# 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.
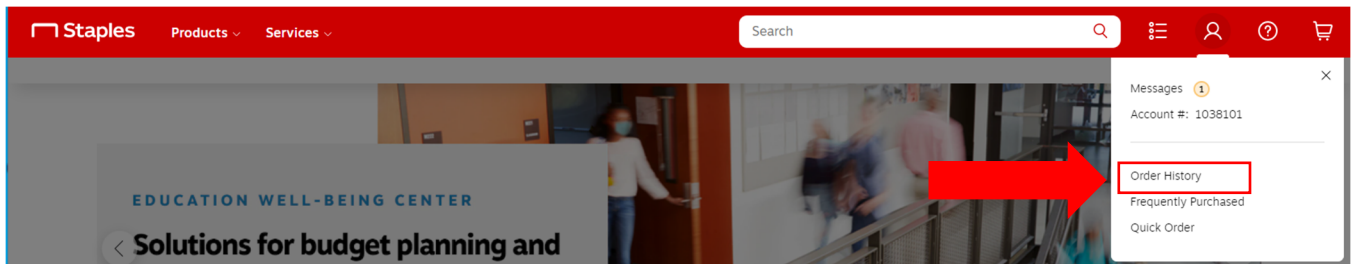3. **Physically returning** the item to the vendor if required.

From MyMemphis, go to the **Finance** tab and choose Tigerbuy Production
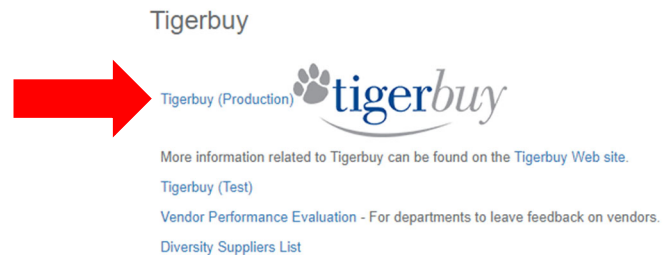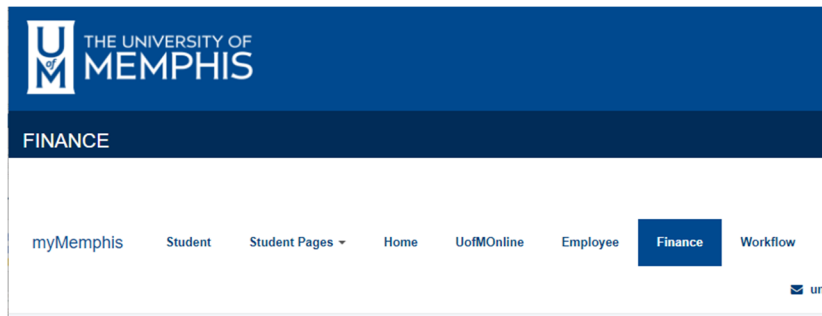
This will bring you to the shopping home page. Click on the Staples Punch Out Catalog button.
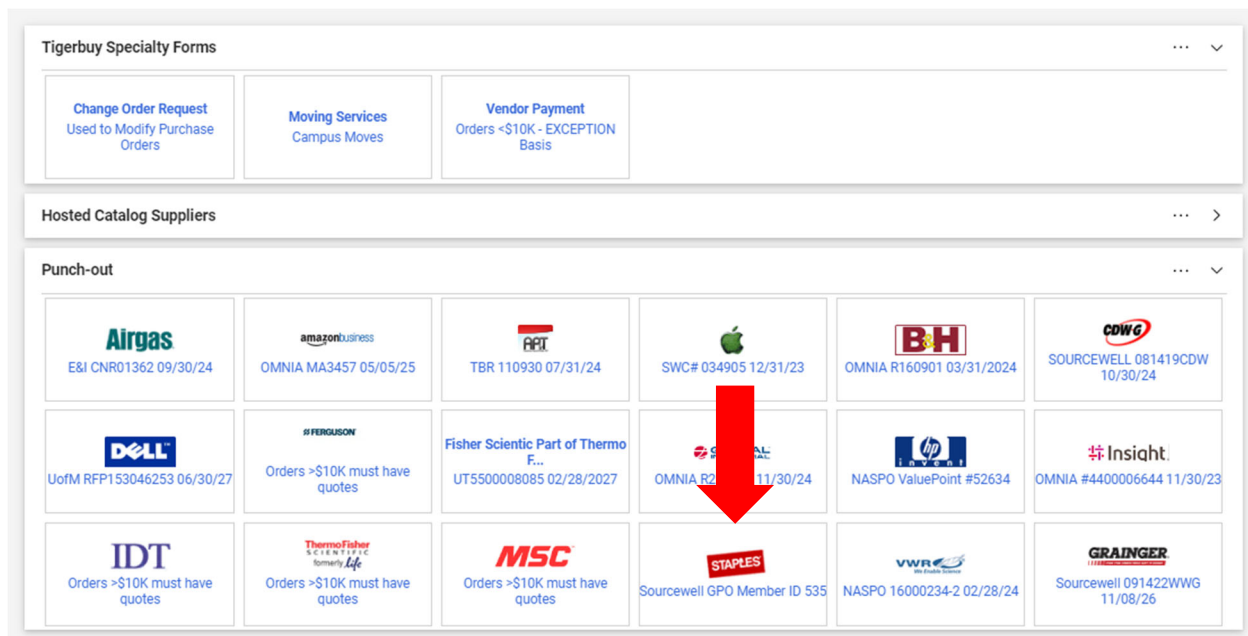
This brings up the Staples Catalog home page. Click on the person icon and choose **Order History.**

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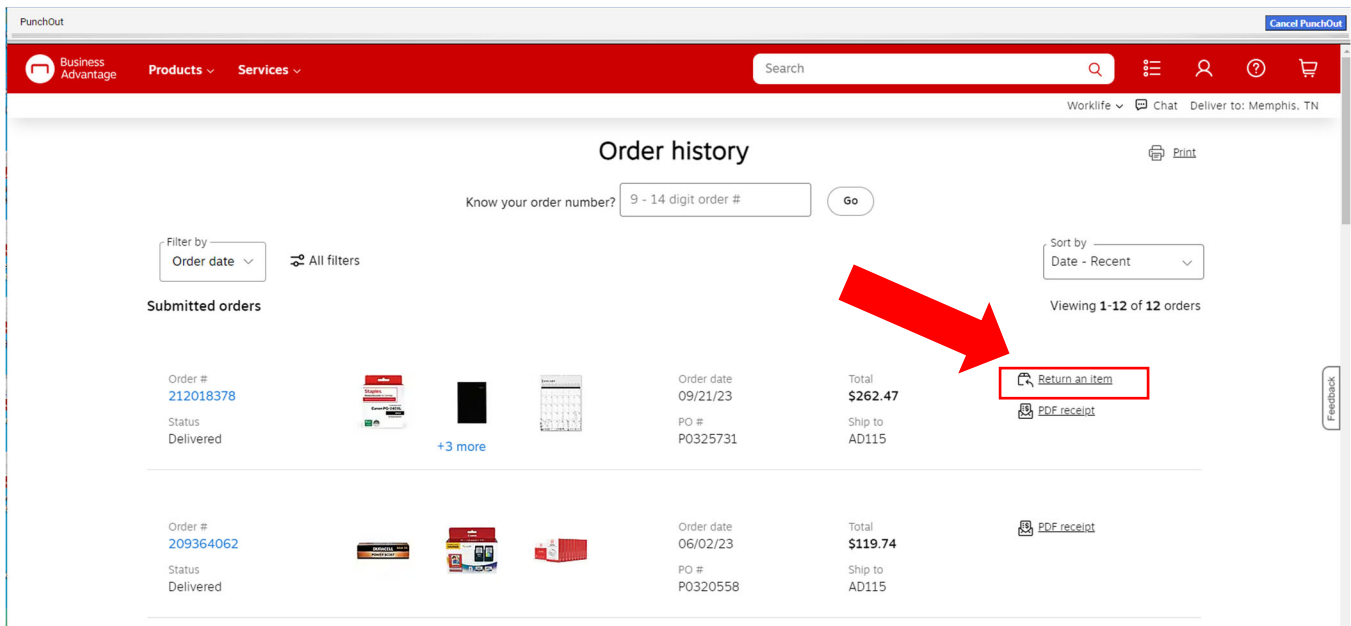
The top portion of the screen contains your information. Make sure your contact information is correct, especially your email. You can edit this if needed using the **Edit** link.

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.

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.

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.

Now you need to Process the return Receipt in Tigerbuy

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

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 P0 number you want to return receipt.

Your P0 opens. Click on the ellipses on the right and choose **Create Receipt**.

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**.

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.

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

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)

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

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