Manage returns & credit notes

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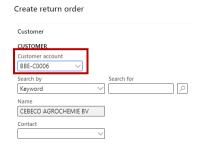
1.1 Manage credit notes

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

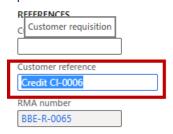
- 1. Go to Sales and marketing > Sales returns > All return orders.
- 2. Click New.



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



- 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.



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



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





RETURN

18/06/2021

Return reason code

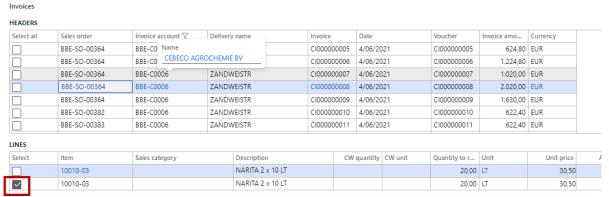
10. If the charges that were applied on the original sales order also need to be reversed, set 'Copy charges' to yes.

Parameters					
REASON	SEARCH CRITERIA	Item number	From date	QUANTITY	GENERAL
Reason code	Sales order	~	To date	Invert sign Yes	Copy charges Yes
Reason comment					Delete order lines No

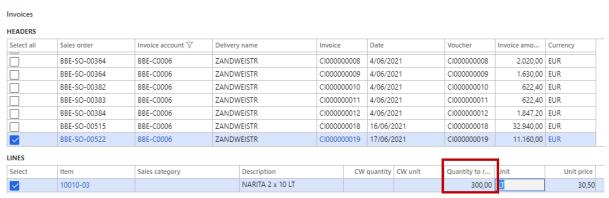
11. In the 'Invoices' section, select 1 or more invoice header/lines that need to be reversed. Hint 1: Select the invoice header if the whole invoice needs to be reversed (all the lines are automatically selected).



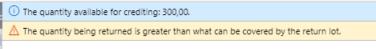
Hint 2: Select only the line if you want to invoice a specific line of the invoice:



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

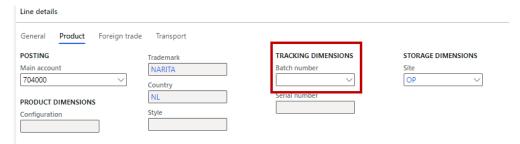


Hint 4: An error message will occur on top of the screen if the invoiced sales line has already been reversed (partially):





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



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:



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.



- 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.

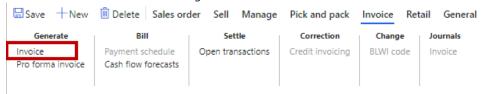


Hint: On the sales order, the reference to the RMA number can be found on the sales order header:





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

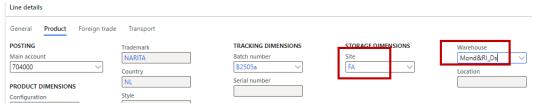


1.2 Manage returns

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'.



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



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



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





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:



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



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.	Provided the replace item has been defined on the RMA line, 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.	Provided the replace item has been defined on the RMA line, 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) - (d. 18/06/2021)

