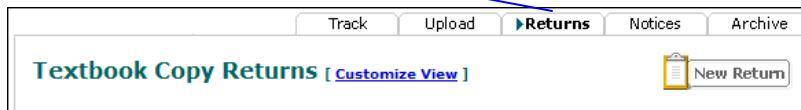



Managing return requests

If you need to return textbooks to the State Textbook Office (STO), you can manage them in **Transfer Textbooks** in the **Catalog**. Create a return request on the **Returns** tab.

View all your completed returns on the **Archive** tab.



Track Upload **Returns** Notices Archive

Textbook Copy Returns [[Customize View](#)] 

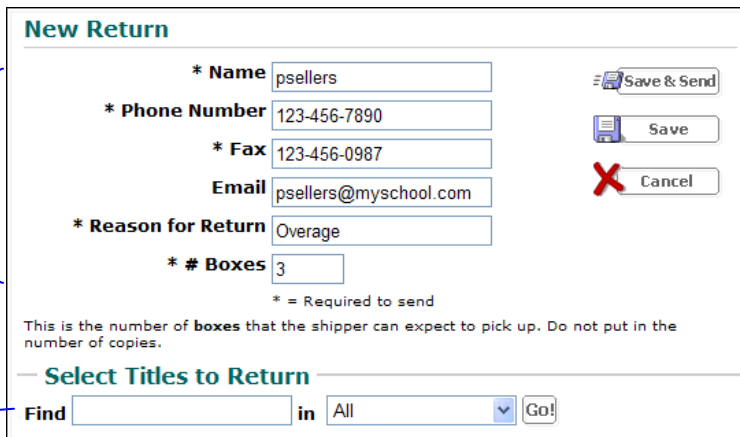
Creating a return request

To start the return process, open the **Returns** tab and


click .


Fill out your contact and shipping information at the top.


Retrieve one of the titles you're returning.



New Return

* Name 

* Phone Number 

* Fax 


Email

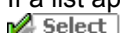
* Reason for Return

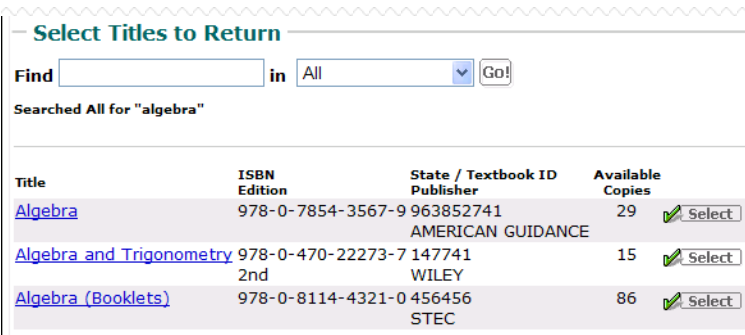
* # Boxes * = Required to send

This is the number of boxes that the shipper can expect to pick up. Do not put in the number of copies.


Select Titles to Return

Find in 




If a list appears, click  next to the title you're returning.



Select Titles to Return

Find in 

Searched All for "algebra"

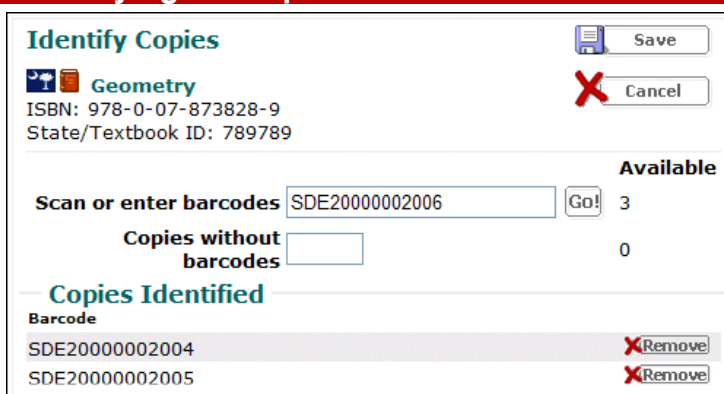
Title	ISBN Edition	State / Textbook ID Publisher	Available Copies
Algebra	978-0-7854-3567-9	963852741 AMERICAN GUIDANCE	29 
Algebra and Trigonometry	978-0-470-22273-7	147741 WILEY	15 
Algebra (Booklets)	978-0-8114-4321-0	456456 STEC	86 



Identifying the copies


Scan the barcodes or enter a quantity of new, unbarcoded copies.

After identifying the copies, make sure to click

.




Identify Copies  

 **Geometry**



ISBN: 978-0-07-873828-9

State/Textbook ID: 789789

Scan or enter barcodes  **Available** 3

Copies without barcodes 0

Copies Identified

Barcode	Action
SDE20000002004	
SDE20000002005	

Reviewing and sending the return request

Unsent Return

* Name Save & Send

* Phone Number Save

* Fax Cancel

Email

* Reason for Return

* # Boxes * = Required to send

This is the number of boxes that the shipper can expect to pick up. Do not put in the number of copies.

— **Select Titles to Return**

Find in Go!

— **Currently Selected**

Title	ISBN Edition	State / Textbook ID Publisher	--Returning--		Edit	Remove
			With Barcodes	Without Barcodes		
American Literature	978-0-07-879468-1	963963 JAMESTOWN PUB	0	20		
Geometry	978-0-07-873828-9	789789 GLENCOE	3	0		
Latin 1st Year	978-0-8294-1026-6	321321 LOYOLA PRESS	10	0		
Total			13	20		

= Edit = Remove

If you're not finished with the return request, click so that you don't lose any information.

If you are finished identifying and packing all the copies, make sure the number of **Boxes** is correct.

Until you send the return request to the STO and they approve it, you can:

Add more titles,

Add or remove copies, or

Remove a textbook altogether.

When the request is complete, click .

Monitoring your returns

Track Upload Requests **Returns** Notices Archive

Textbook Copy Returns [[Customize View](#)] New Return

— **Unsent Returns (1)**

Date	Reason for Return	# of Titles	Total Copies	Edit	Delete
3/16/2009	Overage	3	33		

— **Submitted Returns (1)**

Date	Reason for Return	# of Titles	Total Copies	Edit	Delete
3/16/2009	Overage	3	33		

— **Approved Returns (1)**

Date	RMA	Carrier	# of Titles	Total Copies	Checkmark	Recycle
3/16/2009	RA09S000005	School will deliver	3	33		

— **In Warehouse Returns (1)**

Date	RMA	Carrier	# of Titles	Total Copies	Received	Recycle
3/16/2009	RA09S000005	School will deliver	3	33	0	

— **Completed Returns (1)**

Date	RMA	Carrier	# of Titles	Total Copies	Received	Recycle	Delete
3/16/2009	RA09S000005	School will deliver	3	33	32		

— **Denied Returns (1)**

Date	# of Titles	Edit	Delete
3/17/2009	1		

Unsent Returns are those you're working on.

Submitted Returns are those you've sent for approval. Until the return is approved, you can edit the contents or delete the return entirely.

When the STO approves the return, it changes to **Approved**. The STO selects the freight carrier. Destiny assigns an RMA number.

Once the STO receives the shipment, its status changes to **In Warehouse**.

To verify that the STO received all the boxes, click .

Once the STO verifies the copy counts, the return is marked **Completed**.

Destiny automatically and permanently adds completed returns to the **Archive** tab.

If a return is denied, it appears in this section.

If there are any discrepancies in the counts, the return appears in **red**.