TRACELINK UNIVERSITY

Home
Resources
TraceLink University

Return Authorization Responses

Return authorization response 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 response

Create and submit return authorization responses.

Create and submit a new return authorization response

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 - Supplier 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 Authorization Responses.
5. Select the New + New button.
6. Enter the return authorization response number in the Return Number field.

7. Select the Save 

button.

   The screen refreshes with the saved return authorization response in the draft state.

8. Select the Edit 

button.

9. In the Transaction Information section, select Submitted from the Process Status drop drown.
10. In the Return Information section fill in the following fields:
    a. Return Number field – . A unique identifier of the return authorization response. This field auto populates the value entered in New Return Response 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 response.

    b. In the New Reference Transaction panel, fill in the following fields under Reference Transaction Information:

        a. Transaction Type drop-down – The type of transaction used.
        b. Transaction Number field – The unique identifier number of the transaction.
        c. Transaction Date field – The start date of the transaction.

   d. Line Item Number field – The number of the line item.

  c. Select Apply.

12. In the Credit Details section, fill in the following fields:
    a. Credit Charge Type drop-down – The reason for the financial adjustment related to the return.
    b. Credit Charge Amount field – The monetary value associated with a credit or charge.
    c. Credit Charge Description field – A brief description for the credit or charge applied.
13. 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 response, 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.

14. 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 response, 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.
15. In the Third Party Logistics and Carrier Details section, in the Third Party Logistics 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 Third Party Logistics 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.

16. In the Third Party Logistics and Carrier Details section, in the Credit To 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 Credit To 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.

17. 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.
18. In the Line Items section:
    a. Select the Add + icon. At least one line item is required to submit a return authorization response.

    b. In the New Line Items panel, fill in the following fields underLine 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 Price field – The price that each unit of the product sells for.
  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. Response Reason Description field – A brief description that provides the reason for a specific response

c. Select Apply.

   The new line item is added to the return authorization response.

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.

19. In the Notes section, enter any additional comments or instructions.
20. To submit the return authorization response:

    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 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 Save button.

       The return authorization response 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, 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, to remove 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 response

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

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 - Supplier 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 Authorization Responses.
5. Filter to find the return authorization response in Draft state.
6. Select Return Number from the filter results.
7. Select the Edit Edit button.
8. In the Transaction Information section, select Submitted from the Process Status drop drown.
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 Save button.

    The return authorization response is submitted.

Tips

- To edit the details of an individual line item in the return authorization response, select the Edit icon for the line item, in the **Line Item** and Reference Transaction section.
- To delete a return authorization response 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 response

Search for and view return authorization response

Search for return authorization response sent or received by suppliers to view their details. Viewing the details of a return authorization response 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 - Supplier 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 Authorization Responses.
5. Select the Filter 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 authorization response:
     - 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 response.
  - Customer type-ahead – The name of the customer the return response was sent to.

    If the name of the customer is not present in the Owners master data then the client's name must be entered manually
  - Return Issued Date field – The date of the return authorization response was initiated.
  - Last Modified field – The period of time in which the return authorization response 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.
  - Return Disposition Code field – The unique identifier code used for returned goods or products.

7. Select Apply.

   A list of return authorization response displays based on the filter results.

8. Select the link for the return authorization response from the results table.

   The View Return Authorization Responses screen displays.

9. View all the fields in the Transaction Information, Return Information, Reference Transactions, Credit Details, Customer and Supplier, Third Party Logistics and Credit to Business, Payment Details, Line Items, and Notessections.
   For detail information about these fields, see **Create and submit a new return authorization response**.

Tips

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

Resubmit return authorization response

Resubmit return authorization response

Use this procedure if the user needs to resend a submitted return authorization response.

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 - Supplier 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 Authorization Responses.
5. Filter to find the return authorization response in Draft state.
6. Select the Request Number for the return authorization response from the results table.

7. Select the Edit [Edit] button.

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

8. 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.

9. Select the Save [Save] button.

   The return authorization response is submitted.

Related Content

Set up your account

New to the TraceLink Network?
View More

View notifications

Apps send notifications when specific events happen, and you receive these notifications within the Opus user experience in the Notifications panel.
View More

Navigate to help documentation and support

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.

View More