Check an existing Return Request from the Insight Portal:

**Purpose**

This document is for sales personnel to find client requests (returns, credits and credit-rebills).

**Prerequisites**

If you are looking for requests other than ones you have created, you will need search criteria such as the request number or name of the person who created the request.

**Steps**

1. Log on to the Insight Portal: enter the same credentials you use to log onto your computer each day. (or click on "Enterprise Portal" on your SMART dashboard)

2. Select **my Work Sales Rep PO / Availability2** tab.

3. Select **Sales Reports**

4. Select **General Reports > Care worklist:**
5. Enter the Criteria for the request or the returns you want to review

The Returns you requested will show up as pictured below:

Double Clicking will open the request in another window, and you will see the following SAP note:

Note: Another SMART window will open.

Return details will be under the Advanced header level > texts > Return Information:

Ex: