



[Shopping Tool and Receiving System]

Procedure for returns and replacements

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If an item needs to be returned to a vendor, follow the steps below.

Purchaser will contact the vendor and arrange for return of item.

There are three basic methods used for handling returns:

1. Replacement at no charge:
 - In STARS, receive the item and enter internal note regarding return and no charge replacement
 - AP will pay the original invoice

2. Return for credit only:
 - In STARS, receive the item and enter internal note regarding return and credit
 - AP will pay the original invoice and apply the subsequent credit memo

3. Replacement with a different item: *(in this scenario you will receive the invoice and a credit to apply to the original PO. The rebill invoice will apply to the new PO created for the replacement item(s)).*
 - In STARS, receive the item and enter internal note regarding return and pending credit memo
 - In STARS, create a new PO for the replacement item and use internal note to reference original PO number
 - AP will pay the original invoice
 - In STARS, once you receive the replacement, enter the receipt of the item(s) under the new PO that was created for the replacement
 - AP will apply the credit memo to the original PO, and then pay the replacement invoice for the new item