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.

ain Chat Spares	Fiche Workshop Clock Units Contacts Phonebook Miner Business	Setup			VERIFY: GOOD Mandurah NEW C9 TO DOWNLOAD Wed 2
	a%	Point of S	ale - Changing Parts to Sell		
oint of <u>S</u> ale					
Irder <u>B</u> ook	Part Number UOM Description		Loc Stk O		Price Disc
Spare Parts	SM074-RBKT2 HUB REBUILD KI			2 2	
Credit Note	R-PTLED0NR917 TAIL LIGHT RTE	CH INTGRA LED I	- 1	2 2	\$99.95
Supplier Returns	Point Of Sale - Complete	1			
Despatching	Chan 1 Curtarias Destinutar				
Add Part	Step 1. Customer Particulars				
Delete Part	Invoice Type Cash/Receipt Invoice Workshop Unit Unit Deal				
Supe <u>R</u> sede	Supplier Return				
Unsupercede	Change supplier to return parts to				
 Alternatives 					
Stocktak <u>E</u>					
Ereeform Stocktake					
Giftcards	Customer Codes Munches				
Deposits	Eroinht Tracking:				
Layoys 7 - Recordes	Enclate Marked				
Z . Barcodes	Freight Dispatching None Dispatching Required Excited Query				
Orders	Invite Data: 279.22 / Deep Shin To Customer				
Reports	Worke Date. 27.0.20 V Drop Ship to customer				
Utilities	Send SMS On Receive Parts				
oint of Sale					
rder Book	Next >>>				
pdate Price File	Esc Cancel F3: View/Modify Customer F8: Profit Info				
upplier Returns	F2 Edit Discount F5:Notes F7 Set At Cost F9: Freight F10 Continue				
reaform Storietska	Change supplier to return parts to				
Code: JC	DHNTTM	Current:	\$-2,907.06		
JOHN TIT	MAN RACING	30 Day:	\$-3,822.87		
UNIT 3 / 4	4 ENTERPRISE STREET	60 Day:	\$-420.42		
CLEVELA	ND , 4163	90 Day:	\$0.00		
Ph:07 324	5 7499	Total:	\$-7,150.35		
Customer	Order Number: 30152688 30152542				
Freight Tr	acking:				

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.

ant O Point C	of Sale - Complete	X
Step 2. To	otals and figures	
Parts Supplied Total (+): Specials / GiftcardsTotal (+):	\$264.48 \$0.00	
Refunded Items (-): Discount (-): Line Discounts(-):	\$0.00 \$0.00 \$0.00	
NEW Create Supplier Credit N Create Supplier Credit I GST: Tax Invoice Total:	Now ater \$24.04 \$264.48	
Invoice Total: Value of Parts on Order:	\$264.48 \$0.00	
Delivery (+ to be invoiced later):	\$0.00	
Delivery already previously invoiced:	\$0.00	
<		Next >>>
Esc Cancel F3: View/Modify Custon	ner	F8: Profit Info
F2 Edit Discount F5:Notes F7	Set At Cost F9: Freight	F10 Continue

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.

<i>#</i>		Browse Supplier	Returns				
Pending Returns							
Inv# Date Order Nu	ım	Dispatch	Supplier	Franchise	Part	Qty	De
269 366 27 9 23 30 15 268	3 30152542		IOHNTITM	JOHN TITMAN RA	R-PTI ED0NR917	2	TAI
269,366 27.9.23 30152688	3 30152542		JOHNTITM	JOHN TITMAN RA	(SM074-RBKT2	2	HU
							C
Invoice #:	Dispatch Filter No Filter Move to Waiting Finalise highlighte	Show Waiting Pickup Pickup Move to d involce (Show Disp Dispatched Finalize	atched Clea Supplier	ar Dispatch		7.
						Clo	ose

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.

ation Process Parts Returns
Record Returned JOHN TITMAN RACING Parts From JOHN TITMAN RACING - and Add Credit
Receiving Ordered Pats For Order #102 Invoice Date: 15.8.2023 Franchise/Supplier: JOHN TITMAN RACING Use Daily Buy Price when adding pats Invoice Date: 15.8.2023 Atternative Supplier: O Use Stock Buy Invoice Number: 50103654
N U Part Number Description QoH Loc Stk? Type Dir Qty Ord Qty Re H/A Remain/Exc Unit Cost Line Total Unit Retail List
R-PTLEDONH917 TAIL LIGHT RTECH INTGRA LED 0.0000 Y 2 2 \$\$3.76 \$107.52 \$99.95
SMU/4-RBK12 HUB REBUILD KIT SM PRO HUB 1.0000 T 2 2 366.45 3132.30 \$114.35
٩ ()
Part Search: Show Cost + Total above as Inc GST
F5 = Item Notes F6 = View Part Supplied Back Ordered Cancelled Still On Order Concerning Modify Pricing / Otys Add Part Delete Part Fix Pack
✓ Show Print Barcodes after receiving stock Qty Of Items: 4 Credit Note + Goods Return Goods Only
Print Receive Labels after receiving stock 520.27
Add Parts To Above List in Part Number Order Freinht (Inc): en 00
Height (ex): 3000 Height (ex): 3000
H/A = Handled Already. Parts invoiced prior to being received. These will be given priority for filling receive orders Total: S264.46 V Record bill against supplier
F7 = Order Notes F9 = Bectronic Import F10 = Receive Items Cancel

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.