TRACELINK UNIVERSITY

Return authorization requests

Return authorization request can be used to inform Partners of the contents of a shipment, and the notices also allow these companies to comply with government regulations or recommendations for sharing serialized data about shipments.

For more information about Return authorization requests guidelines, see Return authorization request transactions.

Create and submit return authorization requests

Create and submit return authorization requests. Additionally, customers can begin work on a return authorization request and save it for completion at a later time.

Create and submit a return authorization request

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select one of the following menu items depending on the orchestration used:
    - Select Commerce - Customer from the left menu.

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- Select Logistics - Provider from the left menu.

  Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.

7. Select Return Authorizations.
8. Select the New button.
9. Enter the return authorization request number in the Return Number field.
10. Select the Save button.

    The screen refreshes with the saved return authorization request in the draft state and with the required sections populated.

11. Select the Edit button.
12. In the Transaction Information section, select Submitted from the Process Status drop drown.
13. In the Return Information section fill in the following fields:
    i. Return Number field – A unique identifier of the return authorization. This field auto populates the value entered in New Return Request screen.
    ii. Return Issue Date field – The date that the return authorization requests was initiated.
    iii. Return Disposition Code field – The unique identifier used for returned goods or products.
    iv. Return Request Reason Code drop-down – The reason code for the return request.
    v. Is Special Requirement switch – Indicates whether the request is a special requirement. Default is Off.
14. In the Reference Transaction section:
    a. Select the Add + icon. At least one reference transaction is required to submit a return request.

    b. In the New Reference Transaction panel, fill in the following fields under

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Reference Transaction Information section:

i. Transaction Type drop-down – The type of transaction.

iii. Transaction Number type-ahead field – The unique identifier of the transaction.

If the value does not match the available options, the value must be entered manually.

c. Transaction Date field – The validity start date of the transaction.

d. Line Item Number field – The number of the line item.

15. Select Apply.

The new reference transaction line item is added to the transaction reference table.

1. If the menu item selected is Commerce - Customer, in the Customer and Supplier section, fill in the following fields under Customer group:
or
If the menu item selected is Logistics - Provider, in the Client and Provider section, fill in the following fields under Client group:

i. Company type-ahead field – The name of the company submitting the return request, acting as the buyer of the goods. This field pulls from the Owner's company and location master data.

The remaining Customer fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owner's master data, the company name must be entered manually.

ii. Address 1 field – The address of the particular location.

iii. Address 2 field – Any additional address information.

iv. Country drop-down – The two-letter country code with country name for this location.

v. State field – The state or region for this location.

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vi. City field – The city for this location.
vii. Postal Code field – The postal code for this location's main address.
viii. Contact Telephone Number field – The company or location's phone number.
ix. Contact Fax Number field – The company or location's fax number
x. Party ID Type drop-down – The identifier type used for this company or location. For more information, see Identifier and Item Code Types.
xi. Party ID Value field – The value associated with the identifier type.

2. If the menu item selected is Commerce - Customer, in the Customer and Supplier section, fill in the following fields under Supplier group:
or
If the menu item selected is Logistics - Provider, then in the Client and Provider section, fill in the following fields under Provider group:

i. Company type-ahead field – The name of the company receiving the return request, serving as the supplier of the goods. This field pulls from the Owner's company and location master data.
The remaining Supplier fields are auto populated with the values from the company or location's master data entry. If the name of the supplier is not present in the Owner's master data, the supplier name must be entered manually.
ii. Address 1 field – The address of the particular location.
iii. Address 2 field – Any additional address information.
iv. Country drop-down – The two-letter country code with country name for this location.
v. State field – The state or region for this location.
vi. City field – The city for this location.
vii. Postal Code field – The postal code for this location's main address.
viii. Contact Telephone Number field – The company or location's phone number.
ix. Contact Fax Number field – The company or location's fax number
x. Party ID Type drop-down – The identifier type used for this company or location. For more information, see Identifier and Item Code Types.
xi. Party ID Value field – The value associated with the identifier type.

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3. If the menu item selected is Commerce - Customer, in the Ship to Location and Bill To Location section fill in the following fields under Ship To Location group:
   or
   If the menu item selected is Logistics - Provider, in the Remit To Party and Original Claimant section, fill in the following fields under Remit To Party group:

   i. Location type-ahead field – The name of the company location where the supplier will ship the actual goods. This field pulls from the Owner's company and location master data.

      The remaining Ship to Location fields in the section are auto populated with the values from the company or location's master data entry. If the company name is not present in the Owner's master data, the company's name must be entered manually.
   ii. Address 1 field – The address of the particular location.
   iii. Address 2 field – Any additional address information.
   iv. Country drop-down – The two-letter country code with country name for this location.
   v. State field – The state or region for this location.
   vi. City field – The city for this location.
   vii. Postal Code field – The postal code for this location's main address.
   viii. Contact Telephone Number field – The company or location's phone number.
   ix. Contact Fax Number field – The company or location's fax number
   x. Party ID Type drop-down – The identifier type used for this company or location. For more information, see Identifier and Item Code Types.
   xi. Party ID Value field – The value associated with the identifier type.

4. If the menu item selected is Commerce - Customer, in the Ship to Location and Bill To Location section fill in the following fields under Bill To Locationgroup:
   or
   If the menu item selected is Logistics - Provider, in the Remit To Party and Original Claimant section, fill in the following fields under Original Claimant group:

   i. Location type-ahead field – The billing address of the buyer. This field pulls from the Owner's company and location master data.

      The remaining Bill to Location fields in the section are auto populated with the

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values from the company or location's master data entry. If the billing address is not present in the Owners master data, the billing address must be entered manually.

ii. Address 1 field – The address of the particular location.

iii. Address 2 field – Any additional address information.

iv. Country drop-down – The two-letter country code with country name for this location.

v. State field – The state or region for this location.

vi. City field – The city for this location.

vii. Postal Code field – The postal code for this location's main address.

viii. Contact Telephone Number field – The company or location's phone number.

ix. Contact Fax Number field – The company or location's fax number

x. Party ID Type drop-down – The identifier type used for this company or location. For more information, see Identifier and Item Code Types.

xi. Party ID Value field – The value associated with the identifier type.

5. In the Payment Details section, fill in the following fields:

i. Amount Paid field – The original amount paid for the items.

ii. Return Claim Amount field – The amount claimed against the return.

iii. Payment Method field – The method that was used to make the payment.

iv. Currency drop-down – The 3-letter ISO currency code that the line items included in the purchase order are priced with.

6. In the Line Items section:

a. Select the Add + icon. At least one line item is required to submit a return authorization request.

b. In the New Line Items panel, fill in the following fields under Line Item Information section:

i. Line field – The number to identify the line item by (e.g. 50).

ii. Item field – The name of the product. If the user enters an item code

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instead, the field automatically displays the corresponding item name. The Item Code Type and Item Code Value fields are auto populated with the values from the product's master data entry. If the product is not present in the Owner's product master data then the product name or code must be entered manually.

iii. Item Code Type field – The product code type (e.g. IN-Product Code).
iv. Item Code Value field – The product code.
v. Impacted Quantity field – The quantity of items to be returned.
vi. Unit of Measure drop-down – The unit in which the line item is measured.
vii. Return Request Reason Code drop-down – The reason code for the return request.
viii. Transaction Type drop-down – The type of transaction.
ix. Transaction Value field – The unique identifier of the transaction.
x. Line Notes field – Additional information about the line item being added.

c. Select Apply.

The new line item is added to the return authorization request.

d. Select the row and then select the branch icon and fill in the following fields under Serialized Lot Information section:
   i. Lot Number field – The lot number of the line number.
   ii. Expiration Date field – The expiry date of the serialized lot number.
   iii. Serial Number Value field – The unique identifier number of the serialized lot.
e. Select Apply.
   The serialized lot information is added to the line item.
f. Select the line item row drop down to view the serialized lot information in a table.

7. In the Notes section, select the Add + icon to enter any additional comments or instructions.
8. To submit the return authorization request:

To save the return authorization response in a Draft state and finish it later, ensure the

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Move To button is not selected and then select the Save button in the draft state.

a. Select the Move To button at the top of the screen.

   The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.

b. Select the Save button.

   The return authorization request is submitted to the supplier or the client.

Tips

- Select the Add + icon, to add a new line item, where available.
- Select the Delete − icon, to remove an individual line item, where available.
- Select the branch icon, to add a new line item in the inserted table, where available.
- New return authorization requests can also be created by selecting the New button on the Return Authorizations Details screen for an existing return authorization request.

Submit a draft return authorization request

Complete and submit a saved return authorization request in the draft state.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific

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Partner or internal location) in the header.

5. Select the Go button.
6. Select one of the following menu items depending on the orchestration used:
   - Select Commerce - Customer from the left menu.
   - Select Logistics - Provider from the left menu.

   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Return Authorizations.
8. Select the Filter button to find return authorization request in Draft state.
9. Select the Return Number link in the results table.
10. Select the Edit button.
11. In the Transaction Information section, select Submitted from the Process Status drop drown.
12. Confirm the return request details and select the Edit icon associated with that line item to modify the fields if required.
13. Select the Move To button at the top of the screen.

    The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.
14. Select the Save button.

    The return authorization request is submitted to the customer or the client.

Tips

- Select the return number row and then select the Delete icon on the top of the Search Return Requests screen, to delete a return authorization

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request in draft.

 A deleted transaction cannot be retrieved.

Create new discussions and add comments to existing discussions

Owner and Partner can start discussions or add comments directly from a subtype view page. This allows authorized users from owner and partner companies to collaborate in the context of the transaction they are viewing.

Start a Discussion from a Subtype View Page

Perform this task to add new discussion directly from the subtype record being viewed.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Navigate to the subtype record you want to discuss.
7. Open the subtype record to display its view page.
8. Select the Add Discussion button.
   The new discussion page opens in a new tab.
9. Start the discussion using one of the following options:

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i. In the Transaction section, select the transaction ID link to review and update the related transaction automatically referenced from the subtype record.

ii. Select the New button to initiate a new discussion for the transaction, if required.
This creates a new, independent discussion thread for the transaction. The new discussion will not be a continuation of any existing discussion associated with the subtype record, and prior discussion details from the subtype record will not automatically carry forward into the new thread.

10. Enter the discussion details. For detailed field descriptions, see Create and Submit a Discussion.

11. Select the Save button.
The new discussion is now associated with the transaction from the originating subtype view page.

Add a Comment from a Subtype View Page

Perform this task to add a comment to an existing discussion associated with transaction being viewed.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.

6. Navigate to the subtype record related to the discussion you want to

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comment on.

7. Open the subtype record to display its view page.
8. Select the Add Comment button.
   The Discussion Search page opens in a new tab within the context of the selected transaction.
9. Find the discussion to update using one of the following options.

   i. Review and update the discussions already associated with the transaction.

   ii. Select the Filter button, enter the search criteria, and apply the filter. From the filtered results, select the discussion to review and update. For detailed field descriptions, see Search and View All Discussions.

   iii. If the existing discussion is not appropriate, select the New button to start a new discussion for the associated transaction. For detailed field descriptions, see Create and Submit a Discussion.

10. Select the discussion to update.
11. Enter comment.
12. Select the Save button.
    The comment is added to the selected discussion and remains associated with the related transaction.

Search and view return authorization requests

Search for and view return authorization requests

Search for return authorization requests sent or received by customers or suppliers

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to view their details. Viewing the details of a return authorization request enables customers or suppliers to quickly access order information (e.g. the quantity for each line item in an order) in TraceLink without having to search through the actual B2B message.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select one of the following menu items depending on the orchestration used:
   - Select Commerce - Customer or Commerce - Supplier from the left menu.
   - Select Logistics - Client or Logistics - Provider from the left menu.

   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Return Authorizations.
8. Select the Filter button.
9. In the Filters panel, fill in one or more of the following fields to filter the results:
   i. Multi Field Search field - Searches across multiple indexed fields using a single keyword, including Text, Text Area, Email, URL, and Lookup fields.
   ii. State drop-down – The state of the return authorization request:
      - Draft – The transaction is in the draft state.
      - Submit – The transaction has been created.

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- Processing – The application is getting ready to handle incoming transactions by doing some initial tasks, such as copying the files it receives.
- Processed – The application changes the standard information into a format that is easy to use and specific to your transaction.
- Preparing to Send – The application is getting ready to send out a transaction and is doing some initial tasks, like copying the necessary information for the process.
- Sending –The application sends out business transactions to the buyer or supplier.
- Sent – The transaction is successfully completed and shared with the receiving party.

iii. Return Number field – A unique identifier of the return authorization.

iv. Return Issued Date field – The date that the return authorization request was initiated.

v. Supplier type-ahead – Displays only if the menu item is Sent Return Authorization Requests in Commerce - Customer. The name of the company the return request was sent to.
If the name of the company is not present in the Owner's master data then the company's name must be entered manually.

vi. Customer type-ahead – Displays only if the menu item is Received Return Authorization Requests in Commerce - Supplier. The name of the company the return authorization request was received from.
If the name of the company is not present in the Owner's master data then the company's name must be entered manually.

vii. Client type-ahead – Displays only if the menu item is Sent Return Authorization Requests for Logistics - Provider. The name of the company the return request was sent to.
If the name of the company is not present in the Owner's master data then the company's name must be entered manually.

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viii. Provider type-ahead – Displays only if the menu item is Received Return Authorization Requests for Logistics - Client. The name of the company the return authorization request was received from.

If the name of the company is not present in the Owner's master data then the company's name must be entered manually.

ix. Return Disposition Code field – The unique identifier code used for returned goods or products.

x. Last Modified drop-down – The period of time in which the return authorization request was last updated:

- Today – The transaction was modified within the last few hours.
- Yesterday – The transaction was updated within the past 24 hours.
- Last Week – The transaction was modified in the last 7 days.
- Last Month – The transaction was modified in the last 30 days.
- Last 3 Months – The transaction was modified in the last 90 days.
- Last 6 Months – The transaction was modified in the last 180 days.
- Custom Range – Select a specific period of time that the transaction was modified in from the calendar.

10. Select Apply.

    A list of return authorization requests displays based on the filter results.

11. Select the link for the return authorization request from the results table.

    The View Return Authorizations screen displays.

12. To view all fields for each line item, select the View icon on the Return Authorizations Details screen.

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Reprocess and resubmit return authorization requests

Reprocess return authorization request

Reprocess the return authorization request if the Processing Status is set to Paused with Error on the Search Business Transaction screen. Use the following procedure to resolve any error messages encountered while submitting return authorization requests.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select one of the following menu items depending on the orchestration used:
   - Select Commerce - Customer from the left menu.
   - Select Logistics - Provider from the left menu.

   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Return Authorizations.
8. Select the Filter button to find the return authorization request in Processing, Processed, Preparing to Send, or Sending state..
9. View the following fields for error in the Transaction Information section:
   - Process Status - Displays the status of the submitted transaction.
   - Last Transaction Error - Displays the error message.
10. Select the Edit button. .
11. In the Transaction Information section, select Submitted from the Process Status drop drown.
12. Select the Save button.

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The return authorization request request is moved from Processing state to Sending state indicating that the return authorization request is submitted successfully.

⚠ Do not select the Move To button, as it will cause the transaction to skip a workflow state, preventing successful delivery.

Resubmit return authorization request

If a transaction is successfully sent to a partner but an issue occurs on the partner's side (e.g. in their ERP system), the sender can avoid re-entering all the details by rolling back to a previous workflow state and resending the transaction, thus saving time and effort for both parties.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select one of the following menu items depending on the orchestration used:
   - Select Commerce - Customer from the left menu.
   - Select Logistics - Provider from the left menu.

   Partners must have the correct **roles** assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Return Authorizations.
8. Select a Return Number in Sent state.
9. Select the Edit button.

   The state of the return authorization request is automatically set to Sending state.

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10. Select the Move To button at the top of the screen.

    The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.

11. Select the Save button.

    The return authorization request is submitted to the supplier or the client.

The status of the return authorization request moves to Sent state.

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Navigate to help documentation and support

Select the Help Center icon in the header to access the one-stop-shop help center for everything related to the network you are currently within (e.g.

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