

Return Process and Authorization Form for Shipping and Receiving

All returns on merchandise ordered on a purchase order in ARIBA require steps be taken in Ariba to clear up that purchase order and free up funds where applicable. These steps are explained in the Instructions to Process a Return and Close Purchase Order under the [Ariba Handouts](#) tab or in the [Receiving in Ariba Quick Reference Card](#).

For Office Depot Returns See Next Page

Return Processing Instructions

Again, be sure to complete the Ariba return instructions as described above for Ariba orders!

Contact the vendor to arrange the return of the items. Have the following information available:

- 1) Item description, part # and quantity
- 2) Reason for the return: (damaged, not correct part) – be sure to record the Return Material Authorization Number (RMA#) from vendor on form below. Shipping and Receiving will need this information.
- 3) What do you want from the vendor e.g. credit, replacement, repair? **Note:** If returned item was just received and is being replaced, you will need to reconfirm that item in Ariba when the replacement arrives.

Note: If return was purchased via a PCard, returning merchandise to the vendor process remains the same but you will not have a return to process in Ariba.

Prepared by:		Date	
Department:		PO:#	
Contact Name:		Contact Number:	

Ship to:		RMA#	
Address:			
City/State/Zip			

Tracking#:	
Insure for :	\$
Charge Fund	

1. Complete form and save for your records.
2. Print and attach a copy to the box containing goods to be returned.
3. Place box where Shipping /Receiving will pick up.

Office Depot (ONLY) Return Process

Step 1. Contact Office Depot for approval to return the item(s) and obtain an **Authorization To Return** number. (**ATR#**).

- **Office Depot phone #:** 888-263-3423
- **Account #:** 90751764
- **Provide: PO#** 4500##### (find this 10 digit # in Ariba or packing slip)

Step 2. For Office Depot **ONLY**, write the ATR# on the outside of the box.

Step 3. Contact Shipping & Receiving x16158 to pick up the return. Make sure they know this is to be returned to Office Depot.

Step 4. Complete the Ariba return steps