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 **My Orders**.

You will get a list of your previously shipped orders with pictures of the items you ordered. There are filters on the left and sort options on each column to help find your order. Once you find the order you need, click the **Return** link on the order line.

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 red **Edit** link.

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

Then click **Continue**. Enter the number of boxes you are packing the return in.

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

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 pull-down menu next to Purchase Order and choose Create Quantity Receipt.

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 may choose to remove the unneeded lines or leave them with a zero. Click **Complete**.

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