Returning an Item through iProcurement

Step 1

If you receive an item that needs to be returned to a vendor the first step is to contact the vendor through their provided customer service process (some may be call, chat or email). The vendor will provide you with the return info, including a verification of return by email (if available). The vendor will provide you with return instructions and items will be shipped for return by the mail center. Please contact them to schedule pick up.

Step 2

Completing the return in iProcurement.

Before you can return an item you need to have completed the receiving on it first.

Receiving needs to be done before a return can be done.

1. Log into iProcurement and go to “Receiving” tab. Under this tab go to Return items:

2. Search by PO #, Requisition # or Receipt #, and hit “Go”
3. Enter the corrected amount on the page in the field labeled “Return Quantity” and hit “Next”.

4. Enter a comment on why you are returning it and if you have the “return Authorization” info add it here. Hit “Next”.

5. Verify the info and “submit” the return.

Your return in Oracle eBiz is complete.