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Resources

TraceLink University

Return Authorization Requests

Return authorization request can be used to inform their Partners of the contents of a shipment, and the notices also allow these companies to comply with government regulations or recommendations for sharing serialized data about shipments.

Create and submit return authorization request

Perform this task to create and submit return authorization request.

Create and submit a new return authorization request

1. Select a [MPL Network] from the Network drop-down in the header.
2. Select a Team (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
3. Select Commerce - Customer from the left menu.



Partners must have the correct roles assigned by using the owner's instance of Multienterprise Information Network Tower.


4. Select Return Authorizations Requests.

5. Select the New  button.

6. Enter the return authorization request number in the Return Number field.

7. Select the Save  button.

The screen refreshes with the saved return authorizations request in the draft state.

8. Select the Edit  button.
9. In the Transaction Information section, select Submitted from the Process Status drop down.
10. In the Return Information section fill in the following fields:
 - a. Return Number field - . A unique identifier of the return authorization. This field auto populates the value entered in New Return Request screen.
 - b. Return Issue Date field - The date at which the return is initiated.
 - c. Return Disposition Code field - The unique identifier code used for returned goods or products.
 - d. Return Request Reason Code drop-down - The reason code for the return request.
 - e. Is Special Requirement switch - Indicates whether the request is a special requirement. Set the switch to True.
11. In the Reference Transaction section:
 - a. Select the Add **+** icon. At least one reference transaction is required to submit a return request.
 - b. In the New Reference Transaction panel, fill in the following fields under Reference Transaction Information:
 - i. Transaction Type drop-down - The type of transaction used.
 - ii. Transaction Number field - The unique identifier number of the transaction.
 - iii. Transaction Date field - The start date of the transaction.
 - iv. Line Item Number field - The number of the line item.
 - c. Select Apply.

12. In the **Customer and Supplier** section, fill in the following fields under Customer group:

- a. Company type-ahead field – The name of the company submitting the return request, acting as the buyer of the goods. This field pulls from the Owner's company and location master data.

The remaining Customer fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owners master data, the company name must be entered manually.

- b. Address 1 field – The address of the particular location.
- c. Address 2 field – Any additional address information.
- d. Country drop-down – The two-letter country code with country name for this location.
- e. State field – The state or region for this location.
- f. City field – The city for this location.
- g. Postal Code field – The postal code for this location's main address.
- h. Contact Telephone Number field – The company or location's phone number.
- i. Contact Fax Number field – The company or location's fax number
- j. Party ID Type drop-down – The identifier type used for this company or location.
- k. Party ID Value field – The value associated with the identifier type.

13. In the **Customer and Supplier** section, fill in the following fields under Supplier group:

- a. Company type-ahead field – The name of the company receiving the return request, serving as the supplier of the goods. This field pulls from the Owner's company and location master data.

The remaining Supplier fields are auto populated with the values from the company or location's master data entry. If the name of the supplier is not present in the Owners master data, the supplier name must be entered manually.

- b. Address 1 field - The address of the particular location.
- c. Address 2 field - Any additional address information.
- d. Country drop-down - The two-letter country code with country name for this location.
- e. State field - The state or region for this location.
- f. City field - The city for this location.
- g. Postal Code field - The postal code for this location's main address.
- h. Contact Telephone Number field - The company or location's phone number.
- i. Contact Fax Number field - The company or location's fax number
- j. Party ID Type drop-down - The identifier type used for this company or location.
- k. Party ID Value field - The value associated with the identifier type.

14. In the Ship to Location and Bill To Location section, in the Ship To Location group fill in the following fields:

- a. Location type-ahead field - The name of the company location where the supplier will ship the actual goods. This field pulls from the Owner's company and location master data.

The remaining Ship to Location fields in the section are auto populated with the values from the company or location's master data entry. If the company name is not present in the Owners master data, the company's name must be entered manually.

- b. Address 1 field - The address of the particular location.
- c. Address 2 field - Any additional address information.
- d. Country drop-down - The two-letter country code with country name for this location.

- e. State field - The state or region for this location.
- f. City field - The city for this location.
- g. Postal Code field - The postal code for this location's main address.
- h. Contact Telephone Number field - The company or location's phone number.
- i. Contact Fax Number field - The company or location's fax number
- j. Party ID Type drop-down - The identifier type used for this company or location.
- k. Party ID Value field - The value associated with the identifier type.

15. In the Ship From Location and Bill To Location section, in the Bill To Location group fill in the following fields:

- a. Location type-ahead field - The billing address of the buyer. This field pulls from the Owner's company and location master data.
The remaining Bill to Location fields in the section are auto populated with the values from the company or location's master data entry. If the billing address is not present in the Owners master data, the billing address must be entered manually.
- b. Address 1 field - The address of the particular location.
- c. Address 2 field - Any additional address information.
- d. Country drop-down - The two-letter country code with country name for this location.
- e. State field - The state or region for this location.
- f. City field - The city for this location.
- g. Postal Code field - The postal code for this location's main address.
- h. Contact Telephone Number field - The company or location's phone number.
- i. Contact Fax Number field - The company or location's fax number
- j. Party ID Type drop-down - The identifier type used for this company or location.
- k. Party ID Value field - The value associated with the identifier type.

16. In the Payment Details section, fill in the following fields:

- a. Amount Paid field - The original amount paid for the items.
- b. Return Claim Amount field - The amount claimed against the return.
- c. Payment Method field - The method that was used to make the payment.
- d. Currency drop-down - The 3-letter ISO currency code.
- e. Select Apply.

17. In the Line Items section:

- a. Select the Add **+** icon. At least one line item is required to submit a return authorizations request.

b. In the New Line Items panel, fill in the following fields under Line Item Information:


- i. Line field - The number to identify the line item by (e.g. 50).
- ii. Item field - The name of the product. If the user enters an item code instead, the field automatically displays the corresponding item name.

The Item Code Type and Item Code Value fields are auto populated with the values from the product's master data entry. If the product is not present in the Owner's product master data then the product name or code must be entered manually.
- iii. Item Code Type field - The product code type (e.g. IN-Product Code). If the item code type is not present in the Owner's product master data then the item code type must be entered manually.
- iv. Item Code Value field - The product code. If the item code number is not present in the Owner's product master data then the item code value must be entered manually.
- v. Impacted Quantity field - The quantity of items that is to be returned
- vi. Unit of Measure drop-down - The unit in which the line item is measured.

- vii. Return Request Reason Code drop-down - The reason code for the return request.
- viii. Transaction Type drop-down - The type of transaction used.
- ix. Transaction Value field - The unique identifier number of the transaction.
- x. Line Notes field - Additional information about the line item being added.

c. Select Apply.

The new line item is added to the return authorizations request.

d. To add new serialized lot information to a line item, select the row and then select the branch  icon and fill in the following fields under Serialized Lot Information:

- i. Lot Number field -The lot number for the line item.
- ii. Expiration Date field - The expiry date of the serialized lot number.
- iii. Serial Number Value field - The unique identifier number of the serialized lot.

e. Select Apply.

The serialized lot information is added to the line item.

f. Select the line item row drop down to view the serialized lot information in a table.

18. In the Notes section, enter any additional comments or instructions.

19. To submit the return authorizations request:



To save the return authorization response in a Draft state and finish it later, ensure the Move To button is not selected and then select the Save



button in the draft state.







a. Select the Move To button at the top of the screen.

The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.

- b. Select the Save  button.


The return authorizations request is submitted.

Tips

- In the Reference Transaction section, do one of the following:
 - Select the Edit  icon, to edit the details of an individual line item.
 - Select the Delete  icon, to remove an individual line item.
- In the Line Items section, do one of the following:
 - Select the Edit  icon, to edit the details of an individual line item.
 - Select the Delete  icon, an individual line item.
- In the Notes section, do one of the following:
 - Select the Add  icon, to add comments or instructions.
 - Select the Delete  icon, to remove comments or instructions.

Submit a draft return authorization request

Perform this task to complete and submit a saved (draft) return authorization request.

1. Select a [MPL Network] from the Network drop-down in the header.
2. Select a Team (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
3. Select Commerce - Customer from the left menu.
 Partners must have the correct roles assigned by using the owner's instance of Multienterprise Information Network Tower.
4. Select Return Authorizations Requests.
5. Filter to find return authorization request.

6. Select the Return Number for the return authorization request in the results table.

7. Select the Edit  button.

8. In the Transaction Information section, select Submitted from the Process Status drop down.



9. Select the Move To button at the top of the screen.

The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.

10. Select the Save  button.

The return authorizations request is submitted.

Tips

- To edit the details of an individual line item in the return authorization request, select the Edit  icon for the line item, in the **Line Item** and Reference Transaction section.
- To delete a return authorization request in draft state, select the return number row and then select the Delete  icon on the top of the screen.



A deleted transaction cannot be retrieved.

Search and view return authorization request

Search for and view return authorization request

Search for return authorization request sent or received by suppliers to view their

details. Viewing the details of a return authorization request enables suppliers to quickly access order information (e.g. the quantity for each line item in an order) in TraceLink without having to search through the actual B2B message.

1. Select a [MPL Network] from the Network drop-down in the header.
2. Select a Team (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
3. Select Commerce - Customer from the left menu.



Partners must have the correct roles assigned by using the owner's instance of Multienterprise Information Network Tower.

4. Select Return Authorizations Requests.

5. Select the Filter  button.

6. In the Filters panel, fill in one or more of the following fields to filter the results:

- State drop-down – The state of the return authorizations request:
 - Draft – The transaction is in the draft state.
 - Submit – The transaction has been created.
 - Processing – The application is getting ready to handle incoming transactions by doing some initial tasks, such as copying the files it receives.
 - Processed – The application changes the standard information into a format that is easy to use and specific to your transaction.
 - Preparing to Send – The application is getting ready to send out a transaction and is doing some initial tasks, like copying the necessary information for the process.
 - Sending – The application sends out business transactions to the buyer or supplier.
 - Sent – The transaction is successfully completed and shared with the receiving party.

- Return Number field – A unique identifier of the return authorization.
- Return Issued Date field – The date of the return authorization request was initiated.
- Supplier type-ahead – The name of the supplier the return request was sent to.

If the name of the supplier is not present in the Owners master data then the client's name must be entered manually

- Return Disposition Code field – The unique identifier code used for returned goods or products.
- Last Modified field – The period of time in which the return authorizations request was last updated:
 - Today – The transaction was modified within the last few hours.
 - Yesterday – The transaction was updated within the past 24 hours.
 - Last Week – The transaction was modified in the last 7 days.
 - Last Month – The transaction was modified in the last 30 days.
 - Last 3 Months – The transaction was modified in the last 90 days.
 - Last 6 Months – The transaction was modified in the last 180 days.
 - Custom Range – Select a specific period of time that the transaction was modified in from the calendar.

7. Select Apply.

A list of return authorizations request displays based on the filter results.

8. Select the link for the return authorizations request from the results table.


The View Return Authorizations Requests screen displays.

9. View all the fields in the Transaction Information, Return Information, Reference Transaction, Customer and Supplier, Ship To Location and Bill To Location, Payment Details, Line Items, and Notes sections.

For detail information about these fields, see **Create and submit a new**

return authorization request.


Tips

- To view the details of an individual line item in the return request, select the View  icon for the line item in the **Line Items** section on the Return Request Details screen.


Resubmit return authorization request

Resubmit return authorization request

Perform this task if the user needs to resend a return authorization request.

1. Select a [MPL Network] from the Network drop-down in the header.
2. Select a Team (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
3. Select Commerce - Customer from the left menu.
 Partners must have the correct roles assigned by using the owner's instance of Multienterprise Information Network Tower.
4. Select Return Authorizations Requests.
5. Filter to find return authorization request.
6. Select the Return Number link for the return authorization request in the Sent state from the results table.

8. Select the Edit  button.

 The state of the return authorization request is automatically moved to Sending state.

9. Select the Move To button at the top of the screen.

The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.

10. Select the Save  button.

The return authorizations request is submitted.

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Select the Help Center icon in the header to access the one-stop-shop help center for everything related to the network you are currently within (e.g.

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