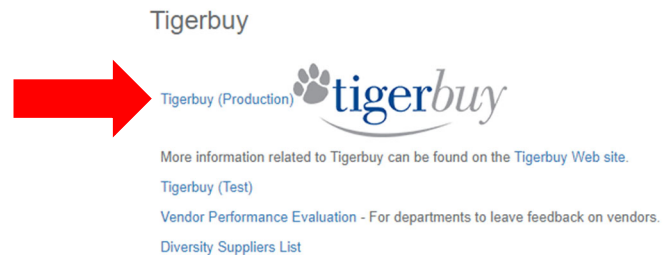
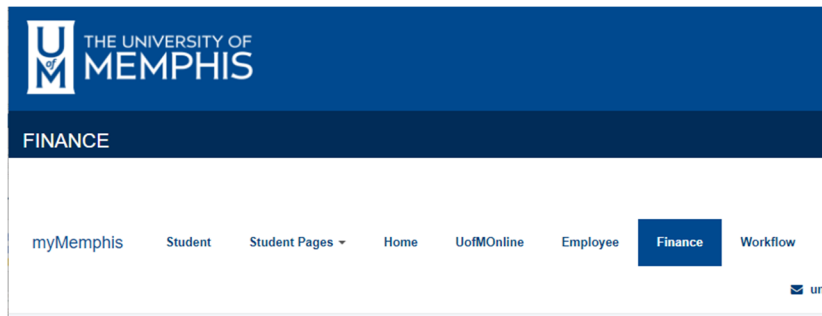


How to – Make a basic Staples return

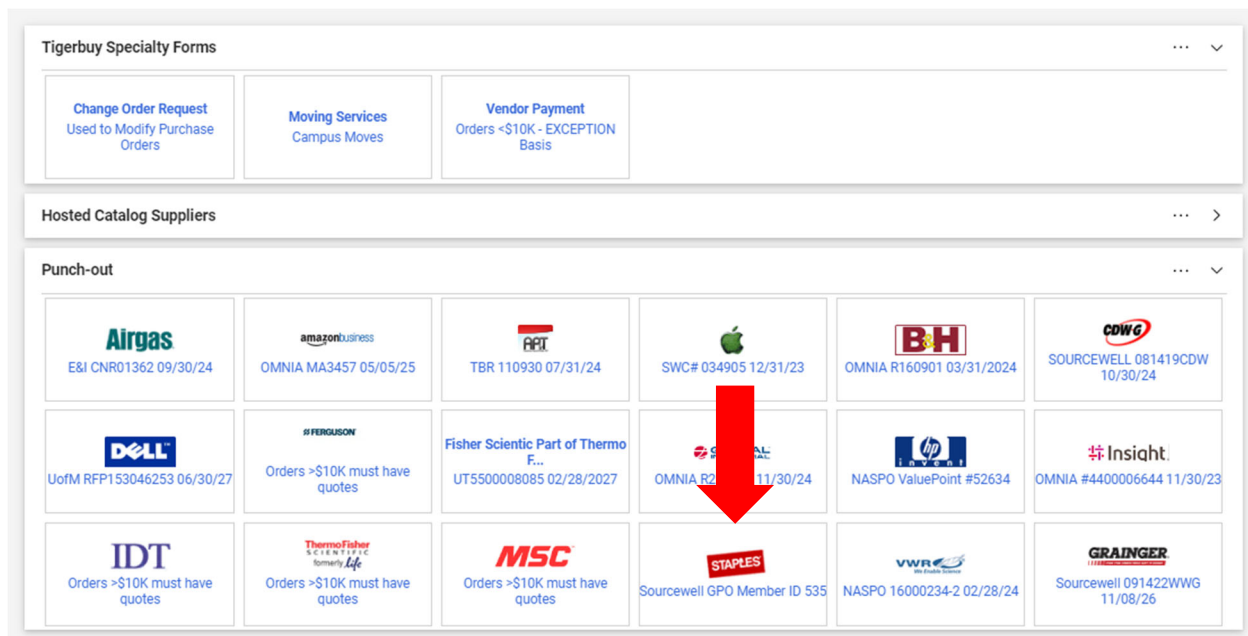
Returns are always a three-part process:

1. **Communicating** with the vendor to initiate the return process and get information on receiving credit.
2. **Internally processing** a return receipt in Tigerbuy, ensuring the invoice and credit are processed correctly.
3. **Physically returning** the item to the vendor if required.

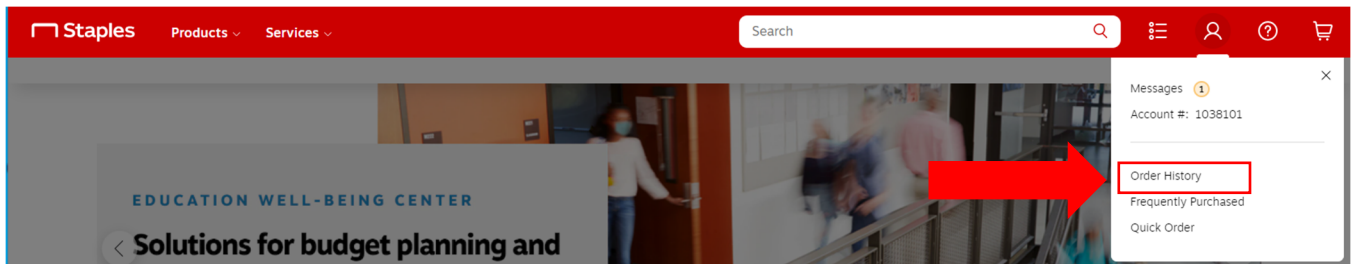
From MyMemphis, go to the **Finance** tab and choose Tigerbuy Production



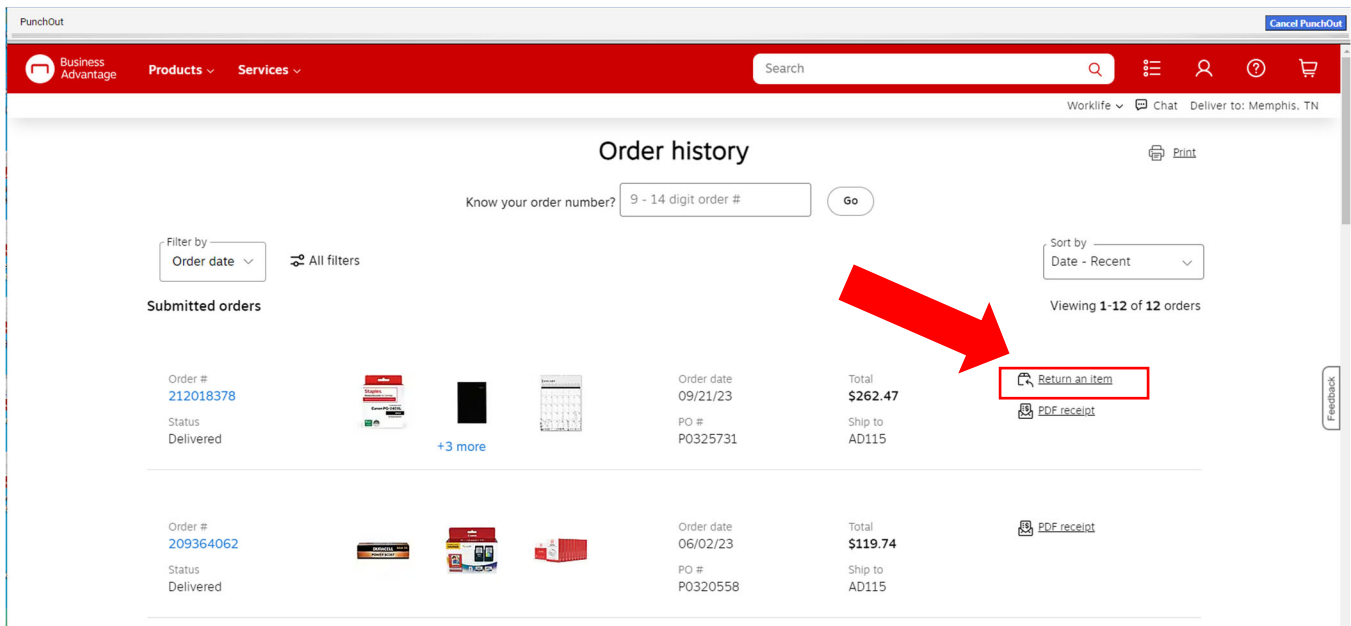
This will bring you to the shopping home page. Click on the Staples Punch Out Catalog button.



This brings up the Staples Catalog home page. Click on the person icon and choose **Order History**.



You will get a list of your previously shipped orders with pictures of the items you ordered. There are filters and sort options to help find your order. Once you find the order you need, click the **Return** link on the order line. Orders over 30-days are not return eligible. Contact customer service for issues with older orders.



The top portion of the screen contains your information. Make sure your contact information is correct, especially your email. You can edit this if needed using the **Edit** link.

Click the box and enter the number of each item you are returning and click **Select reason for return** on each line to indicate your reason for the return.

Enter the number of boxes you are packing the return in.

Click **Submit Return** when you are finished with the lines.

PunchOut

Business Advantage Products Services

Search

Need help?

Submit return

Cancel PunchOut

Order #: 212018378

Item return information

Contact information:
JACKIE ROBINSON
901-678-3775
kreece@memphis.edu
[Edit contact info](#)

Return pickup address:
3720 ALUMNI DR
115 ADMIN BLDG
115 ADMINISTRATION BLDG
MEMPHIS, TN 381523370

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

1

☒ Staples Remanufactured Black High Yield Ink Cartridge Replacement for Canon PG-240 XL (TR5206B001/ST5206B001)
Item #: 1004266 | Model #: ST5206B001 | CIN #: 1004266
(0 of 1 returned)

Return qty* 0 of 1 item available for return [Select reason for return*](#)

☐ 2024 AT-A-GLANCE DayMinder Premier 8" x 11.75" Monthly Planner, Hardsided Cover, Black (G470H-00-24)
Item #: 24548779 | Model #: G470H0024 | CIN #: 24548779
(0 of 2 returned)

Feedback

TOP

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

[Cancel](#)

[Continue](#)

If at any time you'd like to Exit without saving anything, use the blue **Cancel Punchout** button in the top right corner.

You will get a screen showing your return is in progress and that you will be getting an email.

The screenshot shows the Staples website's return processing page. At the top is a red navigation bar with the Staples logo, 'Products' and 'Services' dropdowns, a search bar, and icons for a menu, user profile, help, and shopping cart. Below the navigation bar, the page title is 'Your return is being processed'. A sub-header reads: 'Your return is being processed and will be reflected on your order details shortly. You will receive an email detailing your return and refund information at kreece@memphis.edu'. Under 'Return information', details for return order #190377726 are listed, including the order date (March 17, 2021), customer name (KERRI REECE), phone number (901-678-3775), and the number of boxes to be picked up (1). A table titled 'Item(s) in your return' shows one item: 'Duracell Coppertop Alkaline AAA Battery, 36/Pack (MN24P36)' with item number 041302, model MN24P36, and CIN 041302. The item is marked as 'Damaged' with a quantity of 1. The refund amount for this item is \$21.40. At the bottom of the table, the 'Estimated refund total (pre-tax)' is \$21.40. Two buttons, 'Order details' and 'Continue shopping', are located at the bottom right of the page.


My Orders • Order# 190377726

Your return is being processed

Your return is being processed and will be reflected on your order details shortly. You will receive an email detailing your return and refund information at kreece@memphis.edu

Return information

Return order#: 190377726
Order date: March 17, 2021
Name: KERRI REECE
Phone#: 901-678-3775
Number of boxes to be picked up: 1

Item(s) in your return	
 Duracell Coppertop Alkaline AAA Battery, 36/Pack (MN24P36) Item : 041302 Model: MN24P36 CIN: 041302	Damaged QTY: 1 \$21.40 Refund details

Estimated refund total (pre-tax): \$21.40

[Order details](#) [Continue shopping](#)

You will then receive a Return Order Confirmation email. This will contain your return instructions and refund information. You may be directed to return the item or dispose of it.

Your return order #190377726 is Confirmed

The screenshot shows an email from Staples with the subject 'Return Order Confirmation'. The email header includes the Staples logo, the email address 'Staples <orders@staplesadvantage.com>', and the recipient 'To: Kerri Reece (kreece)'. The email body is divided into two main sections. The left section, titled 'Return Order Confirmation', contains a greeting 'Dear Null Null, We have received your return request.' followed by 'Return instructions'. The instructions state that the customer does not need to return the items and provides three options: 1. KEEP the products and use at your discretion or, 2. DONATE the products to a worthy cause or, 3. DISCARD the products, if recyclable please dispose of correctly. It also mentions that the customer will receive another email when a credit is issued and thanks them for choosing Staples. The right section, titled 'Items being returned', shows a table with one item: 'Duracell Coppertop Alkaline AAA Battery, 36/Pack (MN24P36)' with item number 041302 and model MN24P36. The table indicates a quantity of 1 at \$21.40 each, totaling \$21.40, and notes that the item is 'On contract'. The right side of the email contains a summary of the return order, including the return date (March 26, 2021), order number (190377726), and customer ID (1038101). It also provides 'PAYMENT INFORMATION' showing a merchandise refund of \$21.40, shipping of \$0.00, and a total refund of \$21.40. The 'REFUND INFORMATION' section shows a merchandise refund of \$21.40, shipping of \$0.00, and a total refund of \$21.40.

Staples <orders@staplesadvantage.com>
To: Kerri Reece (kreece)

Reply Reply All Forward

Fri 3/26/2021 9:14

Return Order Confirmation

Dear Null Null,
We have received your return request.

Return instructions


You do not need to return your items to us. PLEASE FEEL FREE TO:

1. KEEP the products and use at your discretion or
2. DONATE the products to a worthy cause or
3. DISCARD the products, if recyclable please dispose of correctly.

You will receive another email when we have issued your credit.

Thank you for choosing Staples,
Staples Customer Service

Items being returned

Item	Quantity	Unit Price	Total Price
 Duracell Coppertop Alkaline AAA Battery, 36/Pack (MN24P36) Item: 041302 Model: MN24P36	1	\$21.40 each	\$21.40

On contract

ORDER INFORMATION

Return Order Date: March 26, 2021
Order#: 190377726
Customer ID: 1038101

PAYMENT INFORMATION

A/R: \$21.40
Credit will be applied to your account

REFUND INFORMATION

Refund Type	Amount
Merchandise Refund:	\$21.40
Shipping:	FREE
Tax Refund:	\$0.00
Total Refund	\$21.40

Now you need to Process the return Receipt in Tigerbuy

Click on **Orders / My Orders / My Purchase Orders** on the left menu.

The screenshot shows the left-hand navigation menu of the Tigerbuy system. The menu is divided into two sections: 'Simple' and 'Advanced'. The 'Simple' section contains links for 'Orders', 'Search', 'My Orders', 'Approvals', and 'My Requisitions'. The 'Advanced' section contains links for 'My Purchase Orders', 'My Invoices', 'My Receipts', and 'My Procurement Requests'. A red arrow points to the 'My Purchase Orders' link in the 'Advanced' section. Below the navigation menu, there is a 'VENDOR INFORMATION' section with a link to 'Procurement Guideline' and a note about vendor registration.

Simple Advanced

Orders

Search

My Orders

Approvals

My Requisitions

My Purchase Orders

My Invoices

My Receipts

My Procurement Requests

University of Memphis: [Procurement Guideline](#)

To access Tigerbuy training documents and generic video snippets, view this information at: [Tigerbuy Training Materials](#)

VENDOR INFORMATION

- A Vendor must be registered in Tigerbuy before you can begin a purchase requisition.
- Vendor Registration site: [TIGERBUY VENDOR REGISTRATION](#)
- Vendor Registration Form that can be filled out and emailed to Procurement with require

This brings up a list of your Purchase Orders in progress. The left menu contains filters that can help you narrow your search. Click on the PO number you want to return receipt.

Orders > Search > Purchase Orders

Search Purchase Orders Save As Pin Filters Export All

Quick Filters My Searches Created Date: Last 90 days Quick search ? Add Filter Clear All Filters 20 Per Page

Supplier	PO Number	Supplier	Created Date/Time	PO Status	Requisition Number	PO Owner	Shipment Status	Matching Status	Total Amount
	PO280490	Staples Contract and Commercial Inc	1/14/2021 2:31:28 PM	Completed	3153481	Kerri Reece	Sent To Supplier	No Matches	342.62 USD
	PO280489	Graybar Electric Co Inc	1/14/2021 2:30:11 PM	Completed	3153454	Kerri Reece	Sent To Supplier	No Matches	2,498.11 USD
	3248303	W W Grainger Inc	1/14/2021 2:29:12 PM	Pending	3153434	Kerri Reece	No Shipments	No Matches	96.13 USD
	PO280488	Staples Contract and Commercial Inc	1/14/2021 2:26:27 PM	Completed	3137281	Kerri Reece	Sent To Supplier	No Matches	149.43 USD
	3248300	Staples Contract and Commercial Inc	1/14/2021 2:23:42 PM	Pending	3132986	Kerri Reece	No Shipments	No Matches	34.09 USD
	PO280481	Staples Contract and Commercial Inc	12/3/2020 4:10:52 PM	Completed	3129961	Kerri Reece	Sent To Supplier	No Matches	70.43 USD

20 Per Page

Your PO opens. Click on the ellipses on the right and choose **Create Receipt**.

Purchase Order • Staples Contract and Commer... • P0310460 Revision 0

Status Summary Revisions 1 Confirmations Shipments Receipts 3 Invoices Comments Attachments History

General Information

PO/Reference No. **P0310460**

Revision No. 0

Supplier Name **Staples Contract and Commercial Inc**

Purchase Order Date 10/25/2022

Total 229.22

Document Status

A/P status Open

Workflow **Completed**
(10/27/2022 9:41 AM)

The system distributed the purchase order using the method(s) indicated below the last time it was distributed: [view](#)

cXML (Electronic Integration) no value

0.00

6 of 9 Results

- Add Comment
- Add Notes to History
- Cancel PO
- Finalize Revision
- Create Receipt**
- Create Credit Memo
- Create Invoice
- Print Fax Version
- Send Test PO


This will open the **Create Receipt** screen. Here you will choose which lines to work with.

The screen contains a list of your PO line items. It defaults to all lines checked.

- To return all lines, leave the checks and choose your receipt type at the bottom.
- To return some lines, uncheck any lines you don't want to return or use the top check box to uncheck all lines and only check the ones you need. Best practice is NOT to include 0 quantity lines on your return. Then click **Create quantity receipt**.


P0320928: Create Receipt ✕

	Item Type	Net Qty Received	Net Cost Received	Item	Catalog No.	Size/Packaging	Unit Price	Quantity	Ext. Price	<input checked="" type="checkbox"/>
1	None	--	--	Canon 240XL/241XL Black and TriColor High Yield Ink Cartridge, 2/Pack with 4x6 photo paper (5206B005)	752960	PK	56.20	1 PK	56.20	<input checked="" type="checkbox"/>
2	None	2	--	Pilot G2 Retractable Gel Pens, Fine Point, Purple Ink, Dozen (31029)	462337	DZ	11.91	2 DZ	23.82	<input checked="" type="checkbox"/>
3	None	3	--	Post-it Super Sticky Notes, 3" x 3", Supernova Neons Collection, 70 Sheets/Pad, 24 Pads/Pack (654-24SSMIA-CP)	2095545	PK	24.48	3 PK	73.44	<input checked="" type="checkbox"/>
4	None	2	--	TRU RED 8.5" x 11" Copy Paper, 20 lbs., 92 Brightness, 500 Sheets/Ream, 8 Reams/Carton (TR59702)	24472187	CT	36.71	2 CT	73.42	<input checked="" type="checkbox"/>



When you click **Create quantity receipt**, your return receipt will come up with only the lines that were checked.

You don't need to enter anything on the top.

Receipt Name	<input type="text" value="2023-11-06 kreece 04"/>	Carrier	<input type="text" value="Other"/>
Receipt No	To Be Assigned	Tracking No.	<input type="text"/>
Receipt Date	<input type="text" value="11/6/2023"/>  <small>mm/dd/yyyy</small>	Flexible Text Field	<input type="text"/>
Packing Slip No.	<input type="text"/>	Flexible Drop Down	<input type="text" value="v"/>
Supplier Name	Staples Contract And Commercial Inc	Attachments	Add
Received by	Kerri Reece	Notes	<div><input type="text"/> <small>1000 characters remaining</small></div>
Receipt Address	<div><input type="text"/> Contact Name Their name Phone +1 901-678-2265 Email kreece@memphis.edu 115 Admin Bldg 3720 Alumni Dr Memphis, TN 38152-3370 United States</div>		

Enter the Quantity you are returning on each line and change Line Status to **Returned**.

PO • P0320928

Line	Item	Catalog No.		Quantity	Status	
1	Canon 240XL/241XL Black and TriColor High Yield Ink Cartridge, 2/Pack with 4x6 photo paper (5206B005)	752960	1 PK	<input type="text" value="1"/>	Returned	<div><div></div><div></div><div></div></div>
<div>ITEM DETAILS</div> <div><div><div>Contract No.</div><div>-</div><div>Previous Receipts</div><div><div>Y00002150</div><div>Y00002148</div><div>Y00002154</div></div></div><div><div>Line Item Type</div><div>-</div><div></div></div><div><div>Attachments</div><div>Add</div><div></div></div><div><div>Notes</div><div><div></div><div>1000 characters remaining</div></div><div><div>Returned For</div><div></div></div><div><div>RMA No.</div><div></div></div></div></div>						
3	Post-it Super Sticky Notes, 3" x 3", Supernova Neons Collection, 70 Sheets/Pad, 24 Pads/Pack (654-24SSMIA-CP)	2095545	3 PK	<input type="text" value="2"/>	Returned	<div><div></div><div></div><div></div></div>

You still have the ability to remove the lines you aren't receiving on this screen. Use the trash can on the line or select multiple lines and use the trash can above to remove the lines from the receipt you are working on. (This has no effect on the order or PO)

PO • P0320928

Line	Item	Catalog No.		Quantity	Status	
1	Canon 240XL/241XL Black and TriColor High Yield Ink Cartridge, 2/Pack with 4x6 photo paper (5206B005)	752960	1 PK	<input type="text" value="1"/>	Received	<div><div></div><div></div><div></div></div>

When all lines are correct, click Complete in the top right.

Quantity Receipt • 598178

Save Updates

Complete

Summary

Comments

Attachments

History

PO • P0320928

Summary

You will get a message saying your receipt has been created.

Receipt Created

Summary

Next Steps

Receipt No

Y00002154

Create Qty Receipt

Created for the PO No(s)

P0320928

Create Cost Receipt