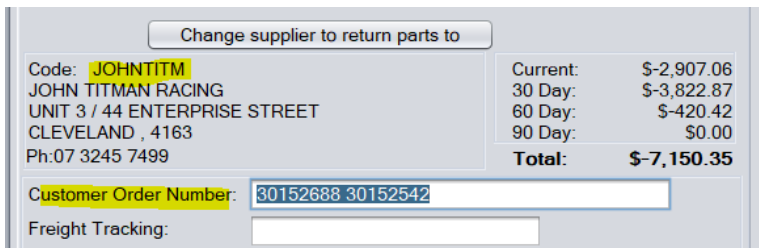
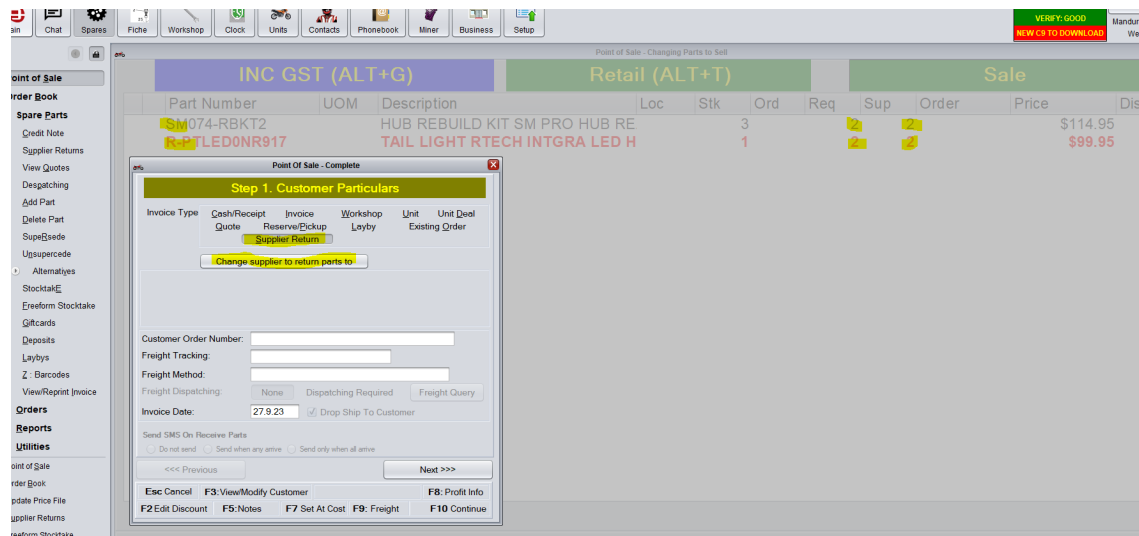


SUPPLIER RETURNS

Creating the return when the part is sent back to the supplier.

When the rep comes in to collect the parts for return we need to create a paper trail to ensure they don't get lost in transit and we can track returns we are waiting on from the supplier. The first step for this is to sell the parts back to the supplier so we know what returns we are waiting on. In Spares->POS add the parts to a retail sale as per normal. Create a sale with the parts as a positive figure like you would a normal counter sale. Hit F10 Continue and select the Supplier Return invoice type then click select supplier. You can put the original invoice number in Customer Order Number if you like.



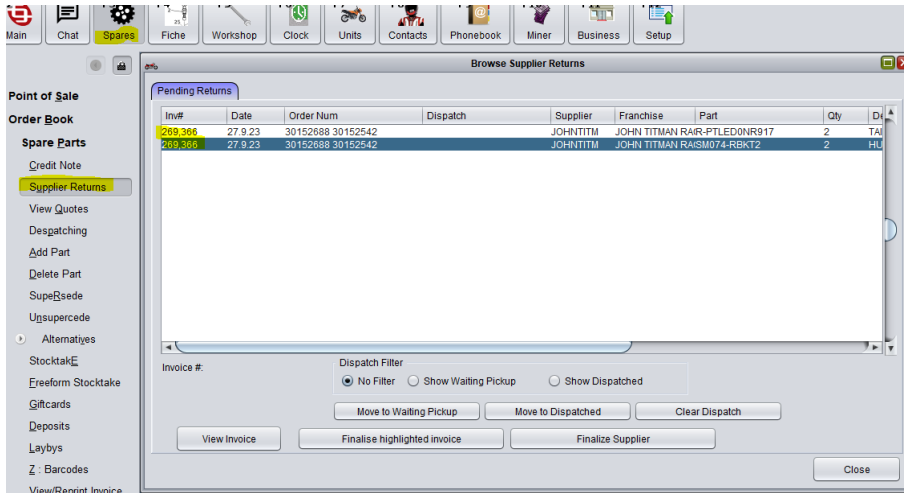
Click Next or F10 Continue and choose the option that says Create Supplier Credit Later. The tax invoice total should be the cost of the items we are returning.



Select F10 Continue and enter your clerk key. There is no need to print an invoice. This step creates a history and trail of parts we are awaiting a credit note for.

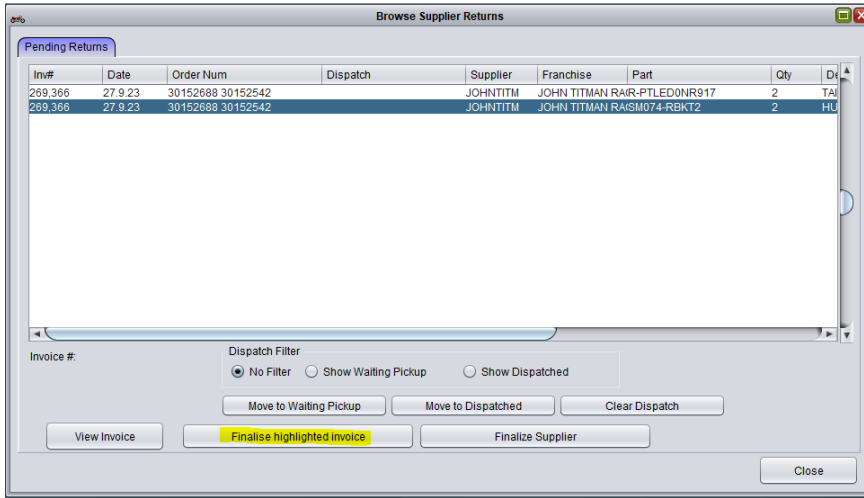
Go to Spares->Spare Parts->Supplier Returns to view the list of credit notes awaiting credits.

If we create the Supplier Return before the rep visit we can change the status to “Dispatched” when we have given the items to the rep so we know when we did this.



Finalising A Supplier Credit Note

To finalise a credit note we head to Spares->Spare Parts->Supplier Returns. Highlight the credit note you have received in the list and click Finalise Highlighted Invoice.



This then opens a receival screen like you are receiving an invoice from a supplier. Enter the details of the credit note as per a normal receival. Enter the Date and Invoice Number, check that the parts on the screen match the parts on the Credit Note and prices match too. If the part prices don't match highlight the part and edit the price via the Modify Pricing/Qtys button (red pen mark in image below). Check the invoice Total and GST figures match the credit note exactly then click F10 Receive Items.



Click Yes on the warning message about being an irreversible option (only if you are absolutely sure all the figures match). Enter your clerk key and the Credit Return will be finalized and the credit will appear on the supplier account.