

Customer Return & Return Inbound

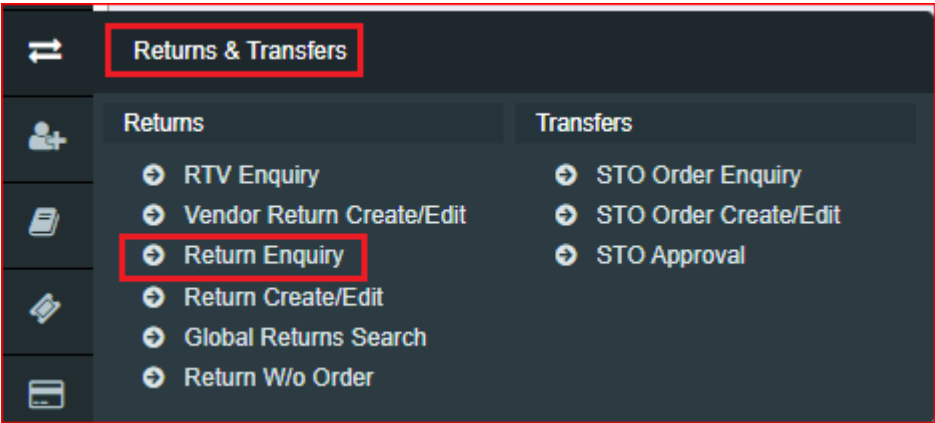
Modified on: Tue, 28 Nov, 2023 at 6:46 PM

Customer Return

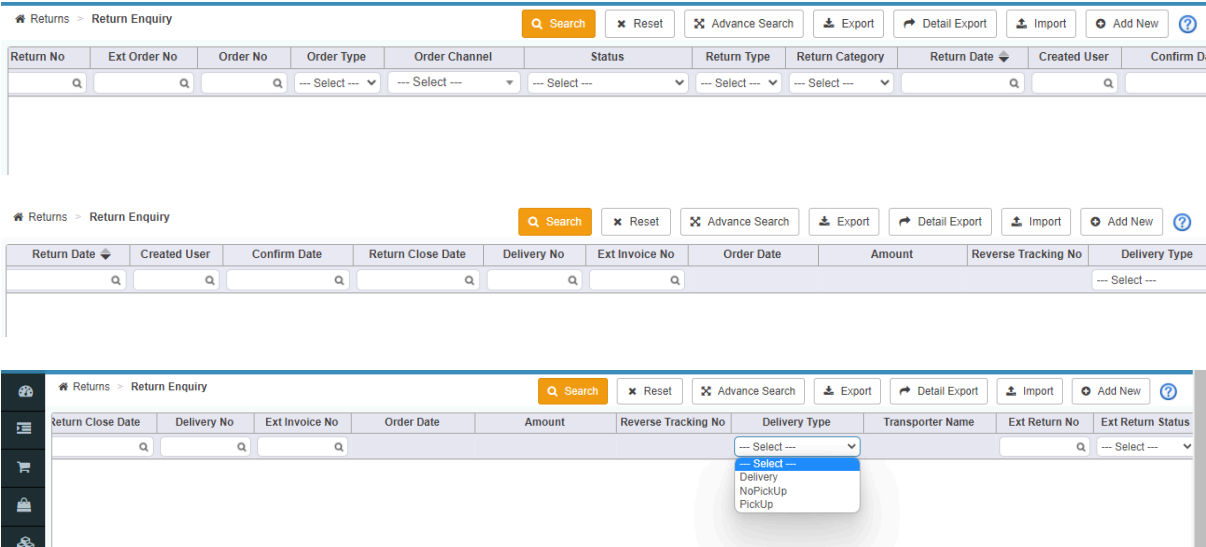
Customer Return enables user to manage sales order returns. This module supports two types returns: Delivered returns and Non-delivered returns efficiently.

Return enquiry screen enables one to view sales order returns from various channels in a single screen.

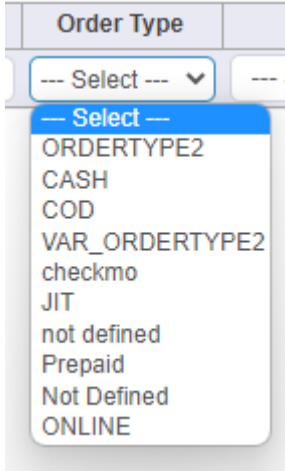
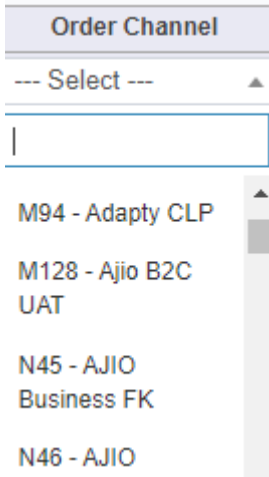
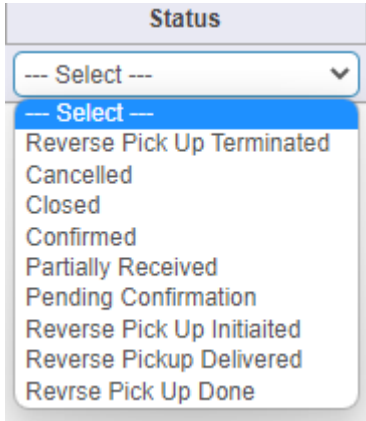
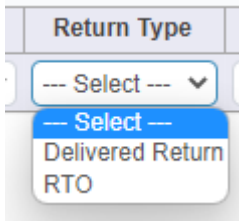
Navigation- **Returns & Transfers >> Return Enquiry**

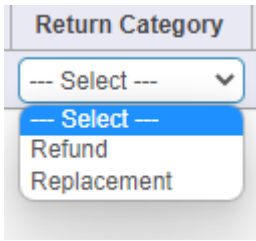
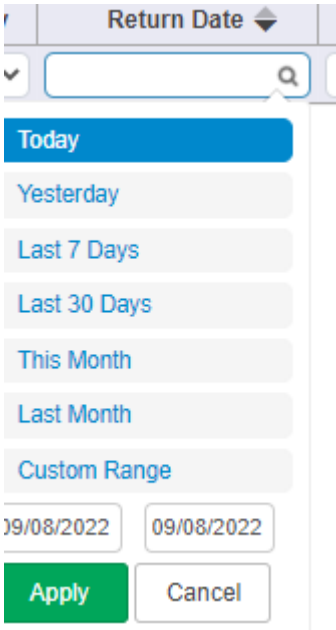
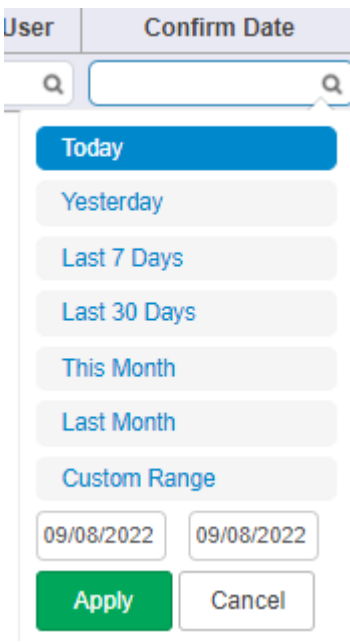


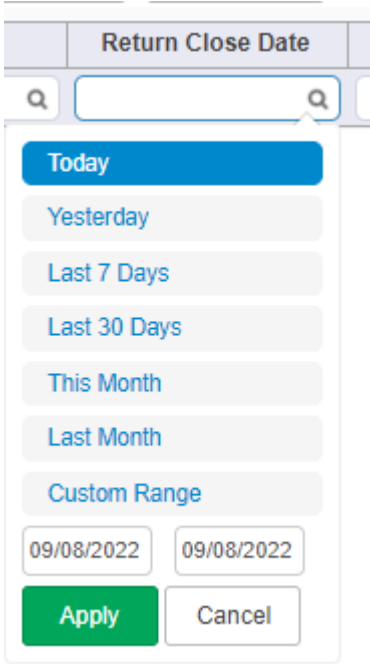
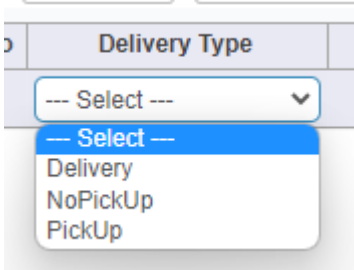
Return Enquiry screens display all the sales order return requests in a single screen. The search results can be narrowed using different search fields available in the screen and user may further narrow down the search results using the “Advance Search” option.



Fields	Description
Return No.	Return No obtained after creating the Return in the system
External Order No.	Any External Order No. received upon Inbound from marketplaces to webshops
Order No.	Order No. saved in the System

Order Type	<p>Prepaid or COD</p> 
Order Channel	<p>It is the combination of Channel Code and Channel name saved in the system</p> 
Status	<p>The standard status options are: Cancelled, Closed, Confirmed. Other Statuses can be configured in the system.</p> 
Return Type	<p>Type of Return</p> 

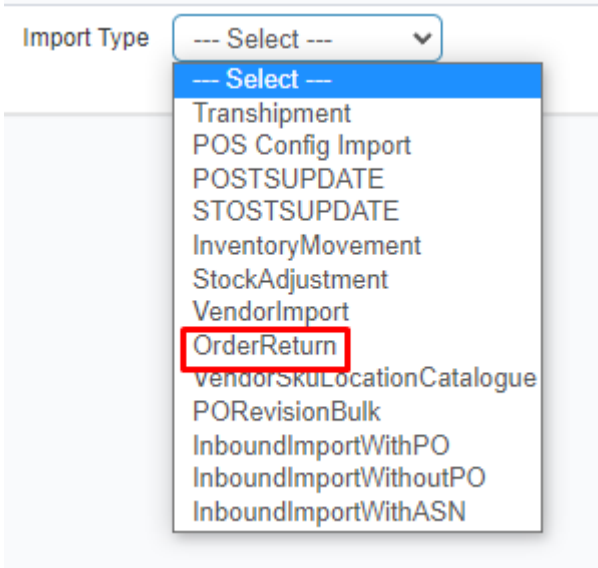
Return Category	<p>Return category – Refund/Replacement</p> 
Return Date	<p>During search user may narrow the search by setting Return Date to Today, Yesterday, Last 7 days, Last 30 days, This Month, Last Month and it can be set to custom range. If you set the custom date range, user needs to press Apply action button.</p> 
Created User	User will be able to filter records based on created user.
Confirmed Date	<p>During search user may narrow the search by setting Confirm Date to Today, Yesterday, Last 7 days, Last 30 days, This Month, Last Month and it can be set to custom range. If you set the custom date range, user needs to press Apply action button.</p> 

Return Close Date	<p>During search user may narrow the search by setting Return Close Date to Today, Yesterday, Last 7 days, Last 30 days, This Month, Last Month and it can be set to custom range. If you set the custom date range, user needs to press Apply action button.</p> <p>.</p> 
Delivery No.	User may narrow the search results for a specific delivery number using this option.
External Invoice No.	External Invoice number received from Marketplace and webshops
Order date, Amount, Reverse Tracking No. and Transporter Name	These fields are an indicative field in the screen.
Delivery Type	<p>User may choose following delivery types: Delivery, No Pick Up, Pick up from the dropdown to narrow down search results.</p> 
External Return No	External Return no. is the number provided by Marketplaces.

External Return Status	<div>External Return status is the status provided by the Marketplaces.</div> <div><div>Ext Return Status</div><div><div>--- Select ---</div><div><div>--- Select ---</div><div>Cancelled</div><div>Created</div><div>Return_Accepted</div><div>Return_bag_delivered</div><div>Return_Initiated</div><div>InTransit</div></div></div></div>
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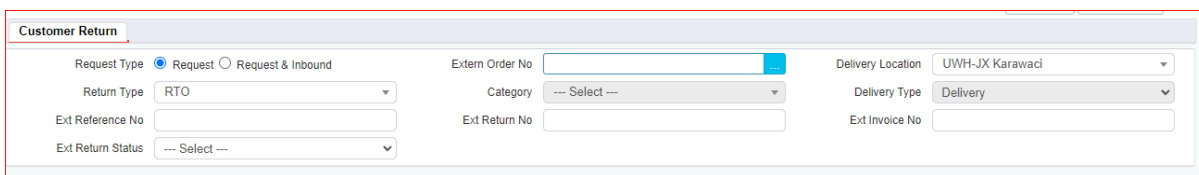
Action Buttons

Fields	Action Items
Search	Here user can search the details that are synced from MPs or have manually created in the system
Reset	Reset tab could be used to reset the results.
Advance Search	<div>Advance search tab user can use to fetch the results on the basis of various filters like SKU Code, Tracking number etc.</div> <div><div><div>SKU Code</div><div></div><div>Tracking No</div><div></div><div>Customer Phone</div><div></div><div>Refund Status</div><div><div>---Select---</div><div><div>---Select---</div><div>Pending</div><div>Completed</div><div>Failed</div></div></div></div><div><div>turn No</div><div>Ext Order No</div><div>Order No</div><div>Order Type</div><div>Or</div><div>St</div></div><div><div>Customer Name</div><div></div><div>Customer Email</div><div></div><div>Reason</div><div><div>--- Select ---</div><div><div>--- Select ---</div><div>azsxdc</div><div>COD NOT READY</div><div>CUSTOMER REFUSE TO ACCEPT</div><div>customer returned</div><div>Damaged</div><div>DAMAGED PACKAGE RECEIVED</div><div>Defective Product Refund Request Manufacturing Date is missing</div></div></div></div></div>
Export	User can take the export of results in an excel template through this option
Detail Export	Detail export tab can be used to fetch information in detail against the returns order appears on Return enquiry screens

Import	<p>If any any user is creating returns manually in the system and wants to create return in bulk then in that case, import option could be used, select template order import</p> 
ADD NEW	In order to create new return from Screen, user can click to option ADD NEW.

For creating new return, user can click on ADD NEW, below mention window will get opened.

Note: We need to input “Order No./External Order No.” to proceed with the Customer return.



Fields	Description
Request Type	<p>Here user can select either of the option for creating customer return</p> <ol style="list-style-type: none"> Request- If user selects option request the return will get created with status Confirmed that means details of return is fetched in the system, return inbound is yet to happened. (MP and webshop returns are fetched with this category). Request & Inbound- If user selects option request the return will get created with status Closed that means details of return and return inbound is captured in the system.
Extern Order No.	Here user can mention order number against which return needs to get created.

Once the order is selected, below screen will get open

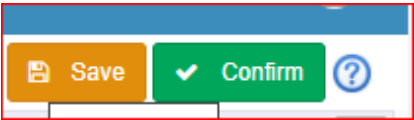
Customer Return	Customer Detail	User Defined Field	Comment History
Request Type <input checked="" type="radio"/> Request <input type="radio"/> Request & Inbound	Extern Order No UWH57059	Delivery Location UWH-JX Karawaci	
Return Type <input type="text" value="Delivered Return"/>	Category <input type="text" value="Refund"/> Edit Coupon	Delivery Type <input type="text" value="PickUp"/>	
Reverse AWB No <input type="text"/>	Ext Reference No <input type="text"/>	Transporter* <input type="text" value="By Hand - 567"/>	Remarks * <input type="text"/>
Reason <input type="text" value="--- Select ---"/>	Ext Return No <input type="text"/>	Ext Invoice No <input type="text"/>	
Reset Return Qty <input type="checkbox"/>	Ext Return Status <input type="text" value="--- Select ---"/>		

More

SKU	Unit Price	Amount	Order Qty	Return Qty	InProcess Qty	Reason
TAX1 test1	No Image Available 1000.00	Discount Amt : 0.00 Line Amount : 1000.00	Order Qty : 1 Del Qty : 1	1	Inprocess Ret Qty : 0 Total ReturnQty : 0	

Maintain Return Qty here,

Fields	Description
Delivery Location	Delivery location will get set by default here.
Return Type	User can select whether return order is delivered return or RTO (Non delivered return) <div> <div>Return Type</div> <div>Delivered Return</div> <div>Delivered Return</div> <div>Ext Return No</div> <div>RTO</div> </div>
Category	Category of return will get visible here whether it is refund or replacement.
Delivery Type	Here user can select delivery type as Pickup, No pickup or delivered. <div> <div>Delivery Type</div> <div>PickUp</div> <div>--- Select ---</div> <div>Delivery</div> <div>NoPickUp</div> <div>PickUp</div> </div>
Reverse AWB No.	The reverse AWB no. will get generated once the delivered return will get marked as Confirmed in the system
Ext Reference No.	If user wants, they can mention any reference number against this return that is been created
Remarks	User can add here any remark against the return here
Reason	Here user can mention the reason for the return order creation
Ext Return No.	Here external return number will get visible, which system will sync from Marketplace.
Ext Invoice No.	Here external invoice number which system sync from MP, will get reflect here.
Reset Return Qty	If this check box is enabled, user can able to reset the return qty.
Ext Return Status	Here system will sync return status from MP



After filling in all the relevant details, Click on Save and confirm, the return will be created and the status will be visible as per the return type selected in the initial stage.

The status of the return will change to Closed once the inbound process is completed against it. The user can access the corresponding inbound(s) associated with the return by clicking on the Inbound tab, which is displayed on the Return Create/ Edit screen once an inbound is initiated.

Returns >

Return Create/Edit

Imp

Customer Return

Customer Detail

User Defined Field

Comment History

Inbound

Inbound No	Inbound Date	GRN No.	GRN Date	Status	Expected Total Qty	Received Total Qty
CHE000268461	28/11/2023 06:38 PM	CHE000018795	28/11/2023 06:38 PM	Confirmed	4.000	4.000

WMS > Inbound > Return Inbound Create/Edit

Return Inbound Create/Edit

Customer Details

User Defined Field

Inbound RTO (Bulk)

Inbound Del Ret (Bulk)

Cust Ret No/Order No/Rev Awb No

CHE4312Z

Transporter Code

950930012 - Ayush

Tracking No

Vehicle No

Gross Weight

0.00

No. Of Boxes

Remarks

xcoiuyt

Material Recived

28/11/2023

Status

Confirmed

Ext Return No

CHE4312Z

Date

Inbound Location

Chennai_WH

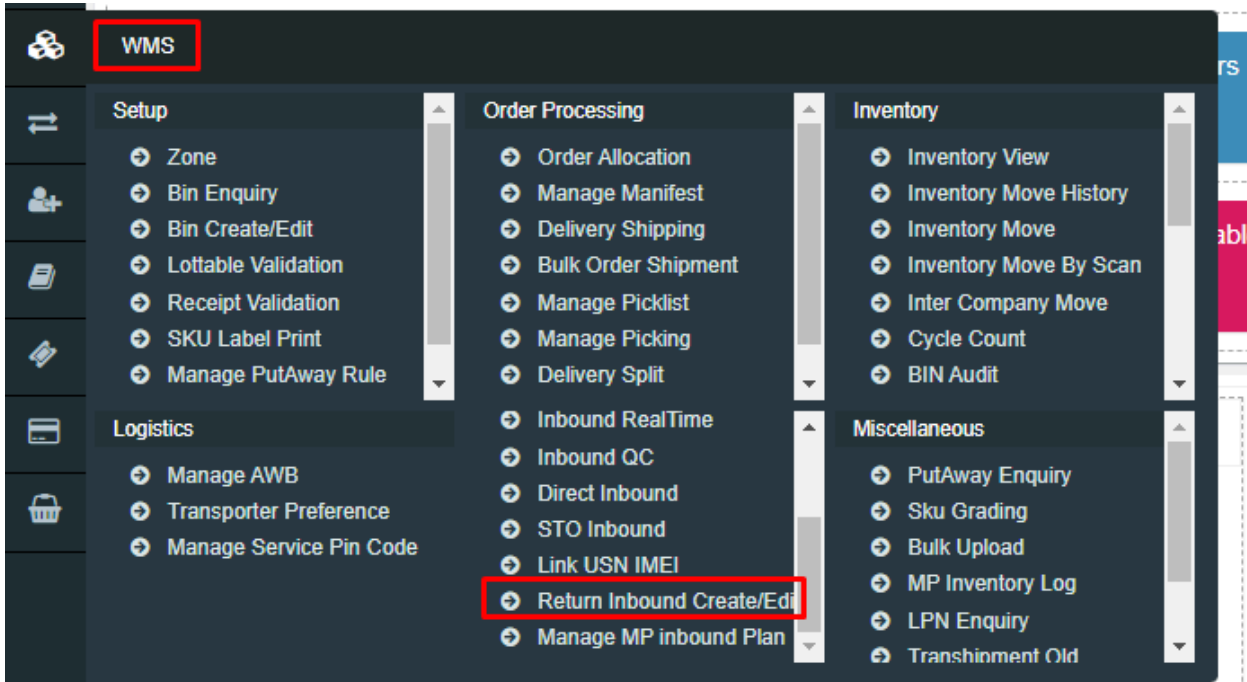
SKU	Expd Return Qty	Rcvd Qty	Bin Location	Unit Price	Mfg. SKU Code	MRP	QC Required	Damaged Qty	QC Status
DS1 dddsku1 Size : 1	No Image Available	4.00	4.00	KK0022	0.00	0.00	No	0.00	Pending

Return Inbound

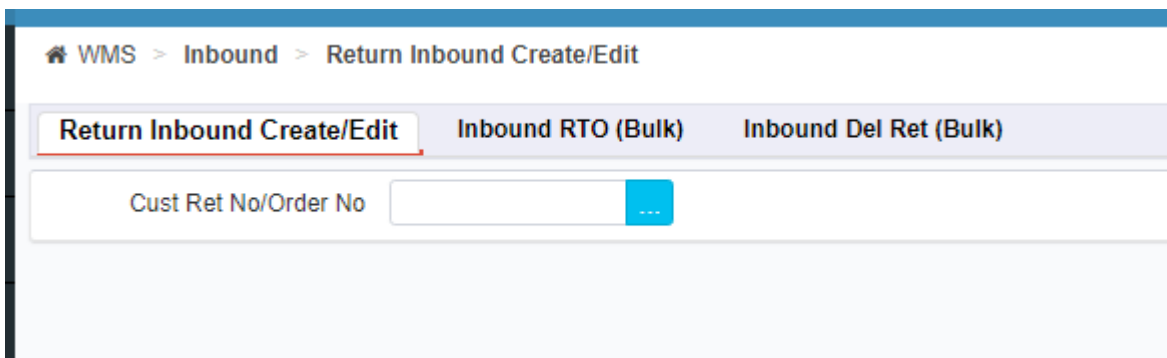
Return Inbound is an activity is performed for in-warding the goods coming as a return product coming from the marketplaces or web shops.

The return Inbound tab is used for the returns that have with status **Confirmed**.

Navigation- WMS >> Inbound >> Return Inbound create/edit.



Below mentioned screen will be appeared:



Section 1 – Return Inbound Create/Edit

- Select Customer Return number/Order No. from the window.

Cust Ret No	Cust Ret Date	Cust Re	Delivery No	Order No	ExtOrderN	Tracking No	Reverse TracI	Delivery Loca	Ext Return Nc	Ext Invoice No
UHO38	21/04/2022 05:29 PM	Confirmed	UWH00006236	UWH57470	UWH57470	FDS560REW		JX Karawaci demo	UHO38	
UHO43	08/08/2022 05:56 PM	Confirmed	UWH00006385	UWH58459	UWH58459			JX Karawaci demo	UHO43	
UWH1001	02/05/2021 05:06 PM	Confirmed	UWH00004414	UWH54069	UWH54069	13243544		JX Karawaci demo	UWH1001	
UWH1029	19/05/2021 04:33 PM	Confirmed	UWH00004438	UWH54162	UWH54162		dsaf	JX Karawaci demo	UWH1029	
UWH103	09/03/2016 11:40 AM	Confirmed	AWH00000002	AWH17	AWH17			West Coast Warehouse		
UWH106	05/05/2016 10:50 AM	Confirmed	UWH00000015	UWH174	UWH174			JX Karawaci demo		

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OK Close

- Upon selection of the Customer Ret No, a message for creation of Inbound picklist/Creation of New Inbound is generated.

Inbound Picklist

Cust Ret No	UHO43	Status	Confirmed	Delivery Location	JX Karawaci demo
Inbound No		Inbound Date		Status	
UWH000005915		08/08/2022 05:59 PM		GRN In Process	

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OK

Create New Inbound

Close

Step 1: If the return is received and inbound is done already.

- We will be clicking “OK” on Manage Picking screen, the Return create/edit window will get opened.

WMS > Inbound > Return Inbound Create/Edit

Return Inbound Create/Edit

Customer Details

User Defined Field

Inbound RTO (Bulk)

Inbound Del Ret (Bulk)

Cust Ret No/Order No

UHO43

Transporter Code

Tracking No

Remarks

dfdj

Vehicle No

Gross Weight

0.00

No. Of Boxes

Material Received Date

08/08/2022

Status

GRN In Process

Ext Return No

UHO43

Inbound Location

JX Karawaci demo

SKU	Exprd Return Qty	Rcvd Qty	Bin Location	Unit Price	Mfg. SKU Code	MRP	QC Required	Damaged Qty
RR11 Yonex CAB 7000 Plus	1	1	w1	1000.00		0.00	No	

Inbound Detail

Inbound No

UWH000005915

Ext Inbound No

Inbound Date

08/08/2022

GRN No

GRN Date

Inbound Type

Delivered Return

Status Changed Date

08/08/2022

Customer Code

1009

Customer Name

Amit

Exp Total Qty

1

Received Qty

1

Audit

User can generate a label or putaway post this screen.

Add New

Generate Labels

Generate PutAway

Inbound No

UWH000005915

Ext Inbound No

Step 2: If the Return is received and Inbound is pending. We will click on “Create Inbound” and Return Inbound create/edit screen will be opened.

WMS > Inbound > Return Inbound Create/Edit

Return Inbound Create/Edit

Customer Details

User Defined Field

Inbound RTO (Bulk)

Inbound Del Ret (Bulk)

Cust Ret No/Order No

UWH1075

Transporter Code

--- Select ---

Tracking No

UWH000050994

Remarks

Return

Vehicle No

Gross Weight

No. Of Boxes

Material Received Date

09/08/2022

Status

Ext Return No

UWH1075

Inbound Location

JX Karawaci demo

Scan SKU(s)

SKU	Exprd Return Qty	Rcvd Qty	Bin Location	Unit Price	Lottable01	Lottable02	Lottable03	Lottable04	Mfg. SKU Code
TEST1122 Test import product group brand	1	0	88dr	250000.00		28/06/2021	10/07/2021		TEST1122

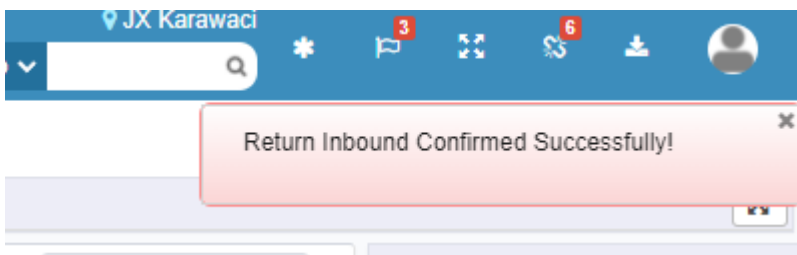
Fields	Description
Customer Return No.	Here customer return no. will get visible here.
Transporter Code	Here transporter details who brought return goods to WH, will get visible here.

Tracking No.	Tracking no. of transporter will be visible here.
Remarks	Any remark or comments that have been mentioned while creating return will get visible here
Vehicle No.	Here vehicle no. transporter will be visible
Gross Weight	Defines weight of stock received as return
No. Of Boxes	Number of boxes could be mentioned here
Material Receive Date	Material received date or inbounding date will get visible here.
Status	Defines status of return inbound whether pending confirmed or confirmed
External Reference No.	Defines reference no. mentioned while creating return
Inbound Location	Reflects WH details from where the material is received

- Once the details are defined, set the return qty and Bin location.

Expd Return Qty	Rcvd Qty	Bin Location	Unit Price
1	1	StageBin	1000.00

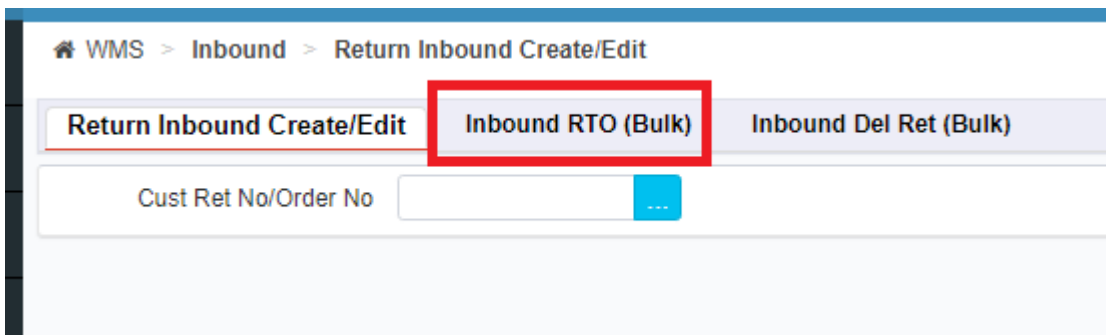
- Click on “Save” and mark inbound as **Confirmed**.



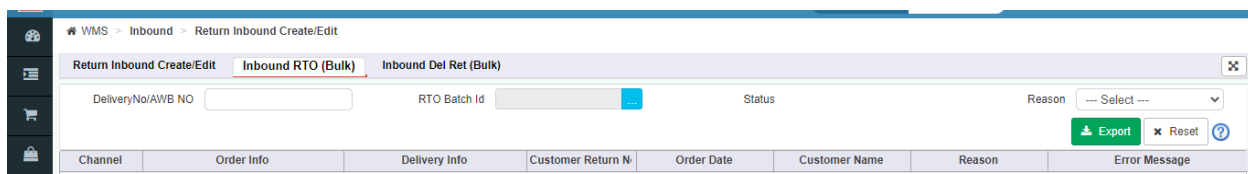
- The inbound will get created in the system.

Section 2 – Inbound RTO (bulk)

To create Inbound RTO, this tab is used.



- Select Inbound RTO Bulk.



- Provide RTO Batch ID, the lines will get added below.

Return Inbound Create/Edit

RTO Batch Id

BatchId Create Date Status

User

RTO Batch Id	Created Date	Status	User
121	14/03/2022 02:27 PM	Open	sa
120	25/02/2022 05:30 PM	Open	sa
119	01/02/2022 05:43 PM	Confirmed	Joseph
118	25/01/2022 04:30 PM	Confirmed	vikram
117	25/01/2022 04:29 PM	Confirmed	vikram
116	12/01/2022 01:32 PM	Confirmed	sa
115	12/01/2022 01:28 PM	Confirmed	sa

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- Once you select a RTO Batch ID the line will get added.

Total Rows Scanned :1 Pending Records:0 Success Records:1

Channel	Order Info	Delivery Info	Customer Return N	Order Date	Customer Name	Reason	Error Message
JX Karawaci	Ext Order No : UWH56845 Order No : UWH56845 Order Type : Prepaid	Delivery No : UWH000060337 AWB No : 66556	UWH1627	25/02/2022 04:40 PM	Marion Elmore	Delayed Delivery	

- User can select multiple rows. In last, Click on **Closed** tab

Reason

- The RTOs in bulk will get created.

All RTO created successfully

- User can export the records also.

Reason

File Home Insert Page Layout Formulas Data Review View Help

PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View.

H5

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Client Id	OrderNo	ExternOrd	OBCode	Channel	SKU Code	SKU Desc	Size	Order Qty	Unit Price	Discount	Return Ql	Picked Qt	Line Amo	Received
2	0-DummyC	033182	4192067-2	UWH00006	Zivame UAT	10147819	Unicommer		1.00	629.00	25.63	1.00	1.00	603.37	1.00
3															

Reason

Error Message

Section-III Inbound Del Ret (Bulk)

- Select Inbound Del Ret (Bulk).

WMS > Inbound > Return Inbound Create/Edit

Return Inbound Create/Edit

Inbound RTO (Bulk)

Inbound Del Ret (Bulk)

Cust Ret No/Order No

...

- Fill all the relevant details OR

Return Inbound Create/Edit

Inbound RTO (Bulk)

Inbound Del Ret (Bulk)

Reverse/Forward AWB

Order/Delivery No

Batch Id

Cust ExtReturnNo/ReturnNo

Status

Reset

Channel	Order Info	Delivery Info	Reverse AWB	Cust Ret Info	Reason	Error Message
---------	------------	---------------	-------------	---------------	--------	---------------

- Select Batch ID and click on OK.

Delivery Return Batch ID

BatchId

Create Date

Status

--- Select ---

User

Search

Reset

RTO Batch Id	Created Date	Status	User
28	02/08/2022 11:20 AM	Open	shark
27	28/07/2022 03:12 PM	Open	shark
26	21/06/2022 04:32 PM	Open	sa
25	30/05/2022 05:33 PM	Open	sa
24	30/05/2022 04:56 PM	Confirmed	sa
23	08/03/2022 04:54 PM	Open	sa
22	12/01/2022 01:00 PM	Confirmed	sa

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OK

Close

- It will get added as a line.

WMS > Inbound > Return Inbound Create/Edit

Return Inbound Create/Edit

Inbound RTO (Bulk)

Inbound Del Ret (Bulk)

Reverse/Forward AWB

Order/Delivery No

Batch Id

Cust ExtReturnNo/ReturnNo

Status

Close Batch

Export

Reset

Total Rows Scanned :1 Pending Records:0 Success Records:1

Channel	Order Info	Delivery Info	Reverse AWB	Cust Ret Info	Reason	Error Message
JX Karawaci der	Ext Order No : UWH57799 Order Date : 30/05/2022 03:10 PM Payment Type : Prepaid	Delivery No : UWH000062737		Customer Name : New Delhi Warehouse Cust Ret No : UWH1758 Exp Qty : 1.00 SKU : SKU	rate issue	

- Click on “Close Batch.”

https://vinculumhelpdesk.freshdesk.com/support/solutions/articles/9000218277-customer-return-return-inbound

13/14

Record Updated Successfully

Batch Id

22

...

Export

Reset

Reason	Error Message

- User can click on export to get the details of Return on Excel sheet.