Return Order

Summary   When a customer rejects a shipment, Return orders authorize the return to the warehouse. Once goods are returned, various follow up actions are available via the Disposition codes.

Steps   1. Create a Return order
2. Find the Sales order
3. Print the Return order
4. Register received items
5. Post the Packing slip

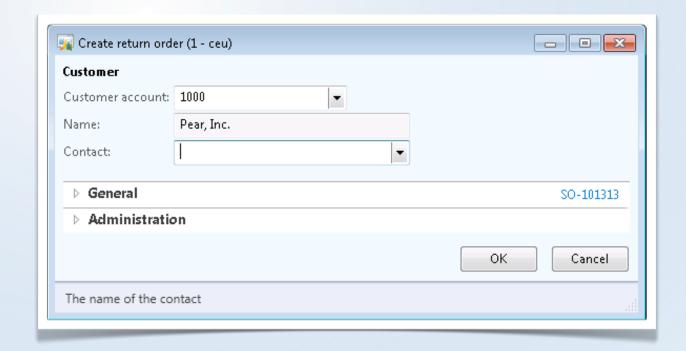Tips   • Disposition codes control the following:
Giving credit to customer
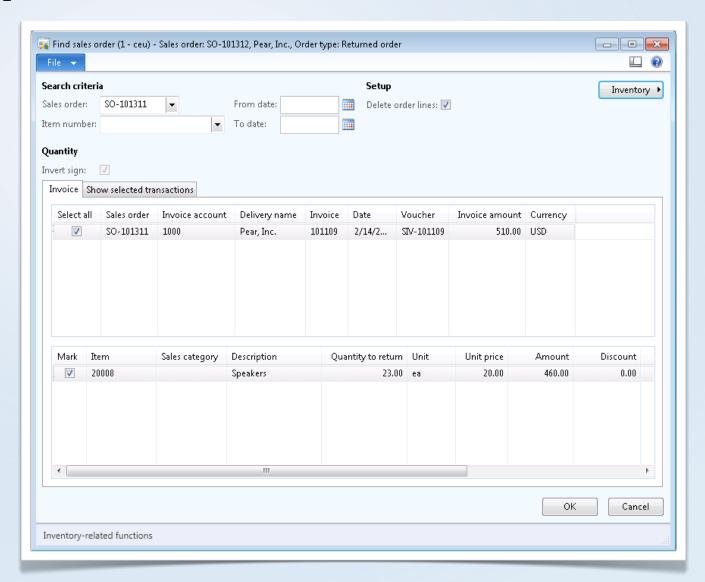Scrap of item or put back into stock
Replacement shipment

Create a Return order

- Click the new **Return order button**.

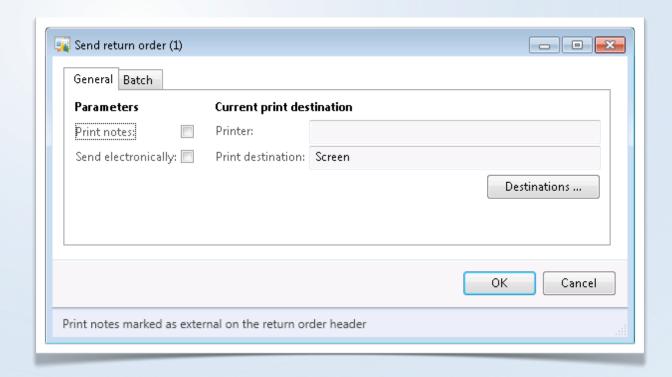- Choose the **Customer account**.

- Click **OK**.

Find the Sales order

- Click the **Find sales order button**.

- Find the **Sales order** to be returned.

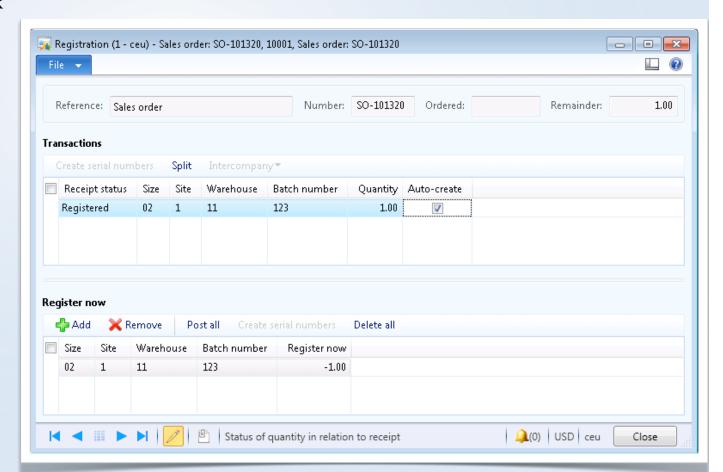- **Mark** the lines to return.

- Click **OK**.

Print the Return order

- Click the send **Return order button**.
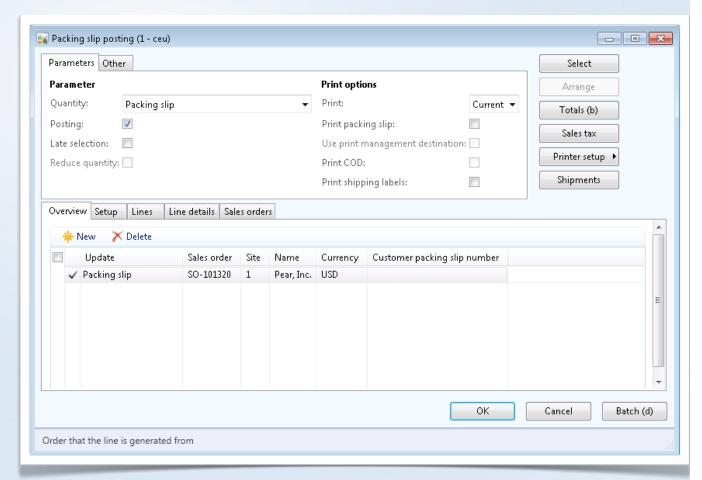
- Click **OK**.

Register received items

- On the Return order line, click the **Update line button > Registration**.

- Enter the **Disposition code**. Click **OK**.

- Check the **Auto-create** box.

- Validate the **Register now** quantity is the quantity returned by the customer.

- Click **Post all**.

Post the Packing slip

- Click the generate **Packing slip button**.

- Choose **Quantity** of Packing slip.

- Mark the **Posting** box.

- Click **OK**.

Movie 2.5 Return Order