

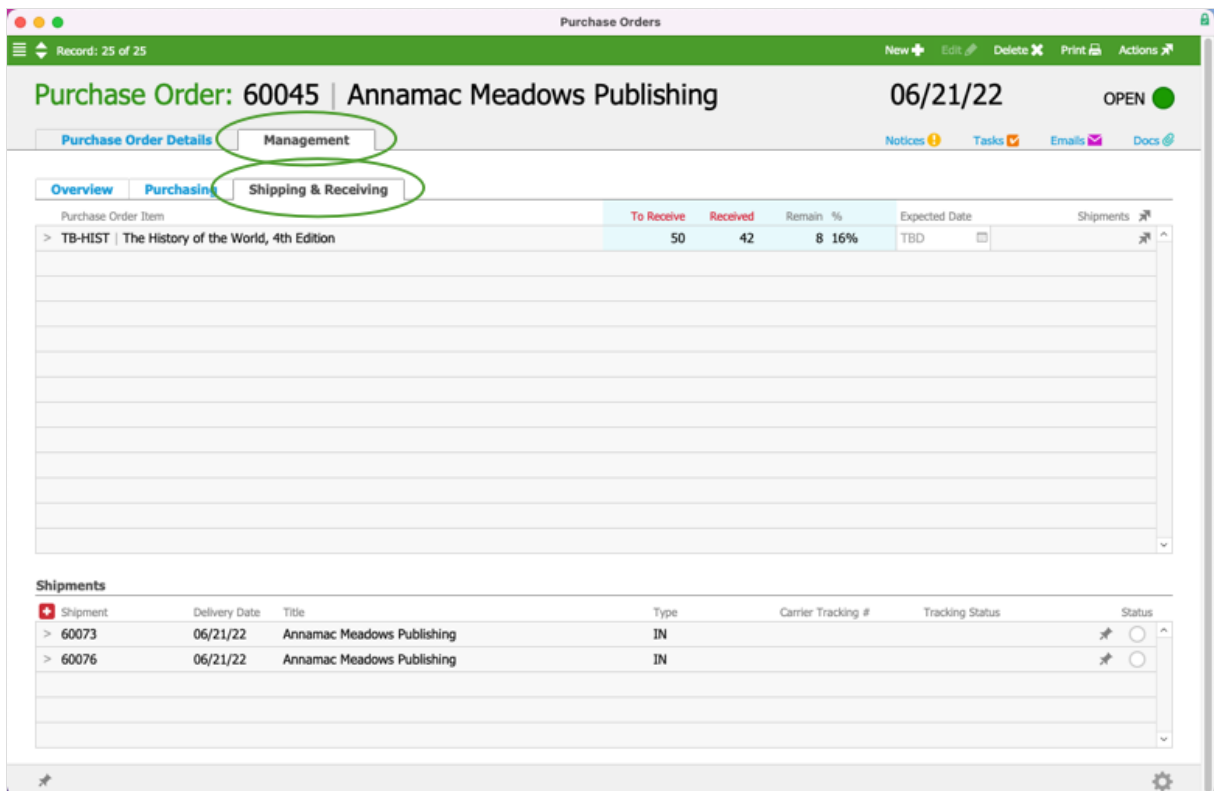
Returning Shipments to Vendors



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This guide explains how to process records when you return 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.

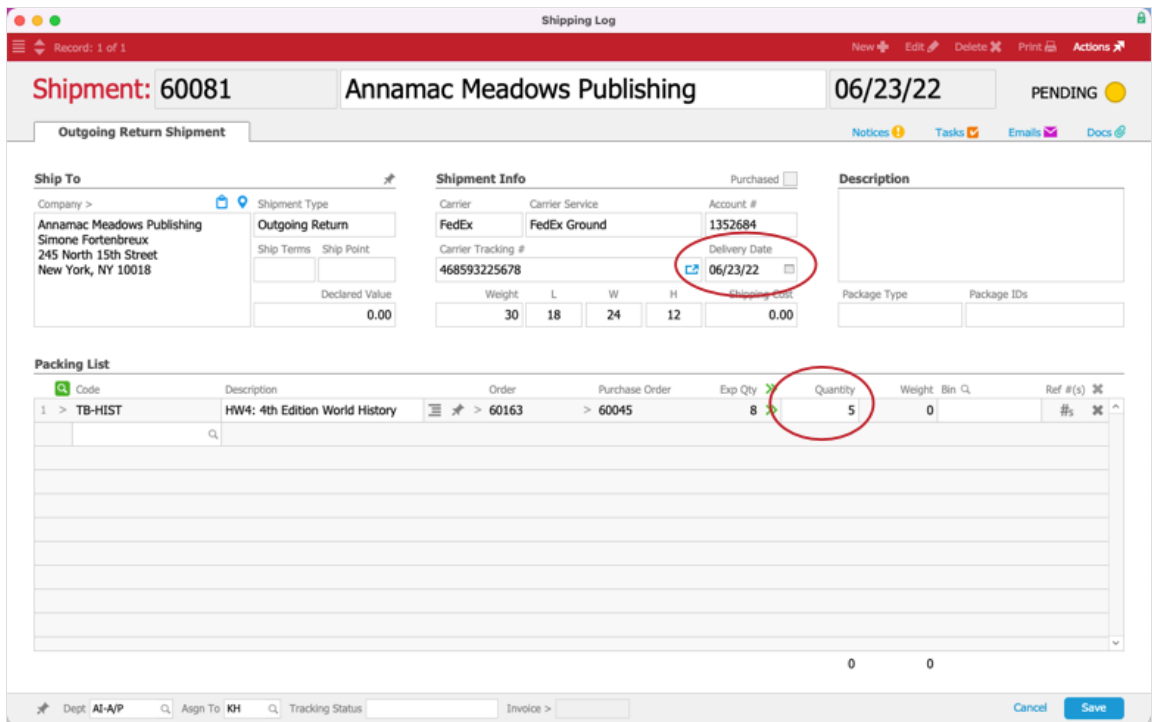
1. Locate the purchase order (PO) used to initiate the purchase for the items you need to return. You can do this from either:
 - o **Main Menu > Accts Payable > Purchase Orders**
 - o **Main Menu > Accts Payable > Details > Purchase Order Items**
2. Use the [Quick Search](https://aace6.knowledgeowl.com/help/using-the-quick-search-bar) (<https://aace6.knowledgeowl.com/help/using-the-quick-search-bar>) bar to locate the desired PO.
3. If the PO is closed, click **Actions > Open > Reopen**.
4. At the PO record detail view, click **Management tab > Shipping & Receiving tab**.



5. You can generate a return shipment in multiple ways:
 - o Return all items – Click the list-level **Actions** () > **Generate Outgoing Return Shipment**.
 - o Return a single item – Click the item-level **Actions** () > **Return Item**.

6. At the shipment record detail view:

- o Enter a **Delivery Date**.
- o Enter the **Quantity** for each item you are returning.



If there are other items in the Packing List which are not being returned, click the X icon to remove them from the record.

7. Click **Save** and **Yes**.

Once aACE marks the outgoing shipment as Shipped, it also [updates the inventory counts](https://aace6.knowledgeowl.com/help/following-an-example-of-inventory-flow) (<https://aace6.knowledgeowl.com/help/following-an-example-of-inventory-flow>). After you return items, you may need to also [process a refund from the vendor](https://aace6.knowledgeowl.com/help/processing-refunds-for-vendor-purchases) (<https://aace6.knowledgeowl.com/help/processing-refunds-for-vendor-purchases>).