

RETURNS & CREDITS

Empower provides you with the ability to easily enter and view the status of returns and credits. Returns can now be entered from the invoice or by the item. Note, return services are only available during the following times (CST) Mon: 02:00AM – 9:15PM; Tue-Fri: 04:50AM – 9:15PM; Sat: 04:50AM – 5:00PM. An alert will display on your homepage when returns functionality is not available.

To begin, select 'Returns & Credits' from the top navigation bar.

Select 'Add Items to Today's Return' if you have already started a return authorization and would like to add more items.

- If you have multiple returns open, you can select which return you would like to add to.

Select 'Create New Return' to start a new return authorization.

To Issue a Return by Item:

Enter the Item number, Quantity, and Order Number

- If you do not know the Order number, select 'Find Order', and a screen will pop up with a list of past orders to choose from. Select the order you would like to use to process the return.
- You can choose to search orders from the selected account or from all accounts you are authorized to view

Enter a Reason for the return from the Drop-down list provided.

- You may be asked to provide additional information based on the reason code selected.

Once the required information has been populated, select 'Add Item', and the return authorization will be created.

- The screen will be updated to show the return number.
- To view the Return To Facility Address, click the information icon to the left of the 'Remove Item' button.
- To arrange product pick-up, contact Customer Care.

Item #	Order #	Acc #	Return Qty	Credit Qty	% Credit	Unit
UNV1200	2507782	80002	1	0	100%	\$48.30

Products Orders & Invoices Returns & Credits Customers Account

Welcome, Cust Demo2

My Settings | Selected Account: 000013

000013 (0 Drop Ship)

Invoice Inquiry Purchase His

Invoice Inquiry

Filter Invoice By

Date: From MM/DD/YYYY To MM/DD/YYYY Invoice Type: Apply Clear

Invoice Results 20 Make Payment

View Export 12 per page showing 1-12 of 20 entries: 1 | 2 Next >

Invoice#	Type	Order#	PO#	Shipped To	Ship To#	Bill To#	Sold To#	Invoice Date	Inv Amt	Ret/Cred
<input type="checkbox"/> 25C5WQP	R	25C5WQP	DEMO TEST	DEMO CUSTOMER	000013	000013	000013	12/04/2023	\$65.81	Y
<input type="checkbox"/> 1582R5J	R	1582R5J	TEST	123 Company	000013	000013	000013	08/16/2023	\$104.00	N

Invoice Detail

Invoice #: 25C5WQP Order #: 25C5WQP PO #: DEMO TEST Invoice Dt: 12/04/2023 Order Dt: 11/27/2023

Order Type: DS Home Fac: CHI Order Wt: 27.00 Ord Created By: M99

Ship To #: 000013001 Bill To #: 000013001

MDse Amt: \$65.81 Svc Chgs: \$0.00 Tax Amt: \$0.00 Frit Chg: \$0.00 Inv Amt: \$65.81

UPSable: Ord Last Upd By: 1132818

Order Address: DEMO CUSTOMER 123 DEMO STREET ELK GROVE VILLAGE IL 60007-

Back to List Request Return/Credit Tracking View Image

Hover Available

Item#	Qty Ordered	Qty Shipped	Disp *	UOM	Unit Price	Extended Amt	Price Plan	Ret/Cred	BO Release
<input type="checkbox"/> SAN30001	3	3		DZ	\$13.20	\$39.60	4Z	Y	N
<input checked="" type="checkbox"/> UNV11289	1	1		CT	\$26.21	\$26.21	P1	N	N

To Issue a Return by an Invoice

To begin a return from an Invoice. Select the Orders & Invoices from the top navigation bar. Select Invoices & Purchase History

When the invoices appear, click the invoice number. This will open the invoice.

The invoice will open so that you can see items on the order.

1 You can select an individual item.

2 You can select all the items on the invoice.

Then select the Request Return/Credit

Products Orders & Invoices Returns & Credits Customers Account

Welcome, Cust Demo2

My Settings | Selected Account: 000013

000013 (0 Drop Ship)

All Products Ink & Toner search options

Enter Item# or Keyword to Check Stock / Price

Select Reason for Return

Select Reason: Reference #:

Comment: Contact:

Wrong Shipped: Wrong Shipped Qty:

Item #	Ordered Qty	Shipped Qty	UOM	Qty Avail To Ret/Cred	Unit Price	Ext Price	Ret/Cred Qty
UNV11289	1	1	CT	1	\$26.21	\$26.21	1

Cancel Return Submit Return

We have processed your request! Back to Invoice

Return Authorization Created - RET # 2522690 Modify Return

Please return these items to the facility address below.

ESSENDANT CO. - 025
810 KIMBERLY DRIVE
CAROL STREAM, IL 601880000

Item #	Return Qty	UOM	% Credit	Ext Amt
UNV11289	1	CT	85%	\$22.27

Enter a Reason for the return from the drop-down list provided.

- You may be asked to provide additional information based on the reason code selected

Once the required information has been populated, select the Submit Return and the return authorization will be created

- The screen will be updated to show the return number
- The Return to facility address will be below the return number
- To arrange product pick-up, contact Customer Care

Return History:

Filter Return By: Search: Item # Include history older than 90 days

Credit Issue Date: From: [] To: []

Return Create Date: []

Credit Status:
 Approved
 Canceled
 Processing
 Hold

Account:
 Search by Selected Account: 000013
 Search by All Accounts

Buttons: Select Export, Export to PDF, Export to CSV, Export to XLS, Apply, Clear

Return #	Return Create Date	Ref #	Credit #	Date Credit Issued	Credit Amt	Credit Status
<input type="checkbox"/>	02/22/23		1536485 001		\$10.76	Processing
<input type="checkbox"/>	02/22/23		1536485 002		\$10.76	Approved
<input type="checkbox"/>	1536483	01/23/24				
<input type="checkbox"/>	1536484	01/23/24				
<input type="checkbox"/>	1536480	11/29/22	1536480 001		\$18.38	Processing
<input type="checkbox"/>			1536480 002		\$102.84	Approved
<input type="checkbox"/>			1536480 003		\$439.56	Processing

View Return: 1536484
 Created Date: 01/23/24

Return & Credit Detail:

Group By: Item # Total: \$22.44

Item #	Invoice #	Order #	PO #	Acct #	Return Qty	Credit Qty	Unit Price	Unit	% Credit	Ext Amt	Credit #	Contact
SAN30001	25C5WQP	25C5WQP	DEMO TEST	000013	1	0	\$13.20	DZ	85%	\$11.22		
					1	0	\$13.20	DZ	85%	\$11.22		

To View Return & Credit History

To begin, select 'View Returns and Credits' under the 'Returns & Credits' link on the top navigation bar.

The 'Return history' screen displays a list of returns and credits from the past 90 days.

- Check 'Include history older than 90 days' if you would like to view additional returns/credits.

Use the filter and Search functionality to more easily locate a specific return or credit.

To create a credit or debit memo PDF image:

- Select the check box next to the Return/Credit Number
- You can select multiple Returns/Credits at once
- Once you have clicked the boxes for the desired returns/credits, click the 'View' button, and a PDF file will be generated.

To export Returns/Credits into an Excel file:

- Select the check box next to the Return/Credit Number
- You can select multiple Returns/Credits at once
- Once you have clicked the boxes for the desired returns/credits, click the 'Export' button, select Export to PDF, CSV, XLS, and an Excel file will be generated.

To view a specific return or credit details, click on the Return number or Credit number and you will be brought to the 'Return & Credit Detail' page.