

# **Product Returns to Supplier**

Functions: <u>Manage Return</u> <u>Search</u> <u>View Return</u> <u>Create a Return</u> <u>Update a Return</u> <u>Add Line Items</u> <u>Cancel a Line Item</u> <u>Cancel Return</u> <u>Pick/Pack/Ship</u>

# Manage Return

### **Business context**

The Product Returns to Supplier functionality is used by the Bio Depot to document a return and the picking, packing, and shipping process.

**Pre-requisites**: Product must have been ordered through the supplier in order to be returned. Only products on the contract with the supplier may be returned. If a contract has expired, product may still be returned.

### Triggers

- A product that was received from a supplier must be returned.
- Information about a return to a supplier must be reviewed or updated.
- An item on the return must be cancelled.
- An item on the return must be added to the return.
- The entire return must to be cancelled.

# **Standard Operating Procedures (SOPs)**

• Vaccine Returns

### **Business Roles**

The Product Returns to Supplier functionality is completed by the Bio Depot Biological Coordinator or the Admin support staff.

### Panorama Role

The Product Returns to Suppliers functionality is restricted to users with the Inventory Provincial role.

### Steps: Search for Returns to Suppliers



**Overview Steps**: Inventory Replenishment>Product Returns to Supplier>Manage Return>Add search criteria>Search

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

- Inventory Replenishment	Return Product			0 🖪
Product Requisitions	Return Product To External S	Supplier Search		
Product Delivery Request	From Holding Point: Search			
Product Returns To HP	Bio Depot-HP			
Supplier	Supplier Name:	Supplier Short Name:	Supplier Code:	
Manage Return				
Dick/Dack/Ship				

2. The Return Product to External Supplier Search screen displays.

Return Product										
Return Product To External Supplier Search										
From Holding Point: Search Bio Depot-HP Supplier Name:	Supplier Short Name:	Supplier Code:								
Contract#/PO#:	Catalogue Item Code:	Catalogue Item Name:	Product Alternate ID:							
Transaction Type:	Return ID:	Return Status:								
Submit Date From:	ity	Submit Date To:								
			Search Retrieve	e Cle	ar					

- 3. Enter search criteria. Options include:
  - Supplier Name, Supplier Code, Catalogue Item Code or Product Alternate ID.
- 4. Click the Search button.
- 5. If results are available, they will generate in the **Return Product to External Supplier Search Results** section.

I	Return Product To External Supplier Search Results									
1	Your search criteria returned 1 result(s).									
	Row Ac	tions: Upda	ite					Cre	eate New Return	
	Select	Return  T	Requested Return	From Holding	<u>To Su</u>	pplier 🔻	Contract#/PO#	Transaction Type	Return Status	
		10	2017 Jun 28	Bio Depot-HP	Glaxo	SmithKline	Contract-CRP2	Defective product	Pending Pick	



# Steps: View a Return to Supplier

**Overview Steps**: Search>Select return>Click **Update** button>View return>Cancel

- 1. Search for a return, following the Return to Supplier search process.
- 2. Select the checkbox next to the Return ID of interest and click the **Update** button.

Return Product To External Supplier Search Results									
Your search oritoria roturned 2 result(s).									
Row Actions: Update Create New Return									
Select	Return ID	Requested Return	From Holding	<u>To Supplier</u> 🔻	Contract#/PO#	Transaction Type	<u>Return</u> <u>Status</u>		
	50	2017 Sep 15	Bio Depot-HP	Merck Canada Inc.	Contract01	For Credit	Shipped		
	51	2017 Sep 15	Bio Depot-HP	Merck Canada Inc.	Contract01	For Credit	Shipped		

3. The **Return Product to External Supplier** screen displays. Review the return to supplier.

* Required field						
Return ID:		Return Status:				
51		Shipped				
* From Holding Point	: Search	From Holding Point Location	: * To Supplier Name:		* Supplier Code	:
Bio Depot-HP		BioDepot-HPL1-Op BioDepot-HPL2-Op	Merck Canada Inc.	•	Supplier1	•
Supplier Short Name:	:	* Contract#/PO#:	* Agreement Referenc	e #:	* Return Author	ization Number:
Merck	•	Contract01	n/a		pending	
Supplier Contact:		* Transaction Type:	Cold Chain Required:			
	•	For Credit	$\checkmark$			
Supplier Ship To Add	ress:					
Ad Hoc Supplier Ship	To Address:					
Ad Hoc Supplier Ship Return Comment:	o To Address:				(100 shar	notors)
Ad Hoc Supplier Ship Return Comment: Return Details	to Extern	nal Supplier			( <b>100</b> char.	acters)
Ad Hoc Supplier Ship Return Comment: <b>Return Details</b>	to Extern	nal Supplier		Cold	(100 char. Chain Required (	acters)
Ad Hoc Supplier Ship Return Comment: Return Details Row Actions: Add	to Extern	nal Supplier	eturn	Cold	(100 char Chain Required (	Apply Updates
Ad Hoc Supplier Ship Return Comment: Return Details Row Actions: Add Status of the Line Item	to Extern Additional Lin Holding Point Location	nal Supplier ne Item Cancel Line Item of R Product Lot Trade name Number P	eturn ist Expiry Areturn rice Date Quantity	Cold	(100 char. Chain Required ( of Tree Chain Figure	Apply Updates Filter Line Items Reason



- Return Status, e.g., Pending Pick
- The Holding Point Location of the product to be returned
- The name of the product to be returned
- The Lot Number
- The return quantity
- The reference number (a business generated number)
- The return authorization number (a business generated number)
- 5. Click the **Cancel** button to return to the search screen.

## Steps: Create a Return

$\bigstar$	•	A return to supplier can only contain products that are included in the specific contract held with the supplier.
	•	Products for return must be products that were obtained through a PDR. A return to supplier may be created and saved as Draft for future edits, or it may be submitted in readiness for picking.

**Overview Steps**: Search>Click **Create New Return**> Add information > Save as Draft or Submit Return

- 1. Complete a Return to Supplier search.
- 2. Click the Create New Return button.

Re	Return Product To External Supplier Search Results									
You	Your search criteria returned 2 result(s).									
Ro	Row Actions: Update									
Se	elect	<u>Return</u> ▼ ID	Requested Return	From Holding	To Supplier 🔻	<u>Contract#/PO#</u> ▼	<u>Transaction</u> Type	Return <u>Status</u>		
	)	50	2017 Sep 15	Bio Depot-HP	Merck Canada Inc.	Contract01	For Credit	Shipped		
		51	2017 Sep 15	Bio Depot-HP	Merck Canada Inc.	Contract01	For Credit	Shipped		

3. The **Return Product to External Supplier** screen displays.



Return Product To External	Supplier	_	_
* Required field			
Return ID:	Return Status:		
0	NA		
* From Holding Point: Search	From Holding Point Location:	* To Supplier Name:	* Supplier Code:
Bio Depot-HP	BioDepot-HPL3-CCQuar	Merck Canada Inc.	Supplier1
	BioDepot-HPL5-Return BioDepot-HPL4-CCRev		
Supplier Short Name:	* Contract#/PO#:	* Agreement Reference #:	* Return Authorization Number:
Merck	Contract01	N/A	Pending
Supplier Contact:	* Transaction Type:	Cold Chain Required:	
Smith, Bill	Adverse storage conditic ᅌ		
Supplier Ship To Address:			
16711 Trans Canada Highway, Ki	rkland QC H9R 4P8, Canada 🛛 📀		
_			
Use Ad Hoc Address Gen	erate Ad Hoc Address		
Ad Hoc Supplier Ship To Address	5:		

- 4. Enter the return information.
  - Required fields
    - From Holding Point: Click the Search hyperlink. This action takes the user to the Holding Point Profile screen, where the Bio Depot may be searched for and selected. Clicking Add Holding Point(s) will add the Bio Depot holding point and the Bio Depot holding point locations to the Return Product to External Supplier screen.
    - Supplier Name: Select from the drop-down menu.
    - Supplier Code: Will populate after Supplier Name is selected.
    - Contract#/PO#: Select from drop-down.
    - Transaction Type: Select reason for return, e.g., defective product.
    - Agreement Reference #: Enter N/A
    - Return Authorization #: This number will be provided following submission of the return. Enter "Pending".
  - Other
    - $\circ$  Select the contact from the Supplier Contact drop-down menu.
    - From Holding Point Location: Select the Holding Point Location that contains the product for return.
- 5. Click the **Filter Line Items** button to show available products for return.
- 6. The **Return Details to External Supplier** section (see screenshot below) displays all available products that match.



Re	tur	rn [	Details	to Extern	al Supplier						
										Cold Chair	n Required Apply Updates
Rov	N A	ctior	ns: Add A	Additional Lin	e Item Cance	el Line Item o	f Return				Filter Line Items
			<u>Status</u> ▼ of the Line Item	Holding Point Location	Product Trade name	Lot Number	List Price	Expiry▼ Date	*Return Quantity	Unit of Measure	<u>*Return Reason</u> ▼
		Θ	NA	BioDepot- HPL5- Return	Gardasil®	M006158	-	2018 Nov 3	10	Dose(s)	For Credit
Ca Ca Co	talo talo mm	ogue ogue nittec	Item Code Item Name I Qty:	): e:	27 Gardasil0 50.0	®(10 x 0.5mL)	Prod MF Unco Histo	Product Alternate ID: Jncommitted Qty: listorical Acquisition Cost:			HPV-4(10) 183.0 \$ 2.50
Ex	tend	ded	Cost:				Cold	Chain Req	uired:		
Qu	Quantity Recalled 0.0 QT				QTY	Shipped To	o Date:		7,620.0		
Tot	Total Returned for Credit to Date: 20.0 Qu					Quar	Quantity Allowed to be Returned for Credit:				
Total Returned for Replacement to Date: 0.0       Quantity Allowed to be Returned for Repla         Return Line Item Number:       0.0							ed for Replace	ement: -			

- 7. Select each line item to be returned and enter the **Return Quantity** and **Return Reason** for each product.
- 8. Optionally, expand the line item details by clicking the + icon and modify the **Historical Acquisition Cost** or **Cold Chain** requirement for each line item.
  - If the product is a cold chain product, the **Cold Chain Required** checkbox will be checked. If the **Cold Chain Required** checkbox is selected for one of the line items, the **Cold Chain Required** checkbox in the top part of the screen must also be selected.
    - **NOTE**: The comments about Cold Chain are for information only. Returns to Supplier from the Bio Depot will never have Cold Chain Requirements.

Save as Draft	Submit Return	Cancel Return	Cancel	Print

- 9. Click the Save as Draft button.
- 10. A confirmation message will display. Click OK.
- 11. The status is now **Draft.** A return ID has been assigned.

Row	Add Additional Line Item         Cancel Line Item of Return         Filter Line Items											
		Status of the Line Item	Holding Point Location	Product Trade name	Lot Number	List Price	Expiry ▼ Date	<u>*Return</u> Quantity	▼ <u>Unit of</u> <u>Measure</u>	<u>*Return Reason</u>		
	Đ	Draft	BioDepot- HPL5- Return	Gardasil®	M006158	-	2018 Nov 3	10.0	Dose(s)	For Credit		<b></b>
	Save as Draft Submit Return Cancel Return Cancel Print											



Return Product ⑦							
Product Return has been saved/updated successfully.							
Return Product To External Supplier							
* Required field							
Return ID:	Return Status:						
69	Draft						

- 12. If the return is complete, click the **Submit Return** button.
- 13. Click **OK** to confirm.
- 14. After submitting, the status will change from Draft to Pending Pick.

F	Add Additional Line Item         Cancel Line Item of Return         Filter Line Items										Filter Line Items
			Status of the Line Item	Holding Point Location	Product Trade name	<u>Lot</u> Number	List Price	Expiry ▼ Date	<u>*Return</u> Quantity	Unit of Measure	<u>*Return Reason</u> ▼
		æ	Pending Pick	BioDepot- HPL5- Return	Gardasil®	M006158	-	2018 Nov 3	10.0	Dose(s)	For Credit

15. Click **Cancel** to return to the search screen.

## Steps: Update a Return

**Overview Steps**: Search> Select return> Click **Update** Button> Make updates> Save or Submit> OK



A return must be in Draft status to make updates to the fields in the top section of the screen.

- 1. Follow the search process.
- 2. Select a Return to be updated.

Retur	eturn Product To External Supplier Search Results									
Your sea	/our search criteria returned 1 result(s).									
Row A	ctions Upda	ate				Cre	eate New Return			
Select	Return	Requested Return	From Holding	To Supplier	Contract#/PO#	Transaction Type	Return <b>T</b>			
	69	2017 Oct 15	Bio Depot-HP	Merck Canada Inc.	Contract01	For Credit	Draft			

- 3. Click the **Update** button.
- 4. The Return Product to External Supplier screen displays.

Return Product	?	
Return Product To External Supplier		



- 5. Make changes as needed.
- 6. Select each line item to be saved.
- 7. If the return is in Draft status, click the **Save as Draft** button. If the return is complete, click **Submit Return**.

Save as Draft	Submit Return	Cancel Return	Cancel Print

8. A confirmation message will display. Click **OK** to confirm.

# Steps: Add Line Items

Overview Steps: Search> Click Add Additional Line Item> Search catalogue and click Add Catalogue Item> Save as Draft or Submit



- 1. Complete the search process and select the return.
- 2. In the **Return Details to External Supplier** section, click the **Add Additional Line Item** button.

Rov	/ Acti	ions: 🛛	dd Additi	onal Line It	em Cance	el Line Item	of Return				F	ilter Line Ite	ems
		Statu of the Line Item		Iding int cation	Product Trade name	Lot Number	List Price	Expiry ▼ Date	<u>*Return</u> Quantity	Unit of Measure	<u>*Return Reason</u>		
	œ	Draft	Bio HP Ret	Depot- L5- turn	Gardasil®	M006158	-	2018 Nov 3	10.0	Dose(s)	For Credit		
								Sav	e as Draft S	ubmit Return	Cancel Return	Cancel	Print

3. The Catalogue Item Search screen displays.

Catalogue Item Information	? =
Catalogue Item Search	

4. The Catalogue search will only display products that are part of the contract held supplier for which the return is being created.



four search criteria returned 1 result(s). Select All Deselect All										
alogue Item 🔻	Product  Alternate ID	Catalogue Item Name	Catalogue Item Description	Catalogue	Current Catalogue					
	Pneu-P-23(10)	Pneumovax®23(10 x 0.5mL)MF	Pneumococcal Polysaccharide 23-Valent	6	Active					
	e	e Product Alternate ID Pneu-P-23(10)	Product         Catalogue Item Name           Alternate ID         Pneu-P-23(10)           Pneu-P-23(10)         Pneumovax®23(10 x 0.5mL)MF	Product Alternate ID         Catalogue Item Name Alternate ID         Catalogue Item Name Description           Pneu-P-23(10)         Pneumovax@23(10 x 0.5mL)MF         Pneumococcal Polysaccharide 23-Valent	Product       Catalogue Item Name       Catalogue Item Description       Catalogue Item Level         Pneu-P-23(10)       Pneumovax®23(10 x 0.5mL)MF       Pneumococcal Polysaccharide 23-Valent       6					

5. If an item is available to order, select the item and click **Add Catalogue Item**. It will be added to the return.

Row	Actio	ns: Add	Additional Line I	tem Cancel Lir	e Item of R	eturn				Filter Line Item
		Status of the Line Item	Holding Point Location	Product  Trade name	Lot Number	List Price	Expiry▼ Date	<u>*Return</u> Quantity	▼ <u>Unit of</u> Measure	*Return Reason
	Ð	Draft	BioDepot- HPL5-Return	Gardasil®	M006158	-	2018 Nov 3	10.0	Dose(s)	For Credit
	œ	NA	BioDepot- HPL3-CCQuar	Pneumovax®23	M035579	-	2018 May 16		Dose(s)	
	Θ	NA	BioDepot- HPL5-Return	Pneumovax®23	M035579	-	2018 May 16	10	Dose(s)	For Credit
Cata Cata	logue logue	e Item Cod e Item Nan	le: ne:	53 Pneumovax®2	3(10 x	Pro Unc	duct Alterr	nate ID: Qtv:		Pneu-P-23(10) 150.0
_				0.5mL)MF						•
Com	mitte	d Qty:		10.0		Hist	torical Acq	uisition Cost	:	\$
										1.50
Exte	nded	Cost:				Col	d Chain Re	equired:		
Quar	ntity F	Recalled		0.0		QT	/ Shipped	To Date:		50.0
Total	Retu	Irned for C	Credit to Date:	0.0		Qua	antity Allov	ved to be Ret	urned for Credi	t: -
Total Returned for Credit to Date: Total Returned for Replacement to Date:			Replacement to	0.0		Qua Rep	antity Allov placement:	ved to be Ret	-	

- 6. Select all line items to be saved.
- 7. Click the **Save as Draft** button or **Submit Return** button.
- 8. The return with the additional item is saved and the return status remains Draft.
- 9. Once the return is submitted, the status changes to Pending Pick.

Row	Actior	ns: Add A	dditional Line	Item Cancel L	ine Item of	Return				Filter Line Items	
		<u>Status</u> ▼ of the Line Item	Holding Point Location	Product Trade name	Lot Number	<u>List</u> <u>Price</u>	Expiry ▼ Date	<u>*Return</u> Quantity	Unit of Measure	<u>*Return Reason</u> ▼	
	ŧ	Pending Pick	BioDepot- HPL5- Return	Gardasil®	M006158	-	2018 Nov 3	10.0	Dose(s)	For Credit	

Steps:	Cancel	a Line	ltem
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П



**Overview Steps**: Search> Select return> select line item>Click Cancel Line Item of Return> OK

$\star$	• The <b>Cancel Line Item of Return</b> button is applicable for returns to a supplier in Pending Pick, Picked or Packed status.
	<ul> <li>If all line items on the return are cancelled, the return status is automatically set to Cancelled.</li> <li>Additional line items cannot be added to a Return transaction after it has been submitted.</li> </ul>

- 1. Follow the search process and select the item to be cancelled.
- 2. Click the Cancel Line Item of Return button.

Row	Action	ns: Add A	dditional Line	e Iten Cancel L	ine Item of	Return				Filter Line Items
		Status of the Line Item	Holding Point Location	Product Trade name	<u>Lot</u> Number	Liot Price	Expiry ▼ Date	<u>*Return</u> Quantity	<u>Unit of</u> Measure	<u>*Return Reason</u> ▼
	Đ	Pending Pick	BioDepot- HPL5- Return	Gardasil®	M006158	-	2018 Nov 3	10.0	Dose(s)	For Credit
	ŧ	Pending Pick	BioDepot- HPL5- Return	Pneumovax®23	M035579	-	2018 May 16	10.0	Dose(s)	For Credit

- 3. A confirmation message will display. Click the **OK** button confirm.
- 4. The return is saved and the status of the line item changes to Cancelled.

Ro	w A	Actior	ns: Add Ad	Filter Line Items							
			Status of the Line Item	Holding Point Location	Product Trade name	<u>Lot</u> <u>Number</u>	<u>List</u> Price	Expiry ▼ Date	<u>*Return</u> Quantity	Unit of Measure	<u>*Return Reason</u> ▼
		æ	Pending Pick	BioDepot- HPL5- Return	Gardasil®	M006158	-	2018 Nov 3	10.0	Dose(s)	For Credit
	2	æ	Cancelled	BioDepot- HPL5- Return	Pneumovax®23	M035579	-	2018 May 16	10.0	Dose(s)	For Credit

# Steps: Cancel a Return

Overview Steps: Search> Select return>Click Cancel Return button

2

You can cancel a return if the status is Draft, Pending Pick, Picked or Packed.

1. In the Return Details to External Supplier section, click the Cancel Return button.



Actior	ns: Add Ad		Fi	Iter Line Ite	ems						
	<u>Status</u> of the Line Item	Holding Point Location	Product Trade name	Lot Number	<u>List</u> Price	Expiry Date	<u>*Return</u> Quantity	▼ <u>Unit of</u> <u>Measure</u>	*Return Reasor	1	
Ð	Pending Pick	BioDepot- HPL5-Return	Gardasil®	M006158	-	2018 Nov 3	20.0	Dose(s)	For Credit		•
						Save	as Draft Su	ubmit Return	Cancel Return	Cancel	Print
	<b>Actior</b> ⊕	Actions: Add Ad Status of the Line Item Pending Pick	Actions:     Add Additional Line If       Status of the line Item     Holding Point Location       Pending Pick     BioDepot- HPL5-Return	Actions:       Add Additional Line Item       Cance         Status       Holding       Product       Trade         of the       Location       Irrade       name         Item       BioDepot-       Gardasil®         Pick       HPL5-Return       Gardasil®	Actions:       Add Additional Line Item       Cancel Line Item of the Point Location Item         Status of the Line Item       Holding Point Location Item       Product Trade name       Lot Number         (+)       Pending Pick       BioDepot-HPL5-Return       Gardasil®       M006158	Actions:       Add Additional Line Item       Cancel Line Item of Return         Status of the Line Item       Holding Point Location Item       Product Trade name       Lot Price         Item       Pending Pick       BioDepot-HPL5-Return       Gardasil®       M006158       -	Actions:       Add Additional Line Item       Cancel Line Item of Return         Status of the Line Item       Holding Point Location Item       Product Trade name       Lot Number       List Price       Expiry Date              Pending Pick       BioDepot-HPL5-Return       Gardasil®       M006158       -       2018 Nov 3	Actions:       Add Additional Line Item       Cancel Line Item of Return         Status of the Line Item       Holding Point Irade name       Lot Number       List Price       Expiry       *Return Quantity         (+)       Pending Pick       BioDepot-HPL5-Return       Gardasil®       M006158       -       2018 Nov 3       20.0	Actions:       Add Additional Line Item       Cancel Line Item of Return         Status of the Line Item       Point Location       Product Trade name       Lot Number       Expiry       *Return       Unit of Measure         (+)       Pending Pick       BioDepot-HPL5-Return       Gardasil®       M006158       -       2018 Nov 3       20.0       Dose(s)         Save as Draft	Actions:       Add Additional Line Item       Cancel Line Item of Return         Status       Holding       Product       Lot       List       Expiry       *Return       Unit of       *Return Reason         Image: Item       Location       Image: Item       Lot       List       Price       Expiry       *Return       Unit of       *Return Reason         Image: Item       BioDepot- Pick       BioDepot- HPL5-Return       Gardasil®       M006158       -       2018 Nov       20.0       Dose(s)       For Credit         Save as Draft         Submit Return       Cancel Return	Actions:       Add Additional Line Item       Cancel Line Item of Return       Filter Line Item         Status of the Line Item       Holding Point Location       Product Trade name       Lot Price       Expiry Date       *Return Quantity       Unit of Measure       *Return Reason              Pending Pick          Pick         BioDepot-HPL5-Return         Gardasil®         M006158         -         2018 Nov         3         20.0         Dose(s)         For Credit         Save as Draft         Submit Return         Cancel Return         Cancel         Return         Cancel         Return         Cancel         Return         Cancel         Return         Cancel         Return         Cancel         Return         Cancel         Return         Cancel         Return         Cancel         Return         Cancel         Cancel         Return         Cancel         Cancel         Return         Cancel         Cancel

- 2. A confirmation message to cancel will display. **OK** to confirm the cancellation.
  - **Note**: The screenshot does not reflect a cancelled return.



# Pick/Pack/Ship

## **Business context**

The Bio Depot picks, packs, and ships returns to suppliers.

## Triggers

• A return to supplier has been submitted. The product must be picked, packed, and shipped to the supplier.

## **Standard Operating Procedures (SOPs)**

• Vaccine Returns

## **Business Roles**

Returning product to suppliers is completed by staff at the Bio Depot.

### Panorama Role

The Pick/Pack/Ship Return to Supplier functionality is restricted to users with the Inventory Provincial role.

### Steps: Pick, Pack, Ship Return

Overview Steps: Search > Select return> Click Pick List> Add Picking information> Click Completed Picking – go directly to Packing > Pack> Click Completed Packing > Click Completed Shipping

- 1. Select **Inventory Replenishment** from the Left-Hand Navigation Menu; select **Product Returns to Suppliers,** then **Pick Pack Ship**.
- 2. The Search Pick/Ship Returns on the Return Product Fulfillment screen displays.
- 3. Enter the Return ID or the return status and click Search.



Search Pick / Ship Re	oturns	☆ Hide Search Pick / Ship Returns
Ship To Holding Point:	Search	
Ship From Holding Point	:	Return ID: 69
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: / / III
	yyyy mm dd	yyyy mm dd
Catalogue Item Code:		Product Alternate ID:
Catalogue Item Name:		
Manifest ID:		Required Delivery:
Delivery Zone:	<b>•</b>	
Override Holding Point S	Security	

- 4. The Pick/Ship Returns Search Results display.
- 5. In the Search Pick/Ship Requisitions/Returns section, select the return.

Pick/Ship Returns	Search R	Results						A Hide Pick	/Ship Returns	Search Result
Your search criteria retu Select All Desele	urned 1 res ect All	ult(s).								
Row Actions         Print Pick List         Print Pick List         Pack / Ship         Fast Track Pack         Create Manifest         Reset to Packed           Ship         Ship To Transit Point         Ship         Ship										
Packing Reports:	Manifest Reports:									
Pick Date	Ret ID	Ret 🔻	Ship To	Ret Status	<u>Deliver</u> Zone	Delivery Method	Requested Delivery / Picl Holding Point	vup ⊡Date	Ship From	<u>Manifest</u> ID
✓	<u>69</u>	Return t	Merck Canada Inc.	Pending Pick	-	NA	-		Bio Depot- HP	-

- 6. The **Pick List** button is enabled. Click the **Pick List** button.
- 7. The Pick/Ship Requisition screen displays.
- 8. Select Shipping Payment Type.
- 9. Add the **Pick Qty** amount.
  - **Important**: Physically pick the product before picking in Panorama.



Requisitior	n Produc	t Fulfillment								?	
Pick / Ship Req	uisition										
<b>Return ID:</b> 69			Return Type: For Credit	<b>Ship Fro</b> Bio Depo	<b>m Holding Po</b> t-HP	int:	<b>Return St</b> Pending P	l <b>tus:</b> ck			
Ship-to Address:			Required Del	Required	I Delivery Cor	nment	Requeste Date:	I Delivery /	Pickup		
16711 Trans Cana Canada	ıda Highway, Kirkl	and QC H9R 4P8,	-	-			-				
Delivery Zone:			Requestor Co Name:	ontact	Request	or Phone Nun	nber:	Ship-to In	structions:		
- Recipient: Merck Canada Inc. Shipping Payment Type:			Requisition Comments: F  Number of Containers: C 0		- Packing - Carrier T	acking Slip Comments: arrier Tracking Number:		- Delivery Method: - Weight: -			
Shipping Comme	ents:	Catalogue Item			Point Lot CC Do		CC Beg			Pick	
Item ID Al	Iternate ID	Name	Code	Location	51110	Number			Qty	Qty	
19 HF	PV-4(10)	Gardasil®(10 x 0.5mL)MF	27	BioDepot-F Return	IPL5-	M006158 Expiry Date 2018 Nov 3	Refriger	ated Dose	s 10	10	
			1	1		1	1	1	1		
							Atta	ich Docum	ents Sav	e as Dr	aft
				Completed	Picking	Completed F	Picking -	go directly	to Packing	Can	cel

10. Click the **Completed Picking – go directly to Packing** button. A confirmation message displays and the Return Status changes to Picked.

Product Fulfillment				?	
Return has been picked and saved successfully. Pack Return	_		_	-	
Return ID: 69	<b>Return Type:</b> For Credit	Ship From Holding Point: Bio Depot-HP	Return Status: Picked		

- 11. Under Container Details, add the Packed Quantity.
- 12. Click Add Container.

Container Details: Container ID: -										_
									Add Contain	ner 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
HPV-4(10)	Gardasil®(10 x 0.5mL)MF	27	M006158	10	10	10	Doses	Refrigerated	-	0.0 Gram(s)

13. If applicable, click **Commit Actual Weight** button.



Co	Container List										
Ro	Row Actions: Commit Actual Weight Remove Container			No. of Labo	els 1	Shipping Label:  Print Labels Packing Report: Print Report					
		Cor	ntainer ID	Estimated Weig	ht	Actual V	Veight				
	Ð	1		-		100	Gram(s)				

# 14. Click Completed Packing.

Not Delivered Reset to Packed Delivered	Not Delivered Reset to Packed Delivered Completed Shipping					
	Attach Document	Generate Shipping Man	lifest Cancel			

# 15. Status changes to Packed.

Product Fulfillment				?	Ē
Return has been packed and saved successfully.					
Pack Return					
Return ID:	Return Type:	Ship From Holding Point:	Return Status:		
69	For Credit	Bio Depot-HP	Packed		

# 16. When the product has left the Bio Depot, click **Completed Shipping**.

Not Delivered Reset to Packed Deliv	ered Completed Shipping	Completed Packing	Save as Draft
	Attach Document	Generate Shipping Manif	est Cancel

# 17. The Status changes to Shipped.

Product Fulfillment				? 🗏
Returns have been shipped successfully.				
Pack Return				
Return ID:	Return Type:	Ship From Holding Point:	Return Status:	
69	For Credit	Bio Depot-HP	Shipped	