Product Returns to HP

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Product Returns to HP – Manage Return

Business context

Product Returns to HP is a Panorama inventory replenishment function. A return is the movement of product from a Holding Point back to its replenishment source, and is initiated by a recall, expiry, wastage, or another factor.

When product that was initially received through Panorama is returned, a return record must be created by the replenishment source (Holding Point) that distributed the product. The return will indicate the catalogue items and quantity to be returned. The product must be sent back to the Holding Point that originally distributed the product.

Triggers

- A public health office wants to send wasted product back to the Bio Depot.
- A public health sub-office wants to return product to the main public health office.

Standard Operating Procedures (SOPs)

- Vaccine Returns

Business Roles

Most components of Returns to External are completed by the Zone Biological Coordinators and the admin staff. The Bio Depot Biological Coordinator and admin staff receive returns from the public health offices.
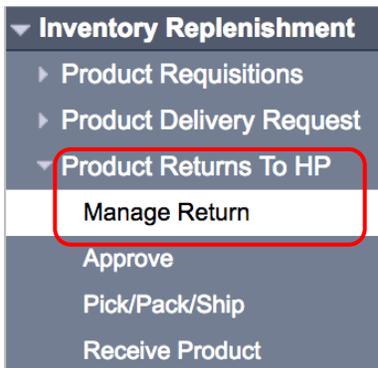
Panorama Role

Both the Inventory Zone and Inventory Provincial roles have permissions for the Product Returns to HP functionality.

	• When creating a return to the Bio Depot, the public health offices must use the **Returns to HP** functionality, not **Returns from External**. If **Returns from External** is used, the public health office inventory will not be decremented. • **Returns from HP** should also be used when product from one public health office is returned to another, e.g., a return from a sub-office to a main office.

Steps: Search

Overview Steps: Inventory Replenishment>Product Returns to HP>Manage Returns>Add criteria>Search

1. Select **Inventory Replenishment** from the Left-Hand Navigation Menu, select **Product Returns to HP,** then select **Manage Return**.

2. The **Return Product to Holding Point Search** screen displays.

Return Product

Return Product To Holding Point Search   ∧ Hide Return Product To Holding Point Search

* Required field to Create a New Return to Holding Point

* **Ship From Holding Point:**   Wolfville PHO-HP - Wolfville PHO   *Search*

* **Ship To Holding Point:**   Bio Depot-HP   **Return ID:**

Return Status: **Return Type:**

Submit Date From: / /   yyyy mm dd   **Submit Date To:**   / /   yyyy mm dd

Phone Number: ( )   ext.

Catalogue Item Code: **Product Alternate ID:**

Catalogue Item Name:

Override Holding Point Security ☐

                             Search   Retrieve   Clear

3. Using the type ahead feature, enter the Holding Point that will create the product return in the **Ship from Holding Point** field.
4. Select the Holding Point that will receive the return from the **Ship To Holding Point** dropdown menu.
5. If the Return ID or Return Status is known, these criteria may also be used to search.
6. Click **Search**.
7. Panorama displays the search results in the **Return Product Search Results** section.

Return Product Search Results   ∧ Hide Return Product Search Results

Your search criteria returned 1 result(s).

                                             Create New Return

Return ID ▼	Ship From Holding Point ▼	Return Status ▼	Return Type ▼	Requested Delivery Date ▼	Ship To Holding Point ▼
13	Wolfville PHO-HP - Wolfville PHO	Pending Approval	Return waste for disposal	2017 Aug 2	Bio Depot-HP

Total: 1   ⏮ ◀ Page 1 of 1 ▶ ⏭   Jump to page: ☐ →

Steps: View

Overview Steps: Search>Click **Return ID** in the **Return Product Search Results** section> View Return>Cancel

1. Complete a search.
2. Panorama displays the search results in the **Return Product Search Results** section.
3. To view the details for a return, click the **Return ID** link.
4. The **Return Product to Holding Point** screen displays.

5. The screen contains the **Return ID**, the **Return Type**, the **Return Status**, the **Requested Return Date**, and the **From Holding Point** and **To Holding Point**, as well as address and contact information.
6. To return to the search screen, click the **Cancel** button at the bottom of the screen.

Return Product

Return Product to Holding Point

*Required field

Return ID:	Return Status:	
13	Pending Approval	
*From Holding Point:	*To Holding Point:	Delivery Zone:
Wolfville PHO-HP - Wolfville PHO	Bio Depot-HP - Bio Depot	
*Return Type:	*Requested Return Date:	
Return waste for disposal ▾	2017 Aug 2	

*Ship From Holding Point Address:

23 Earnscliffe Avenue, Wolfville NS B4P1X4, Canada ▾

Contact Name:	Contact Phone Number:
HP Contact	

☐ Use Ad Hoc Address   Generate Ad Hoc Address

Ad Hoc Ship From Address:
-

Catalogue Item Code:	Product Alternate ID:
-All- ▾	-All- ▾
Holding Point Location Type:	Holding Point Location:
-All- Operational CC Quarantined Reserved Stock For Disposal For Return Quarantined for Review	-All- Wolfv-HPL1-Op Wolfv-HPL2-School Wolfv-HPL3-CCQuar Wolfv-HPL4-Return

Return Details

Row Actions: Add Additional Line Item   Cancel Line Item   Reset Invoice Status
Duplicate Line Item   Filter
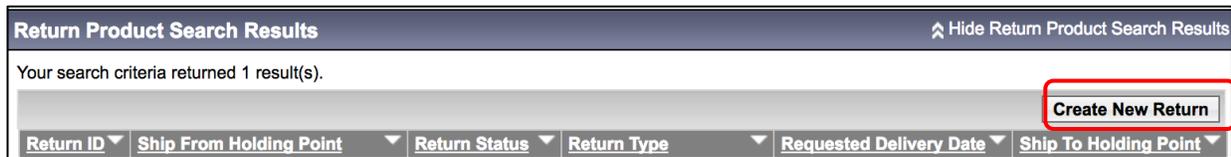
Save Line Item

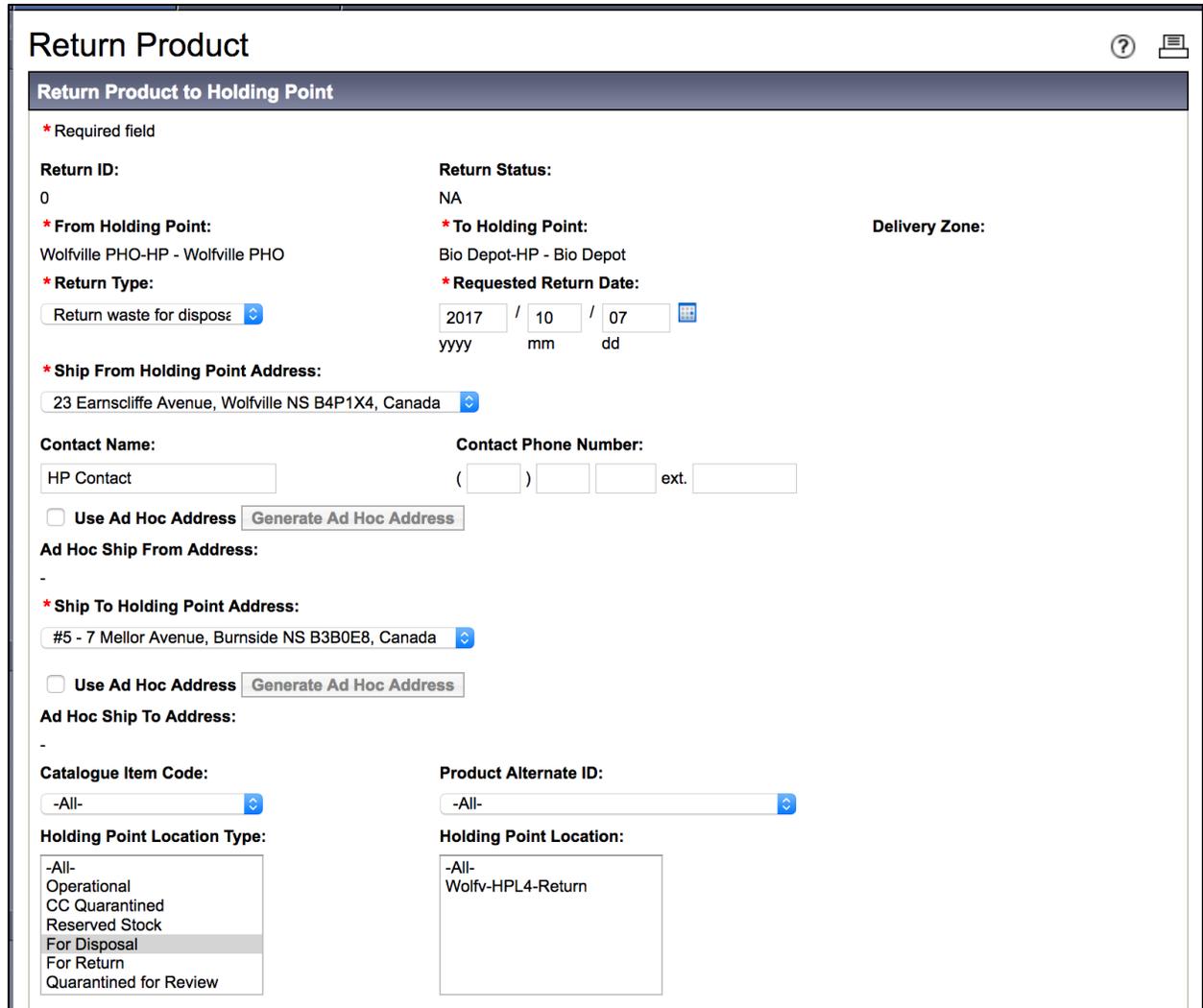|		Return Line Item Status	From Holding Point Location	Catalogue Item Name	Lot Number	Expiry Date	Uncommitted Qty	*Requested Return Quantity	*Reason for Return
☑	⊕	Pending Approval	Wolfv-HPL1-Op	BAT Heptavalent-Equine(1 x 50mL)CC	test lot-new	2020 Jul 16	3995	10	Defective product

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Steps: Create

Overview Steps: Search>Click **Create New Return**>Complete return fields>Save as Draft>Submit Return

1. Complete a search, using the **Ship to Holding Point** and the **Ship From Holding Point**.

2. If the return is not found, click **Create New Return**.

Return Product Search Results	⌃ Hide Return Product Search Results

Your search criteria returned 1 result(s).

Create New Return

Return ID ▾	Ship From Holding Point ▾	Return Status ▾	Return Type ▾	Requested Delivery Date ▾	Ship To Holding Point ▾

3. The **Return Product to Holding Point** screen displays. The screen will be populated with the address information for both holding points.
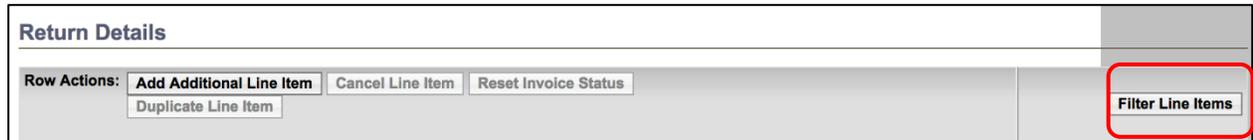
Return Product ⑦ 🖶

Return Product to Holding Point

* Required field

Return ID:
0

Return Status:
NA

* From Holding Point:
Wolfville PHO-HP - Wolfville PHO

* To Holding Point:
Bio Depot-HP - Bio Depot

Delivery Zone:

* Return Type:
Return waste for disposa ▾

* Requested Return Date:
2017 / 10 / 07
yyyy   mm   dd   🗓

* Ship From Holding Point Address:
23 Earnscliffe Avenue, Wolfville NS B4P1X4, Canada ▾

Contact Name:
HP Contact

Contact Phone Number:
( )   ext.

☐ Use Ad Hoc Address [Generate Ad Hoc Address]

Ad Hoc Ship From Address:
-

* Ship To Holding Point Address:
#5 - 7 Mellor Avenue, Burnside NS B3B0E8, Canada ▾

☐ Use Ad Hoc Address [Generate Ad Hoc Address]

Ad Hoc Ship To Address:
-

Catalogue Item Code:
-All- ▾

Product Alternate ID:
-All- ▾

Holding Point Location Type:
-All-
Operational
CC Quarantined
Reserved Stock
For Disposal
For Return
Quarantined for Review

Holding Point Location:
-All-
Wolfv-HPL4-Return

4. Complete the mandatory fields:
   • **Return Type:** Return waste for disposal or Return reusable product

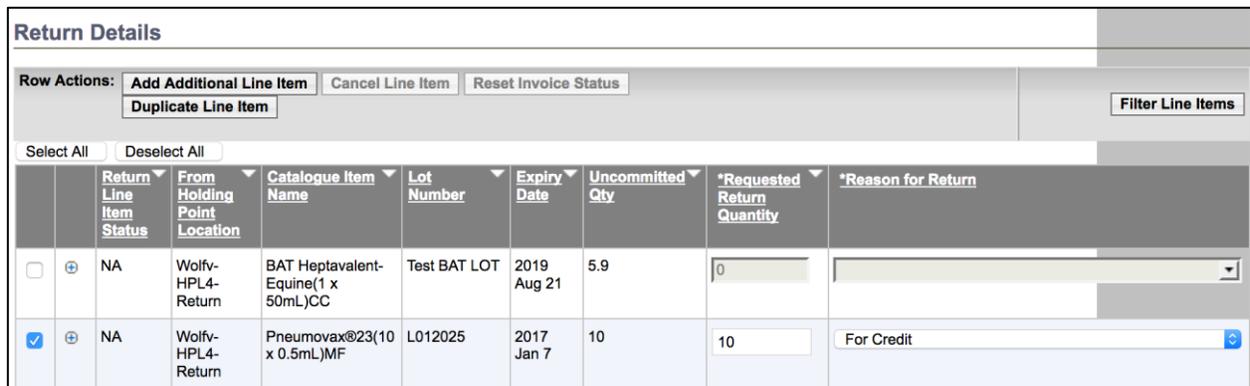| ★	• The Bio Depot only receives **Waste for Disposal** returns. • A return from a sub-public health office to a main public health office may be **Return reusable product**, depending on the public health office policies.

- **Holding Point Location Type:** For Bio Depot returns, select For Disposal; for PHO to PHO returns, select the HPL Type if different than **For Disposal**
- **Holding Point Location**: Selecting the Holding Point Location Type generates a result in the Holding Point Location field, e.g., **For Disposal** generates **HPL4-Return**
- The **Requested Return Date** field populates with the current date; change if required.

5. Click the **Filter Line Items** button under **Return Details.** This will generate a list of products in the Holding Point Location.

Return Details

Row Actions:	Add Additional Line Item	Cancel Line Item	Reset Invoice Status		Filter Line Items
	Duplicate Line Item				

6. The **Return Details** table displays.
7. Select the item for return.
8. Enter the **Requested Return Quantity** and select the **Reason for Return** from the dropdown menu**.**

Return Details

Row Actions: | Add Additional Line Item | Cancel Line Item | Reset Invoice Status | | Filter Line Items
Duplicate Line Item

Select All   Deselect All

		Return Line Item Status	From Holding Point Location	Catalogue Item Name	Lot Number	Expiry Date	Uncommitted Qty	*Requested Return Quantity	*Reason for Return
☐	⊕	NA	Wolfv-HPL4-Return	BAT Heptavalent-Equine(1 x 50mL)CC	Test BAT LOT	2019 Aug 21	5.9	0	
☑	⊕	NA	Wolfv-HPL4-Return	Pneumovax®23(10 x 0.5mL)MF	L012025	2017 Jan 7	10	10	For Credit

9. Click the + symbol to expand the line item. If a Return Reference Number has been provided, add it to the **Return Reference Number** field.

Return Reference Number:	57	Originating Requisition(s):	
Requestor Comment:		Approved Return Quantity:	0
Approver Comment:		Catalogue Item Code:	53
Product Alternate ID:	Pneu-P-23(10)	Product Trade Name:	Pneumovax®23
Committed Qty:	0.0	Unit of Measure:	Doses
Return Line Item Number:	30	Invoice Status:	NA
Credit Wastage Return:	☐		

10. Click **Save as Draft**.
11. If the same product is returned for multiple reasons and the **Return Type** is "Wastage Return For Disposal", Panorama allows a combination of lot numbers/products/reasons to be entered.
- Click **Duplicate Line Items** and select different reasons for the same lot number/product on each of the extra lines.

- Click **Save as Draft** after each **Duplicate Line Item**.

12. Scroll to the bottom of the page, and click **Submit Return.**

13. A confirmation message is displayed and the status changes to Pending Approval.

Return Product

Product Return has been submitted successfully.

Return Product to Holding Point

* Required field

Return ID:

55

Return Status:

Pending Approval

* From Holding Point:

Wolfville PHO-HP - Wolfville PHO

* To Holding Point:

Bio Depot-HP - Bio Depot

Delivery Zone:

* Return Type:

Return waste for disposal ▾

* Requested Return Date:

2017 Oct 7

* Ship From Holding Point Address:

Approve Returns

Business context

Product Returns to HP must be approved before shipping back to the replenishment source (the holding point that distributed the vaccine).

Triggers
- A return to HP has been created.

Business Roles

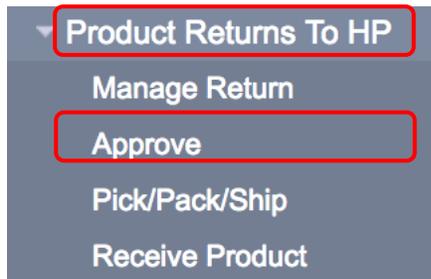The Zone Biological Coordinators and the Admin support staff will approve the Product Returns to HP.

Panorama Role
- Both the Inventory Zone and Inventory Provincial roles have permissions for the Product Returns to HP functionality.

Steps: Approve

Overview Steps: Search> Click Approve> Enter Quantity> **Approve Return** button> Status Pending Pick

1. Select **Inventory Replenishment,** then Product Returns to HP, then Approve.

2. The **Search Returns** screen displays.
3. Enter the search criteria. Select the Return ID if known or Status Pending Approval.
4. Click **Search** button.
5. The system displays the search result(s) in the **Approve Return Search Results** section. Select the return next to the **Submit Date** and click the **Approve** button.

6. The **Approve Return** screen will display.

Return Product

Approve Return

From Holding Point:	Wolfville PHO-HP - Wolfville PHO
To Holding Point:	Bio Depot-HP - Bio Depot
Return Type:	Return waste for disposal
Ship From Holding Point Address:	23 Earnscliffe Avenue, Wolfville NS B4P1X4, Canada
Delivery Zone:	NA
Contact Name:	HP Contact
Requested Return Date:	2017 Oct 7

Return Id	55
Return Status:	Pending Approval
Ship To Holding Point Address:	#5 - 7 Mellor Avenue, Burnside NS B3B0E8, Canada
Contact Phone Number:	

Return Line Item Details

Row Actions: Deny Line Item | Cancel Line Item

		Return Line Item Status	Product Trade Name	Lot Number	Expiry Date	Requested Return Quantity	Unit of Measure	Approved Return Quantity
⊖	☑	Pending Approval	Pneumovax®23	L012025	2017 Jan 7	10	Doses	10

Requestor Comment:	-	**Reason For Return:**	For Credit
Approver Comment:			
Catalogue Item Code:	53	**Product Alternate ID:**	Pneu-P-23(10)
Catalogue Item Name:	Pneumovax®23(10 x 0.5mL)MF	**From Holding Point Location:**	Wolfv-HPL4-Return
Credit Wastage Return:	☑		

Deny Return | Cancel Return | Approve Return | Cancel

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7. Select all line items in the requisition and enter the quantity in the **Approved Return Quantity** field for each line item selected. Click the + symbol to expand the line item.

★	If **Approved Return Quantity** is different from the **Requested Return Quantity**, click + icon to expand the table and enter an Approver Comment.

8. Click the **Approve Return** button.
9. The system displays a Return successfully approved notification. The Return status changes to Pending Pick.

Return Product

Return successfully approved.

Approve Return

From Holding Point:	Wolfville PHO-HP - Wolfville PHO	**Return Id**	55
To Holding Point:	Bio Depot-HP - Bio Depot		
Return Type:	Return waste for disposal	**Return Status:**	Pending Pick
Ship From Holding Point Address:	Canada	**Ship To Holding Point Address:**	Canada
Delivery Zone:	NA		
Contact Name:	HP Contact	**Contact Phone Number:**	
Requested Return Date:	2017 Oct 7		

Return Line Item Details

Row Actions: [Deny Line Item] [Cancel Line Item]

		Return Line Item Status	Product Trade Name	Lot Number	Expiry Date	Requested Return Quantity	Unit of Measure	Approved Return Quantity
⊖	☑	Pending Pick	Pneumovax®23	L012025	2017 Jan 7	10	Doses	10

Requestor Comment:	-	**Reason For Return:**	For Credit
Approver Comment:	-		
Catalogue Item Code:	53	**Product Alternate ID:**	Pneu-P-23(10)
Catalogue Item Name:	Pneumovax®23(10 x 0.5mL)MF	**From Holding Point Location:**	Wolfv-HPL4-Return
Credit Wastage Return:	☑		

[Deny Return] [Cancel Return] [Approve Return] [Cancel]

Pick/Pack/Ship

Business context

An approved return to HP must be picked, packed, and shipped back to the replenishment source.

Triggers
- A return to HP has been approved.

Business Roles

The Zone Biological Coordinators and the Admin staff will pick, pack, and ship product for return to either the Bio Depot or another Public Health Office.
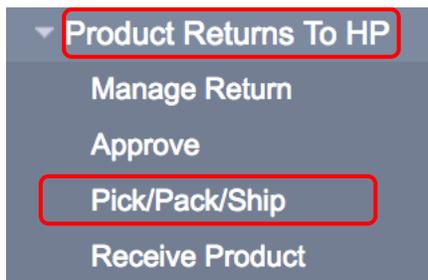
Panorama Role
- Both the Inventory Zone and Inventory Provincial roles have permissions for the Product Returns to HP functionality.

Steps: Pick

Overview Steps: Search>Select Return>Click **Pick List**> Enter quantity> Click **Completed Picking – Go Directly to Packing**

1. Select **Inventory Replenishment,** then **Product Returns to HP,** then **Pick/Pack/Ship.**

2. The **Search Pick/Ship Returns** screen displays.
3. Add search criteria. Recommended criteria includes Return Status and Return ID (if known).
4. Click **Search**.

Return Product Fulfillment

Search Pick / Ship Returns ⌃ Hide Search Pick / Ship Returns

Ship To Holding Point: [ ]   Search

Ship From Holding Point: [▾]   **Return ID:** [55]

Return Status: [Pending Pick ▾]   **Return Type:** [▾]

Submit Date From: [ ] / [ ] / [ ] 🗓   **Submit Date To:** [ ] / [ ] / [ ] 🗓
    yyyy mm dd   yyyy mm dd

Phone Number: ([ ]) [ ] [ ] ext. [ ]

Pick Start Date: [ ] / [ ] / [ ] 🗓   **Pick End Date:** [ ] / [ ] / [ ] 🗓
    yyyy mm dd   yyyy mm dd

Catalogue Item Code: [ ]   **Product Alternate ID:** [ ]

Catalogue Item Name: [ ]

Manifest ID: [ ]   **Required Delivery:** [▾]

Delivery Zone: [▾]

Override Holding Point Security ☐

[Search] [Retrieve] [Clear]

5. The search results display in the **Pick/Ship Returns Search Results** section.
6. Check the box next to Pick Date and click **Pick List**.

Pick/Ship Returns Search Results ⌃ Hide Pick/Ship Returns Search Results

Your search criteria returned 1 result(s).

[Select All] [Deselect All]

Row Actions:
[Delivered] [**Pick List**] [Print Pick List] [Pack / Ship] [Fast Track Pack] [Create Manifest] [Reset to Packed]
[Ship] [Ship To Transit Point]

Packing Reports: [▾]   **Shipping Labels:** [▾]   **Manifest Reports:** [▾]
                              No. of Labels [0]
[Print Report]   [Print Labels]   [Print Report]

	Pick Date	Ret ID	Ret	Ship To	Ret Status	Delivery Zone	Delivery Method	Requested Delivery / Pickup Holding Point Date	Ship From	Manifest ID
☑	-	55	Return t...	Bio Depot-HP	Pending Pick	-	NA	2017 Oct 7	Wolfville PHO-HP	-

7. The **Pick / Ship Return** page displays. Enter the **Pick Quantity.**
   - **IMPORTANT:** Always physically pick the product before picking in Panorama to ensure the picked quantity is accurate.

Product Fulfillment

Pick / Ship Return

Return ID:	**Return Type:**
55	Return waste for disposal
Ship-to Address:	**Required Delivery**
#5 - 7 Mellor Avenue, Burnside NS B3B0E8, Canada	
Delivery Zone:	**Requestor Contact Name:**

Ship To Holding Point: Bio Depot-HP - Bio Depot
Ship From Holding Point: Wolfville PHO-HP

Required Delivery Comment
Requestor Phone Number:
Requested Delivery / Pickup Date:
Ship-to Instructions: -

Recipient:
Return Comments:

Packing Slip Comments:
Return Status: Pending Pick
Shipping Payment Type:
Number of Containers: 0

Delivery Method: Courier
Carrier Tracking Number:
Weight:
Shipping Comments:

Pick Return Details

	Product Alternate ID	Catalogue Item Name	Cat Item Code	Holding Point Location	Lot Number	CC Req	UOM	Appr Qty	Pick Qty
30	Pneu-P-23(10)	Pneumovax®23(10 x 0.5mL)MF	53	Wolfv-HPL4-Return	L012025	Refrigerated	Doses	10	10

Cancelled Items:

Product Alternate ID	Catalogue Item Name	Cat Item Code	Holding Point Location	Lot Number	CC Req	UOM	Appr Qty	Pick Qty

Attach Document | Save as Draft

Completed Picking | **Completed Picking - go directly to Packing** | Cancel

8. Click **Completed Picking – Go Directly to Packing.**
9. A confirmation message displays. The Return Status changes to Picked.

Product Fulfillment

Return has been picked and saved successfully.

Pack Return

Return ID:	**Return Type:**
55	Return waste for disposal
Ship-to Address:	**Required Delivery**
#5 - 7 Mellor Avenue, Burnside NS B3B0E8, Canada	
Delivery Zone:	**Requestor Contact Name:**

Ship To Holding Point: Bio Depot-HP - Bio Depot
Ship From Holding Point: Wolfville PHO-HP - Wolfville PHO

Required Delivery Comment
Requestor Phone Number:
Requested Delivery / Pickup Date:
Ship-to Instructions: -

Recipient:
Requisition Comments:

Packing Slip Comments:
Return Status: Picked
Shipping Payment Type:
* Number of Containers: 0

Steps: Pack/Ship

Overview Steps: View Pack Return screen>Enter packed quantity>Add Container>Add Actual Weight>Click **Completed Packing**> Click **Generate Shipping Manifest**>Click **Completed Shipping**

1. After clicking **Completed Picking – Go Directly to Packing**, the **Pack Return** screen displays.
2. Under Container Details, enter the **Packed Quantity.**
3. Click **Add Container.**

Pack Return

Return ID: 55	**Return Type:** Return waste for disposal

Ship To Holding Point: Bio Depot-HP - Bio Depot **Ship From Holding Point:** Wolfville PHO-HP - Wolfville PHO

Ship-to Address:
#5 - 7 Mellor Avenue, Burnside NS B3B0E8, Canada

Required Delivery   **Required Delivery Comment**   **Requested Delivery / Pickup Date:**

Delivery Zone: **Requestor Contact Name:**   **Requestor Phone Number:**   **Ship-to Instructions:**
-

Recipient: **Requisition Comments:**

Packing Slip Comments: **Return Status:** Picked   **Shipping Payment Type:**   *** Number of Containers:** 0

Delivery Method: Courier   **Carrier Tracking Number:**   **Weight:** 0.0 Gram(s)   **Shipping Comments:**

Actual Shipped Date: yyyy / mm / dd   **Actual Delivered Date:** yyyy / mm / dd

Container List

Row Actions:	Commit Actual Weight		No. of Labels	0	Shipping Label:	▾	Print Labels
	Remove Container				Packing Report:	▾	Print Report
	Container ID	Estimated Weight			Actual Weight		

Container Details: Container ID: -

Add Container   Clear

Product Alternate ID	Catalogue Item Name	Catalogue Item Code	Lot Number	Picked Quantity	Remaing Quantity to Pack	Packed Quantity	Unit of Measure	Cold Chain Required	Distribution Fee/Type	Estimated Weight
Pneu-P-23(10)	Pneumovax®23(10 x 0.5mL)MF	53	L012025	10	10	10	Doses	Refrigerated	-	0.0 Gram(s)

4. The Container ID displays. Add the **Actual Weight** if required. Click the **Commit Actual Weight** button.

Container List

Row Actions:	Commit Actual Weight		No. of Labels	1	Shipping Label:	◇	Print Labels
	Remove Container				Packing Report:	◇	Print Report
	Container ID	Estimated Weight			Actual Weight		
☑ ⊕	1	-			500	Gram(s)	

5. Click **Completed Packing**.

Not Delivered	Reset to Packed	Delivered	Attach Document	Completed Packing	Completed Shipping	Save as Draft
	Completed Packing - go directly to Transit Shipping				Generate Shipping Manifest	Cancel

6. A success response displays. The Return Status has changed to Packed.

7. The system added the **Number of Containers** to the screen.

Product Fulfillment

Return has been packed and saved successfully.

Pack Return

Return ID:	Return Type:	Ship To Holding Point:	Ship From Holding Point:
55	Return waste for disposal	Bio Depot-HP - Bio Depot	Wolfville PHO-HP - Wolfville PHO
Ship-to Address:	**Required Delivery**	**Required Delivery Comment**	**Requested Delivery / Pickup Date:**
Canada			
Delivery Zone:	**Requestor Contact Name:**	**Requestor Phone Number:**	**Ship-to Instructions:**
			-
Recipient:	**Requisition Comments:**		
Packing Slip Comments:	**Return Status:**	**Shipping Payment Type:**	*** Number of Containers:**
	Packed		1

Delivery Method: | **Carrier Tracking Number:** | **Weight:** | **Shipping Comments:**
Courier | | 500.0 Gram(s) |

Actual Shipped Date:
yyyy / mm / dd

Actual Delivered Date:
yyyy / mm / dd

Container List

Row Actions: **Commit Actual Weight**

No. of Labels 1   Shipping Label: [ ] Print Labels
Packing Report: [ ] Print Report

		Container ID	Estimated Weight	Actual Weight	
☑	⊖	1	-	500	Gram(s)

Product Alternate ID	Catalogue Item Name	Catalogue Item Code	Lot Number	Lot Expiry Date	Packed Quantity	Unit of Measure	Cold Chain Required	Distribution Fee/Type	Estimated Weight
Pneu-P-23(10)	Pneumovax®23(10 x 0.5mL)MF	53	L012025	2017-01-07	10	Doses	Refrigerated	-	0.0 Gram(s)

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8. Click the **Generate Shipping Manifest** button. An option to save the report in PDF to the desktop is generated. Print the report.
9. The **Return ID** is documented on the Shipping Manifest. Include the Shipping Manifest with the return to be shipped.
10. Returns must remain in status **Packed** until the driver picks up the return.
11. Once the return leaves the building, click **Completed Shipping**. A shipped successfully message will display.

| Not Delivered | Reset to Packed | Delivered | Attach Document | Completed Packing | **Completed Shipping** | Save as Draft |
| | | | Completed Packing - go directly to Transit Shipping | | **Generate Shipping Manifest** | Cancel |

Product Fulfillment

Returns have been shipped successfully.

Receive Return

Business context

The return must be received into inventory at the replenishment source.

Triggers

- A return to HP is received at the replenishment source, either the Bio Depot or the main Public Health Office.

Business Roles

Both the Zone and Bio Depot Biological Coordinators, as well as Admin staff, will receive product returned by a public health office.

Panorama Role

- Both the Inventory Zone and Inventory Provincial roles have permissions for the Product Returns to HP functionality.

Steps: Receive

Overview Steps: Product Returns to HP>Receive Product>Search for Shipped status>Select return>Receive Return>Enter Details>Receiving Completed>OK

1. Select **Inventory Replenishment** > **Product Returns to HP** > **Receive Product**

Product Returns To HP
Manage Return
Approve
Pick/Pack/Ship
Receive Product

2. The **Search Receive Return** screen displays.
3. Enter search criteria and click **Search**. Recommended search criteria include Status Shipped and Return ID.

Receive Return

4. The results display in the **Receive Return Search Results** section of the screen.

5. Click **Receive Return**.
6. The **Receive Shipment Details** screen displays.
7. Click the + symbol under **See Container Contents**.
8. Enter **Received Qty**, check the **Cold Chain Quarantine** box if it applies, then select from the dropdown menu the **HPL** location where the product is to be received.

9. Click **Receiving Completed**.
10. The system generates a confirmation that the user will receive the shipment. Click **OK.**
    - If a product is expired or recalled, the system will generate a request that the **Receiving Completed** be clicked again. In this case, click **Receiving Completed**.
11. A confirmation message displays.

Receive Product	⑦ 🖳
The receive shipment information has been successfully saved.	