

# Customer Returns

The Customer Returns view allows the user to view and inquiry any returns from the customers. The user is also allowed to drill down from any selected transaction to the details of the returns.

Below actions are available under ***“Customer Returns”***:



Create new, edit and delete customer returns



View and search customer returns

The screenshot shows the 'Customer Returns List' view. At the top, there are filters for Customer (set to '< Select All >'), Warehouse (set to '< Select All Warehouses >'), Year (set to 'Year 2016'), From, Till, and Branch (set to '< Select All >'). A search button is located to the right of the Warehouse filter. Below the filters is a table with the following columns: Date, Document #, Reference #, Customer, Warehouse, Grand Total, and Status. The table contains three rows of data:

Date	Document #	Reference #	Customer	Warehouse	Grand Total	Status
Jan 6, 2016	CRN-0017	CN-0018	4110.011/CO001 - Cold Storage - HQ	Main Warehouse	\$520.48	Posted
Feb 16, 2016	CRN-0028	CN-0020	4110.011/CO001 - Cold Storage - HQ	Main Warehouse	\$5240.87	Posted
May 18, 2016	CRN-0030	CN-0040	4110.011/WA001 - Watsons - HQ	Main Warehouse	\$514.24	Posted

At the bottom of the window, there is a 'Show' button, a dropdown menu set to 'Putaway Not Posted', a 'Total SGD' field showing '\$5275.59', and a '1 of 3' indicator. The bottom navigation bar includes 'Customer Returns List' and 'Customer Returns'.

The screenshot shows the 'Customer Returns' detail view. At the top, there is a 'Posted' button. Below it are fields for Document Date (05/02/2016), Document Number (CRN-0027), Reference Number (CN-0038), and Branch (HQ - Head Office). There are also dropdowns for Customer (PR-BGD - Prime Stores Bangladesh), Currency (USD), Warehouse (QCW - Quartier Central Warehouse), and Staging Locator (BLD01-Staging). Below these are fields for Customer Location, Contact Person, Inco Terms (EXW - Ex Works), and Shipping Method (Lorry). The 'Additional Details' section includes Representative (EMD1 - Chris), Promised Date, and Analytical Group (TT02 - Third Party). Below this is a tabbed interface with 'Items / Articles', 'Cost Details', 'Notes / Attachments', and 'Postings'. The 'Items / Articles' tab is active, showing a table with columns: #, Product, Description, UOM, Quantity, Batch #, Expiry Date, Unit Cost, and Total Amount. The table contains three rows of data:

#	Product	Description	UOM	Quantity	Batch #	Expiry Date	Unit Cost	Total Amount
1	LG-003	Lego Jungle Feast	Each	3	CN-0038		\$528.570000	\$585.71
2	LG-001	Lego Medieval	Each	3	CN-0038		\$528.570000	\$585.71
3	LG-002	Lego Age of Discovery	Each	3	CN-0038		\$528.570000	\$585.71


At the bottom of the window, there is a 'Generate Report' button, a 'Putaway' field set to 'PUT16-020167', a 'Total Quantity' field showing '9', and a 'Grand Total' field showing '\$5257.13'. The bottom navigation bar includes 'Customer Returns List' and 'Customer Returns'.

# Generate Customer Returns

1. The customer return document is to be generated from receipt order document using **“Inventory – (Inbound) Receipt Order”**. Open the receipt order document and click **“Create Customer Returns”** button at the bottom left of screen to generate a new customer return. A link to show the customer return will be created, replacing the button

The screenshot shows the 'Receipt Order' form in a software application. A red box highlights the 'Receipt Order' tab at the top left. Another red box highlights the 'Create Customer Returns' button at the bottom left. A modal dialog box titled 'Credit Note -> Customer Returns' is open in the center. The dialog contains the following fields: 'Document Number' (set to '<-AUTO-GENERATED->'), 'Document Date' (21/07/2016), 'Reference Number' (CN-0045), and 'Document Status' (Drafted). There is also a 'Warehouse' dropdown menu set to 'TE01 - Main Warehouse' and a checked checkbox for 'Open the new Customer Returns Document'. The background form shows various details like 'Date' (21/07/2016), 'Document #' (CN-0045), 'Branch' (HQ - Head Office), and a table of items with columns for '#', 'Product Brand', 'UOM', and 'Quantity'.

This screenshot shows the 'Receipt Order' form after the 'Create Customer Returns' action. The 'Create Customer Returns' button has been replaced by a link labeled 'Customer Returns : CRN-0034', which is highlighted with a red box. The 'Generate Report' button is also visible. The bottom status bar shows 'Receipt Orders List (34)' and 'Receipt Order'.

2. User may edit the customer return's information, for example quantity to be return is different from the ordered quantity, and to enter reason for the return in the description, e.g. damaged items. Update the information and click **“Save”** to save the changes. Click **“Enter”** or  button if the user edited the products' information in **“Items/Articles”** tab.

Customer Returns

Document Date: 21/07/2016 | Document Number: CRN-0034 | Reference Number: CN-0045 | Branch: HQ - Head Office

Customer: 4110.011/SA004 - Sasa - Bugis | Currency: SGD | Warehouse: TE01 - Main Warehouse | Staging Locator: W01-Staging

Customer Location: Bugis | Contact Person: | Inco Terms: EXW - Ex Works | Shipping Method: |

Additional Details: Representative: EM03 - Jessica | Promised Date: | Description: |

Analytical Group: TT02 - Third Party

Product	Description	UOM	Quantity	Batch #	Expiry Date	Unit Cost	Total Amount
BD04-002568	Big Eye Eyeshadow - Yellow Gold	Each	1	CN-0045		\$56.530000	\$56.53

Total Quantity: 1 | Grand Total: \$56.53

**Confirm Customer Returns** | Save | Revert | Delete

3. User may add **"Duty"** and/or **"Transport"** fees in **"Cost Details"** tab

4. Click on **"Notes / Attachments"** tab at the middle of screen to add notes or files attachment for the customer return.

5. Click on **"Confirm Customer Returns"** button at the bottom of screen to confirm the customer return

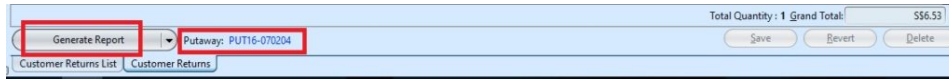
6. Click on **"Post Customer Returns"** button at the bottom of screen to post the customer return. After posting of the customer return, inventory journal entries will be automatically generated at the **"Postings"** tab.

**Post To Accounts** | Save | Revert | Delete

Account #	Account Name	Entity Type	Memo	Due Date	Debit	Credit	Base Amount
102003	Finished Goods	Commercial	Customer Returns To : WH01 - Kepong Warehouse		RM36.78		RM36.78 Dr
102015	Inventory in transit - 3rd Party	Commercial	Customer Returns To : WH01 - Kepong Warehouse			RM36.78	RM36.78 Cr

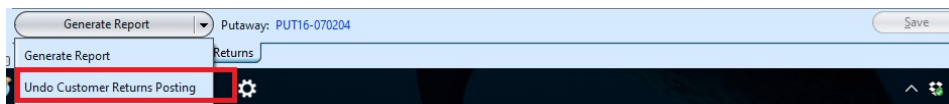
7. Click on **Generate Report** button to generate report for the customer returns

8. The putaway for the items will be automatically generate after posting of the customer returns. Click on the **"Putaway"** link beside the **Generate Report** button to view the putaway document & process it.



## Update Customer Returns

1. Click on ***"Customer Returns List"*** tab at the bottom of screen
2. Double click on customer return to be updated, it will bring up the details on ***"Customer Returns"*** tab for the selected document. If the customer returns's status is ***"Confirmed"*** or ***"Posted"***, click arrow on ***"Generate Report"*** button and select option ***"Undo/Reopen Customer Returns"*** at the bottom of screen and reopen / undo approval of the document first



3. Make change(s) on the customer return information
4. Click on ***"Save"*** button at the bottom right of screen when done
5. Click on ***"Revert"*** button at the bottom right of screen or refresh icon at the top of the screen to roll back the changes
6. Click on ***"Confirm Customer Returns"*** button at the bottom of screen to confirm the customer return
7. Click on ***"Post Customer Returns"*** button at the bottom of screen to post the customer return.

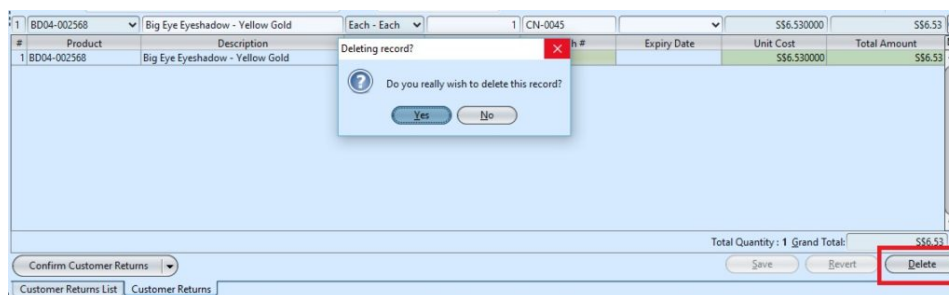
## Delete Customer Returns

1. Click on ***"Customer Returns List"*** tab at the bottom of screen
2. Double click on customer return to be deleted, it

will bring up the details on **“Customer Returns”** tab for the selected document. If the customer return’s status is **“Confirmed”** or **“posted”**, click arrow on **“Generate Report”** button and select option **“Undo/Reopen Customer Returns”** at the bottom of screen and reopen / undo approval of the document first

3. Click on **“Delete”** button at the bottom right side of screen

4. Click on **“Yes”** button on the pop-up window to confirm customer return deletion



## View and Search for Customer Returns

1. Click on **“Customer Returns List”** tab at the bottom of screen

2. Enter search parameter to filter the result, i.e. type in which warehouse name to search for in the **“Warehouse”** text field box or select from drop-down list

Customer Returns

Customer: < Select All > Warehouse: < Select All Warehouses > Search

Year: Year 2016 From: Title: Branch: < Select All >

Date	Document #	Reference #	Customer	Warehouse	Grand Total	Status
Jan 5, 2016	CRN-0016	CN-0017	4110.011/WA001 - Watsons - HQ	Main Warehouse	\$54.55	Posted
Jan 6, 2016	CRN-0017	CN-0018	4110.011/CO001 - Cold Storage - HQ	Main Warehouse	\$520.40	Posted
Jan 12, 2016	CRN-0019	CN-0019	4110.011/CO001 - Cold Storage - HQ	Main Warehouse	\$582.23	Posted
Jan 21, 2016	CRN-0023	CN-0025	4110.011/GU001 - Guardian - HQ	Main Warehouse	\$52.73	Posted
Feb 5, 2016	CRN-0026	CN-0036	PR-BGD - Prime Stores Bangladesh	Quartier Central Warehouse	\$5210.94	Posted
Feb 5, 2016	CRN-0024	CN-0034	4110.011/ME001 - Metro	Quartier Central Warehouse	\$5105.47	Posted
Feb 5, 2016	CRN-0027	CN-0038	PR-BGD - Prime Stores Bangladesh	Quartier Central Warehouse	\$5297.13	Posted
Feb 5, 2016	CRN-0025	CN-0035	4110.011/ME001 - Metro	Quartier Central Warehouse	\$521.09	Posted
Feb 16, 2016	CRN-0028	CN-0020	4110.011/CO001 - Cold Storage - HQ	Main Warehouse	\$5240.87	Posted
Feb 22, 2016	CRN-0029	CN-0026	4110.011/MU001 - Mustafa	Main Warehouse	\$50.70	Posted
May 18, 2016	CRN-0030	CN-0040	4110.011/WA001 - Watsons - HQ	Main Warehouse	\$514.24	Posted
Jun 7, 2016	CRN-0033	CN-0043	4110.011/CO001 - Cold Storage - HQ	Main Warehouse	\$50.20	Posted
Jul 21, 2016	CRN-0034	CN-0045	4110.011/SA004 - Sasa - Bugis	Main Warehouse	\$56.53	Drafted

Search Engine

Show: < All Documents > Total SGD: \$5967.16 1 of 13

Customer Returns List Customer Returns

3. Result can be sorted alphabetically by clicking the fields' columns.

4. Double click on customer return to view full details of the document, it will bring up the details on **"Customer Returns"** tab for the selected document