

How it works

Reference: <https://learn.microsoft.com/en-us/dynamics365/supply-chain/service-management/specify-how-to-dispose-of-returned-items>.

Sorted by level of physical and financial updated.

Disposition action	Description	Physical update	Financial update
Return to customer	Reject the returned item and return it to the customer.	Nothing. A new line will be added to the same return order which means the item is returned back to the warehouse then it is sent back to the customer after inspection. Two inventory transactions (for the return action and the send-back action) will offset each other and cause no inventory change. Nevertheless, the return and send-back action can be done separately (posting delivery note and invoicing). No quarantine order is created for this action.	Nothing.
Credit only	Credit the customer without requiring or expecting the item to be returned.	Nothing.	Credit the amount to the customer.
Credit	Return the item to inventory and credit the customer.	A new inventory transaction will be created. Item is purchased back to the inventory.	Credit the amount to the customer.
Scrap	Scrap the item and credit the customer.	A new inventory transaction will be created. Item is purchased back to the inventory. A new quarantine order will be created as the inspection. After inspection, the item will be scrapped. Another inventory transaction will be created to deduct the item from the inventory.	Credit the amount to the customer.
Replace and credit	Return the item to inventory, create a replacement order, and credit the customer.	A new inventory transaction will be created. Item is purchased back to the inventory. A new quarantine order will be created as the inspection. After inspection, the item will be scrapped. Another inventory transaction will be created to deduct the item from the inventory. At the same time, a replacement order is required. If no replacement order is created prior to the return item receiving, an error message will be thrown. Up-front replacement can be made or a placeholder for the replacement can be made on the line.	Credit the amount to the customer. Charge the customer for the replacement item.
Replace and scrap	Scrap the item, create a replacement order, and credit the customer.	A new inventory transaction will be created. Item is purchased back to the inventory. A new quarantine order will be created as the inspection. After inspection, the item will be scrapped. Another inventory transaction will be created to deduct the item from the inventory. At the same time, a replacement order is required. If no replacement order is created prior to the return item receiving, an error message will be thrown. Up-front replacement can be made or a placeholder for the replacement can be made on the line.	Credit the amount to the customer. Charge the customer for the replacement item.

New customisation/extension

BRAN form now will start from the latest BRAN instead of the oldest upon entering the form.

BRAN

My view

QC Status Show

Filter

All

BRAN	Customer account	Customer name	NCAR	Invoice account	Tax Invoice	Return reason code	Sales taker	Deadline	Return status	QC Status	Do not pro...	H...	Sales
BAU-001413	COLVTHO	COLDPOINT PTY LTD		COLVTHO		04	Darren MacDonald	2024-08-20	Closed	Approved			SO-01
BAU-001421	FRENMEN	FREELANCE REFRIG & AIR...		FRENMEN	IN-00002...	02	Dimitrios Efthimiopoulos	2024-08-22	Created	Pending			SO-01
BAU-001431	CFMVMUL	CITY FACILITIES MGT P/L		CFMVMUL	IN-00002...	03	Dimitrios Efthimiopoulos	2024-08-29	Open	Pending			SO-01
BAU-001433	FIRSNOA	FIRST CLASS REFRIGERATI...		FIRSNOA	IN-00002...	09	Dimitrios Efthimiopoulos	2024-08-22	Created	Approved			SO-01
BAU-001441	AIRWBULK	AIREFRIG AUSTRALIA BUL...		AIRWBAY	IN-00001...	02	Dimitrios Efthimiopoulos	2024-08-30	Open	Pending			SO-01
BAU-001451	ACTVBLA	ACTROL PARTS		ACTVBLA		03	Darren MacDonald	2024-08-26	Created	Pending			SO-01
BAU-001452	CONSNEW	CONTROL AIR AUSTRALI...		CONSNEW		04	Darren MacDonald	2024-08-26	Created	Pending			SO-01
BAU-001461	FRIWWAN	FRIDGAIR INDUSTRIES		FRIWWAN		09	ALEC ERIC MAKAREIN	2024-08-27	Created	Pending			SO-01
BAU-001462	THEWVIC	THERMAL ENGINEERING ...		THEWVIC	IN-00002...	02	ALEC ERIC MAKAREIN	2024-08-27	Open	Pending			SO-01
BAU-001471	FAINCOF	FAIRCLOTH & REYNOLDS ...		FAINCOF		03	Darren MacDonald	2024-08-28	Created	Pending			SO-01
BAU-001472	AIRWBULK	AIREFRIG AUSTRALIA BUL...		AIRWBAY		04	Darren MacDonald	2024-08-28	Created	Pending			SO-01
BAU-001481	ULTNROS	ULTRA REFRIGERATION P...		ULTNROS	IN-00002...	03	Dimitrios Efthimiopoulos	2024-08-29	Created	Pending			SO-01
BAU-001491	ALLNSME	ALLIANCE REFRIGERATIO...		ALLNSME	IN-00002...	02	Dimitrios Efthimiopoulos	2024-09-06	Created	Pending			SO-01
BAU-001501	DACWCAN	DAC (WA) PTY LTD		DACWCAN		02	ALEC ERIC MAKAREIN	2024-08-30	Open	Pending			SO-01
BAU-001511	ACTNALE	ACTROL PARTS ALEXAND...		ACTVBLA		01	Tijojoy Pallikkara	2024-08-31	Created	Pending			SO-01
BAU-001512	ACTACAN	ACTROL PARTS CANBERRA		ACTVBLA		01	Tijojoy Pallikkara	2024-08-31	Closed	Pending			SO-01
BAU-001513	ACTACAN	ACTROL PARTS CANBERRA		ACTVBLA		01	Tijojoy Pallikkara	2024-08-31	Open	Pending			SO-01
BAU-001521	ACTACAN	ACTROL PARTS CANBERRA		ACTVBLA		03		2024-09-05	Closed	Pending			SO-01
BAU-001531	ACTACAN	ACTROL PARTS CANBERRA		ACTVBLA		01		2024-09-22	Closed	Pending			SO-01
BAU-001534	ACTACAN	ACTROL PARTS CANBERRA		ACTVBLA		01		2024-09-23	Closed	Pending			SO-01
BAU-001541	ACTACAN	ACTROL PARTS CANBERRA		ACTVBLA		01		2024-09-23	Closed	Pending			SO-01
BAU-001542	ACTACAN	ACTROL PARTS CANBERRA		ACTVBLA		01		2024-09-23	Closed	Pending			SO-01

Upon creating a replacement item on the Return order line, this message will show up. This is for better visibility because there's no messages by default; yet, at this moment, no actual replacement order has been created.

Placeholder has been created for replacement item of BRAN: BAU-001561 - Order number: SO-0130320. Replacement order will be created upon receiving the return item.

SaveNewDeleteCompleteReturn orderGeneralOptions

New

Maintain

Return

Charges

Send

Generate

Journals

Deductions

Attachments

QC Controls

Replacement order

Purchase return order

Modify

Cancel order

Find sales order

Maintain charges

Allocate charges

Acknowledgement

Return order

Post delivery note

Order holds

Delivery note

Invoice

Attach credit to deduction

Detach credit from deduction

Notes

Update QC Status

Reset QC Status

Return order - RMA number: BAU-001561, ACTROL PARTS CANBERRA | Standard view

SO-0130320 : ACTROL PARTS CANBERRA

Open

QC Status
Pending

LinesHeader

No blocking

Customer reference

No

Advance credit

No

Lines

+ Add line

Remove

Return line

Inventory

Update line

	Item number	SETUP	Product name	Disposition code	CW quantity	CW unit	Return qua...	Unit	P...	Unit price	Net amount	CW quanti...	Qty returned	Sales category	Return :
	R53000025	Replacement item	WD ICE BITZER CUSTOM CONTROLLER [EVDMO...	ReplAndScr			-1.00	Each		728.33	-728.33		-1.00		Registere

CHARGES

Maintain charges

ATTACHMENTS

Attachments

DISPLAY

Dimensions

Line details

GeneralProductForeign trade

Upon posting delivery note on the BRAN, and if the BRAN is of type replacement, this will show up.

Operation completed

Posting Posting Sales order: SO-0130324 Item: R53000025 Replacement order SO-0130325 has been created for BRAN: BAU-001572 - Order number: SO-0130324.

SaveNewDeleteCompleteReturn orderGeneralOptions

New

Replacement orderPurchase return order

Maintain

ModifyCancel order

Return

Find sales order

Charges

Maintain chargesAllocate charges

Send

AcknowledgementReturn order

Generate

Post delivery noteOrder holds

Journals

Delivery noteInvoice

Deductions

Attach credit to deductionDetach credit from deduction

Attachments

Notes

QC Controls

Update QC StatusReset QC Status

Return order - RMA number: BAU-001572, ACTROL PARTS CANBERRA | Standard view

SO-0130324 : ACTROL PARTS CANBERRA

Open

QC StatusPending

LinesHeader

Return order header

RETURN ORDER

Return reason code01

Zero posting blocking typeNo blocking

Deadline

2024-09-23

Sales orderSO-0130324

Customer reference

CUSTOMER

Contact

REPLACEMENT

Replacement referenceSO-0130325

Up-front replacementNo

Apply creditNo

Advance exchange

Advance creditNo

Lines

+ Add lineRemoveReturn lineInventoryUpdate line

	Item number	Product name	Disposition code	CW quantity	CW unit	Return qua...	Unit	P...	Unit price	Net amount	CW quanti...	Qty returned	Sales category	Return :
	R53000025	EVD ICE BITZER CUSTOM CONTROLLER [EVDM0...	ReplAndScr			-1.00	Each		728.33	-728.33		-1.00		Received