

Return Order

Sales and marketing > Common > Sales orders > All return orders

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**.

Create return order (1 - ceu)

Customer

Customer account: 1000

Name: Pear, Inc.

Contact:

▶ **General** SO-101313

▶ **Administration**

OK Cancel

The name of the contact

Find the Sales order

- Click the **Find sales order** button.
- Find the **Sales order** to be returned.
- **Mark** the lines to return.
- Click **OK**.

Find sales order (1 - ceu) - Sales order: SO-101312, Pear, Inc., Order type: Returned order

File

Search criteria

Sales order: SO-101311 From date: To date:

Item number: Setup Delete order lines: ☒ Inventory

Quantity

Invert sign: ☒

Invoice Show selected transactions

Select all	Sales order	Invoice account	Delivery name	Invoice	Date	Voucher	Invoice amount	Currency
<input checked="" type="checkbox"/>	SO-101311	1000	Pear, Inc.	101109	2/14/2...	SIV-101109	510.00	USD

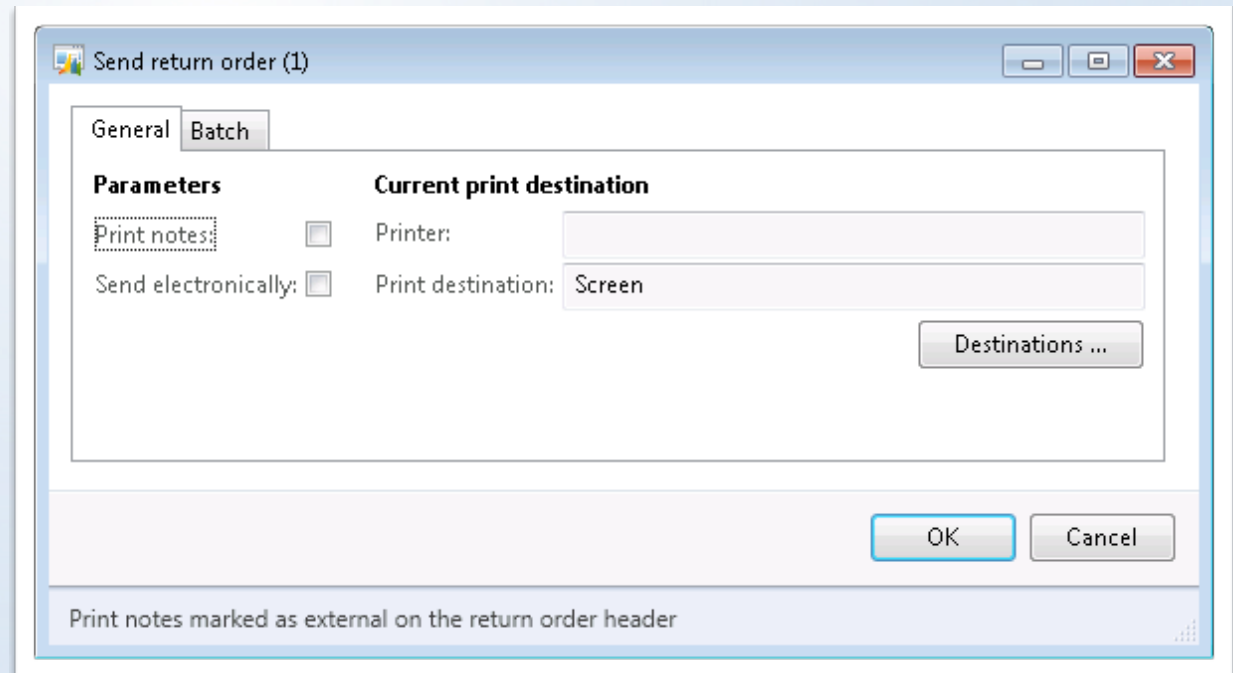
Mark	Item	Sales category	Description	Quantity to return	Unit	Unit price	Amount	Discount
<input checked="" type="checkbox"/>	20008		Speakers	23.00	ea	20.00	460.00	0.00

OK Cancel

Inventory-related functions

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**.

Registration (1 - ceu) - Sales order: SO-101320, 10001, Sales order: SO-101320

File

Reference: Sales order Number: SO-101320 Ordered: Remainder: 1.00

Transactions

Create serial numbers Split Intercompany

Receipt status	Size	Site	Warehouse	Batch number	Quantity	Auto-create
Registered	02	1	11	123	1.00	<input checked="" type="checkbox"/>

Register now

+ Add - Remove Post all Create serial numbers Delete all

Size	Site	Warehouse	Batch number	Register now
02	1	11	123	-1.00

Navigation icons: Back, Forward, Grid, Print, Edit, Status of quantity in relation to receipt

USD ceu Close

Post the Packing slip

- Click the generate **Packing slip** button.
- Choose **Quantity** of Packing slip.
- Mark the **Posting** box.
- Click **OK**.

Packing slip posting (1 - ceu)

Parameters Other

Parameter

Quantity: Packing slip

Posting: ☒

Late selection: ☐

Reduce quantity: ☐

Print options

Print: Current

Print packing slip: ☐

Use print management destination: ☐

Print COD: ☐

Print shipping labels: ☐

Select

Arrange

Totals (b)

Sales tax

Printer setup

Shipments

Overview Setup Lines Line details Sales orders

New Delete

	Update	Sales order	Site	Name	Currency	Customer packing slip number
<input checked="" type="checkbox"/>	Packing slip	SO-101320	1	Pear, Inc.	USD	

OK Cancel Batch (d)

Order that the line is generated from

Movie 2.5 Return Order

Return order: SO-101324 : 1000 - Pear, Inc. Created

File Return order General

Return order Replacement order Edit Delete Cancel order Header view Line view Find sales order Maintain charges Charges Acknowledgement Return order Packing slip Invoice Attachments Attachments

New Maintain Show Return Charges Send Generate Journals

SO-101324 : 1000 - Pear, Inc. Created

Microsoft Dynamics AX (1)

Assign disposition code.

Select the disposition code to assign to the return line.

You can change quantity and specify storage and tracking dimensions later.

Disposition code:

Quantity	Unit	Unit price	Net amount	Qty
-1.00	Pcs	899.00	-899.00	

Identification of the

11	Credit	Put item back into inventory, c
12	Credit	Repair and add to inventory, cr
31	Replace and credit	Replace item, credit customer
41	Replace and scrap	Replace item, scrap returned, c
51	Return to customer	Reject returned item, return to
61	Scrap	Scrap item, credit customer
Credit	Credit	Credit customer

Line details

Register item receipts for the order line.

USD ceu Close