

Chapter 9

Returns to Suppliers

This chapter—

- Familiarizes the user with how to—
 - Return stock to a supplier

What Is a Return to Supplier?

For various reasons, including overstocking, short expiry dates, and errors in ordering, stock received into the RxSolution system may need to be returned to the supplier from which it was ordered.

How Do I Get to the Returns to Supplier Screen?

1. Click on **Store** on the menu bar.
2. Choose **Returns to Supplier** from the drop-down list.

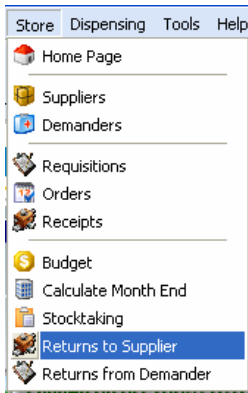


Table 9-1 describes terms RxSolution uses on the **Returns to Supplier** screen.

Table 9-1. Returns to Supplier Terms Used in RxSolution

Term	Description
Date : Date ▼	The date the Returns to Supplier list was created.
Returns No. Returns No.	The reference assigned to the Returns to Supplier list created according to the prefix and numbering setup in System Settings record numbering. The numbers are consecutive.
Items Items	The number of items/products on the returns list.
Batch Number Batch Number	Type in the number of the batch of the product returned. The batch number is usually located on the packing of the product.
Expiry Date Expiry Date	Type in or select from the drop-down list the date on which the product expires, as indicated on the individual items (if applicable).

Term	Description
Pack Cost <u>Pack Cost</u>	The actual cost price per pack charged by the supplier and at which the RxSolution institution will be credited. Type in this amount to adjust the cost price in the products catalogue to the latest cost.
Extended Cost <u>Ext. Cost</u>	The total return value of a specific product returned, i.e., <u>Pack Cost</u> × <u>Qty</u>
Bin Location <u>Bin</u>	The bin location is the location where the stock is kept in the store. It could be a shelf, a shelving compartment, or even a whole room, e.g., a hazardous substance room. The value defaults from the product settings.
Supplier <u>Supplier</u>	The supplier to whom the stock is being returned.
Reference <u>Reference</u>	A reference could be a number or code from the supplier as an authorization to return the stock, or it might be the original invoice number on which the product was received.
Type <div> Type: <u>R - Returned</u> ▼ B - Broken E - Expired L - Spoiled U - Unusable R - Returned </div>	The type of return to supplier. Options are broken (in transit), expired (short expiry date), spoiled (in transit), unusable (because the wrong item was ordered/received), or returned (because of overstocking).
Total Cost <u>Total Cost</u>	This entry reflects the total cost of the products returned to the supplier and is automatically calculated by RxSolution based on the number of packs returned at the given pack cost.

What Does the Returns to Supplier Screen Look Like?

From 2008/08/09 To 2008/11/07

Drag a column header here to group by that column

Date	Returns No.	Items	Posted	Posted Date	Total Cost	Supplier	Reference
2008/11/07	RTO/08 11 0002	0			R 0.00	AFRDX	RT34521

When creating a new list, the detailed screen looks as follows—

Office Details

Supplier: 001AFR AFRDX

Date: 2008/11/07 Captured by: Sigl. Ernst (Implm. Admin.)

Items: 9 Authorised By: Sigl. Ernst (Implm. Admin.)

Posted?: Post Type: R - Returned Reason: Stock has been returned because the wrong item was ordered

Reference: VR0D1245

Select Batch

ICN	ECN	NSN	Description	Qty	Expiry Date	Batch No	Pack Cost	Ext. Cost	Bin
1504950	2572		Paracetamol 120mg/5mL Syrup; 100 mL DON (PO)	100			R 0.00	R 0.00	
116250	2580		Paracetamol 500mg Tablet; 1000 Tablet (PO)	200			R 50.27	R 10,053.02	
116200	2570		Paracetamol 500mg Tablet; 100 Tablet (PO)	491			R 8.30	R 4,075.30	
116150	2568		Paracetamol 500mg Tablet; 20 Tablet (PO)	0			R 4.31	R 0.00	
116300	2581		Paracetamol 500mg Tablet; 5000 Tablet (PO)	0			R 221.40	R 0.00	
116100	2571		Paracetamol 500mg Tablet; 100 DON (PO)	0			R 0.00	R 0.00	
302400	10511		Paracetamol 120mg/5mL Syrup; 2500 mL (PO)	0			R 32.09	R 0.00	
116000	2587		Paracetamol, Codeine Phosphate 500/8mg Tablet; 500 Tab	0			R 55.51	R 0.00	
115950	2585		Paracetamol, Codeine Phosphate 500/8mg Tablet; 1000 Ta	0			R 106.05	R 0.00	

Products: 9 R 14,128.32

Close

Descriptions of the various parts of the screen follow.

Detail Section

RTO/08 11 0002

Supplier:	001AFR	AFROX
Captured by:	Sigl, Ernst(Implim. Admin.)	2008/11/06
Authorised By:	Sigl, Ernst(Implim. Admin.)	2008/11/06
Type:	R - Returned	Reason: Stock has been returned because the wrong item was ordered
Reference:	VR0D1245	

The detail of the returns list is displayed. The **Supplier** field shows the supplier to which the stock is returned. The person that entered the return is show in the **Captured by** field. The person who authorised the return is shown in the **Authorised By** field. The **Type** of return is explained in Table 8-1. The dates show when the return was captured and authorised. The **Reason** field shows in detail why the stock was returned. The **Reference** may have been given by the supplier to authorize the return, or it may be the original invoice number.

Return Information

Office Details	
Date:	2008/11/07
Items:	9
Posted?:	<input type="button" value="Post"/>

The **Date** is when the return list was created. **Items** shows the number of items on the list. Click the **Post** button to post the completed, authorized return.

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.

Notes Tab

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

The screenshot shows the 'Returns to Supplier' application window. The 'Office Details' form is visible, showing the same data as in the previous section. Below the form is a 'Select Batch' button. At the bottom of the window, there is a tab bar with three tabs: 'Details', 'Notes', and 'Returns History'. The 'Notes' tab is currently selected, displaying the text: 'Authorised by Mr Inkomishi. Phoned by Robert Siegel'. The window also features standard Windows-style window controls (minimize, maximize, close) in the top right corner.


History Tab

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

Date	Description	Type	User
2008/11/07 12:29	Adding product(s)	ADDED	Sigl, Ernst
2008/11/07 12:29	Adding product(s)	ADDED	Sigl, Ernst
2008/11/07 12:29	Adding product(s)	ADDED	Sigl, Ernst
2008/11/07 12:29	Adding product(s)	ADDED	Sigl, Ernst
2008/11/07 12:29	Adding product(s)	ADDED	Sigl, Ernst
2008/11/07 12:29	Adding product(s)	ADDED	Sigl, Ernst
2008/11/07 12:29	Adding product(s)	ADDED	Sigl, Ernst
2008/11/07 12:29	Adding product(s)	ADDED	Sigl, Ernst
2008/11/07 12:29	Adding product(s)	ADDED	Sigl, Ernst

Using RxSolution to Manage and Track Returns to Supplier

How Do I Create a Return to Supplier?

1. Click on the add new record icon .
2. Alternatively, right click on a closed return list, and choose **Add (Returns to Supplier)** from the drop-down list.

Add (Returns to Supplier) Ctrl+A
Edit (Returns to Supplier)
Print Returns to Supplier
UnLock Returns



3. The following screen is displayed—

4. Select the **Supplier** to which to return the stock.
5. Select the name of the person capturing and authorizing the return of the stock by clicking on his or her name from the drop-down lists for **Captured by** and **Authorised By** and enter the respective dates.



Supplier:	001AFR	AFROX
Captured by:	Mafatle, Daniel(WH)	2008/11/07
Authorised By:	Khetsekile, Teboho(PM)	2008/11/07

6. Select the type of return as discussed above. Enter the full reason, and as the reference, enter the original invoice number or supplier authorization number.

Type:	R - Returned	Reason:	Stock has been returned because too much stock ordered
Reference:	INV 0001234		

7. Click on the add items icon  to add items or Click on the  and select Add Single Item

OR

If the invoice number is known, choose Select Invoice () from the  and select the required supplier invoice number and all the items on the invoice will appear on the list. Only enter the quantity to return on the required product(s)

Add Single Item	Ctrl+I
Add Another Batch Item	F2
Select Invoice	
Remove All Items	
Print Returns to Supplier	



8. Choose the item to return from the **Product Selector** screen.

Product Selector

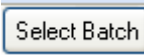
Institutional EDL

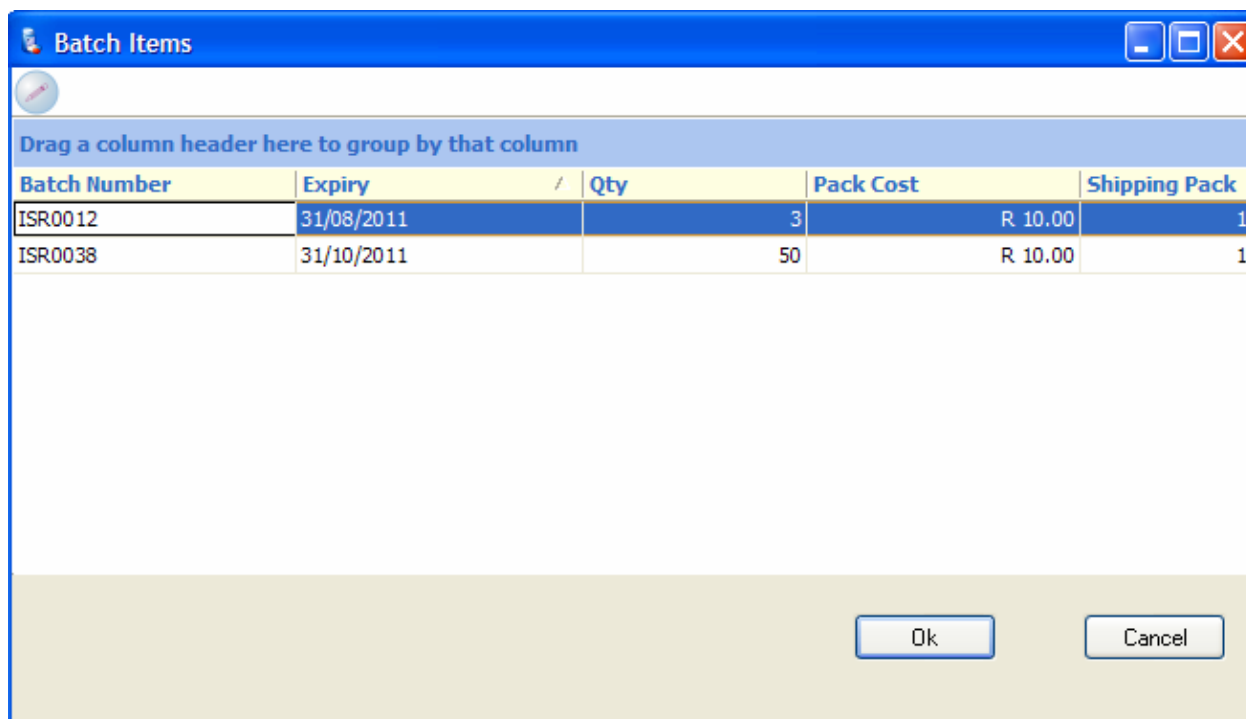
ICN ECN Description Trade Name Cost Group 1 Group 2

403950	60311	Gill medicated soap 400mL Soap; 6 Bottle [TOP]	Gill Medicated Soap 400ml 6	R 155.23	400000	
1107750	85541	Glass Firm Pi-Pump Grade 2 1	Glass Firm Pi-Pump Grade 2 1	R 37.77	1100000	
1107800	85531	Glass Firm Pi-Pump Grade 5 1	Glass Firm Pi-Pump Grade 5 1	R 96.80	1100000	
1306500	50703	Glass Ionomer Vitremer A3 Powder 15g	Glass Ionomer Vitremer A3 Powder 15g	R 944.95	1300000	
1306550	50704	Glass Ionomer Vitremer Primer 6.5ml	Glass Ionomer Vitremer Primer 6.5ml	R 361.07	1300000	
1306600	50702	Glass Ionomer Vitremer liquid 6.4ml	Glass Ionomer Vitremer liquid 6.4ml	R 632.63	1300000	
1306650	50701	Glass Ionomer Cement 1	Glass Ionomer Cement 1	R 0.00	1300000	
1107850	85543	Glass Stir rods	Glass Stir rods	R 15.23	1100000	
1306700	50705	GlassIonomer VitremerFinishing gloss 6.5ml	GlassIonomer VitremerFinishing gloss 6.5ml	R 328.55	1300000	
109450	1461	Glibenclamide 5mg Tablet; 100 Tablet [PO]	Glibenclamide 5g tabs 100	R 0.84	100000	
109300	1470	Glibenclamide 5mg Tablet; 1000 [PO]	Glibenclamide 5mg tabs 1000	R 11.56	100000	
109350	1480	Glibenclamide 5mg Tablet; 500 Tablet [PO]	Glibenclamide 5mg tabs 500	R 0.00	100000	
109400	1460	Glibenclamide 5mg Tablet; 84 Tablet [PO]	Glibenclamide 5mg tabs 84	R 0.00	100000	

 Select  Cancel


9. Repeat step 8 if more items need to be added. The *Shift* or *Ctrl* key select also is functional on this screen.

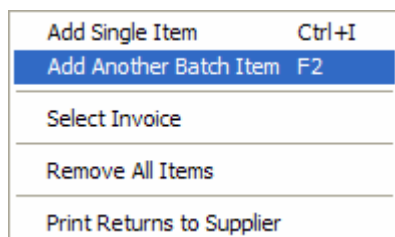
10. Click on the 



The screenshot shows a window titled "Batch Items" with a blue header bar. Below the header is a light blue instruction bar that says "Drag a column header here to group by that column". Underneath is a table with five columns: "Batch Number", "Expiry", "Qty", "Pack Cost", and "Shipping Pack". The table contains two rows of data. Below the table is a large empty white area. At the bottom right of the window are two buttons: "Ok" and "Cancel".

Batch Number	Expiry	Qty	Pack Cost	Shipping Pack
ISR0012	31/08/2011	3	R 10.00	1
ISR0038	31/10/2011	50	R 10.00	1

11. You need to select the batch you are actually returning, and that batch should be the one(s) purchased from this supplier..
12. Enter the quantities to return and the agreed price. Be sure to select the correct batches for this supplier..
13. If another Batch is to be returned, Click in the  and choose Add Another Batch Item or the F2 Shortcut Key may be used.




The screenshot shows a context menu with the following items: "Add Single Item" (with Ctrl+I shortcut), "Add Another Batch Item" (with F2 shortcut, highlighted in blue), "Select Invoice", "Remove All Items", and "Print Returns to Supplier".

Add Single Item	Ctrl+I
Add Another Batch Item	F2
Select Invoice	
Remove All Items	
Print Returns to Supplier	

Chapter 9. Returns to Supplier

Returns to Supplier

RT-RT/11-04-0001

 Info. Details

Supplier: Captured by:

Date: 07/04/2011

Items: 2 Authorised By:

Type: Reason: Stock has been returned because

Reference:

Post


Select Batch

Details Notes Returns History

Drag a column header here to group by that column

ICN	ECN	NSN	Description	Qty	Expiry Date	Batch No	Pack Cost	Ext. Cost	Bin	Shipping Pa...
5260	TB PHC	1897000	Streptomycin 5g Vial; 1 Vial		0 31/10/2011	ISR0038	R 10.00	R 0.00	TB	1
5260	TB PHC	1897000	Streptomycin 5g Vial; 1 Vial	0			R 10.00		TB	


Products: 2 R 0.00

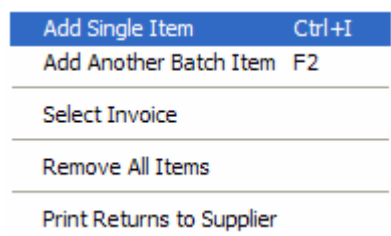
14. Click on the **Post** button  to post the transaction. No further edits can be made to the returns after this point.

15. Print the Returns to Supplier by right clicking on the printer icon  and selecting .

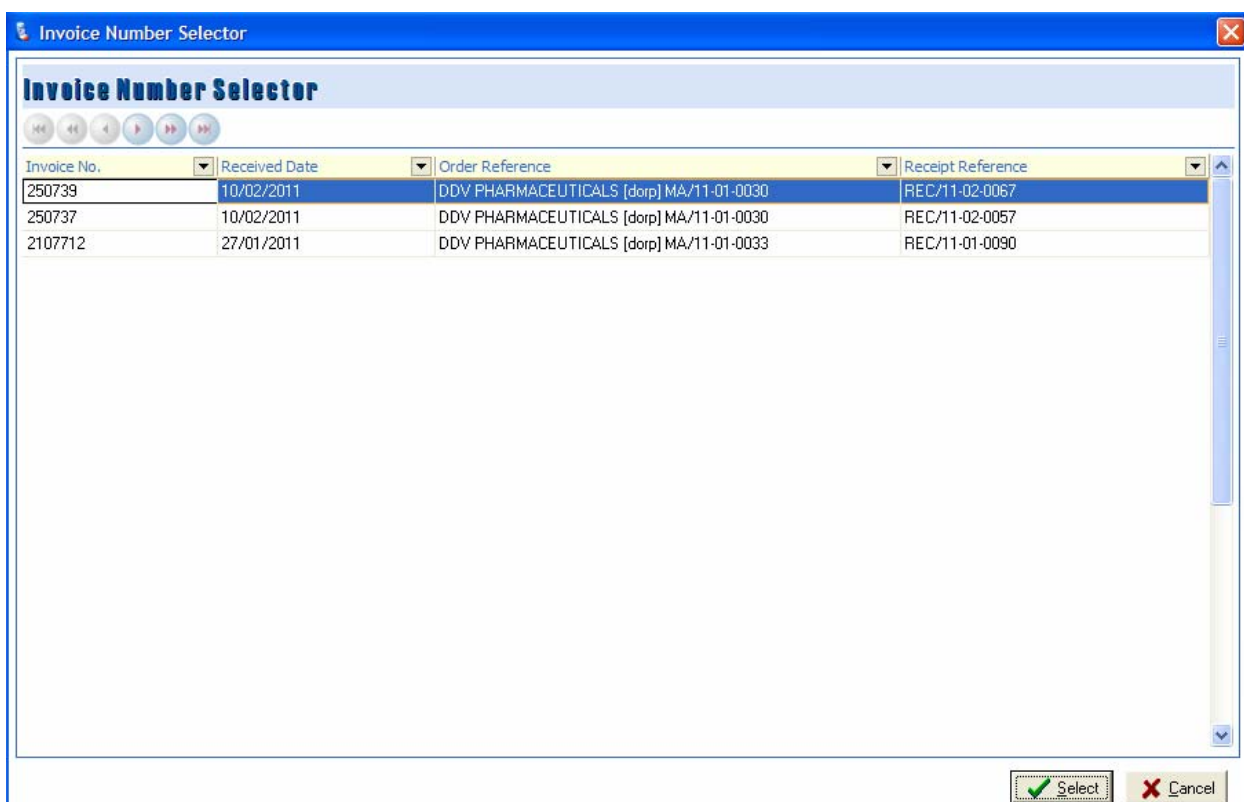
16. Select a printer to print to or print to file.

How do I select an Invoice number from a Supplier to return items on a Particular Invoice?

1. Create a new Returns to Supplier list as described above.
2. Choose the Supplier to which the stock is to be returned.
3. Click on the  and Select **Select Invoice..**



4. Choose the invoice required and click on Select



5. Fill in the quantities to be returned, select the Batch as described above and Post