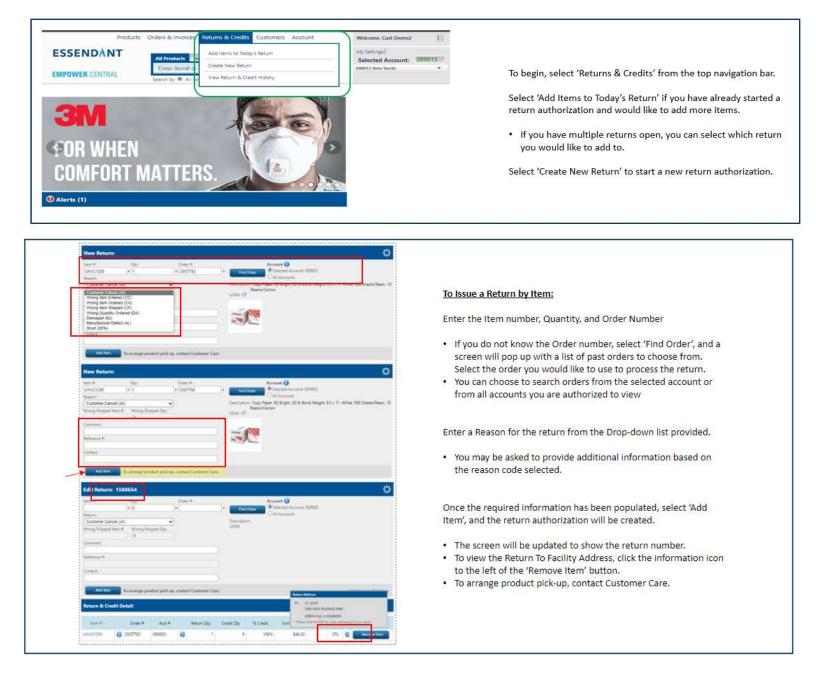
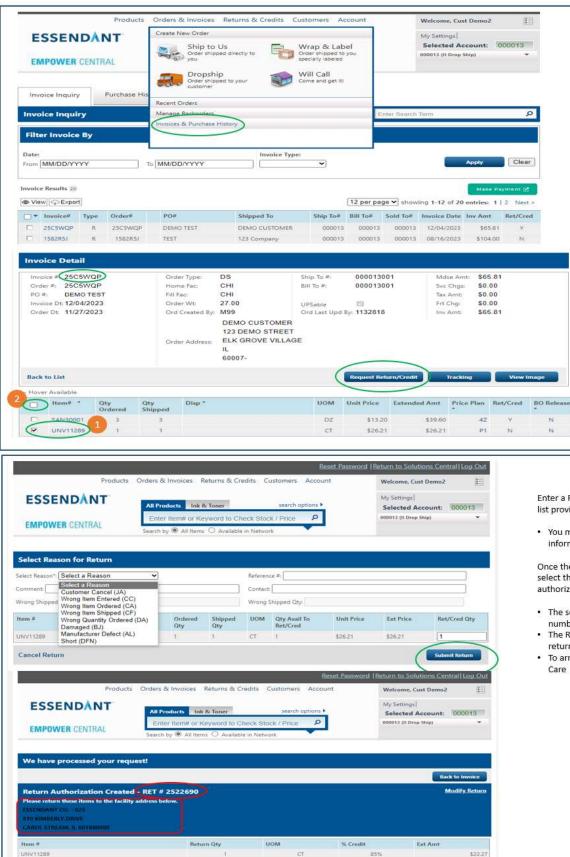


### **RETURNS & CREDITS**

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.



## **ESSENDNT**<sup>®</sup>



#### 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 invoic number. This will open the invoice.

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



You can select an individual item.

You can select all the items on the invoice.

Then select the Request Return/Credit

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

# **ESSEND**ANT<sup>®</sup>

EMPOWER CENTRAL     Enter Item# or Search by ® All ta     Create New Return       Return History:       Filter Return By:     Search:     Item #       Credit Issue Date:     P     Item #       Promed     Canceled       Promed     Canceled       Search:     Return Create Date:       Credit Issue Date:     Credit Status:       Promed     Canceled       Search:     Return Create Date:       Search:     Search:       Search:     Return Create Date:       Search:     Search:       Search:	All Products in Enter Herm# of Search by @ All ter       Crease New Return       Selected Account: 000013 00003 (0 0reg Ship)         tor History:       View Return & Credit History       00001 (0 0reg Ship)         tor Return By:       Search by @ All ter       P @ Search by Selected Account: 000013 (0 0reg Ship)         Credit Issue Date:       P @ Search by Selected Account: 000013 (0 0reg Ship)       P @ Search by Selected Account: 000013 (0 0reg Ship)         Credit Issue Date:       P @ Search by Selected Account: 000013 (0 0reg Ship)       P @ Search by Selected Account: 000013 (0 0reg Ship)         To       Search by Selected Account: 000013 (0 0reg Ship)       Search by Selected Account: 000013 (0 0reg Ship)         Search by Selected Account:       P @ Search by Selected Account: 000013 (0 0reg Ship)       Search by Selected Account: 000013 (0 0reg Ship)         Search by Search by Selected Account:       P @ Search by Selected Account: 000013 (0 0reg Ship)       Search by All Accounts         Search by Search by Selected Account:       Search by Search by Search by Search by Search by All Accounts       Search by All Accounts         Search by All Accounts       Search by All Accounts       Search by All Accounts         Search by Sea	All Products       International Control of the second secon		Product	s Orders & Invoices	Returns & Cre	dits Customers	Account	Dashboard	Welcome, Super	lest	
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### 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.