

Credit/Returns Orders

Creating the Initial Returns Order

(Parts Control, Input Goods Received Notes)

Steps to create a supplier parts returns order.

- Select **"Credit/Returns Order Create"** from the Process Type list.

- Enter Credit/Returns Order details.

Key Entry Fields

Prefix Code	Enter the supplier prefix code.
Supplier Account	Enter the purchase ledger account number for the supplier (automatically completed if set on the prefix file).
Order No	Enter an order number or accept the system default.
Order Type	Select the order type to be used for pricing.

- Click “OK” to continue.
- Add the part lines to be returned.

Note: In order to set the actual quantities accepted by the supplier to be entered after confirmation of the returns, change the “Recv Qty” to zero and select ‘No’ to “Amend Order Quantity”.

The screenshot shows a software window titled "Return to Supplier Order". It has tabs for "Order", "Parts", "Int.Comment", and "Ext.Comment". The "Parts" tab is active, showing a description "FILTER ENGINE" and a pack quantity of 12. Below this is a table with columns: Part Number, Loc'n, Ord, Del, Recd, Retail, Disc., and Unit Cost. The table contains one row: JD-T19044, 08K43, 12, 0, 12, 7.92, 0.00, 5.28. Below the table is a sub-dialog titled "Order Line Receipt Amending line 1 of 1". This sub-dialog has fields for Part No. (JD-T19044), Desc. (FILTER ENGINE), Location (08K43), Lab Qty (12), Ord Qty (12), Del. (0), Recv Qty (0), Cost (5.28), and Disc. (0.00). It also has buttons for "OK", "Cancel", "History", "Next", and "Prev".

- Use the quit key to exit and select ‘Yes’ to “Update Order Lines”.
- Note the order number.

The screenshot shows a small dialog box titled "Stock Order Goods Receipt". It contains an information icon (i) and the text "Note Allocated Order Number 1446". There is an "OK" button at the bottom.

Confirming Return Quantities

If the “**Recv Qty**” fields were left at zero, the returns quantities can now be accepted or changed in Gold according to the quantities accepted by the supplier.

- Select “**Autoscan Entry**” from the Process Type list and enter the Returns Order number.

- To set all the return quantities to match the original return order quantities, select “**Receive All Lines**”. To manually enter quantities, select “**Receive Individual Lines**”.

- Enter the accepted returns quantities.
- If the quantity entered is less than the original return quantity the following message will be displayed.

- If the remaining quantity will not be accepted by the supplier, select “Yes” then change the order quantity to match the actual return quantity.

Order Line Receipt Amending line 1 of 1

Part No.:	JD-T19044	Ord Qty:	12	Cost:		Disc:	0.00
Desc.:	FILTER ENGINE	Del.:	0				
Location:	08K43	Lab Qty:	12	Recv Qty:	10	Retail:	7.92
Surcharge/Disc % 1):		2):	0.00	3):	0.00	Cost:	5.28
		4):	0.00			Net Cost:	5.28

Buttons: OK, Cancel, History, Next, Prev

- When all lines have been entered, use the Quit key to exit.

Note: once lines have been fully returned they cannot be recalled through the Goods Receipt program.

When all lines are completed it is sometimes necessary to manually set the order as complete.

- In Stock Order Entry/Amend enter the order number.
- Change the Status flag to “Complete”. Enter the password to change to this status, which is “OK”.

Amend Mode - Order No. 1561 (Credit)

Order | Export | Parts | Int.Comment | Ext.Comment

Status: Complete (dropdown menu open with options: New Order, Printed, Export Extracted, Export Sent, Complete)

Prefix Code: []

Supplier A/c.: []

Order Date: []

Supplier Ref.: []

Goods Description: []

Despatch method: []

Order Type: Standard Orders

Cost Price Base: Cost

Print Order?: No

Format: 80 Column Detailed

Export?: No

Copy to Document Store?: No

Expected Date: 22/04/2009

Promised Date: []

Advice/Invoice No.: 1561

Import Template: []

Discount %age: 0.00

Buttons: OK, Cancel, Ord Typ, Chg No., Un Conf, Scr.Pad