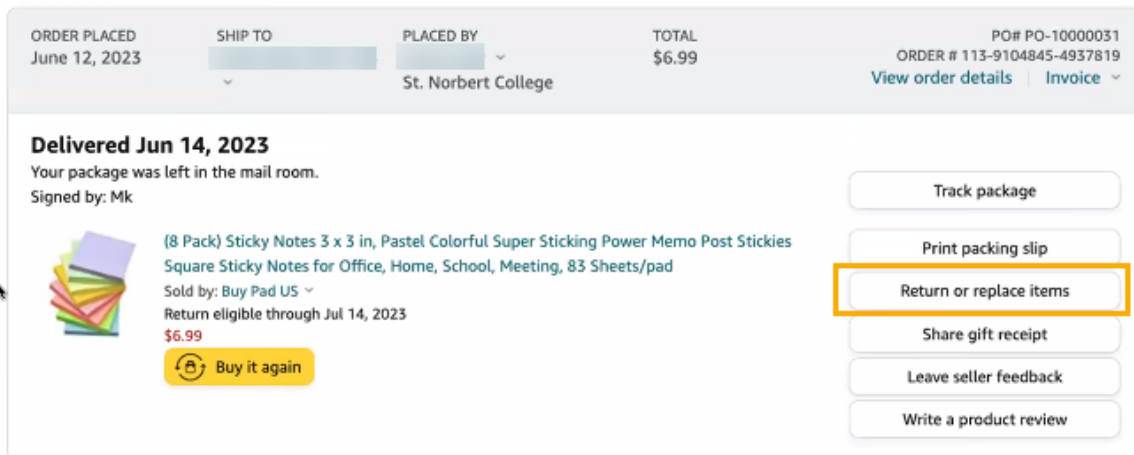
7. On the Amazon homepage, hover over the drop down that say “Hello, *name*” and select **Your Orders**.



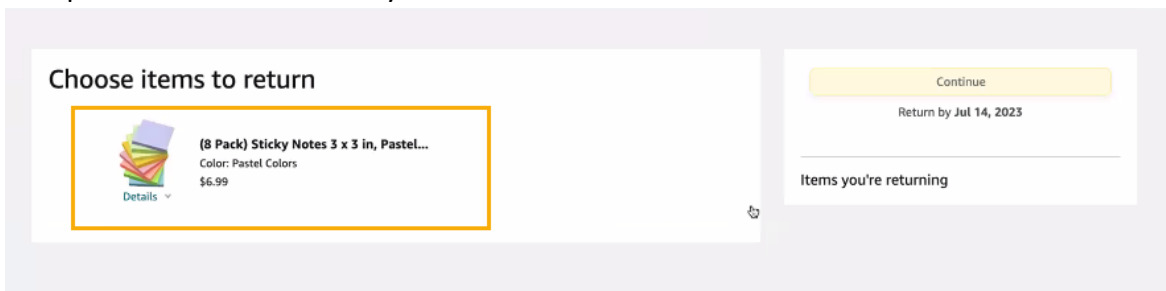
8. You may be prompted to sign in using the password you created when you first did an Amazon punchout. This is not connected to your Workday password.



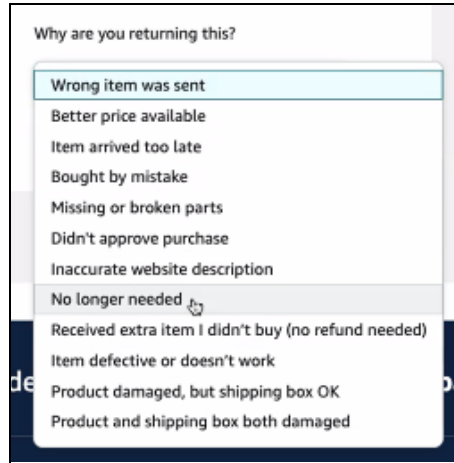
9. Find the order with the item you want to return and select **Return or replace items**.



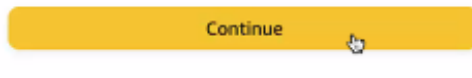
10. Select the specific item in the order you want to return.



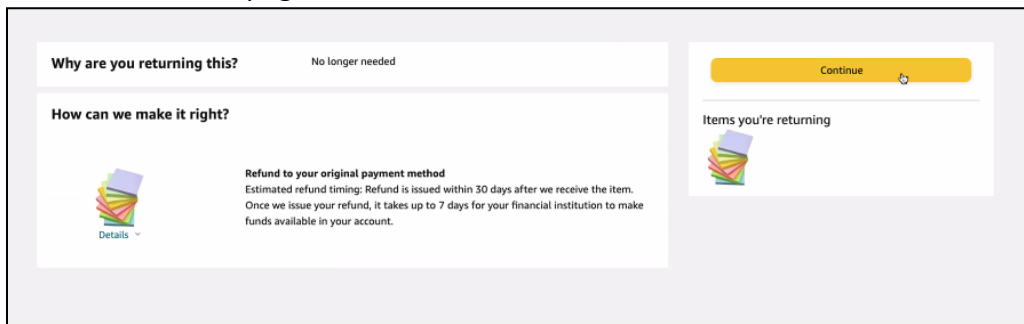
11. You will be prompted to select a reason for the return.



12. Select **Continue**.




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



14. Select the return option you wish to use.

How would you like to return your items?
100 Grant Street, De Pere, WI, 54115 [Change address](#) ▾

1 Help reduce trucks on the road:
No box or label needed return options helps us reduce packaging and to fit more items into shipments, thus reducing trucks on the road!

 [Details](#) ▾

- The UPS Store Dropoff — no box or label needed** **\$0.00**
The UPS Store will pack, label, and ship your return for free. Just bring the item in its original manufacturer's packaging and disassemble the item (if applicable). We'll email you a QR code to ship your return. Show it to a store associate at any The UPS Store.
[Find The UPS Store](#)
Printer not required.
- UPS Dropoff — box and label needed** **\$6.99**
- UPS Pickup — box needed** **\$7.99**


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

Confirm your return
Return by Jul 15, 2023

Refund summary

Refund subtotal	\$6.99
Shipping ▾ (The UPS Store Dropoff — no box or label needed)	\$0.00
Total estimated refund	\$6.99

Items you're returning



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.

Your Return Summary

1 Your Return Code is ready
Return your items to Amazon by Jul 15, 2023. We've emailed these details to you at laura.lear@snc.edu.
If you would like to change your return option, please [cancel](#) and start a new return.

[View return code](#) [Download Return Code](#)

17. You must continue to the **Create Return** instructions below to complete the return process in Workday

For Staples Returns

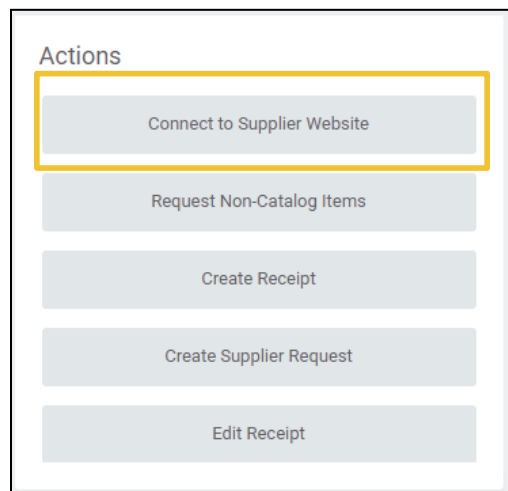
1. From the Workday Landing Page, select **Menu**.



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.

Connect to Supplier Website

Requester *

Company *

Currency *

Requisition Type

Deliver-To

Ship-To *

Program

Gift

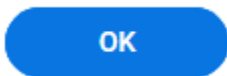
Grant

Cost Center

Additional Worktags

-
-
-

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.

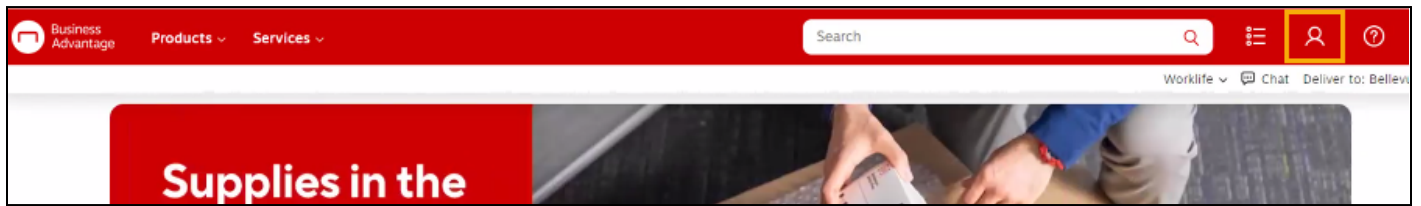
Connect to Supplier Website ...

Company: St. Norbert College Requester: Amy Wirtz Currency: USD

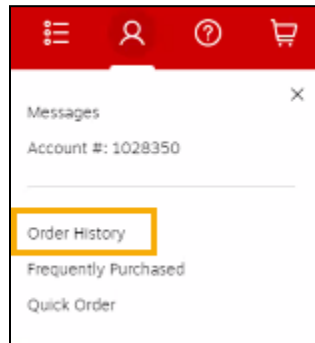
Supplier Websites 3 items

Logo	Supplier Link Name	Multi-Supplier	Supplier	Description	
	Amazon	<input type="checkbox"/>	Amazon Capital Services, Inc.		<input type="button" value="Connect"/>
	CDW	<input type="checkbox"/>	Cdw Government Inc		<input type="button" value="Connect"/>
	Staples	<input type="checkbox"/>	Staples Business Advantage		<input type="button" value="Connect"/>

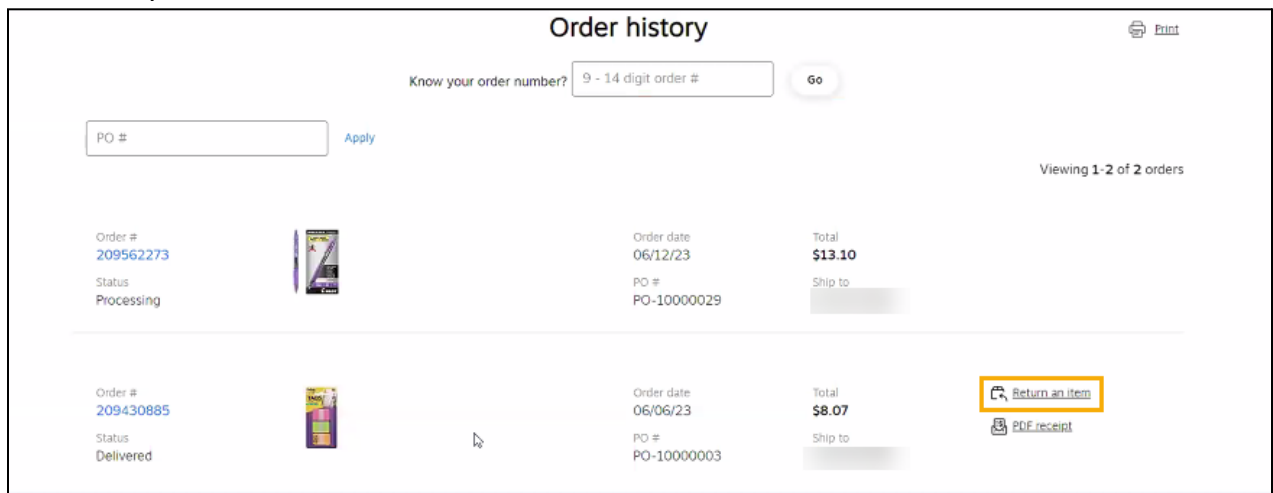
7. From the homepage, navigate to your profile.



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.

Home > Order history > Return an item

Return an item

Order #: 209430885

Need help ⓘ [Submit return](#)

Item return information

Contact information: [Redacted] [Edit contact info](#)

Return pickup address:
100 GRANT STREET
DE PERE, WI 54115

Number of boxes to be picked up:
Please estimate how many boxes your items for return will be.

Post-it Tabs, 1" Wide, Solid, Assorted Colors, 66 Tabs, Dispenser (686-PGO)
Item #: 462642 | Model #: 686PGO | CIN #: 462642
(0 of 1 returned)

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

Select a reason for return

Reason for return (required)

- Ordered wrong item
- Damaged
- Manufacturer's defect
- Received duplicate
- Not as advertised
- Product received too late
- Dissatisfied with item
- Changed my mind
- Wrong item received

12. Select **Submit return**.

Home > Order history > Return an item

Return an item

Order #: 209430885

Need help ⓘ [Submit return](#)

Item return information

Contact information: [Redacted]

Return pickup address:
100 GRANT STREET
DE PERE, WI 54115

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

Home > Order history > Order details

Print

✓ Your return request is processing. You will receive an email detailing your return & refund information at [Redacted]@SNC.EDU. It may take a few moments for your return details to display on this page.

Order #209430885

Order placed: June 06, 2023 at 11:07 AM

Delivered to: (0209430885) 100 Grant Street, De Pere, WI 54115 Delivered on: Jun 07, 2023

Order Placed Jun 06 Shipped Jun 06 Out for delivery Jun 07 Delivered Jun 07

[Track this item](#) 1 item

Carrier: Staples Fleet Signed by: R Hjord

Order summary

[Receipt \(pdf\)](#)

Merchandise total	\$8.07
Shipping	Free
Tax	\$0.00
Order total	\$8.07

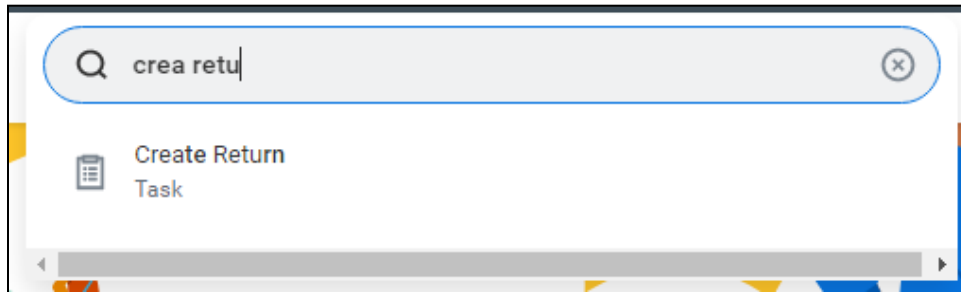
Accounting information

Budget Center
PO-10000003
PO
PO-10000003

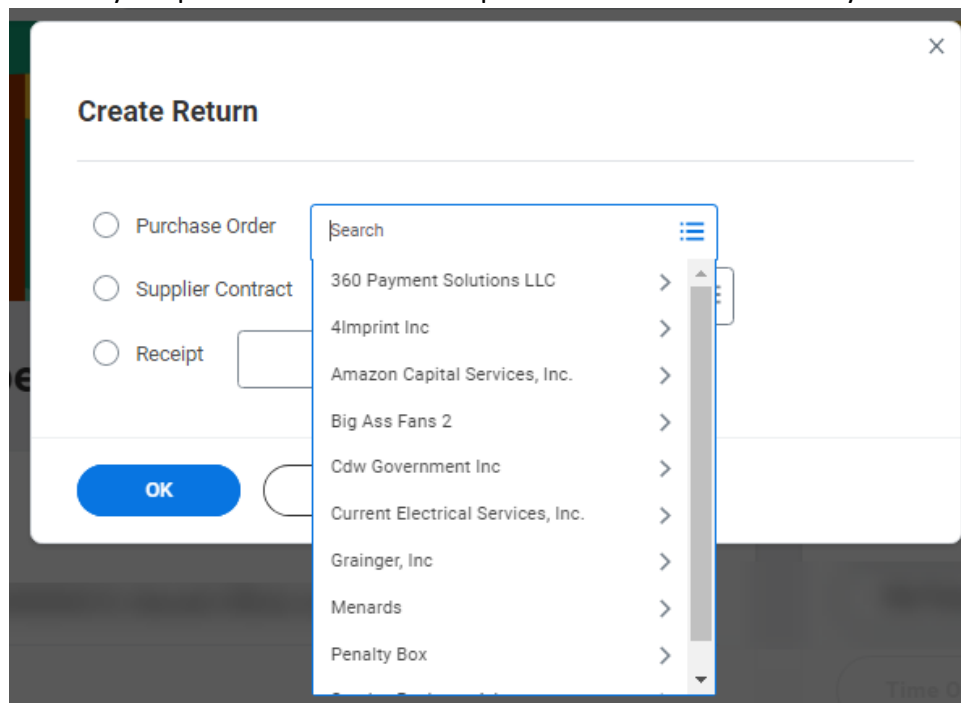
14. You must continue to the **Create Return** instruction below to complete the return process in Workday

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	☰
	<input type="radio"/> Damaged Goods	
	<input type="radio"/> Incorrect Item Supplied	
	<input type="radio"/> Overshipment	
	<input type="radio"/> Replacement	

5. Enter the date you are making the return.

Return Date *	MM/DD/YYYY	📅
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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	<input type="text"/>	☰
Supplier RMA	<input type="text"/>	
Restocking Fee	0.00	
Return Ship-To Address	<input type="text"/>	☰
Pick Up Location	<input type="text"/>	☰

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

Memo	<input type="text"/>
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8. Enter the quantity you are returning in the **To Return** field.

To Return
<input type="text" value="0"/>

9. Select **Submit**.

Submit

LAST UPDATED DATE: 6/23/2023