Chapter 13
Returns from Demanders

This chapter—

- Provides an overview of the use of returns from demanders in RxSolution
- Familiarizes the user with how to—
  - Generate and complete returns from demanders/clients
  - Delete or edit products listed on a return from a demander/client
  - Delete or edit a return from a demander/client
  - Print the returns from demanders/clients list

Working with Returns from a Demander

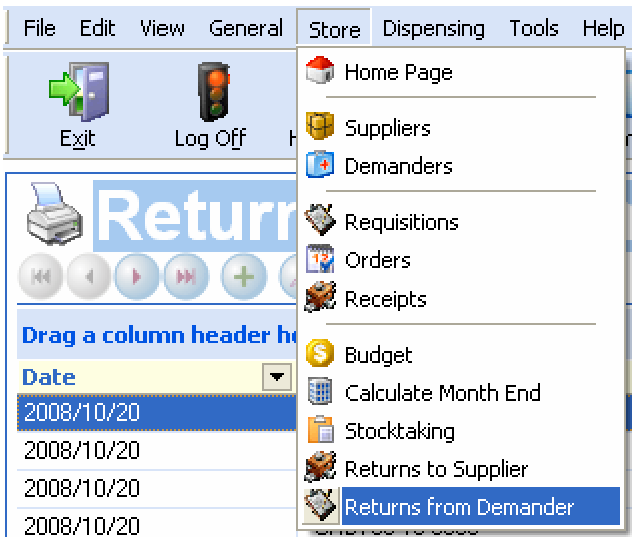
What Is a Return from a Demander/Client?

A return from a demander is a financial transaction by means of which a demander or client (e.g., a ward or a clinic) returns products to your store for credit. The return process also restores the stock to your inventory.

How Do I Get to the Return from Demander Screen?

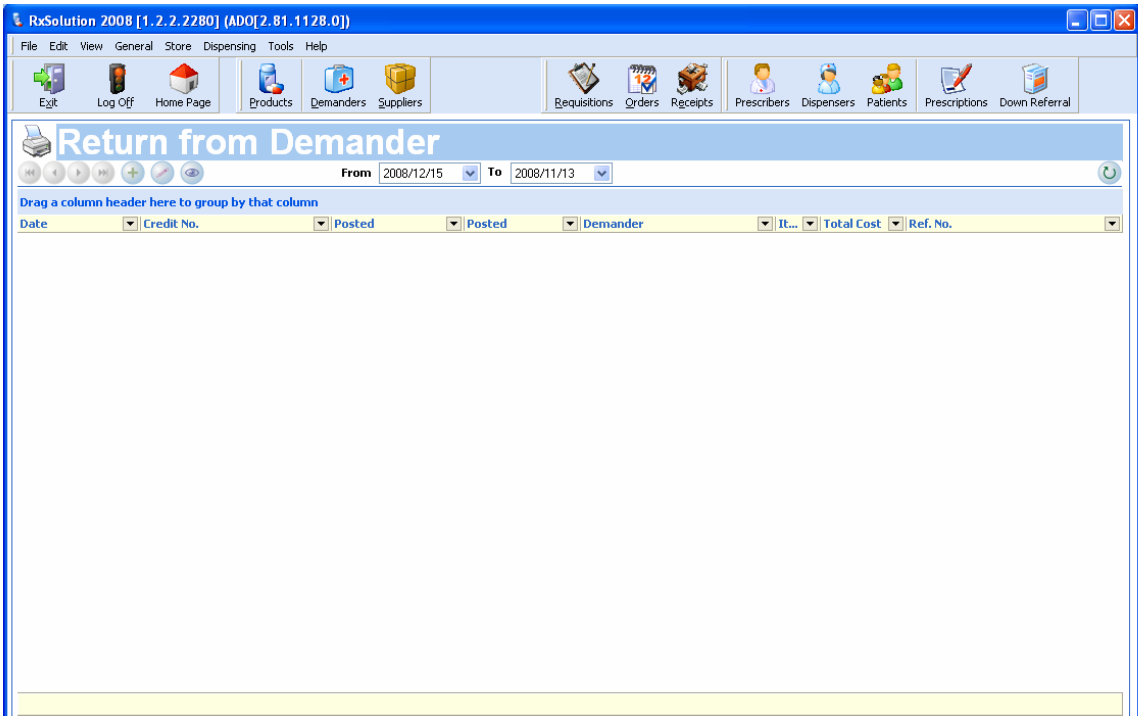
1. Click on **Store**  on the menu bar.

2. Choose **Returns from Demander** from the drop-down list.

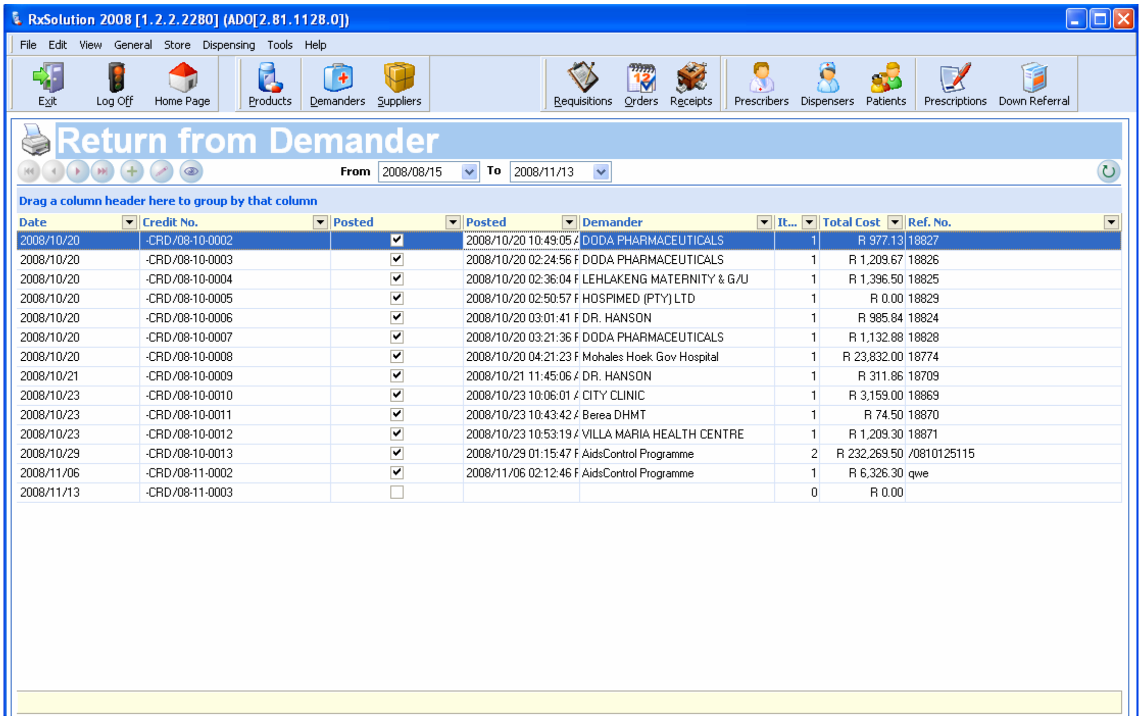


What Does the Return from Demander Screen Look Like?

The image below shows what a return from demander screen looks like when RxSolution has no returns from demanders in the system.



The following image shows what the screen looks like when RxSolution has returns from demanders in the system. Summary information, including the demander, cost, reference numbers, and return status, appears here.



If you double click on a return, you open up the detail screen for that return from demander. Descriptions of various parts of the detail screen are provided below.

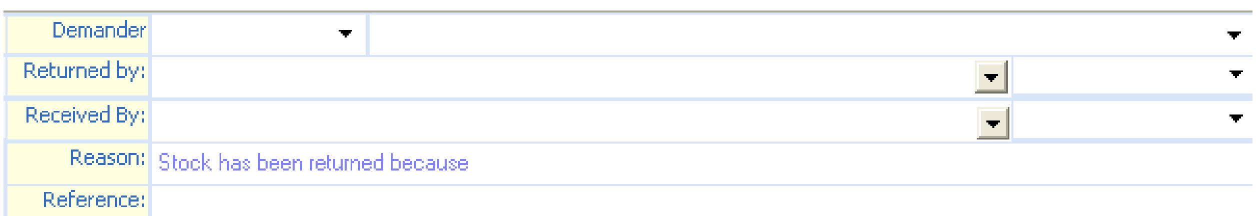
Credit Number

The credit number is displayed in the top right-hand corner of the **Return from Demander** screen. Each credit number is computer-generated and unique. Table 13-1 describes the components of a credit number in RxSolution.

Table 13-1. Components of a Credit Number in RxSolution

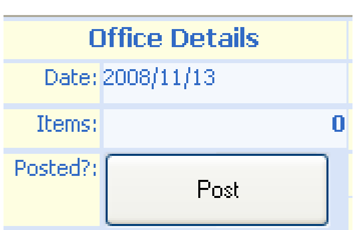
Component	Definition
NDS	The **System Prefix** location entered by a user (see “Record Numbering Tab” in chapter 2). Here, “NDS” is short for National Drug Supply Store.
CRD	The **Type Prefix** in the system. “CRD” means Credit (see “Record Numbering Tab” in chapter 2).
08	The year of the Credit/Return (here, 2008).
11	The month of the Credit/Return (here, November).
0004	The number of the Credit/Return for this month (here, the fourth).

Detail Section



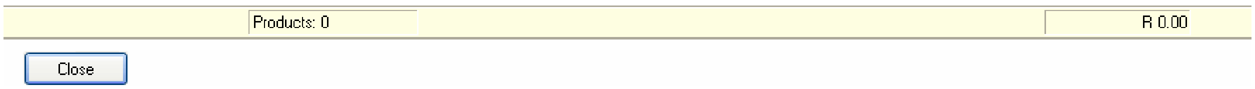
The detail section lists information about the **Demander**, the person who returned the product(s) (**Returned by**) and date, the person who received the return into the system (**Received By**) and date, the **Reason** for the return, and the **Reference** (if any). To select an option, click on the arrow next to the desired field to reveal a list of possible options, dates, or both.

Return Information



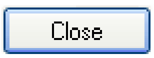
The return information is summarized in the top left-hand corner of the **Return from Demander** screen. The date the return list was created in RxSolution and the number of items on the return are shown. Posting is done by clicking on the **Post** button. A return should not be posted until no further changes need to be made to it. When the return is posted, the returned stock will be added to your inventory.

Financial Information



Financial information is summarized in the bottom right-hand corner of the **Return from Demander** screen. This section provides the detail of the cost value of the return.

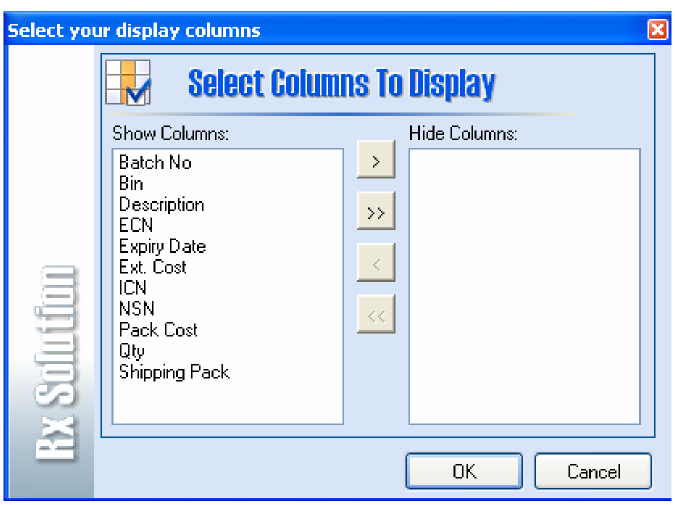
Close Button



Even if the return is not yet finalized and needs further work, the screen can be closed by clicking on the **Close** button located on the bottom left-hand side of the screen.

Details Tab

The fields that can be displayed on a return can be changed by clicking on the eye  icon.



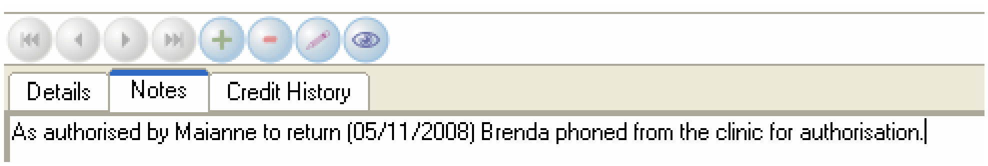
This tab summarizes the items on the return. The item description and codes were defined in the system defaults. The terms specific to returns are detailed in Table 13-2.

Table 13-2. Return from Demander Terms Used in RxSolution

Term	Description
Batch No	Type in the number of the batch product issued: the batch number was issued by the supplier and is normally shown on the delivery slip.
Bin	The location to which the returned stock will be returned in the store.
Expiry Date	The date on which the product expires, as indicated on the individual item (if applicable).
Ext. Cost	The total credit cost of the quantity returned.
Pack Cost	The cost per pack credited to the demander.
Qty	The quantity returned by a demander.
Shipping Pack	The number of packs that are in a manufacturer shipping pack; e.g., atropine ampoules as defined in the products, comes in boxes of 50 ampoules, so the shipping pack is 50.

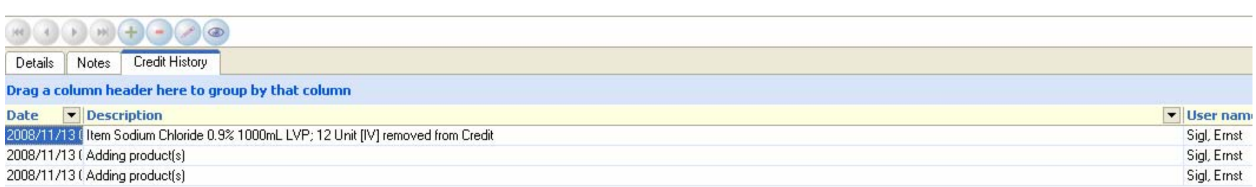
Notes Tab

Additional notes regarding the return can be entered here. The screen below provides an example of a notes entry.



History Tab

This section is where all the changes made (i.e., additions, deletions, editing) to the return are automatically tracked by RxSolution. The screen below provides examples of history records.



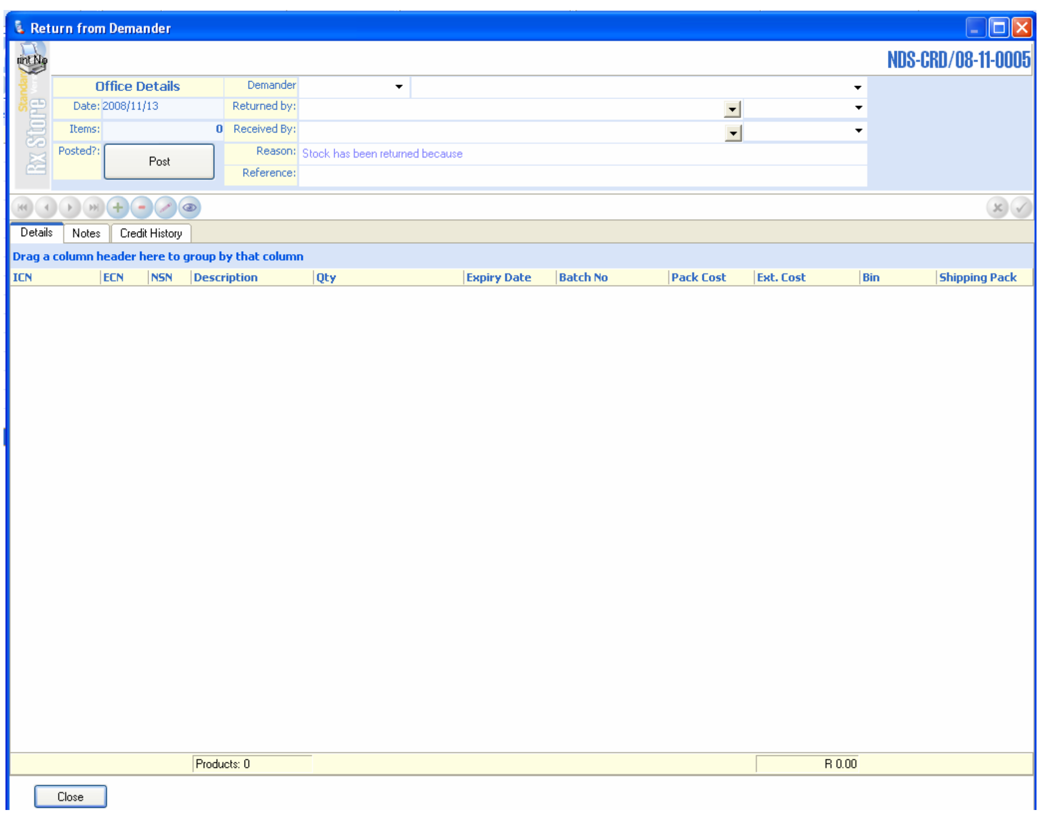
Using RxSolution to Manage and Track Returns from Demanders

How Do I Create a Return from Demander?

1. Click on **Store**  on the menu bar.

2. Choose **Returns from Demander** from the drop-down list.

3. Click on the add new record icon  and the following screen appears—



4. Fill in the requested information by clicking on the gray down-facing arrow and choosing from the drop-down list that appears for each entry (**Demander**, **Returned by**, **Received By**) along with the date for the return and receipt. To select a person in **Returned by**, the person's name must have previously been entered in the demander staff member list. Enter the **Reason** and the **Reference**. The reference is usually the original requisition number issued to the demander/client.

5. Click on the add new record icon .

6. Alternatively, click on the edit the current record icon .

7. Choose the first option from the drop-down list.

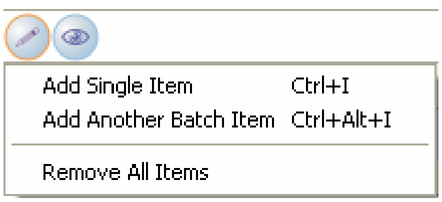


Table 13-3 describes the options available.

Table 13-3. Options for Adding Products to a Return

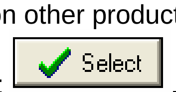
Option	Description
Add Single Item Ctrl+I	Add a single item (or multiple selection of items) from the product selector screen.
Add Another Batch Item Ctrl+Alt+I	This option is used if you have already selected an item and want to add another batch/expiry date for the same item.
Add Requisition Items	This option allows you to choose a requisition issued to the demander selected.
Remove All Items	This option will remove all items already selected on the return.

How Do I Add Single Products to My Return?

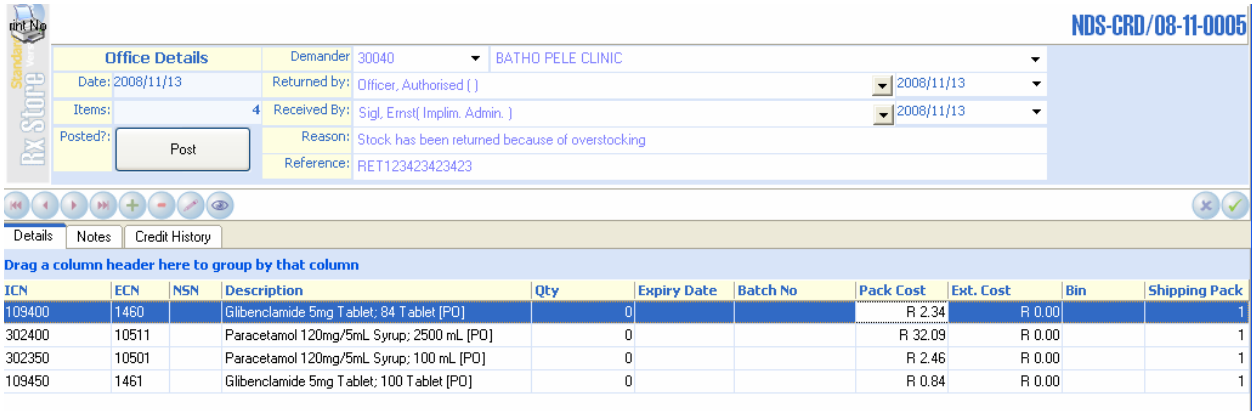
1. After choosing the first option described in Table 13-3, the following **Product Selector** screen appears—

2. Select products to add to the return by using any of the methods shown in Table 13-4.

Table 13-4. Methods of Selecting Products using the Product selector Screen for a Return from Demander

Action	Results
Click on one product, and click on **Select** 	One product is added to the list.
Click on the first product you are choosing, hold down *Ctrl* and click on other products required, and then click on **Select**  .	Many nonconsecutive products can be added to the list.
Hold down *Shift*, press the *Page Down (PgDn)* or down-facing arrow on the keyboard (↓),and click on **Select**  .	Many consecutive products can be added to the list.

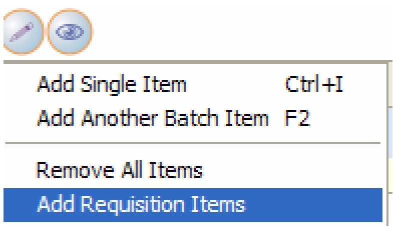
3. The products you have selected have been added to the return from demander.



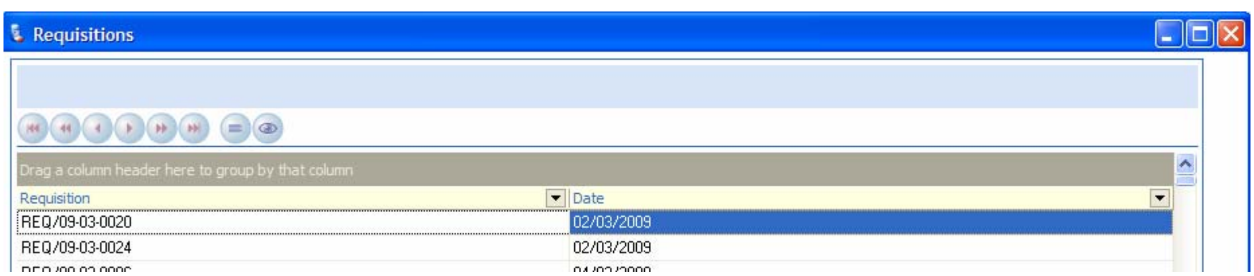
OR

How Do I Add Products issued on a particular requisition to My Return?

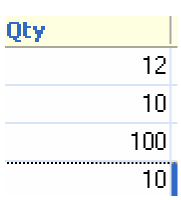
4. To select items issued to the selected Demander, click on the Pencil and select Add Requisition Items



5. Select by clicking on the required Requisition and click on 



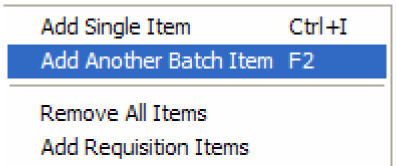
6. Enter the returned quantity for each product.



5. Where expiry dates and batch numbers are used, that is, when the program is set to "Batch management driven," the expiry dates and batches should be entered. You can click on the expiry date drop-down arrow, and whichever date in the month is selected, the last day of the month is recorded. Similarly, if the year and month are typed in, the last day of the month will be recorded.

6. Ensure that the returning credit cost value is correct. If not, type in the correct credit price.

7. If there are two different batches for the same item, click on the edit pencil icon and select **Add Another Batch Item**.



8. Enter the quantity for that batch, with expiry date and batch number if applicable.

9. When you are satisfied that the items, quantities, and credit cost value are correct, click on the **Post** button. If you are not yet finished with entering information on the return, click on the **Close** button to continue later with the same un-posted list.

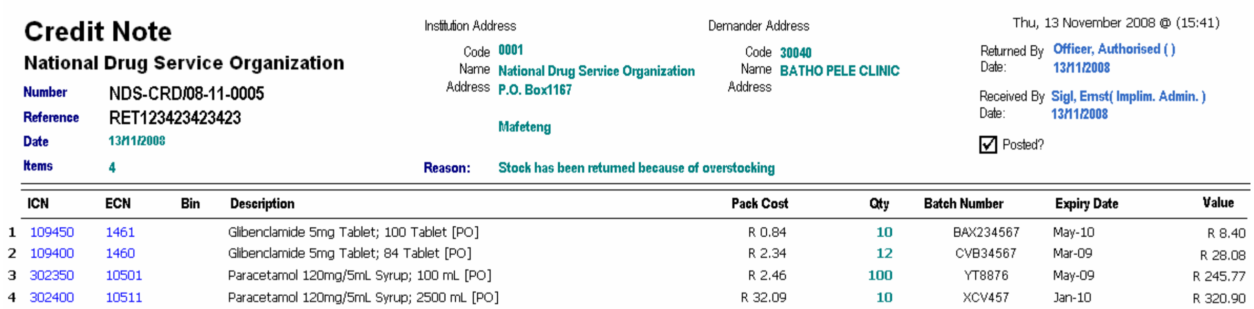
10. When you click **Post**, the following warning will be displayed—

11. If **Yes** is clicked, the posting will have been completed and the stock returned into the available stock on your system.

How Do I Print My Demander Credit Note?

1. Choose the return list by clicking on the list record to highlight the list, right click on the printer icon , and then click on .

2. The **Credit Note** preview is displayed.



Credit Note

National Drug Service Organization

Number	NDS-CRD/08-11-0005
Reference	RET123423423423
Date	13/11/2008
Items	4

Institution Address
Code 0001
Name National Drug Service Organization
Address P.O. Box1167
Mafeteng

Demander Address
Code 30040
Name BATHO PELE CLINIC
Address

Thu, 13 November 2008 @ (15:41)
Returned By Officer, Authorised ( )
Date: 13/11/2008
Received By Sigl, Ernst(Implim. Admin.)
Date: 13/11/2008
Posted?

Reason: Stock has been returned because of overstocking

	ICN	ECN	Bin	Description	Pack Cost	Qty	Batch Number	Expiry Date	Value
1	109450	1461		Glibenclamide 5mg Tablet; 100 Tablet [PO]	R 0.84	10	BAX234567	May-10	R 8.40
2	109400	1460		Glibenclamide 5mg Tablet; 84 Tablet [PO]	R 2.34	12	CVB34567	Mar-09	R 28.08
3	302350	10501		Paracetamol 120mg/5mL Syrup; 100 mL [PO]	R 2.46	100	YT8876	May-09	R 245.77
4	302400	10511		Paracetamol 120mg/5mL Syrup; 2500 mL [PO]	R 32.09	10	XCV457	Jan-10	R 320.90

3. Click on the printer icon, select the printer to print to or print to file, and click on **OK** on the print screen to print the credit note to printer or file.