

DUPUIS

MÉXICO 1973

Cancelar Líneas facturadas o RMA





Que es un RMA

El RMA es la devolución de un producto a través del módulo de OM, aquí se retornan los productos por una cancelación desde IPOS, ya sea que se generan los RMA con o sin entrada de Inventario.

Sin entrada de inventario: Sólo se genera una nota de crédito al almacén que genera la devolución, pero no se retornan piezas al almacén de salida.

Con entrada de inventario: Se genera este movimiento cuando la pieza fue despachada a nivel sistema o realmente se entregó al cliente y posteriormente se genero la devolución.



RMA Con Entrada de Inventario

Entramos a OM, específicamente a la orden a la que queremos generar el RMA

Order: PUBLICO GENERAL - 12975 (2) - Processing ⓘ

❌ (4) Total: 99,404.80

Actions ▼

Refresh

Dgne

Currency = Mexican Peso

Customer PUBLICO GENERAL (268126)

Contact

Contact Method

Ordered Date 26/02/21 10:18 AM

Purchase Order

Order Type PEDIDO REGULAR

Business Unit BU_OEC_DUPUIS

Bill-to Customer PUBLICO GENERAL

Bill-to Account P68001

Ship-to Customer PUBLICO GENERAL

Ship-to Address CIRCUITO NEMESIO DIEZ RIEGA No 8 M2L4 CIRCUITO NEMESIO DIEZ RIEGA No 8 M2L4.52004 LERMA, MEX.

Sales Credits

Sales Agreement

Order Lines ⓘ

Apply Hold ▼

Return ▼

Show All ▼

View ▼

Freeze

Detach

	Item	UOM	Your Price	Amount	Status	Duration	Period	Quantity	Sales Agreement	Sales Agreement Line	Agm
❌ 1	P129812 - SILLA CASSY	Each	Sale Price 7,200	57,600.00	Scheduled			8			
2-1	P218303 - ESQUINERO CALIPSO	Each	Sale Price 24,430	48,860.00	Awaiting Billing			2			
❌ 2-2	P218303 - ESQUINERO CALIPSO	Each	Sale Price 24,430	48,860.00	Scheduled			2			
3	PSERV0001 - DESCUENTOS	Servicio	Sale Price -55,915.2	-55,915.20	Awaiting Billing			1			

Order Summary 1



RMA Con Entrada de Inventario

Seleccionamos las líneas que queremos devolver o aplicar el RMA, las líneas se deberían de pintar en color AZUL

Order Lines ?

Apply Hold

Return

Show

All

View

Freeze

Detach

	Item	UOM		Your Price	Amount	Status	Duration	Period	Quantity	Sales Agreement	Sales Agreement Line	Agreement
<div><div></div><div>1</div></div>	129812 - SILLA CASSY	Each	Sale Price	7,200	57,600.00	Scheduled			8			
2-1	218303 - ESQUINERO CALIPSO	Each	Sale Price	24,430	48,860.00	Awaiting Billing			2			
<div><div></div><div>2-2</div></div>	218303 - ESQUINERO CALIPSO	Each	Sale Price	24,430	48,860.00	Scheduled			2			
<div><div></div><div>3</div></div>	SERV0001 - DESCUENTOS	Servicio	Sale Price	-55,015.2	-55,015.20	Awaiting Billing			1			



RMA Con Entrada de Inventario

Seleccionamos el botón Return, para generar la devolución

Order Lines ?

Apply Hold **Return** Show All

View Freeze Detach

	Item	UOM	Your Price	Amount	Status	Duration	Period	Quantity	Sales Agreement	Sales Agreement Line
1	1214397 - TABURETE CALIPSO	Each	Sale Price 9,520	9,520.00	Closed			1		
2	129812 - SILLA CASSY	Each	Sale Price 7,200	57,600.00	Closed			8		
3	218303 - ESQUINERO CALIPSO	Each	Sale Price 24,430	97,720.00	Closed			4		
4	SERV0001 - DESCUENTOS	Servicio	Sale Price -59,342.4	-59,342.40	Closed			1		

Rows Selected 4



Tipo de Devolución

Seleccionamos el tipo de devolución, en este caso seleccionamos nota de crédito y entrada al almacén, además en la segunda pestaña seleccionamos Cancelar Orden de Manera Forzada. Al final seleccionar Crear Orden

Return Items

View

	* Return Item	* Return Quantity	Returnable Quantity	* Return UOM	* Return Type	Return Reason	Original Sales Order	Original Order Line
1	1214397	1	1	Each	Return for credit and re	Forcefully cancel t	12928	1
2	129812	8	8	Each	Return for credit and re	Forcefully cancel t	12928	2
3	218303	4	4	Each	Return for credit and re	Forcefully cancel t	12928	3
4	SERV0001	1	1	Service	Return for credit and re	Forcefully cancel t	12928	4

Create Order Cancel

Return Items

View

	* Return Item	* Return Quantity	Returnable Quantity	* Return UOM	* Return Type	Return Reason	Original Sales Order	Original Order Line
1	1214397	1	1	Each	Return for credit and re	Forcefully cancel t	12928	1
2	129812	8	8	Each	Return for credit and re	Reason code not provided	12928	2
3	218303	4	4	Each	Return for credit and re	The item is damaged	12928	3
4	SERV0001	1	1	Service	Return for credit and re	The item does not work pro...	12928	4

Forcefully cancel the order l...

The item was delivered late

Customer did not receive th...

The item is missing parts

Customer no longer need th...

Price change

Search...

Create Order Cancel



RMA Con Entrada de Inventario

En una segunda ventana se nos abrirá la nueva orden, esta será en signo negativo, deberemos de seleccionar los siguientes parámetros:

- Orden Type: Devolución
- Store: La tienda que genero la orden original de venta

Create Order: PUBLICO GENERAL ⓘ

Total: -105,497.60 Actions Save Submit Cancel

Currency = Mexican Peso

* Customer PUBLICO GENERAL

Contact

Contact Method

* Ordered Date 22/03/21 11:08 AM ⓘ

Purchase Order

* Order Type PEDIDO REGULAR

Business Unit BU_DEC_DUPUIS

Bill-to Customer PUBLICO GENERAL

Bill-to Account 68001

Ship-to Customer PUBLICO GENERAL

Ship-to Address CIRCUITO NEMESIO DIEZ RIEGA No 8 M2L4,CIRI

Sales Credits

Sales Agreement

Order Lines ⓘ

Select Item ⓘ Add

Actions View Update Lines Freeze Detach

Item	Duration	Period	Sales Agreement	Sales Agreement Line	Sales Agreement Version	Quantity	UOM	On Hand	Your Price	Amount	Cancela Efectiva
1 F1214397-TABURETE CALIPSO ⓘ Original Order 21793						1	Each		Sale Price -9,520	-9,520.00	➔
2 F128812-SILLA CASSY ⓘ Original Order 21793						8	Each		Sale Price -7,200	-57,600.00	➔
3 F218303-ESQUINERO CALIPSO ⓘ Original Order 21793						4	Each		Sale Price -24,430	-97,720.00	➔
4 F1SERV0001-DESCUENTOS ⓘ Original Order 21793						1	Servicio		Sale Price 59,342.4	59,342.40	➔

Columns Hidden 17



Ejecutar

Al final se selecciona Ejecutar o Submit para procesar la orden

Create Order: PUBLICO GENERAL ⓘ

Total: -105,497.60 Actions Save Submit Cancel

Currency = Mexican Peso

* Customer PUBLICO GENERAL

Contact

Contact Method

* Ordered Date 22/03/21 11:08 AM

Purchase Order

* Order Type DEVOLUCION

Business Unit BU_DEC_DUPUIS

Bill-to Customer PUBLICO GENERAL

Bill-to Account 68001

Ship-to Customer PUBLICO GENERAL

Ship-to Address CIRCUITO NEMESIO DIEZ RIEGA No 8 M2L4,CRI

Sales Credits

Sales Agreement

Order Lines ⓘ

Select Item

Actions View Update Lines Freeze Detach

Item	Duration	Period	Sales Agreement	Sales Agreement Line	Sales Agreement Version	Quantity	UOM	On Hand	Your Price	Amount	Cancel Effective
1 1214397- TABURETE CALIPSO Original Order 21793						1	Each		Sale Price -9,520	-9,520.00	
2 128812- SILLA CASSY Original Order 21793						8	Each		Sale Price -7,200	-57,600.00	
3 218393- ESQUINERO CALIPSO Original Order 21793						4	Each		Sale Price -24,430	-97,720.00	

