

Merchandise Return Instructions for Wholesalers

1. Click on Getting Started
2. Click Select under Licensing



Getting Started

Licensing

In Licensing, you can apply for a new license or special event license, monitor applications and licenses, renew or amend existing licenses, and file and monitor protests.

SELECT

Brand Registration

In Brand Registration, you can apply for new registrations, and for existing brands add new distributors, upload labels, submit corrections or additional information, initiate renewals, and search for and view your brands.

SELECT

The screenshot shows two main sections. The top section is 'Licensing', which includes a small image of a person in a white lab coat, a green square with the letter 'L', and a red-bordered box around the word 'Licensing'. Below this is a dark grey button with the word 'SELECT' in white, also enclosed in a red-bordered box. A red circle with the number '2' is to the right of this button, with a red arrow pointing to it. The bottom section is 'Brand Registration', which includes a small image of a hand holding a pen, a blue square with the letters 'BR', and a dark grey button with the word 'SELECT' in white.

3. Select Merchandise Return Request

Select an Action



4. Click the drop-down box for wholesaler License and select the wholesale location for this return



5. Enter the Retailer License # and click the magnified glass to search

A search bar with the placeholder text "License Number - Licensee *". A red circle with the number "5" is positioned above the search icon (magnifying glass) on the right side of the bar. A red arrow points from the circle to the search icon. Below the search bar, the text "Search for a retailer license by License Number or Licensee" is displayed.

6. In the pop-up box, you will click the box next to the retail license #

7. Click Select

A pop-up window titled "Select Retailer License". It contains a search bar with the placeholder text "License Number - Licensee *". Below the search bar, the text "Search for a retailer license by License Number or Licensee" is displayed. A table with the following columns is shown: "Retailer License" and "Premise Location Ad". The table contains one row with the text "License [redacted] (Active) - Original Package Liquo...". A red circle with the number "6" is positioned above a checkbox in the first column of this row, with a red arrow pointing to the checkbox. Below the table, the text "Rows per page: 5" and "1-1 of 1" are displayed. At the bottom of the pop-up, there are two buttons: "SELECT" and "CANCEL". A red circle with the number "7" is positioned above the "SELECT" button, with a red arrow pointing to it.

8. Enter the Invoice Number
9. Click on the calendar and select the Invoice Date
10. Enter the Reason for Return
11. Enter the Return Description (quantity, size, product name)
12. Click Submit

The image shows a form with four input fields and a submit button. Red arrows with numbers 8 through 12 point to the following elements:

- 8: Invoice Number *
- 9: Invoice Date * (with a calendar icon)
- 10: Reason For Return *
- 11: Return Description (quantity, size, product name) *
- 12: SUBMIT button

Below the form, there is a note: "Wholesalers may submit a merchandise return request if it is in accordance with 311.070.4 (16)-(18), RSMo. or 11 CSR 70-2.190 (8)."

There is also a trash icon to the right of the submit button.