

# Manage returns & credit notes

## CONTENTS

- Manage returns & credit notes ..... 1
  - 1.1 Manage credit notes..... 2
  - 1.2 Manage returns..... 5
  - 1.3 Disposition codes..... 7

## 1.1 Manage credit notes

Below the basic flow is explained to create a return order without a physical return.

1. Go to Sales and marketing > Sales returns > All return orders.
2. Click New.

The screenshot shows the 'Return order' tab with sub-tabs 'New', 'Maintain', and 'Return'. The 'New' sub-tab is active and contains buttons for 'Replacement order' and 'Purchase return order'. The 'Maintain' sub-tab contains 'Edit', 'Edit in grid', and 'Cancel order'. The 'Return' sub-tab contains 'Find sales order' and 'Mair'. A red box highlights the '+ New' button in the top navigation bar.

3. In the Customer account field, type a value.

The screenshot shows the 'Create return order' form. The 'Customer' section is expanded, showing a dropdown for 'Customer account' with 'BBE-C0006' selected. Below it are fields for 'Search by' (set to 'Keyword'), 'Search for', 'Name' (set to 'CEBECO AGROCHEMIE BV'), and 'Contact'.

4. In the Deadline field, enter a the expected return date:
5. In the Return reason code field, select a return reason code.
6. Optional: In the Customer reference field, type a value.

The screenshot shows the 'REFERENCES' section with a dropdown for 'Customer requisition'. Below it is a text field for 'Customer reference' containing 'Credit CI-0006'. At the bottom is a text field for 'RMA number' containing 'BBE-R-0065'.

The screenshot shows the 'RETURN' section with a 'Deadline' field set to '18/06/2021' and a 'Return reason code' dropdown set to 'COMMERCIAL'.

7. Click OK.
8. Click Find sales order.

The screenshot shows the 'Find sales order' button in the 'Return' sub-tab of the 'Return order' tab. The button is highlighted with a red box.

9. Optional: add filters to quickly find back to original invoiced sales order.

The screenshot shows the 'Find sales order' filter form. It includes a 'Parameters' section with 'Reason code' and 'Reason comment' dropdowns. A 'SEARCH CRITERIA' section contains 'Sales order' dropdown, 'Item number' and 'From date' text fields, and 'To date' text field. There are also 'QUANTITY' and 'GENERAL' sections with checkboxes for 'Invert sign', 'Copy charges', and 'Delete order lines'.

10. If the charges that were applied on the original sales order also need to be reversed, set 'Copy charges' to yes.

Parameters

REASON  
Reason code   
Reason comment

SEARCH CRITERIA  
Sales order

Item number

From date   
To date

QUANTITY  
Invert sign ☐  
Yes ☐ No ☐

GENERAL  
Copy charges ☒ Yes  
Delete order lines ☐ No

11. In the 'Invoices' section, select 1 or more invoice header/lines that need to be reversed.  
Hint 1: Select the invoice header if the whole invoice needs to be reversed (all the lines are automatically selected).

Invoices

HEADERS

Select all	Sales order	Invoice account	Delivery name	Invoice	Date	Voucher	Invoice amo...	Currency
<input type="checkbox"/>	BBE-SO-00364	BBE-C0006	ZANDWEISTR	CI000000005	4/06/2021	CI000000005	624,80	EUR
<input type="checkbox"/>	BBE-SO-00364	BBE-C0006	ZANDWEISTR	CI000000006	4/06/2021	CI000000006	1.224,80	EUR
<input type="checkbox"/>	BBE-SO-00364	BBE-C0006	ZANDWEISTR	CI000000007	4/06/2021	CI000000007	1.020,00	EUR
<input type="checkbox"/>	BBE-SO-00364	BBE-C0006	ZANDWEISTR	CI000000008	4/06/2021	CI000000008	2.020,00	EUR
<input type="checkbox"/>	BBE-SO-00364	BBE-C0006	ZANDWEISTR	CI000000009	4/06/2021	CI000000009	1.630,00	EUR
<input checked="" type="checkbox"/>	BBE-SO-00382	BBE-C0006	ZANDWEISTR	CI000000010	4/06/2021	CI000000010	622,40	EUR
<input checked="" type="checkbox"/>	BBE-SO-00383	BBE-C0006	ZANDWEISTR	CI000000011	4/06/2021	CI000000011	622,40	EUR

LINES

Select	Item	Sales category	Description	CW quantity	CW unit	Quantity to r...	Unit	Unit price
<input checked="" type="checkbox"/>	10010-03		NARITA 2 x 10 LT			20,00	LT	30,50

Hint 2: Select only the line if you want to invoice a specific line of the invoice:

Invoices

HEADERS

Select all	Sales order	Invoice account	Delivery name	Invoice	Date	Voucher	Invoice amo...	Currency
<input type="checkbox"/>	BBE-SO-00364	BBE-C0	CEBECO AGROCHEMIE BV	CI000000005	4/06/2021	CI000000005	624,80	EUR
<input type="checkbox"/>	BBE-SO-00364	BBE-C0		CI000000006	4/06/2021	CI000000006	1.224,80	EUR
<input type="checkbox"/>	BBE-SO-00364	BBE-C0006	ZANDWEISTR	CI000000007	4/06/2021	CI000000007	1.020,00	EUR
<input checked="" type="checkbox"/>	BBE-SO-00364	BBE-C0006	ZANDWEISTR	CI000000008	4/06/2021	CI000000008	2.020,00	EUR
<input type="checkbox"/>	BBE-SO-00364	BBE-C0006	ZANDWEISTR	CI000000009	4/06/2021	CI000000009	1.630,00	EUR
<input type="checkbox"/>	BBE-SO-00382	BBE-C0006	ZANDWEISTR	CI000000010	4/06/2021	CI000000010	622,40	EUR
<input type="checkbox"/>	BBE-SO-00383	BBE-C0006	ZANDWEISTR	CI000000011	4/06/2021	CI000000011	622,40	EUR

LINES

Select	Item	Sales category	Description	CW quantity	CW unit	Quantity to r...	Unit	Unit price
<input type="checkbox"/>	10010-03		NARITA 2 x 10 LT			20,00	LT	30,50
<input checked="" type="checkbox"/>	10010-03		NARITA 2 x 10 LT			20,00	LT	30,50

Hint 3: If only a part of the invoiced line needs to be reversed, change the quantity in the Quantity to return field.

Invoices

HEADERS

Select all	Sales order	Invoice account	Delivery name	Invoice	Date	Voucher	Invoice amo...	Currency
<input type="checkbox"/>	BBE-SO-00364	BBE-C0006	ZANDWEISTR	CI000000008	4/06/2021	CI000000008	2.020,00	EUR
<input type="checkbox"/>	BBE-SO-00364	BBE-C0006	ZANDWEISTR	CI000000009	4/06/2021	CI000000009	1.630,00	EUR
<input type="checkbox"/>	BBE-SO-00382	BBE-C0006	ZANDWEISTR	CI000000010	4/06/2021	CI000000010	622,40	EUR
<input type="checkbox"/>	BBE-SO-00383	BBE-C0006	ZANDWEISTR	CI000000011	4/06/2021	CI000000011	622,40	EUR
<input type="checkbox"/>	BBE-SO-00384	BBE-C0006	ZANDWEISTR	CI000000012	4/06/2021	CI000000012	1.847,20	EUR
<input type="checkbox"/>	BBE-SO-00515	BBE-C0006	ZANDWEISTR	CI000000018	16/06/2021	CI000000018	32.940,00	EUR
<input checked="" type="checkbox"/>	BBE-SO-00522	BBE-C0006	ZANDWEISTR	CI000000019	17/06/2021	CI000000019	11.160,00	EUR

LINES

Select	Item	Sales category	Description	CW quantity	CW unit	Quantity to r...	Unit	Unit price
<input checked="" type="checkbox"/>	10010-03		NARITA 2 x 10 LT			300,00	LT	30,50

Hint 4: An error message will occur on top of the screen if the invoiced sales line has already been reversed (partially):

The quantity available for crediting: 300,00.

The quantity being returned is greater than what can be covered by the return lot.

12. In the 'Line details' section, subtab Product, select the Batch number that needs to be returned:

Line details

General **Product** Foreign trade Transport

**POSTING**  
Main account: 704000

**PRODUCT DIMENSIONS**  
Configuration:

Trademark: NARITA  
Country: NL

**TRACKING DIMENSIONS**  
Batch number:   
Serial number:

**STORAGE DIMENSIONS**  
Site: OP

Hint 1: if only 1 batch number has been delivered to fulfill the original invoice order line, the batch number will automatically be filled in.

Hint 2: If multiple batches have been delivered to fulfill the original invoice order line, you can click on the drop down menu to consult how much of each batch number has been delivered:

Batch number	Reference	Number	Quantity	Cost price
B2505a	Sales order	BBE-SO-005...	-360,00	29,40
GLO0706b	Sales order	BBE-SO-005...	-720,00	29,40

13. On the 'General' tab, In the Disposition code field, Select Credit only. By adding the disposition code Credit only, the Return status changes to 'Received'.

Lines

Item number	Product name	CW quantity	CW unit	Return quant...	Unit	P...	Unit price	Net amount	CW quantity ...	Qty returned	Sales category	Return status
10010-03	NARITA 2 x 10 LT / NARITA 2 ...			-300,00	LT		30,50	-9.150,00		-300,00		Received

Line details

General **Product** Foreign trade Transport

**ORDER LINE**  
Sales category:

Product name: NARITA 2 x 10 LT / NARITA 2 ...  
Text: NARITA 2 x 10 LT

**EXTERNAL REFERENCE**  
External:

Estimated time of arrival: 18/06/2021  
Actual arrival date: 18/06/2021

**INTERCOMPANY**  
Origin (intercompany orders):

Return cost price: 0,00  
Retail return reason code:

**Disposition code**  
CreditOnly

Allow information: ☐ No ☒ Yes

14. Because the disposition code Credit Only has been applied, the sales order is now ready to be invoiced (the invoice (~credit note) needs to be generated from the sales order).
15. On the Return order header section, the reference of the sales order that is created for this return order can be found. Click on the sales order number to open the sales order.

Return order header

**RETURN ORDER**  
Return reason code: COMMERCIAL

Deadline: 18/06/2021

**Sales order**  
BBE-SO-00548

**CUSTOMER**  
Contact:

**REPLACEMENT**  
Replacement reference:

Customer reference: Credit CI-0006

Hint: On the sales order, the reference to the RMA number can be found on the sales order header:

Sales order

BBE-SO-00548 : CEBECO AGROCHEMIE BV

Lines Header Open order

General

**SALES ORDER**  
Sales order: BBE-SO-00548  
Continuity order: ☒ No  
Retail sale: ☒ No  
Customer name: CEBECO AGROCHEMIE BV

Order type: Returned order  
Customer account: BBE-C0006  
One-time customer: ☒ No

Invoice account: BBE-C0006  
Contact: salesperson at bla bla

**E-COMMERCE**  
E-Commerce sales: ☒ No  
GSTIN of the E-Commerce opera...:

**CONTACT INFORMATION**  
Internet address:   
Email: salesperson at bla bla

**STATUS**  
Status: Open order  
Deadline:

**Document status**  
None  
Do not process: ☒ No

**STORAGE DIMENSIONS**  
Site: OP  
Warehouse:   
Campaign ID:

**REFERENCES**  
Customer requisition:   
Customer reference: Credit CI-0006  
Project ID:   
RMA number: BBE-R-0065  
Call list ID:

16. Click on the 'invoice' button to generate an invoice for this return sales order:

Save + New Delete Sales order Sell Manage Pick and pack Invoice Retail General

Generate Bill Settle Correction Change Journals

Invoice Pro forma invoice Payment schedule Cash flow forecasts Open transactions Credit invoicing BLWI code Invoice

## 1.2 Manage returns

Below the basic flow is explained to create a return order with a physical return.

Repeat the steps 1-12 from the previous section.

14. Optional: if the goods that need to be returned cannot be sold again, change the site to FA and select a destruction warehouse in the Warehouse field in the Line details section, subtab 'Product'.

Line details

General Product Foreign trade Transport

POSTING Main account 704000

Trademark NARITA

TRACKING DIMENSIONS Batch number B2505a

STORAGE DIMENSIONS Site FA Warehouse Mond&RI\_De

PRODUCT DIMENSIONS Configuration

Country NL

Serial number

Style

15. When the feedback from the warehouse has come that the goods have been received, Click on update line > Registration

Return order - RMA number: BBE-R-0065, CEBECO AGROCHEMIE BV | BBE-SO-00548 : CEBECO AGROCHEMIE BV

**BBE-SO-00548 : CEBECO AGROCHEMIE BV**

Return order header

Lines

+ Add line Remove Return line Inventory Update line

Item number	Product name	Registration	V unit	Return quant...	Unit	P...	Unit price
10010-03	NARITA 2 x 10 LT / NARITA	SALES AGREEMENT		-300,00	LT		30,50

16. In the Disposition code field, select a disposition code field:  
Assign disposition code.

Parameters

Select the disposition code to assign to the return line.

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

Disposition code Return

17. To do the registration, click on 'Add registration line'. The line is automatically duplicated in the 'Registration lines' section.

Transactions

Add registration line Create serial numbers Split Intercompany Reset batch disposition code Batch details

Receipt status	Trademark	Country	Site	Warehouse	Batch number	Quantity	Invent
Ordered	NARITA	NL	OP	Mond&RI		300,00	LT

Registration lines

+ Add Remove Confirm registration Create serial numbers Remove all

Actual value	Trademark	Country	Site	Warehouse	Batch number	Register now	Unit
	NARITA	NL	OP	Mond&RI	B2505a	300,00	LT

18. Check if the batch number that has been specified on the return order line matches with the batch number that is specified on the feedback from the warehouse. Click Confirm registration to confirm the registration:

Registration lines

+ Add Remove **Confirm registration** Create serial numbers Remove all

✓	Actual value	Trademark	Country	Site	Warehouse	Batch number	Register now	Unit
✓		NARITA	NL	OP	Mond&RI	B2505a	300,00	LT

The Return status is now changed to 'Registered'.

Lines

+ Add line Remove Return line Inventory Update line

✓	Item number	Product name	CW quantity	CW unit	Return quant...	Unit	P...	Unit price	Net amount	CW quantity ...	Qty returned	Sales category	Return status
	10010-03	NARITA 2 x 10 LT / NARITA 2 ...			-300,00	LT		30,50	-9.150,00		-300,00		Registered

19. Click on Post packing slip the book the packing slip

Save + New Delete Complete Return order General Options

New	Maintain	Return	Charges	Send	Delivery	Generate	Journals
Replacement order Purchase return order	Modify Cancel order Transport requirement	Find sales order	Maintain charges	Acknowledgement Return order	Transportation details	<b>Post packing slip</b> Order notes	Packing slip Invoice

20. The order can now be invoiced from the All sales order screen (Sales and marketing > Sales orders > All Sales orders).

## 1.3 Disposition codes

Please find below a table that briefly explains the logic behind the disposition codes:

ACTION	WHEN	WHAT	Comment
Credit	Post invoice	No special effects	
Credit only	Post invoice	This disposition code can only be entered when I create the RMA line. The status of this RMA line will switch to "received" immediately.	No receiving takes place. No Arrival overview is needed.
Replace and credit	Post Return packing slip (from Arrival Journal or from RMA) will create the replacement sales order, Post invoice for the credit.	<u>Provided the replace item has been defined on the RMA line</u> , a regular sales order will be created.	This new sales order is referenced in the RMA header. The sales order itself has no reference
Replace and scrap	Replace order created when Posted packing slip, scrap handled when Post Invoice.	<u>Provided the replace item has been defined on the RMA line</u> , a regular sales order will be created.	This new sales order is referenced in the RMA header. The sales order itself has no reference. A credit invoice is also generated in this scenario.
Return to customer	When posting the Return packing slip.	The system creates a positive line in the RMA. You need to run another Packing slip post for this new line.	Post invoice is a "moot" step, because the invoice will be zero \$, but we have to do it for AR reasons.
Scrap	When posting the invoice	A quarantine order is created and ended immediately with full quantity = scrap	Works same for non-WAX and WAX-warehouses. Critical set up is the default receipt and issue location on the quarantine warehouse.

Source: [RMA Disposition Codes in Microsoft Dynamics AX 2012 \(sikich.com\)](https://www.sikich.com/) - (d. 18/06/2021)