X-5. Returning Goods – FPARTRN

Use the process described below to return goods that are damaged or incorrect or that have been ordered in error, to the vendor.

- The buyer contacts the vendor to arrange for the return of goods and to obtain a Return Authorization number.

- The buyer, or another designated person in the Department/Division, completes a shipping memo that specifies either the shipping address for the return or states that the item is to be held for pickup. Refer to the Return Authorization number on the shipping memo.

- Complete the *Physical Receipt Discrepancy Notice* document found in the Central Receiving section of Banner Finance User Documents, referencing the Purchase Order number and forward to Business Affairs – Accounts Payable.

IMPORTANT:If the item is to be shipped back to the vendor, it must be properly packaged. Include a copy of the shipping memo.

NOTE: If the item you are returning has been invoiced, the invoice must be cancelled prior to completing the return. Alternatively, a credit memo can be issued.
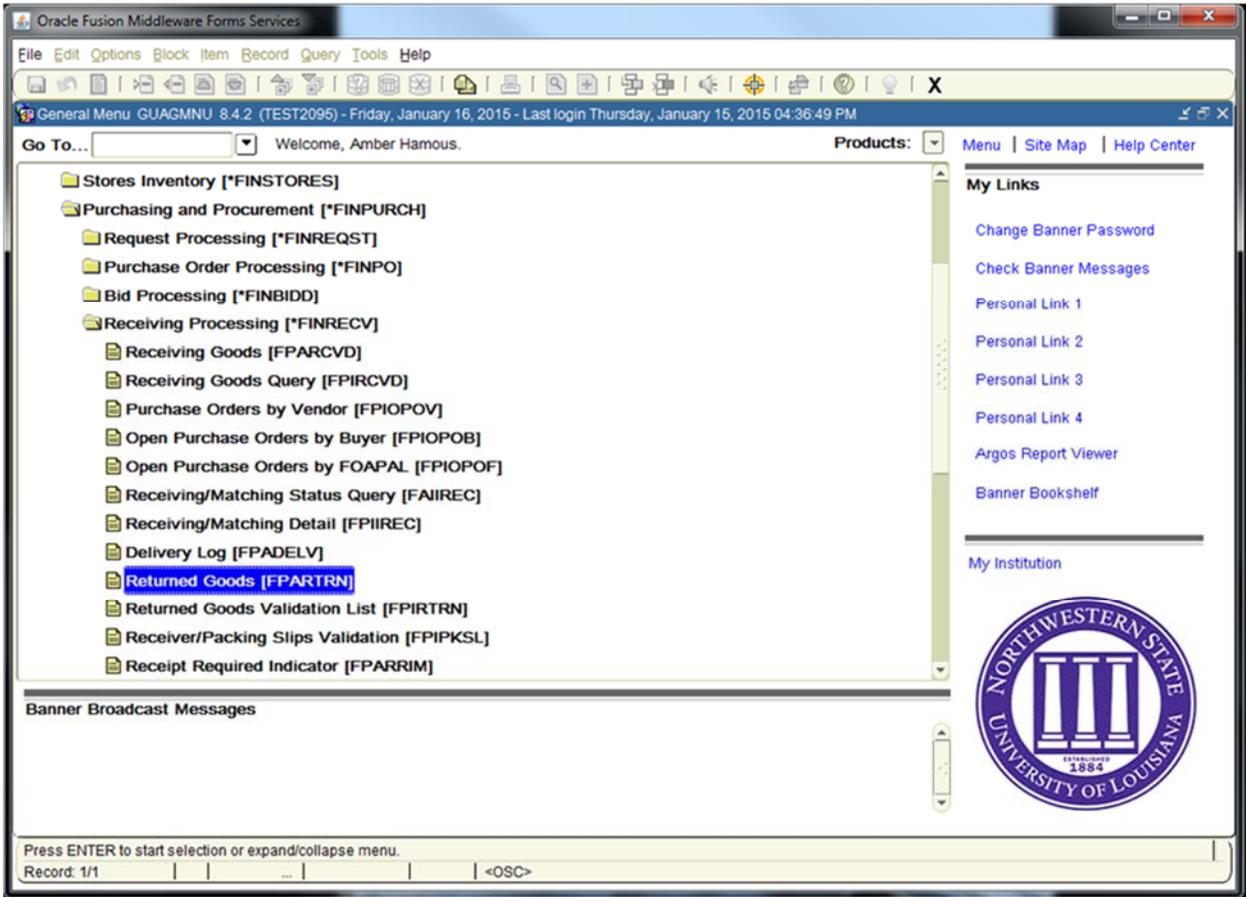
- If your department handles their own shipping, arrange for the item and the shipping memo to get to the proper location.

  OR

- When the vendor's designated carrier picks up the item, obtain the driver's signature on your copy of the shipping memo to document the transaction.

To Process Returning Goods:

Go To…   FPARTRN **[Enter]**

Return Code: Type **'NEXT' [TAB]**

**Purchase
Order Code:**   Enter the Purchase Order Number **Next Block [Ctrl+Pg Down]**

Vendor: Defaults from the purchase order.
NOTE: You may only change the address if the address is an existing Banner address. You use this form to document the return. It is NOT a shipping document, so the address need not accurately reflect the vendor's address for the return shipping.

Carrier Field: OPTIONAL. Enter the carrier or choose from the drop down menu.

TAB through the remaining field: (These fields populate from the vendor information)
          Address Type, **Sequence Number, Street Lines, City, State or Province, ZIP or Postal Code, Phone Type, Phone Numbers Exist, Area Code, Phone Number, and Extension**.

Bill of Landing: Leave Blank **[TAB]**

Adding Return Text – General Text Entry FOATEXT

Use **General Text Entry** to communicate special requests about the Return.

From the **Options** menu choose **General Text [FOATEXT]**.

Text: **[Next Block]** or click on the first open line, and type desired information. Use arrow keys to navigate from one line to another.

Print: Not applicable. Defaults to checked.

NOTE: All lines in the FOATEXT text screen must have line numbers. If you want to create a line break between text information, type a period (.), [TAB] to Line Number Field and enter the number that places your blank line in the position you desire.

Save [F10] and **Exit [Ctrl+Q]** once you have completed General Text for the Return.

Next Block [Ctrl+Pg Down] to access Returned Goods **FPARTRN** Commodity information screen.

Returned Goods – Commodity information:

| **Item:** | Enter the PO Line Item Number **[TAB]** |

Commodity Description: Defaults from the PO

Reason: Enter the appropriate reason for the return, or choose from the drop down menu. **[TAB]**

Unit of Measure: Defaults from the PO

Quantity Returned: Enter the quantity returned **[TAB]**

To Date Returned: Defaults from previous returned goods using Return Goods FPARTRN

To Date Received-Rejected: (*Informational only*) This field nets the quantity received and quantity rejected.

If you are returning more than one commodity line item, **Arrow Down** to a new record to enter the next line item number.

Save [F10] and **Exit [Ctrl+Q]** to complete the Return transaction