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Return authorization responses

Return authorization response 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.

Create and submit return authorization responses

Create and submit return authorization responses. Additionally, supplier can begin work on a return authorization response and save it for completion at a later time.

Create and submit a return authorization response

1. Select a [MPL Network] from the Network drop-down in the header.
2. Select a Team (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
3. Select one of the following menu items depending on the orchestration used:
    - Select

      Commerce - Supplier

      from the left menu.
    - Select

      Logistics - Client

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from the left menu.

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

4. Select

   Return Authorization Responses

   .
5. Select the New + New button.
6. Enter the return authorization response number in the Return Number field.
7. Select the Save button.

   The screen refreshes with the saved return authorization response in the draft state and with the required sections populated.
8. Select the Edit Edit button.
9. In the Transaction Information section, select Submitted from the Process Status drop drown.
10. In the Return Information section fill in the following fields:
    a. Return Number field – A unique identifier of the return authorization response. This field auto populates the value entered in New Return Response screen.
    b. Return Issue Date field – The date the return is initiated on.
    c. Return Disposition Code field – The unique identifier used for returned goods or products.
    d. Return Request Reason Code drop-down – The reason code for the return request.
    e. Is Special Requirement switch – Indicates whether the request is a special requirement. Default is Off.

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11. In the Reference Transaction section:
    a. Select the Add + icon. At least one reference transaction is required to submit a return response.

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

        a. Transaction Type drop-down – The type of transaction.
        b. Transaction Value 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.
    c. Select Apply.
12. If the menu item selected is Commerce - Supplier, in the

    Customer and Supplier

    section, fill in the following fields under

    Customer

    group:
    or
    If the menu item selected is Logistics - Client, in the Client and Provider section, fill in the following fields under Client group:
    a. Company type-ahead field – The name of the company submitting the return response, 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

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

b. Address 1 field – The address of the particular location.
c. Address 2 field – Any additional address information.
d. Country drop-down – The two-letter country code with country name for this location.
e. State field – The state or region for this location.
f. City field – The city for this location.
g. Postal Code field – The postal code for this location's main address.
h. Contact Telephone Number field – The company or location's phone number.
i. Contact Fax Number field – The company or location's fax number
j. Party ID Type drop-down – The identifier type used for this company or location.
k. Party ID Value field – The value associated with the identifier type.

13. 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 - Client, then in the Client and Provider section, fill in the following fields under Provider group:

    a. Company type-ahead field – The name of the company receiving the return response, 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.

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  b. Address 1 field – The address of the particular location.
  c. Address 2 field – Any additional address information.
  d. Country drop-down – The two-letter country code with country name for this location.
  e. State field – The state or region for this location.
  f. City field – The city for this location.
  g. Postal Code field – The postal code for this location's main address.
  h. Contact Telephone Number field – The company or location's phone number.
  i. Contact Fax Number field – The company or location's fax number
  j. Party ID Type drop-down – The identifier type used for this company or location.
  k. Party ID Value field – The value associated with the identifier type.

14. If the menu item selected is Commerce - Supplier, in the Third Party Logistics and Carrier Details section, fill in the following fields under Third Party Logistics group:
    or
    If the menu item selected is Logistics - Client, in the Remit To Party and Original Claimant section, fill in the following fields under Remit To Party group:
    a. 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 Third Party Logistics 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.
    b. Address 1 field – The address of the particular location.
    c. Address 2 field – Any additional address information.
    d. Country drop-down – The two-letter country code with country name for

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this location.

e. State field – The state or region for this location.
f. City field – The city for this location.
g. Postal Code field – The postal code for this location's main address.
h. Contact Telephone Number field – The company or location's phone number.
i. Contact Fax Number field – The company or location's fax number
j. Party ID Type drop-down – The identifier type used for this company or location.
k. Party ID Value field – The value associated with the identifier type.

15. If the menu item selected is Commerce - Supplier, in the Third Party Logistics and Carrier Details section, fill in the following fields under Credit To group:
    or
    If the menu item selected is Logistics - Client, in the Remit To Party and Original Claimant section, fill in the following fields under Original Claimant group
    a. Location type-ahead field – The billing address of the buyer. This field pulls from the Owner's company and location master data.
       The remaining Credit To fields in the section are auto populated with the values from the company or location's master data entry. If the billing address is not present in the Owner's master data, the billing address must be entered manually.
    b. Address 1 field – The address of the particular location.
    c. Address 2 field – Any additional address information.
    d. Country drop-down – The two-letter country code with country name for this location.
    e. State field – The state or region for this location.
    f. City field – The city for this location.
    g. Postal Code field – The postal code for this location's main address.
    h. Contact Telephone Number field – The company or location's phone

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number.

   i. Contact Fax Number field – The company or location's fax number
   j. Party ID Type drop-down – The identifier type used for this company or location.
   k. Party ID Value field – The value associated with the identifier type.

16. In the Payment Details section, fill in the following fields:
   a. Amount Paid field – The original amount paid for the items.
   b. Return Claim Amount field – The amount claimed against the return.
   c. Payment Method field – The method that was used to make the payment.
   d. Currency drop-down – The 3-letter ISO currency code that the line items included in the purchase order are priced with.
17. In the Line Items section:
   a. Select the Add + icon. At least one line item is required to submit a return authorization response.

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

      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 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 drop-down – 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 that is to be returned

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        vi. Unit Price field – The price that each unit of the product sells for.
        vii. Return Request Reason Code drop-down – The reason code for the return request.
        viii. Transaction Type drop-down – The type of transaction used.
        ix. Transaction Value field – The unique identifier number of the transaction.
        x. Response Reason Description field – A brief description that provides the reason for a specific response

    c. Select Apply.

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

    d. Select the line item 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.

18. In the Notes section, enter any additional comments or instructions.
19. To submit the return authorization response:
    To save the return authorization response in a Draft state and finish it later, ensure the 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.

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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 response is submitted.

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 responses can also be created by selecting the New + New button on the Return Authorization Responses Details screen for an existing return authorization response.

Submit a draft return authorization response

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

1. Select a [MPL Network] from the Network drop-down in the header.
2. Select a Team (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
3. Select one of the following menu items depending on the orchestration used:
   - Select

     Commerce - Supplier

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from the left menu.
    - Select

      Logistics - Client

      from the left menu.

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

   Return Authorization Responses

   .
5. Select Filter button to find the return authorization response in Draft state.
6. Select Return Number from the filter results.
7. Select the Edit button.
8. In the Transaction Information section, select Submitted from the Process Status drop drown.
9. Confirm the return response details and select the Edit icon associated with that line item to modify the fields if required.
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 response is submitted.

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Tips

- To delete a return authorization response in draft state, select the return number row and then select the Delete icon on the top of the Search Return Responses screen.

A deleted transaction cannot be retrieved.

Search and view return authorization response

Search for and view return authorization responses

Perform this task to search for and view the return authorization response sent or received by customers or suppliers to view their details. Viewing the details of a return authorization response 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 a [MPL Network] from the Network drop-down in the header.
2. Select a Team (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
3. 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.
4. Select

    Return Authorization Responses

.

5. Select the Filter 

button.
6. In the Filters panel, fill in one or more of the following fields to filter the results:
    - State drop-down – The state of the return authorization response:
        - Draft – The transaction is in the draft state.
        - Submit – The transaction has been created.
        - 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.
    - Return Number field – A unique identifier of the return authorization response.
    - Return Issued Date field – The date of the return authorization response was initiated.
    - Customer type-ahead – Displays only if the menu item is Sent Return Authorization Responses for Commerce. The name of the company the return response 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.
    - Supplier type-ahead – Displays only if the menu item is Received Return

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Authorization Responses for Commerce. The name of the company the return authorization response 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.

- Provider type-ahead – Displays only if the menu item is Sent Return Authorization Responses for Logistics. 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.
- Client type-ahead – Displays only if the menu item is Received Return Authorization Responses for Logistics.. 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.
- Return Disposition Code field – The unique identifier code used for returned goods or products.
- Last Modified field – The period of time in which the return authorization response 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.

7. Select Apply.

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

8. Select the link for the return authorization response from the results table.

   The View Return Authorization Responses screen displays.

9. To view all fields for each line item, select the View icon on the

   Advance Shipment Notices

   Details screen.

   e.

Reprocess and resubmit return authorization responses

Reprocess return authorization responses

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 responses.

1. Select a [MPL Network] from the Network drop-down in the header.
2. Select a Team (e.g. your entire company or a Link to a specific Partner or internal location) in the header.

3. Select one of the following menu items depending on the orchestration used:

   - Select

     Commerce - Supplier

     from the left menu.
   - Select

     Logistics - Client

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from the left menu.

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

4. Select

   Return Authorization Responses

   .
5. Select the Filter Filter button to find the return authorization response in Processing, Processed, Preparing to Send, or Sending state.
6. In the Transaction Information section, view the following fields for error:
   - Process Status – Displays the status of the submitted purchase order
   - Last Transaction Error – Displays the error message.
7. Select the Edit Edit button..
8. In the Transaction Information section, in the Process Status drop down, select Submit.
9. Select the Save button..

   The return authorization response is moved from Processing state to Sending state indicating that the return authorization response 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 response

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 a [MPL Network] from the Network drop-down in the header.

2. Select a Team (e.g. your entire company or a Link to a specific Partner or internal location) in the header.

3. Select one of the following menu items depending on the orchestration used:

    - Select

      Commerce - Supplier

      from the left menu.
    - Select

      Logistics - Client

      from the left menu.

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

4. Select

   Return Authorization Responses

   .

5. Select a Request Number row in Sent state.

6. Select the Edit Edit button.

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

7. 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.

8. Select the Save button.

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The return authorization response is submitted.

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

Related Content

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Material Issued Updates

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View More

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