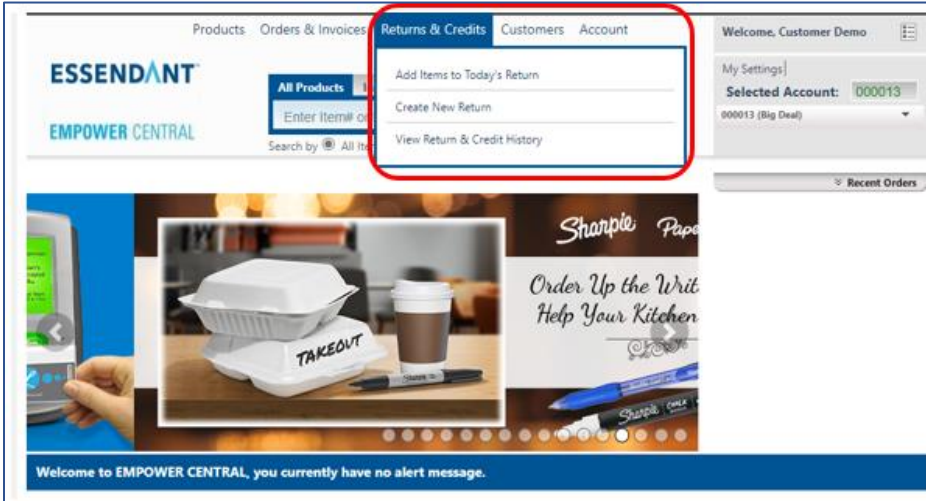


RETURNS & CREDITS

Empower provides you with the ability to easily enter returns and view the status of returns and credits. Note, return services are only available during the following times (CST) Mon: 02:00AM – 9:15PM; Tue-Fri: 04:50AM – 9:15PM; Sat: 04:50AM – 5:00PM. An alert will display on your homepage when returns functionality is not available.

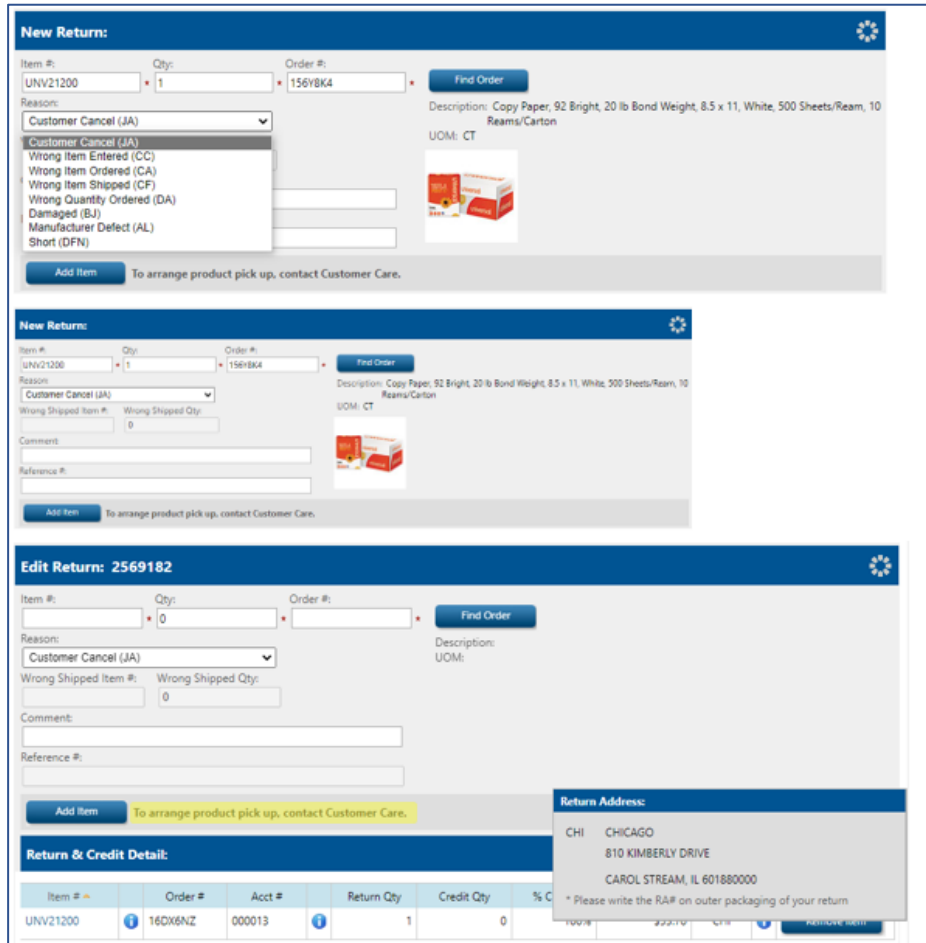


To begin, select 'Returns & Credits' from the top navigation bar

Select 'Add Items to Today's Return' if you have already started a return authorization and would like to add more items

- If you have multiple returns open, you can select which return you would like to add to

Select 'Create New Return' to start a new return authorization



To Create a Return

Enter the Item #, Quantity, and Order #

- If you do not know the Order #, select 'Find Order' and a screen will pop up with a list of past orders to choose from; Select the order you would like to use to process the return

Enter a Reason for the return from the drop-down list provided

- You may be asked to provide additional information based on the reason code selected

Once the required information has been populated, select 'Add Item' and the return authorization will be created

- The screen will be updated to show the return number
- To view the Return To facility address, click the information icon to the left of the 'Remove Item' button
- To arrange product pick-up, contact Customer Care

Item #	Order #	Acct #	Return Qty	Credit Qty	% C
UNV21200	16DX6NZ	000013	1	0	100%

ESSENDANT™ EMPOWER CENTRAL

Products Orders & Invoices Returns & Credits Customers Account

Welcome, Cust Demo2

My Settings | Selected Account: 000013

000013 (If Drop Ship)

Create New Order

- Ship to Us: Order shipped directly to you
- Wrap & Label: Order shipped to you specially labeled
- Dropship: Order shipped to your customer
- Will Call: Come and get it!

Recent Orders

- Manage Backorders
- Invoices & Purchase History**

Enter Search Term

Filter Invoice By

Date: From [MM/DD/YYYY] To [MM/DD/YYYY] Invoice Type: []

Apply Clear

Invoice Results 20

View Export 12 per page showing 1-12 of 20 entries: 1 | 2 Next >

Invoice#	Type	Order#	PO#	Shipped To	Ship To#	Bill To#	Sold To#	Invoice Date	Inv Amt	Ret/Cred
<input checked="" type="checkbox"/> 25C5WQP	R	25C5WQP	DEMO TEST	DEMO CUSTOMER	000013	000013	000013	12/04/2023	\$65.81	Y
<input type="checkbox"/> 15B2R5J	R	15B2R5J	TEST	123 Company	000013	000013	000013	08/16/2023	\$104.00	N

Invoice Detail

Invoice #: 25C5WQP Order #: 25C5WQP PO #: DEMO TEST Invoice Dt: 12/04/2023 Order Dt: 11/27/2023

Order Type: DS Home Fac: CHI Fill Fac: CHI Order Wt: 27.00 Ord Created By: M99

Ship To #: 000013001 Bill To #: 000013001

Midse Amt: \$65.81 Svc Chgs: \$0.00 Tax Amt: \$0.00 Frt Chg: \$0.00 Inv Amt: \$65.81

DEMO CUSTOMER
123 DEMO STREET
ELK GROVE VILLAGE
IL
60007-

Order Address:

Back to List Request Return/Credit Tracking View Image

* - Hover Available

Item#	Qty Ordered	Qty Shipped	Disp *	UOM	Unit Price	Extended Amt	Price Plan	Ret/Cred	BO Release
<input type="checkbox"/> SAN30001	3	3		DZ	\$13.20	\$39.60	4Z	Y	N
<input checked="" type="checkbox"/> UNV11289	1	1		CT	\$26.21	\$26.21	P1	N	N

To Create a Return from an Invoice

To begin a return from an Invoice. Select the Orders & Invoices from the top navigation bar. Select Invoices & Purchase History

When the invoices appear click the invoice number. This will open the invoice.

The invoice will open so that you can see all the items on the order.

- 1 You can select an individual item.
- 2 You can select all the items on the invoice.

Then select the Request Return/Credit

Reset Password | Return to Solutions Central | Log Out

Products Orders & Invoices Returns & Credits Customers Account

Welcome, Cust Demo2

My Settings | Selected Account: 000013

000013 (If Drop Ship)

All Products Ink & Toner search options

Enter Item# or Keyword to Check Stock / Price

Select Reason for Return

Select Reason: [Select a Reason] Reference #: []

Comment: [Select a Reason] Contact: []

Wrong Shipped: [Select a Reason] Wrong Shipped Qty: []

Item #	Ordered Qty	Shipped Qty	UOM	Qty Avail To Ret/Cred	Unit Price	Ext Price	Ret/Cred Qty
UNV11289	1	1	CT	1	\$26.21	\$26.21	1

Cancel Return Submit Return

Reset Password | Return to Solutions Central | Log Out

Products Orders & Invoices Returns & Credits Customers Account

Welcome, Cust Demo2

My Settings | Selected Account: 000013

000013 (If Drop Ship)

All Products Ink & Toner search options

Enter Item# or Keyword to Check Stock / Price

We have processed your request! Back to Invoice

Return Authorization Created - RET # 2522690 Modify Return

Please return these items to the facility address below.

ESSENDANT CO. - 025
810 KIMBERLY DRIVE
CAROL STREAM, IL 601880000

Item #	Return Qty	UOM	% Credit	Ext Amt
UNV11289	1	CT	85%	\$22.27

Enter a Reason for the return from the drop-down list provided.

- You may be asked to provide additional information based on the reason code selected

Once the required information has been populated, select the Submit Return and the return authorization will be created

- The screen will be updated to show the return number
- The Return to facility address will be below the return number
- To arrange product pick-up, contact Customer Care

Products Orders & Invoices **Returns & Credits** Customers Account

Welcome, Cust Demo2

My Settings | Selected Account: 000013
000013 (If Drop Ship)

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All Products In
Enter Item# or
Search by All Items

Add Items to Today's Return
Create New Return
View Return & Credit History

Return History:

Filter Return By: Search: Item # Include history older than 90 days

Credit Issue Date: From To
Return Create Date:
Credit Status:

Account:
 Search by Selected Account: 000013
 Search by All Accounts

Apply Clear

View Export showing 1-8 of 8 items: < Prev 1 | Next >

<input type="checkbox"/>	Return #	Return Create Date	Ref #	Credit #	Date Credit Issued	Credit Amt	Credit Status
	2521787	01/23/24					
	2521789	01/23/24					
	2500084	05/30/23					

Products Orders & Invoices Returns & Credits Customers Account

Welcome, Cust Demo2

My Settings | Selected Account: 000013
000013 (If Drop Ship)

ESSENDANT™
EMPOWER CENTRAL

All Products Ink & Toner search options
Enter Item# or Keyword to Check Stock / Price
Search by All Items Available in Network

View Return: 2521787

Created Date: 01/23/24

Back to List Print

Return & Credit Detail:

Group By: Item # Total: \$22.44

Item #	Invoice #	Order #	PO #	Acct #	Return Qty	Credit Qty	Unit Price	Unit	% Credit	Ext Amt	Credit #	Contact
SAN30001	25CSWQP	25CSWQP	DEMO TEST	000013	1	0	\$13.20	DZ	85%	\$11.22		
					1	0	\$13.20	DZ	85%	\$11.22		

To View Return & Credit History

To begin, select 'View Returns and Credits' under the 'Returns & Credits' link on the top navigation bar

The 'Return history' screen displays a list of returns and credits from the past 90 days

- Check 'Include history older than 90 days' if you would like to view additional returns/credits

Use the Filter and Search functionality to more easily locate a specific return or credit

To generate a credit or debit memo PDF image

- Select the 'View Image' radio button next to the Return #
- Click the 'View Selected Image' button, and a PDF file will be generated

To view specific return or credit details, click on the Return # or Credit # and you will be brought to the 'Return & credit Detail' page