



# Returns

Supplier User Guide

# Accept / reject returns request (if not auto-accept)

1 Click on one of these options to view and approve returns requests sent by POL.

The screenshot shows the POST OFFICE supplier portal dashboard. The left sidebar contains navigation options: Procurement, Dashboard, My Orders, My Invoices, My Payments, My Returns, My Credit Notes, My Products, and My Account. The 'My Returns' option is highlighted with a red box and a yellow arrow pointing to it. A dropdown menu is open under 'My Returns', showing 'Approve Return Requests' (highlighted with a red box and a yellow arrow), 'Rejected Returns', 'Scheduled Returns', and 'Completed Returns'. The main dashboard area shows a welcome message 'Hi Percy, welcome back' and a row of quicklinks: Acknowledge Orders, Invoices, Approve Return Requests, Manage Catalogue, and Company Profile. Below the quicklinks, there is a calendar for March 2020 and an 'Order Management Alerts' section. The 'Returns Requests : 1 (0)' alert is highlighted with a red box and a yellow arrow.

# Accept / reject returns requests (if not auto-accept) cont.

1

Click 'Select' to approve or reject the returns request.

2

Click 'View' to view the returns request.

POST OFFICE

Procurement

Dashboard

My Orders

My Invoices

My Payments

My Returns

My Credit Notes

My Products

My Account

Returns Requests

Search For:  Date: Last 14 days Search Reset


Items per page: 20 Customise

Page 1 of 1 of 1 records returned.

Reference	PO	Date	Status	Net Total
9000000508	6700000662	10 Mar 2020	Waiting_Approval	2,000.00

Select View


# Accept / reject returns request (if not auto-accept) cont.

Return Requests 

Accept Reject Exit

Header Details

GBP - Pound sterling Show Conversion Download Print Customise

Line No.	Line Status	Part No./ Service Reference	Desc.	UOM	Qty	Unit Price	Remaining Over.	Del. Returns	Return Reason	Collection Date	Currently Invoiced	Notes Del By	Traceability
1	Waiting Approval	BL235	Lauren full day	EA	2	1,000.00 GBP	0	0	Damaged Goods	11/03/2020	0	11 Mar 2020	

Tax Type	Tax Amount	Tax Code	Tax Notes	Net Total
VAT@20.00% on 2,000.00 GBP	400.00 GBP	VS	None	2,000.00 GBP
				Total Tax 400.00 GBP
				Gross Total 2,400.00 GBP

Accept Reject Exit

1 Change the currency here.

2 Change the return date and reason here.

3 Select 'Accept' or 'Reject'.