
When needing to return a product during the truck or after the fact, it is important to have US Foods create a credit invoice.

During the truck, make sure the driver changes the amount before submitting the final total and have him write down the new total on your invoice.

If after the fact, please submit the product quality report to your DO and USF Support Email. **It is important to do this in a timely manner.**

It is imperative that USF initiates the credit. This will cause a negative invoice to show up under Deliveries in SynergySuite that you will accept. This negative invoice will even out the received product on the regular invoice. If this is not received in the same week, you will see a higher COGs on that week and a lower COGs on the next week.

You never adjust the receiving invoice to reflect a credit. This will cause a duplicate credit in the system.