



Create Supplier Punchout Return

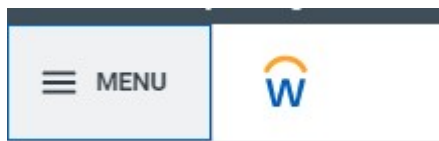
Overview

This job aid outlines how to create a return for a purchase. If you made the purchase through a punchout, find the punchout supplier below and follow the steps provided. For a non-catalog purchase, start at the Create Return section below.

Security Role(s): Employee as Self

For Amazon Returns

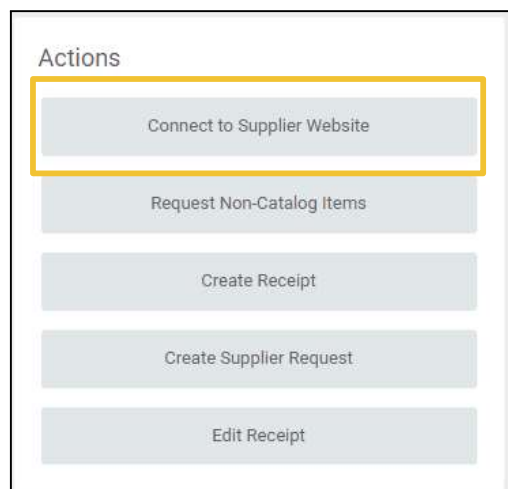
1. From the Workday Landing Page, select **Menu**.



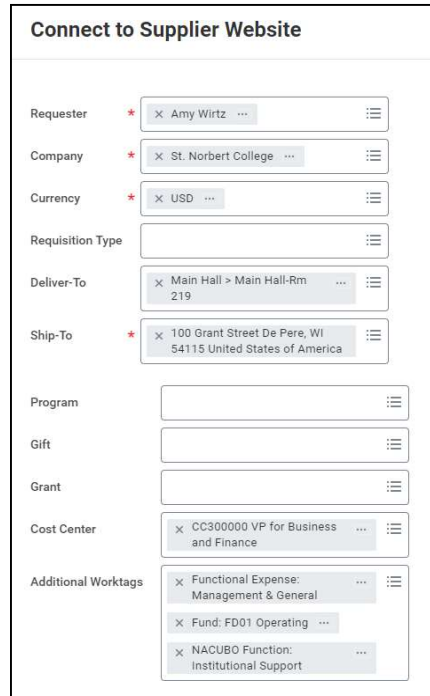
2. Select the **Purchases** application.



3. Under the Actions section, select **Connect to Supplier Website**.



4. On the Connect to Supplier Website page, all the fields will pre-populate based on your Workday account details.



The screenshot shows a form titled "Connect to Supplier Website" with the following fields and values:

- Requester: * x Amy Wirtz ...
- Company: * x St. Norbert College ...
- Currency: * x USD ...
- Requisition Type: (empty)
- Deliver-To: x Main Hall > Main Hall-Rm 219 ...
- Ship-To: * x 100 Grant Street De Pere, WI 54115 United States of America ...
- Program: (empty)
- Gift: (empty)
- Grant: (empty)
- Cost Center: x CC300000 VP for Business and Finance ...
- Additional Worktags: x Functional Expense: Management & General ...
x Fund: FD01 Operating ...
x NACUBO Function: Institutional Support ...

5. Select **OK** to take you to the next page.






6. On the Connect to Supplier Website page, find Amazon and select **Connect** in the far right of the screen, to connect to that Supplier Website.

Connect to Supplier Website ⋮ 🛒

Company: St. Norbert College Requester: Amy Wirtz Currency: USD

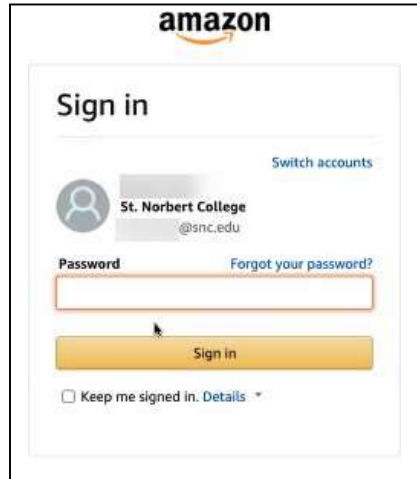
Supplier Websites: 3 items ☰ 📄 🗨️

Logo	Supplier Link Name	Multi-Supplier	Supplier	Description	
	Amazon	<input type="checkbox"/>	Amazon Capital Services, Inc.		Connect
	CDW	<input type="checkbox"/>	Cdw Government Inc		Connect
	Staples	<input type="checkbox"/>	Staples Business Advantage		Connect

7. On the Amazon homepage, hover over the drop down that say “Hello, *name*” and select **Your Orders**.



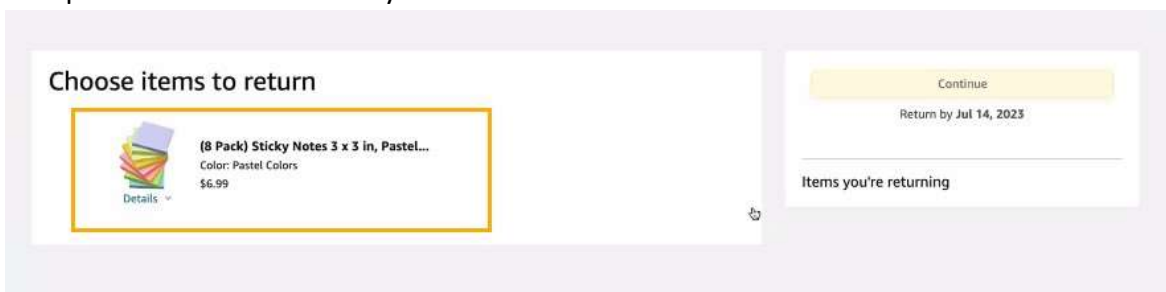
8. You may be prompted to sign in using the password you created when you first did an Amazon punchout. This is not connected to your Workday password.



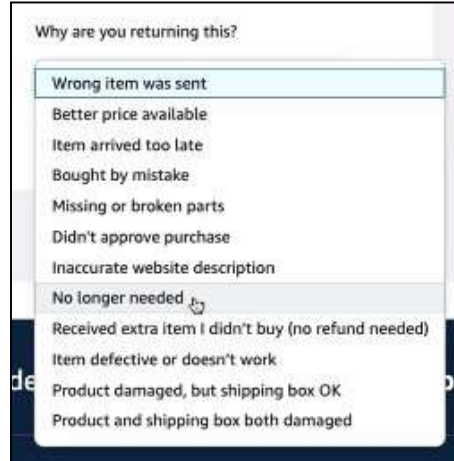
9. Find the order with the item you want to return and select **Return or replace items**.



10. Select the specific item in the order you want to return.



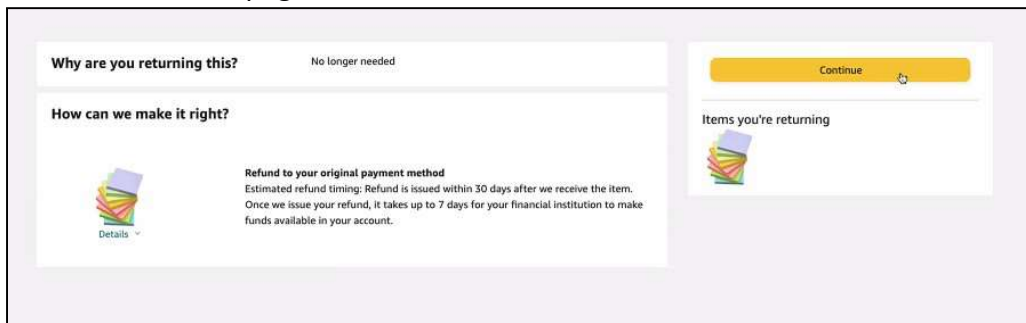
11. You will be prompted to select a reason for the return.



12. Select **Continue**.




13. Select **Continue** on the refund page as well.



14. Select the return option you wish to use.

How would you like to return your items?
100 Grant Street, De Pere, WI, 54115 [Change address](#) >

1 Help reduce trucks on the road:
No box or label needed return options helps us reduce packaging and to fit more items into shipments, thus reducing trucks on the road!

 [Details](#) >

- The UPS Store Dropoff — no box or label needed** **\$0.00**
The UPS Store will pack, label, and ship your return for free. Just bring the item in its original manufacturer's packaging and disassemble the item (if applicable). We'll email you a QR code to ship your return. Show it to a store associate at any The UPS Store.
[Find The UPS Store](#)
Printer not required.
- UPS Dropoff — box and label needed** **\$6.99**
- UPS Pickup — box needed** **\$7.99**


15. Select **Confirm your return** once complete.

Confirm your return
Return by Jul 15, 2023

Refund summary

Refund subtotal	\$6.99
Shipping (The UPS Store Dropoff — no box or label needed)	\$0.00
Total estimated refund	\$6.99

Items you're returning



16. Your next steps will be outlined depending on the return method selected. You will also receive an email with your next steps. The example below is for a UPS Store dropoff.

Your Return Summary

1 Your Return Code is ready
Return your items to Amazon by Jul 15, 2023. We've emailed these details to you at laura.lear@snc.edu.
If you would like to change your return option, please cancel and start a new return.

[View return code](#) [Download Return Code](#)

For Staples Returns

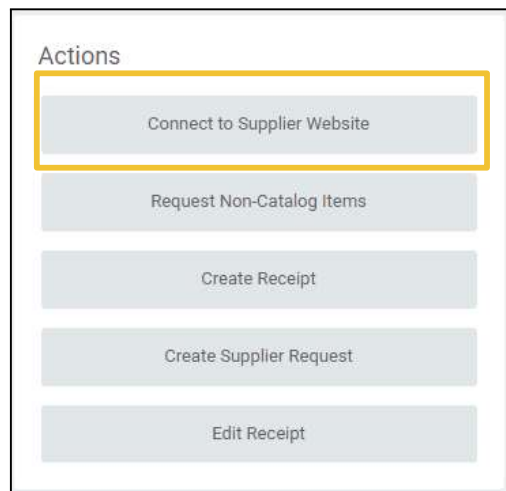
1. From the Workday Landing Page, select **Menu**.



2. Select the **Purchases** application.



3. Under the Actions section, select **Connect to Supplier Website**.



4. On the Connect to Supplier Website page, all the fields will pre-populate based on your Workday account details.

Connect to Supplier Website

Requester * X Amy Wirtz ...

Company * X St. Norbert College ...

Currency * X USD ...

Requisition Type

Deliver-To X Main Hall > Main Hall-Rm 219 ...

Ship-To * X 100 Grant Street De Pere, WI 54115 United States of America ...

Program

Gift

Grant

Cost Center X CC300000 VP for Business and Finance ...

Additional Worktags X Functional Expense: Management & General ...
X Fund: FD01 Operating ...
X NACUBO Function: Institutional Support ...

5. Select **OK** to take you to the next page.



6. On the Connect to Supplier Website page, find Staples, and select **Connect** in the far right of the screen, to connect to that Supplier Website.

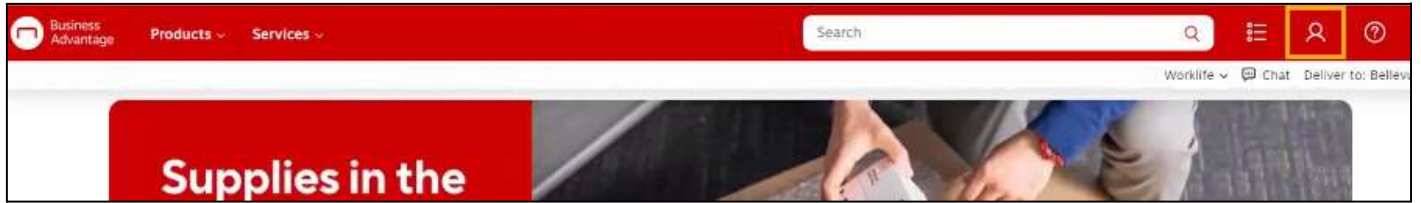
Connect to Supplier Website

Company St. Norbert College Requester Amy Wirtz Currency USD

Supplier Websites 3 items

Logo	Supplier Link Name	Multi-Supplier	Supplier	Description	
	Amazon	<input type="checkbox"/>	Amazon Capital Services, Inc.		Connect
	CDW	<input type="checkbox"/>	Cdw Government Inc		Connect
	Staples	<input type="checkbox"/>	Staples Business Advantage		Connect

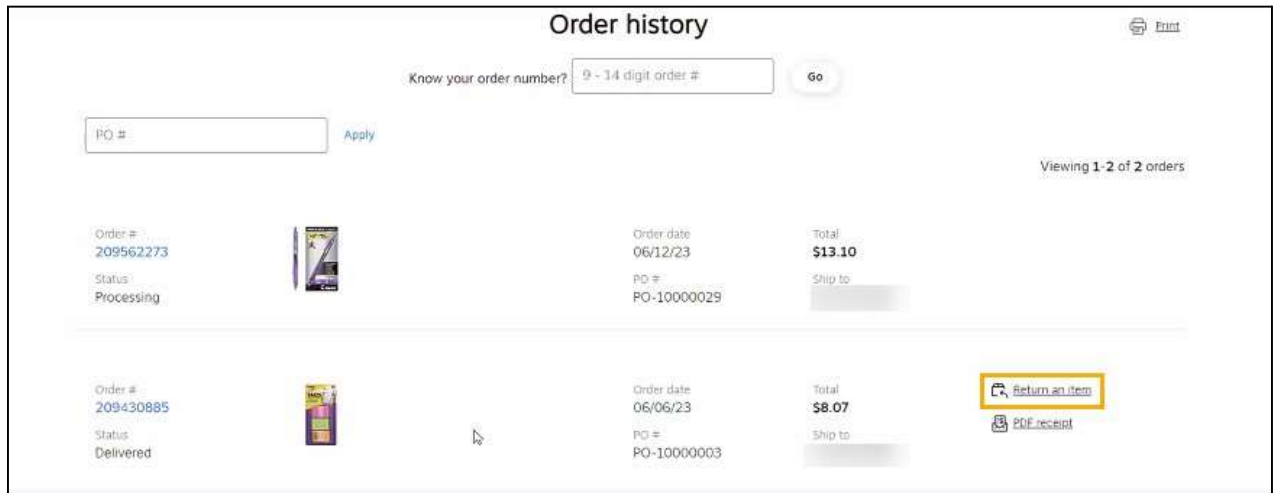
7. From the homepage, navigate to your profile.



8. Select **Order History** to view all orders.



9. Find the item you want to return and select **Return an item**.



10. Check the item you wish to return.

Home > Order history > Return an item

Return an item

Order #: 209430885

Need help ⓘ [Submit return](#)

Item return information

Contact information: [Redacted] [Edit contact info](#)

Return pickup address:
100 GRANT STREET
DE PERE, WI 54115

Number of boxes to be picked up:
Please estimate how many boxes your items for return will be.

Post-it Tabs, 1" Wide, Solid, Assorted Colors, 66 Tabs, Dispenser (686-PGD)
Item #: 462642 | Model #: 686PGD | C/N #: 462642
(0 of 1 returned)

11. In the popup, select the reason for return.

Select a reason for return

Reason for return (required)

- Ordered wrong item
- Damaged
- Manufacturer's defect
- Received duplicate
- Not as advertised
- Product received too late
- Dissatisfied with item
- Changed my mind
- Wrong item received

12. Select **Submit return**.

Home > Order history > Return an item

Return an item

Order #: 209430885

Need help ⓘ [Submit return](#)

Item return information

Contact information: [Redacted]

Return pickup address:
100 GRANT STREET
DE PERE, WI 54115

13. You will receive an email from Staples detailing how to physically send back your return. Follow the instructions provided in the email.

Home > Order history > Order details

Print

✔ Your return request is processing. You will receive an email detailing your return & refund information at [Redacted]. It may take a few moments for your return details to display on this page.

Order #209430885

Order placed: June 06, 2023 at 11:07 AM

Delivered to: (0209430885) 100 Grant Street, De Pere, WI 54115

Delivered on: Jun 07, 2023

Order Placed Jun 06 | Shipped Jun 06 | Out for delivery Jun 07 | **Delivered Jun 07**

Order summary

Merchandise total	\$8.07
Shipping	Free
Tax	\$0.00
Order total	\$8.07

Accounting information

Budget Center: PD-10000003
PO: PD-10000003

LAST UPDATED DATE: 7/1/2024

LAST UPDATED DATE: 7/1/2024