Sales Return

Module Guide: Sales Return

Module Location

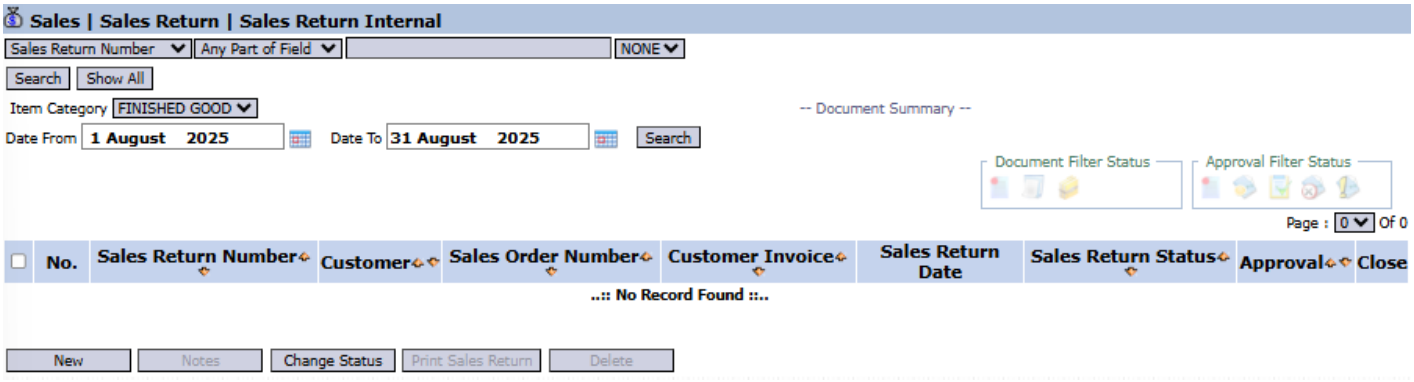
Sales > Sales Return > Sales Return

Module Objective

The **Sales Return** module is used to record and manage the process of goods being returned by customers. The document created in this module becomes the basis for subsequent processes, namely the issuance of a **Credit Note** to reduce the customer's receivable and the readjustment of stock levels in the warehouse.

1. Main View (Sales Return List)

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



View Explanation & Filters

This page is for viewing and managing all return transactions.

- **Filters**: You can search for a specific return by **Sales Return Number**, **Item Category**, or a date range (**Date From / Date To**).

- **Return List**: The table below will display all returns that match the filters, with columns such as **Sales Return Number**, **Customer**, **Customer Invoice** (Customer Invoice Number), and **Sales Return Status**.

Button Functions

- **New**: The primary button to create a new Sales Return record.

- **Change Status**: To change the status of a selected return document.

- **Print Sales Return**: To print the details of a selected return document.

- **Delete**: To delete a return document.

2. Steps to Record a Sales Return

Step 1: Create a New Return Record

From the Main View, click the **New** button to open the **Add Sales Return** form.



Step 2: Fill in Header Information

On the form that appears, fill in the general information about the return:

- **Sales Return Date**: Enter the date the returned goods were received.



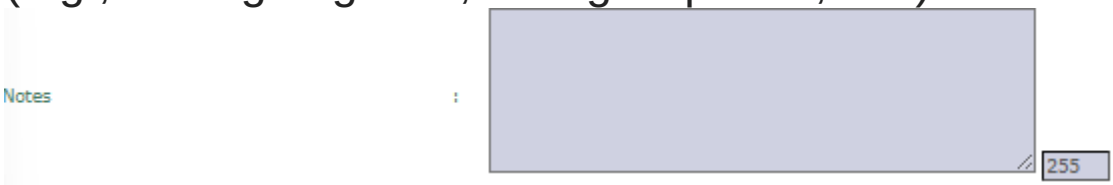
- **Customer**: Select the customer who is making the return.



- **INVOICE Number**: **Important!** Select the original sales invoice number related to the returned goods. This will be the basis for determining the price and validating the return.



- **Notes**: Provide a note regarding the reason for the return (e.g., damaged goods, wrong shipment, etc.).



Step 3: Detail the Returned Items

In the detail table at the bottom:

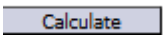
1. Click the **[+] Multiple Item [-]** link to add or remove rows.



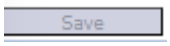
2. Enter the **Item** (Item Code) and **Qty** (Quantity) that were returned by the customer.

3. The system will pull the price (**Price Per Unit**) from the original transaction and calculate the **Total Return**.

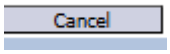
Step 4: Save and Confirm

1. Click the **Calculate** button to ensure all totals have been calculated correctly. 

2. Use the buttons in the bottom-left section to finish:

   - **Save**: To save the return document as a draft. 

   - **Confirm**: To finalize the return document and send it into the approval workflow. 

   - **Cancel**: To cancel the entry. 

Workflow & Integrated Business Process

- A Sales Return document that has been **Confirmed** and approved is the primary basis for creating a **Credit Note** in the Accounts Receivable Module to reduce the customer's bill.

- This return process will also trigger the process of adding sellable returned goods back into the warehouse inventory.

Tips & Important Notes

- Always link a return with the original **INVOICE Number** to ensure accurate history tracking and calculation of the credit value.

- Use the **Notes** column to record the reason for the goods return as material for evaluating product quality or delivery services.

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