Sales Branch Work instructions

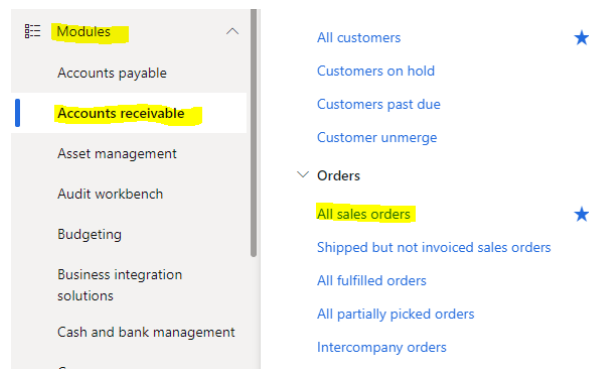Date:
Status: Version x.x

Contents

1. Sales
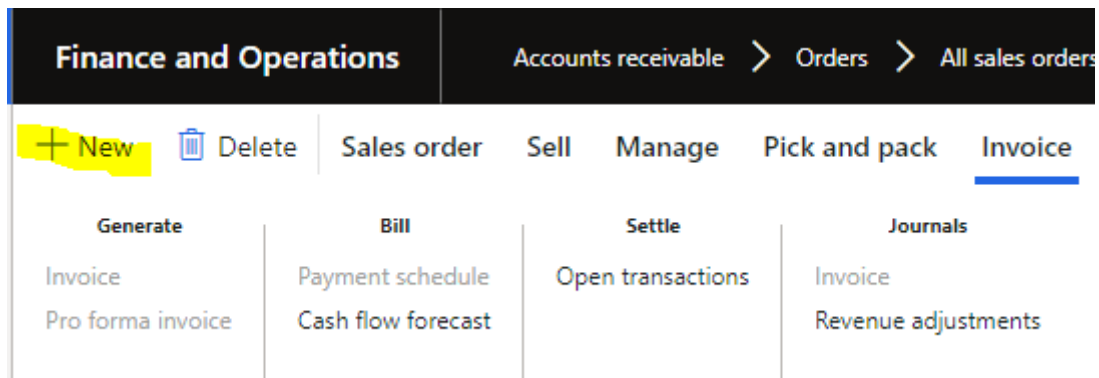
1.1. Invoice correction

1.1.1. Invoice correction referring to a sales order / invoice

Purpose of this function is to correct wrong invoice prices without any physical goods movement.

To correct an order with a wrong invoice price, navigate to the sales order e.g. via Modules -> Accounts Receivables -> Orders -> All sales orders

Create a new sales order for the same customer you would like to correct the invoice

Navigate to Sales order line -> credit note to refer to a specific sales order

A screen with all applicable sales orders (referring to the same invoice account) opens.
Select the order and enter the quantity of product to be credited.

Click "OK" to add the return line to the sales order. The line will appear with a negative quantity. The charges, applicable for the sales order line will also be reversed (please make sure that the rebate setup is correct)

Navigate to the sales order line details, tab "Product" and add a batch number. If you refer to a single sales order, only the used batches of the SO will be available.

Add a new line with the same quantity as the returned order line and add the same batch number as for the returned line. Prices and Discounts can be amended in the sales order line. (FOC is also possible)

Important: The lines with negative quantities needs to be entered first.

(Country specific - 60ES)
Navigate to Invoice – Correction – credit invoicing to link the credit note to an invoice

Navigate to Invoice -> Generate -> Invoice, change Quantity to "All" and generate the invoice (either for one line if you would like to create a document per line or for both lines if credited and invoiced amount are fine on one document)

Lieferschein , Versanddatum: 30-04-2021

107043200 AT002	CUPROZIN PROGRESS AT 2X5L GTIN: 09120103200402 5L CAN Pflanzenschutzregister Nummer: 3405	-10,00 LTR	26,60	12,00 %
	Chargennummer: 202006040, 10,00LTR			
107043200 AT002	CUPROZIN PROGRESS AT 2X5L GTIN: 09120103200402 5L CAN Pflanzenschutzregister Nummer: 3405	10,00 LTR	25,00	10,00 %
	Chargennummer: 202006040, 10,00LTR			

# 1.1.2. Invoice correction **not** referring to an existing D365 sales order / invoice

Purpose of this function is to correct wrong invoice prices without any physical goods movement.

To correct an order with a wrong invoice price, navigate to the sales order e.g. via Modules -> Accounts Receivables -> Orders -> All sales orders
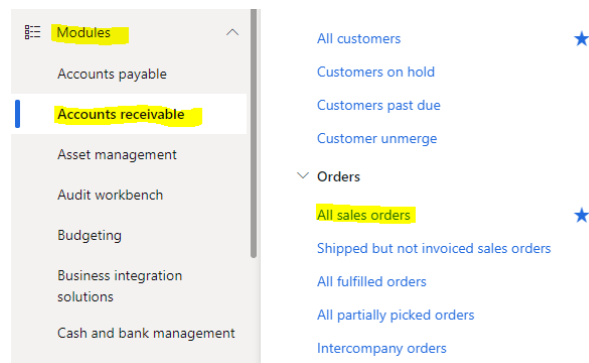
Create a new sales order for the same customer you would like to correct the invoice
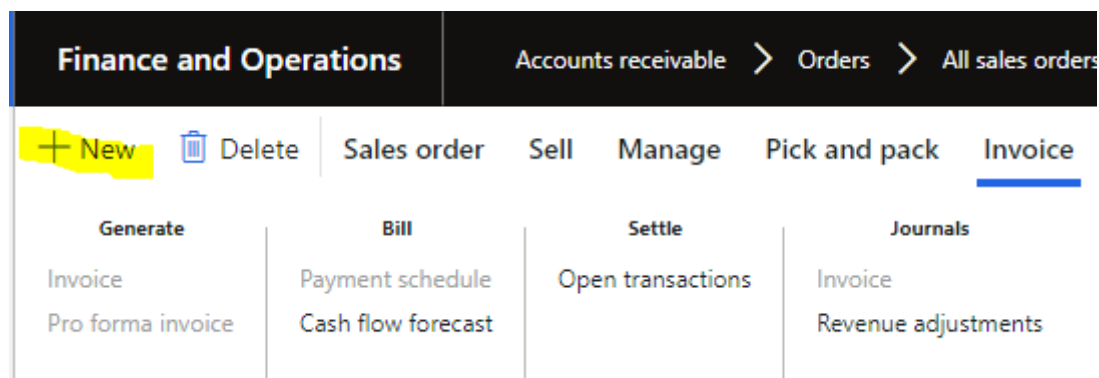
Enter the "to be credited" item with a negative quantity. The charges, applicable for the sales order line, will be reversed (please make sure that the rebate setup is correct)

Navigate to the sales order line details, tab "Product" and add a batch number (might be necessary to untick "On-Hand" to see all available batches). If you refer to a single sales order, only the used batches of the SO will be available.

Add a new line with the same quantity as the returned order line and add the same batch number as for the returned line. Prices and Discounts can be amended in the sales order line. (FOC is also possible)

Important: The lines with negative quantities needs to be entered first.

(Country specific - 60ES)
Navigate to Invoice – Correction – credit invoicing to link the credit note to an invoice

Navigate to Invoice -> Generate -> Invoice, change Quantity to "All" and generate the invoice (either for one line if you would like to create a document per line or for both lines if credited and invoiced amount are fine on one document)

Posting invoice

Arrange **Select** **Printer setup** ∨

Parameters

PARAMETER	ASSOCIATED PAYMENT ATTACHMENT
Quantity	Associated payment attachment on cu...
[All ∨]	[None ∨]
Posting	
🔵 Yes	**COMPLIANCE DOCUMENTS**
	Prevent sales pack slip/invoice posti...
Late selection	⚪ No
⚪ No	
	Print product safety data sheet
Reduce quantity	⚪ No
⚪ No	

Lieferschein , Versanddatum: 30-04-2021

107043200 AT002	CUPROZIN PROGRESS AT 2X5L GTIN: 09120103200402 5L CAN Pflanzenschutzregister Nummer: 3405	-10,00 LTR	26,60	12,00 %
	Chargennummer: 202006040, 10,00LTR			
107043200 AT002	CUPROZIN PROGRESS AT 2X5L GTIN: 09120103200402 5L CAN Pflanzenschutzregister Nummer: 3405	10,00 LTR	25,00	10,00 %
	Chargennummer: 202006040, 10,00LTR			

1.2. RMA

For the RMA process please make sure, that the columns "Scrap" and "Return Reason Code" are added to your sales order lines overview.
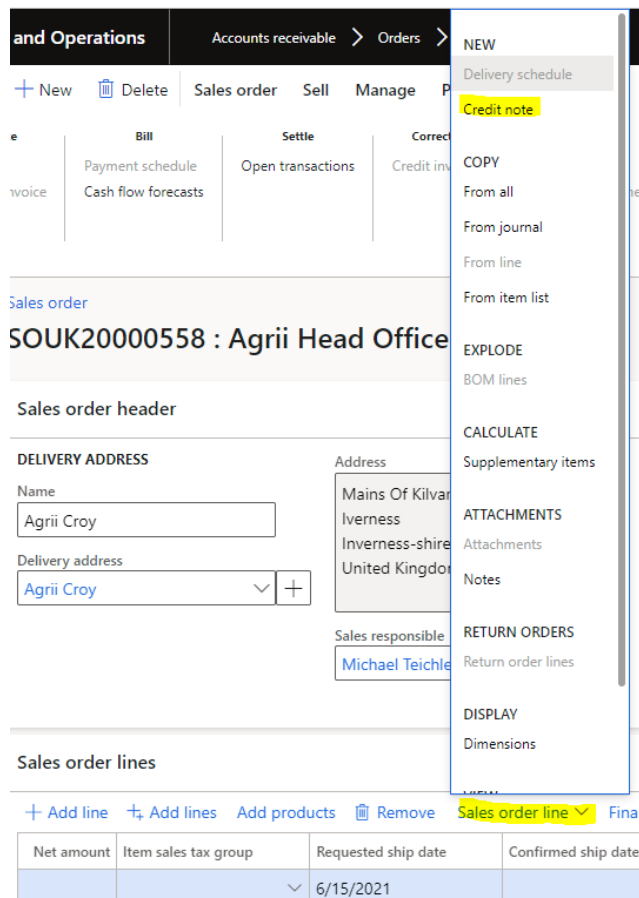

1.2.1. Credit only (RMA without goods movement)

Purpose of the credit only RMA is to credit an item without return the item to stock. The booking itself will create a stock movement in the background but the credited stock will be immediately disposed.

Create a new sales order

Navigate to Sales order -> credit note

Select the sales order and enter the quantity to be credited. If the return is for multiple batches, this step will need to be repeated for the quantity of each batch, to create separate lines for each batch.

Or add the "to be credited" item and *negative* quantity manually. If multiple batches are needed, each batch will need to be entered on a new line

1.2.1.1. Allocate a return reason code

Return to the sales order screen, select a return reason code and tick the box "Scrap".

The possible return reason codes are:

Return reaso... ↑	Description	Return reason code group
01	Returned To Stock	01
02	Input Error	01
03	Rebate	01
04	Packaging Damage	02
05	Faulty Product	02
06	Formulation Prblem	02
07	Efficacy Problem	02
08	Phytotoxic Problem	02
09	Relabel	01
10	Regulatory	01

1.2.1.2. Register a batch

Navigate to line details -> batch number (only the batch numbers used in the original sales order will be available) and add the batch to every line.

(Country specific - 60ES)
Navigate to Invoice – Correction – credit invoicing to link the credit note to an invoice

1.2.1.3. Generate the credit note

Navigate to Invoice -> Generate -> Invoice
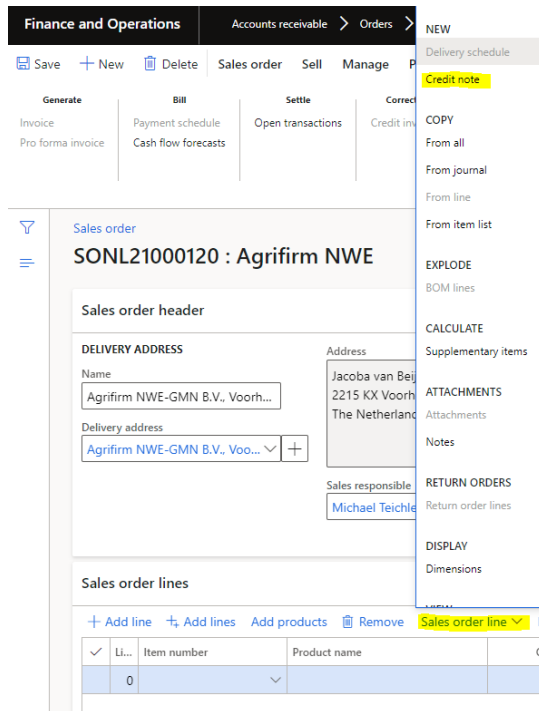

Change quantity to "all" and generate the credit note

1.2.3. Return to stock (RMA with goods movement)

Purpose of the return to stock RMA is to return goods back to stock with a specific reason and allocate an inventory status to the returned goods (block the stock for further handling if necessary)

Create a new sales order

Navigate to Sales order -> credit note

Select the sales order and enter the quantity to be credited

or add the "to be credited" item and *negative* quantity manually

1.2.3.1. Allocate a return reason code to returned goods

Return to the sales order screen and add a return reason code per order line

The available return reason codes are

Return reaso... ↑	Description	Return reason code group
01	Returned To Stock	01 ⌄
02	Input Error	01
03	Rebate	01
04	Packaging Damage	02
05	Faulty Product	02
06	Formulation Prblem	02
07	Efficacy Problem	02
08	Phytotoxic Problem	02
09	Relabel	01
10	Regulatory	01

1.2.3.2. Register a single batch and allocate an inventory status

Navigate to Update line -> Process -> Registration, add a registration line and allocate a batch an inventory status per order line

Click "Confirm Registration" to update the registration and close the registration screen to return to the sales order.

1.2.3.3. Register more than one batch in one order line (split quantity) and allocate an inventory status

Navigate to Update line -> Process -> Registration

Split the registration line

Add registration line per order line and allocate a batch and an inventory status for the returned goods

Click "Confirm Registration" to update the registration and close the registration screen to return to the sales order.

> *(Country specific - 60ES)*
> Navigate to Invoice – Correction – credit invoicing to link the credit note to an invoice

1.2.3.4. Post the packing slip

Navigate to Pick and Pack -> Generate -> Post packing slip

Change the packing slip quantity to "All" and click "OK" to post the packing slip and confirm the goods receipt.

Packing slip posting

Arrange   Select   Printer setup ∨

Parameters

PARAMETER	COMPLIANCE DOCUMENTS	PRINT OPTIONS	SETUP
Quantity	Prevent sales pack slip/invoice posti...	Print	Check credit limit
All	◉ No	After ∨	Balance+All ∨
Posting	Print product safety data sheet	Print packing slip	**SUMMARY ORDER**
◉ Yes	◉ No	◉ Yes	Summary update for
Late selection		Use print management destination	None ∨
◉ No		◉ No	
Reduce quantity		Print COD	
◉ Yes		◉ No	
		Print shipping labels	
		◉ No	
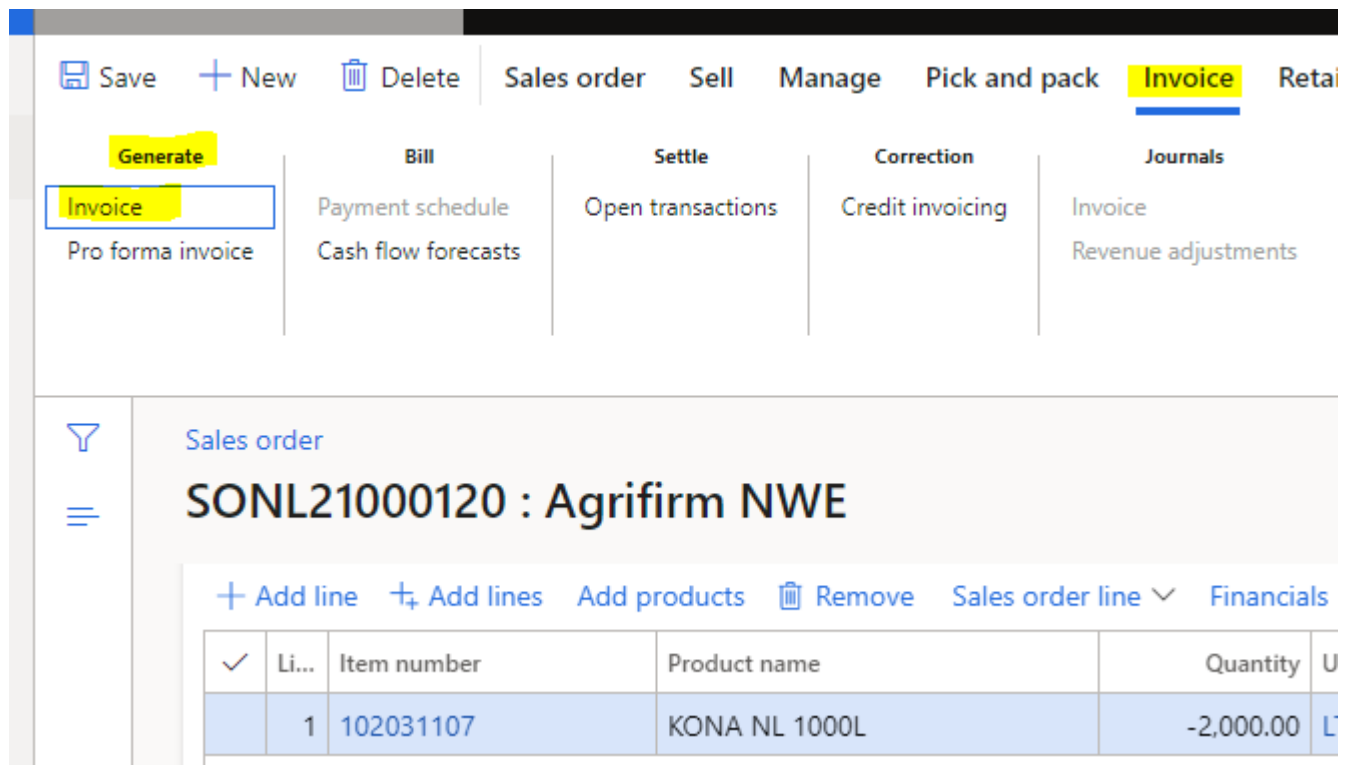
Overview

+ Add   🗑 Remove   Tracking information   Sales tax

✓	Update	Customer packi...	Sales order	Site	Name	Currency
	Packing slip		SONL21000120	01	Agrifirm NWE	EUR

1.2.3.5. Generate the credit note

Navigate to Invoice -> Generate -> Invoice

Click "OK" to generate the credit note for the quantity based on the packing slip.

Posting invoice

Arrange   Select   Printer setup ⌄

Parameters

Overview

╋ Add   🗑 Remove   Tracking information   Select packing slip   Totals   Sales tax   Payment schedule   Transportation details

✓		Packing slip	Update	Customer packi...	Sales order	Name	Currency	Due date
		PSNL21000103	Invoice		SONL21000120	Agrifirm NWE	EUR	📅

Setup

Lines

🗑 Delete   Sales order line ⌄   Inventory ⌄   Update line ⌄

✓	Packing slip	Ship date	Sales category	Text	Sales order ↑	Product number	Item number
	PSNL21000103	6/15/2021		KONA NL 1000L	SONL21000120	102031107	102031107