Customer Return & Return Inbound
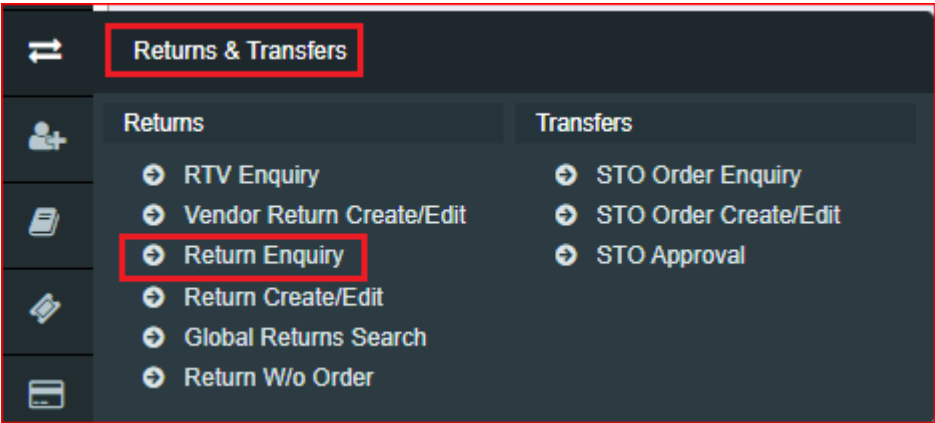
Modified on: Tue, 28 Nov, 2023 at 6:46 PM

Customer Return

Customer Return enables user to manage sales order returns. This module supports two types returns: Delivered returns and Non-delivered returns efficiently.
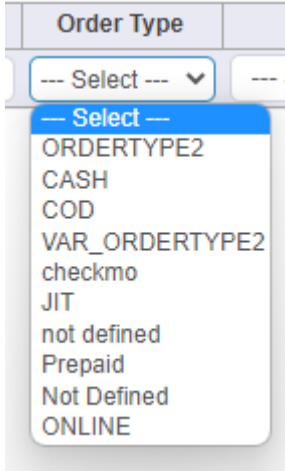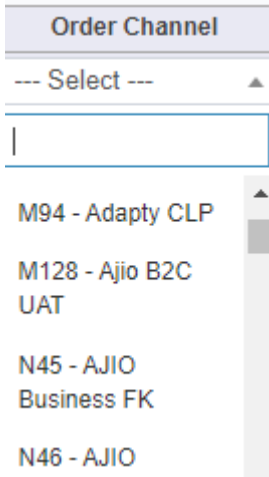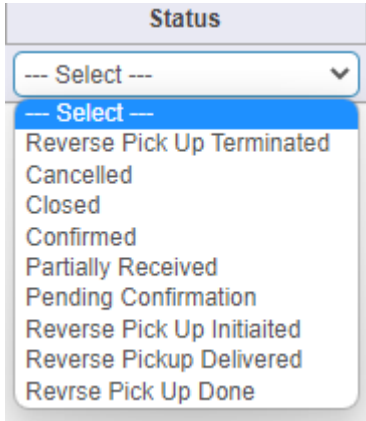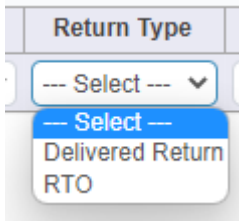Return enquiry screen enables one to view sales order returns from various channels in a single screen.

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

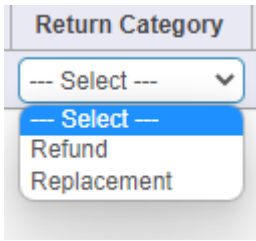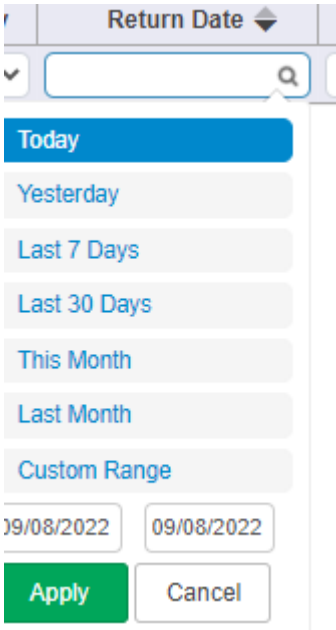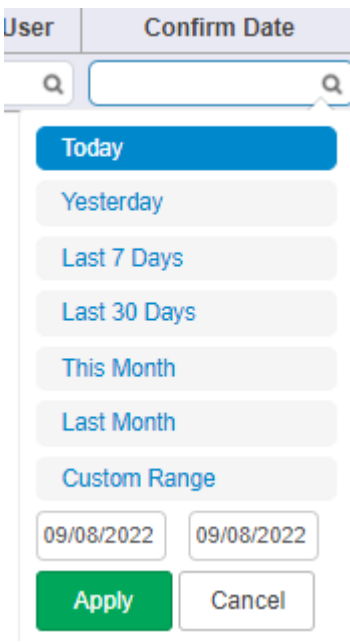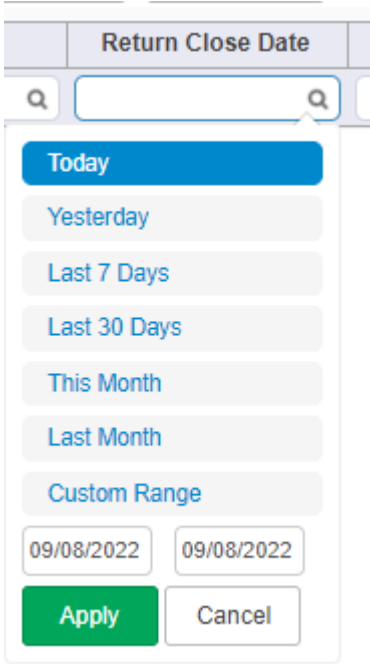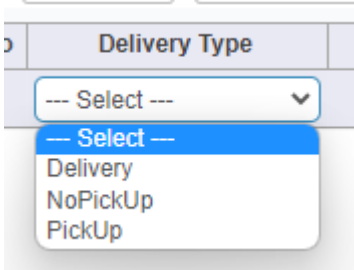Return Enquiry screens display all the sales order return requests in a single screen. The search results can be narrowed using different search fields available in the screen and user may further narrow down the search results using the "Advance Search" option.
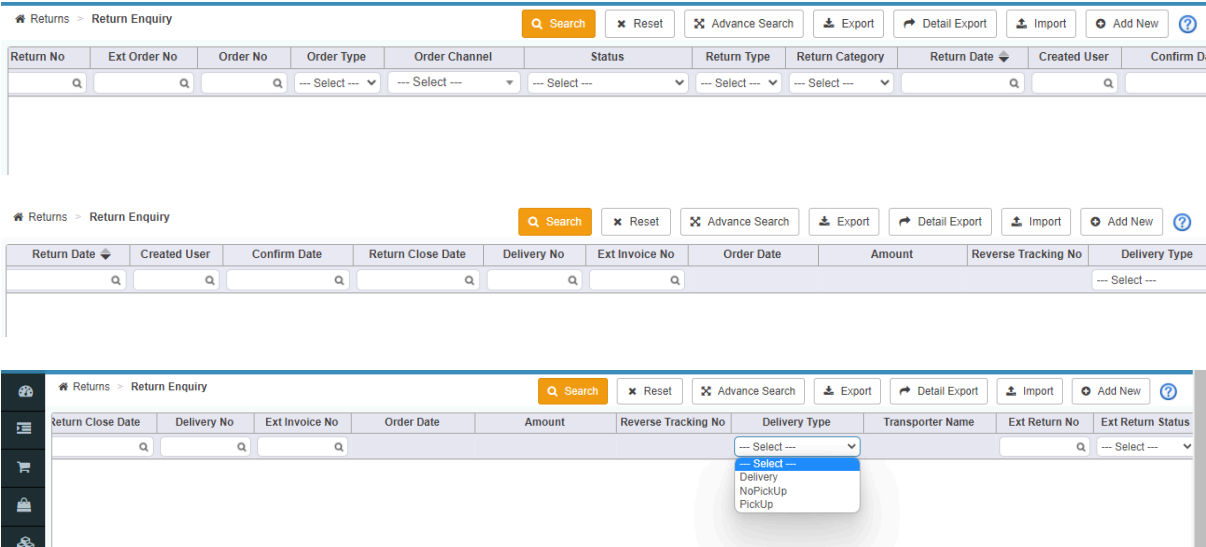
Fields	Description
Return No.	Return No obtained after creating the Return in the system
External Order No.	Any External Order No. received upon Inbound from marketplaces to webshops
Order No.	Order No. saved in the System

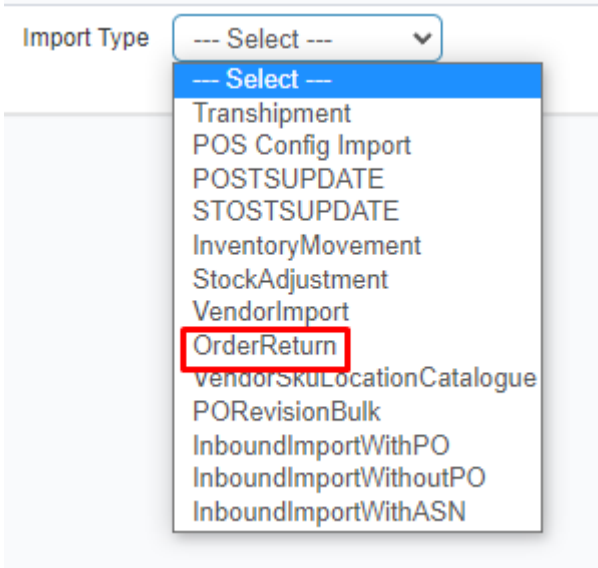|	
Order Type	Prepaid or COD **Order Type** --- Select --- ⌄ --- Select --- ORDERTYPE2 CASH COD VAR_ORDERTYPE2 checkmo JIT not defined Prepaid Not Defined ONLINE
Order Channel	It is the combination of Channel Code and Channel name saved in the system **Order Channel** --- Select --- ▲ M94 - Adapty CLP M128 - Ajio B2C UAT N45 - AJIO Business FK N46 - AJIO
Status	The standard status options are: Cancelled, Closed, Confirmed. Other Statuses can be configured in the system. **Status** --- Select --- ⌄ --- Select --- Reverse Pick Up Terminated Cancelled Closed Confirmed Partially Received Pending Confirmation Reverse Pick Up Initiaited Reverse Pickup Delivered Revrse Pick Up Done
Return Type	Type of Return **Return Type** --- Select --- ⌄ --- Select --- Delivered Return RTO

Return Category	Return category – Refund/Replacement **Return Category** --- Select --- ▾ **— Select —** Refund Replacement
Return Date	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. **Return Date** ⬍ 🔍 Today Yesterday Last 7 Days Last 30 Days This Month Last Month Custom Range 09/08/2022 09/08/2022 Apply Cancel
Created User	User will be able to filter records based on created user.
Confirmed Date	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. User **Confirm Date** 🔍 🔍 Today Yesterday Last 7 Days Last 30 Days This Month Last Month Custom Range 09/08/2022 09/08/2022 Apply Cancel

Return Close Date	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.
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	User may choose following delivery types: Delivery, No Pick Up, Pick up from the dropdown to narrow down search results.
External Return No	External Return no. is the number provided by Marketplaces.

External Return Status	External Return status is the status provided by the Marketplaces.
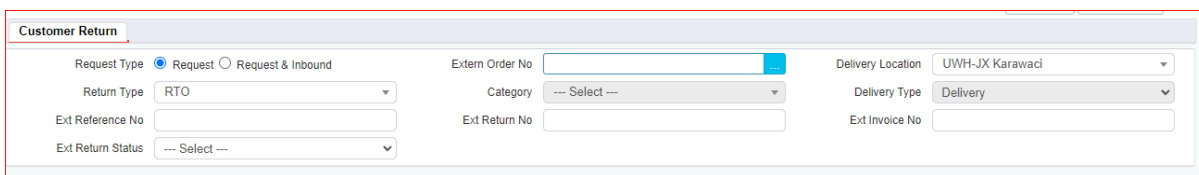
Action Buttons

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	Advance search tab user can use to fetch the results on the basis of various filters like SKU Code, Tracking number etc.
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	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 Import Type --- Select --- --- Select --- Transhipment POS Config Import POSTSUPDATE STOSTSUPDATE InventoryMovement StockAdjustment VendorImport OrderReturn VendorSkuLocationCatalogue PORevisionBulk InboundImportWithPO InboundImportWithoutPO InboundImportWithASN
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	Here user can select either of the option for creating customer return 1. **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). 2. **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

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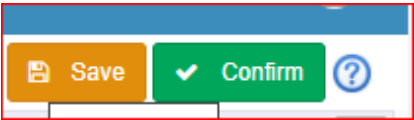
After filling in all the relevant details, Click on Save and confirm, the return will be created and the status will be visible as per the return type selected in the initial stage.

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.

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.
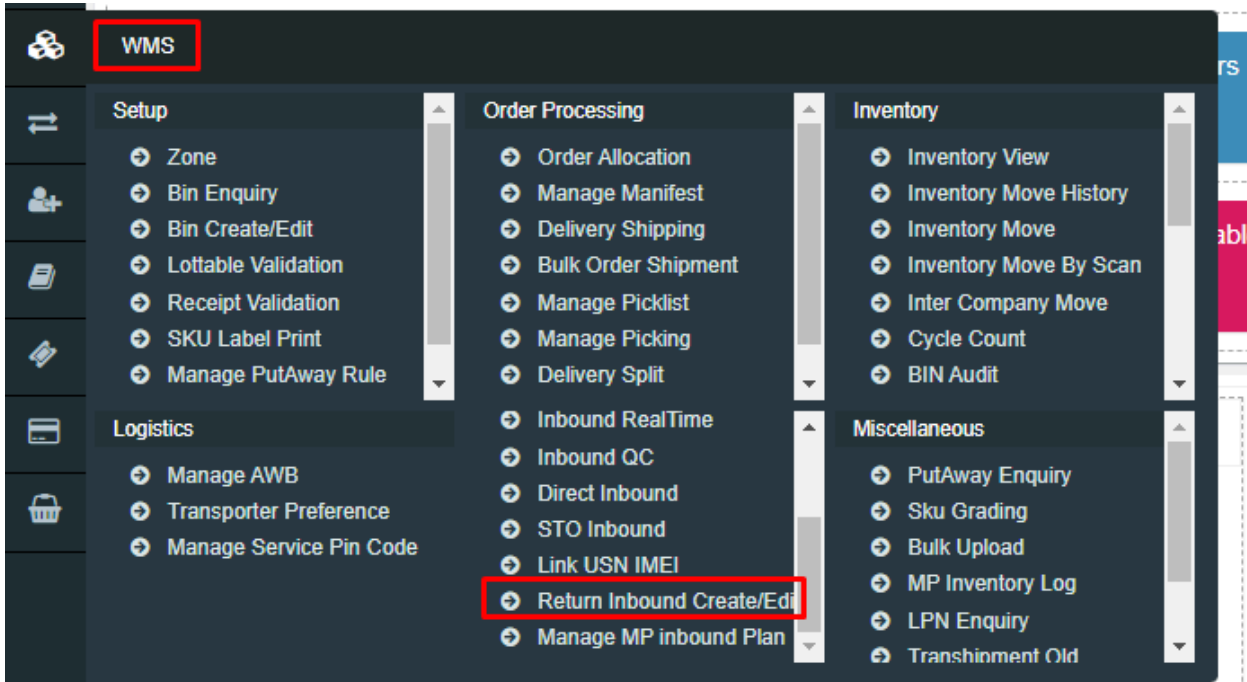
Below mentioned screen will be appeared:
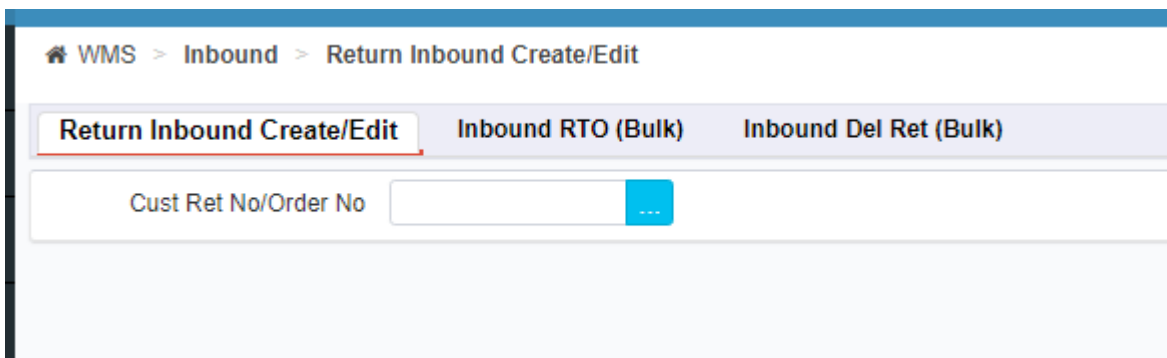
Section 1 – Return Inbound Create/Edit

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

- 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

Page 1 of 1   10 ⌄   View 1 - 1 of 1

✔ 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.

User can generate a label or putaway post this screen.

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.

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.

- Click on "Save" and mark inbound as **Confirmed.**
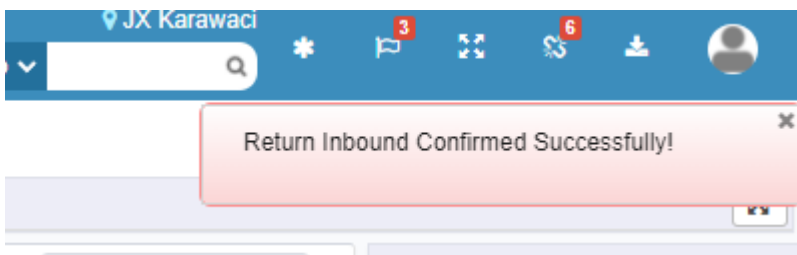
- The inbound will get created in the system.

Section 2 – Inbound RTO (bulk)

To create Inbound RTO, this tab is used.
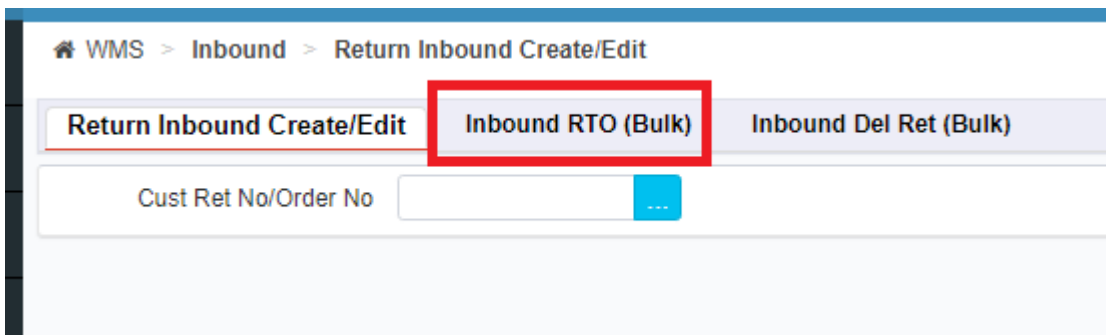
- Select Inbound RTO Bulk.
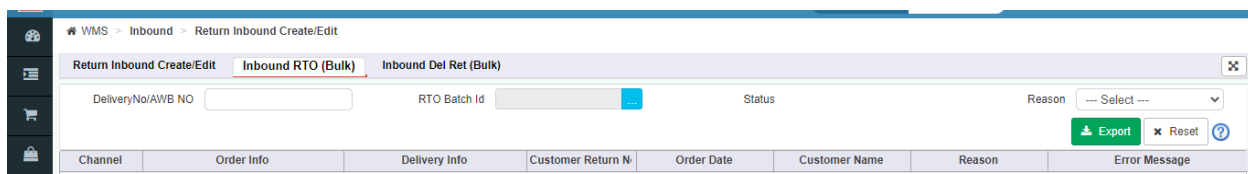
- Provide RTO Batch ID, the lines will get added below.

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

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

- The RTOs in bulk will get created.

- User can export the records also.

Section-III Inbound Del Ret (Bulk)

- Select Inbound Del Ret (Bulk).

- Fill all the relevant details OR

- Select Batch ID and click on OK.

- It will get added as a line.

- Click on "Close Batch."

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