Item Exchange

Module Guide: Item Exchange/Return

Module Location

Inventory > Item Exchange

Module Objective

The **Item Exchange** module is used to manage and record the product exchange process. This module uniquely handles two sides of a transaction in one document: the receipt of goods being returned from a customer (**Items Received**) and the shipment of new goods as their replacement (**Items Sent**).

1. Main View (Item Exchange List)

The main page of this module displays a list of all item exchange documents that have been created.

View Explanation

- **View**: This page is a history of all goods exchange transactions.
- **Filters**: You can search for a specific document by **Exchange Number, Category,** or a **Date** range.
- **Action Buttons**:
  - **[New Item Exchange]**: The primary button to create a new item exchange document.

2. Steps to Record an Item Exchange

Step 1: Create a New Document

From the Main View, click the **[New Item Exchange]** button to open the **Add Exchange** form.

Step 2: Fill in Header Information

- Select the **Customer** who is making the exchange.
- Define the **Exchange Date**.
- **Important**: In the **Reference Number** field, select **Delivery Order** and find the original delivery order number. This is crucial for traceability.

Step 3: Record the Items Received (Returned Goods)

In the **Items Received** section, click **[+]** and add the goods being returned by the customer along with their quantity. This will trigger a goods receipt process (stock in).

Step 4: Record the Items Sent (Replacement Goods)

In the **Items Sent** section, click **[+]** and add the new goods that will be sent to the customer as a replacement. This will trigger a goods issue process (stock out).

Step 5: Confirm the Transaction

After all details are filled in, click the **[Confirm]** button to submit the exchange transaction for the approval process.

Workflow & Integrated Business Process

After being confirmed and approved, this transaction will trigger **two stock movements simultaneously**:

1. **Stock In (Goods Receipt)**: Increases the stock of the returned item (possibly to a quarantine or QC warehouse location).

2. **Stock Out (Goods Issue)**: Decreases the stock of the replacement item being shipped from the warehouse.

Tips & Important Notes

- This module is an important tool for the **Customer Service and Warehouse teams** in managing the return and exchange process efficiently.

- Always link the exchange transaction with the original **Delivery Order Number** to ensure validity and ease of tracking.

Revision #1
Created 15 October 2025 10:29:06 by Sayu
Updated 15 October 2025 10:30:50 by Sayu