Creating a Return to Vendor (RTV)

All product(s) that is returned to the vendor should be recorded in the PeopleSoft Financials system via the RTV (Return to Vendor) module. This information will be utilized by the Accounts Payable staff to ensure that the department receives credit from the vendor for the return.

IMPORTANT: Before creating an RTV, call the Vendor to obtain authorization to return goods. Many vendors will issue a Return Merchandise Authorization (RMA) Number. When contacting the vendor, be sure to note the date, name and phone number of individual who authorized the return. If the vendor does not issue an RMA number, the contact person’s name can be noted on the RTV.

Navigate to eProcurement > Manage Requisitions

Enter the Requisition ID
Request Status: user the drop down arrow to pick Received

Click Search

Requisition will be returned

Click arrow on the drop down box “Select Action”, to choose Return to Vendor

Click Go
Enter the Quantity to be returned

Click arrow on the drop down box “Action “to choose credit or replace

*Return Reason

Click on the under Return Reason

Pop up window will appear
Look Up Return Reason

Search by: **Reason Code** begins with

[Look Up] [Cancel] [Advanced Lookup]

**Search Results**

<table>
<thead>
<tr>
<th>View</th>
<th>All</th>
<th>First</th>
<th>1-6 of 6</th>
<th>Last</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reason Code</strong></td>
<td><strong>Description</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DAMGED</td>
<td>Damaged Goods</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EARLY</td>
<td>Failed Inspection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FAIL</td>
<td>Failed Inspection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>INC</td>
<td>Incomplete Shipment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LATE</td>
<td>Late Shipment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WRG</td>
<td>Wrong Goods or Service</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Click on the reason for your return

New Return to Vendor

**Entered:** 03/05/2009 **User ID:** REQENT

You have requested to return to the vendor the following items. Please fill in the information below. If you have obtained a Return Material Authorization (RMA) number from the vendor, please enter it below.

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Return Qty</th>
<th>Ship Qty</th>
<th>*Action</th>
<th>*Return Reason</th>
<th>RMA No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lab Items</td>
<td></td>
<td>1</td>
<td>Credit</td>
<td>DAMGED</td>
<td></td>
</tr>
</tbody>
</table>

**Shipment and Vendor Information**

If you have shipped the returned quantity to the vendor, please click:

**Ship RTV**

**Ship Via:**

**Vendor:** Amersham Biosciences Inc

[Save Return to Vendor]

Return to Manage Requisitions  Return to Receiving  Inquire Return to Vendors

Enter the RMA No obtained from the vendor if applicable

Click on the RTV details icon
**Item Detail**

The following is the receipt information for the selected item.

<table>
<thead>
<tr>
<th>Receipt No</th>
<th>Item ID</th>
<th>Item Description</th>
<th>Accept Qty Available for Return</th>
</tr>
</thead>
<tbody>
<tr>
<td>5000059014</td>
<td>Lab Items</td>
<td></td>
<td>1.0000</td>
</tr>
</tbody>
</table>

[Return to Previous Page](#)

The Receipt information is available for review

Click on the link “Return to Previous Page”

Click on the Ship Via drop down box to choose how the return will be sent
The following message will appear

This will set the Shipped Quantity equal to Return Quantity. Do you really want this? (10302,51)

[Yes] [No]

Click [Yes]

**New Return to Vendor**

**Entered:** 03/05/2009  **User ID:** REQENT

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<tr>
<th>Item Description</th>
<th>Return Qty</th>
<th>Ship Qty</th>
<th>Action</th>
<th>Return Reason</th>
<th>RMA No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lab Items</td>
<td>1.0000</td>
<td>1.0000</td>
<td>Credit</td>
<td>DAMGED</td>
<td>125</td>
</tr>
</tbody>
</table>

**Shipment and Vendor Information**

If you have shipped the returned quantity to the vendor, please click:

[Ship RTV]

**Ship Via:** DHL Worldwide
**Vendor:** Amersham Biosciences Inc

Click [Save Return to Vendor]
Return to Vendor Saved Successfully

Return To Vendor #: 9000000012

Your return to vendor request has been saved with the following items:

<table>
<thead>
<tr>
<th>Line</th>
<th>Item Description</th>
<th>Return Qty</th>
<th>Ship Qty</th>
<th>Receipt No</th>
<th>PO No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Lab Items</td>
<td>1.0000</td>
<td>1.0000</td>
<td>5000059014</td>
<td>3000102990</td>
</tr>
</tbody>
</table>

Return to Manage Requisitions  Return to Receiving  Return to RTV

Return to Vendor has successfully been created and saved.