

This procedure has been completely reviewed. Therefore no individual paragraphs have been starred (*) to indicate changes.

1. AIM

To define the actions, authority and responsibility within the company, necessary to ensure customer returns are dealt with efficiently and courteously and corrective and preventative action is taken when needed.

2. SCOPE

All products and services

3. RESPONSIBILITY

Returns Co-ordinator - Returns: for receipt and processing of returns. For contact with Customers/Suppliers for arranging collection, collation of information to enable analysis to be taken and action taken to prevent recurrence.

Managing Director, Finance & Operations Director, Operations Manager: to assist the Returns Co-ordinator when a decision is required.

4. ADMINISTRATION

RMA Request Form – AX generated.

5. QUALITY RECORDS

Customer Returns Form - RMA

6. METHOD**Returns Procedure**

The AX computer system will allocate an RMA Return Number and contact the customer to arrange collection of the goods. Refer to Appendix 1 (attached) for AX process and Appendix 2 (separate document) for Flowchart.

Where an amicable solution cannot be reached with the customer, the MD or Finance & Operations Director will be requested to intervene and to finally resolve the problem.

The goods themselves may be scrapped, repaired, returned to the supplier or restocked as first or second quality. If the goods are for restocking then the Stock Logistics Analyst is advised by Warehouse.

For replacement goods, a new order will be raised to ensure that the replacement is followed through by the normal means of processing. For items to be repaired, a Works Order is also raised by Production.

All action taken is recorded on the Return Order screen in AX together with reason codes by whoever is dealing with the return. Additional correspondence with the customer, supplier or carrier is also attached.

Credit Process

Any product returning to Plastica requiring a credit, is only given approval by the MD or Finance & Operations Director in MDs absence.

Before that approval all associated paperwork is collated within the Finance Department and then presented to the MD for authorisation.

Analysis

Monthly analysis will be carried out and reported to the Senior Management regarding trends.

Cross References

Control of Non-Conforming Product Procedure
Corrective and Preventive Action Procedure

Appendix 1 WI3.4

Creating a return

Sales & Marketing > Common > Returns Orders > All Returns Orders

1. Click on Return Order

The screenshot shows the Microsoft Dynamics AX interface for Plastica Limited. The main window displays a list of return orders under the 'All return orders (Unsaved filter)' tab. The list includes columns for RMA number, Invoice account, Collection Required, Collection Arranged, Collection Date, Return Carrier, Name, Return status, and Deadline. The first row shows RMA-010076 for STAF02, which is 'Open' and has a deadline of 08/11/2016. The left-hand navigation pane shows the 'Return order' button highlighted. The right-hand pane shows 'Latest sales orders' and 'Latest return orders'.

RMA number	Invoice account	Collection Required	Collection Arranged	Collection Date	Return Carrier	Name	Return status	Deadline
RMA-010076	STAF02	No	No			Staff Account	Open	08/11/2016
RMA-010075	STAF02	No	No			Staff Account	Closed	08/11/2016
RMA-010074	DOUG01	No	No			Doughboy UK Ltd	Created	07/11/2016
RMA-010073	FUNF01	No	No			Fun Fantastic (UK) Ltd	Cancelled	07/11/2016
RMA-010072	AAJPC01	No	No			AAJ Pools	Created	07/11/2016
RMA-010061	FAB01	No	No			Fasweather Pool Services	Created	14/10/2016
RMA-010052	JDAW01	Yes	No			UK Pool Store Ltd	Created	14/10/2016
RMA-010051	FLOW01	No	No			Flowman Leisure Ltd	Created	14/10/2016
RMA-010031	OAS07	No	No			Oasis Swimming Pools (Kent) Ltd	Created	12/10/2016
RMA-010021	HYDR02	No	No			Hydrocare Home Leisure	Created	12/10/2016
RMA-010012	AQUA25	No	No			Blue Cuts (Barnet) Ltd Tri-Aquatic Pool	Created	10/10/2016
RMA-010011	SHRO01	No	No			Shropshire Pools & Spas Ltd	Created	10/10/2016
RMA-010001	TORC01	No	No			Allpools & Spas Ltd	Created	10/10/2016
RMA-010092	CROSO1	No	No			M P Croddi T/a Croddi Leisure	Closed	07/10/2016
RMA-010091	OAS07	No	No			Oasis Swimming Pools (Kent) Ltd	Closed	07/10/2016
RMA-010081	PETE01	No	No			Peters Pool Care	Created	06/10/2016
RMA-010073	BLUE10	No	No			Blue Riband Pools	Created	05/10/2016
RMA-010072	TROP06	No	No			Tropical Swimming Pools Ltd	Closed	05/10/2016
RMA-010071	LENNO1	No	No			Lennox Liquids Ltd	Created	05/10/2016
RMA-010061	OAS07	No	No			Oasis Swimming Pools (Kent) Ltd	Closed	04/10/2016
RMA-010055	DAMAD1	No	No			Damar Supplies Limited	Created	03/10/2016
RMA-010054	BPSL01	No	No			BPS Leisure Ltd	Closed	03/10/2016
RMA-010053	SCP001	No	No			SCP (UK) Ltd	Closed	03/10/2016
RMA-010052	BPSL01	No	No			BPS Leisure Ltd	Closed	03/10/2016
RMA-010051	RGP001	No	No			RG Pools & Leisure Ltd	Closed	03/10/2016
RMA-010045	KENT03	No	No			KSB Swimming Pools #2	Created	30/09/2016

2. Enter customer account number and click OK

The screenshot shows the 'Create return order (1 - pla)' dialog box. The 'Customer' section is active, showing the 'Customer account' dropdown set to 'STAF02', the 'Name' field set to 'Staff Account', and the 'Contact' field set to an empty dropdown. The 'General' tab is selected, showing the 'SO00078317' reference. The 'OK' button is highlighted with a red box.

Customer

Customer account: STAF02

Name: Staff Account

Contact:

General SO00078317

Customer Specific Information

Administration

OK Cancel

The name of the contact

3. Click on Find Sales Order button

Return order - RMA number: RMA-010975, Staff Account (1 - pla) - Sales order: SO00000236, Aquasure Uk Ltd, Order type: Returned order

File

Return order

General

Return order

Replacement order

Purchase return order

Edit

Cancel order

Header view

Line view

Find sales order Return

Maintain charges

Acknowledgement

Return order

Delivery note

Invoice

Attachments

New

Maintain

Show

Send

Generate

Journals

Attachments

SO00078313 : STAF02 - Staff Account

Created

Return order header

Lines

Add line

Remove

Return line

Stock

Update line

Kitting

Kit	Item number	Product name	Quantity	Unit	Unit price	Net amount	Qty returned	Return Reason	Return Stage	Return status	Non Returnable	Hazardous Number
						0.00			Awaiting Return	Expected		

Line details

Latest return orders

RMA number	Return status
RMA-010975	Created
RMA-009911	Closed
RMA-007994	Closed
RMA-007052	Closed
RMA-007041	Closed

Latest sales orders

Related information

1788561

GBP

USR Model

pla

initial

AX012Live

Close

- Now select the items being returned from the correct sales order, you can filter orders by product code and a date range to help the customer find the correct order. You can also have multiple items from multiple orders returned on the same RMA. For items that are serialised the serial number must be quoted and the correct ordered used.

Find sales order (1 - pla) - Sales order: SO00078313, Staff Account

Reason code: Reason comment:

Stock

Search criteria
 Sales order:
 Item number:

Quantity
 From date:
 To date:

Invert sign: ☒

Setup
 Delete order lines: ☒

Invoice Show selected transactions

Select all	Sales order	Invoice account	Delivery name	Invoice	Date	Voucher	Invoice amount	Currency
		STAF02						
☐	SO00076351	STAF02	Staff Account	SL00066599	08/09/2016	SLV00066599	0.00 GBP	
☐	SO00076496	STAF02	Staff Account	SL00066744	12/09/2016	SLV00066744	12.60 GBP	
☐	SO00076662	STAF02	Staff Account	SL00066865	14/09/2016	SLV00066865	5.76 GBP	
☐	SO00076850	STAF02	Staff Account	SL00067010	16/09/2016	SLV00067010	66.73 GBP	
☐	SO00077177	STAF02	Staff Account	SL00067314	23/09/2016	SLV00067314	0.00 GBP	
☐	SO00077871	STAF02	Leonardo Palmisano	SL00067863	07/10/2016	SLV00067863	2,128.75 GBP	

Kit	Mark	Item	Sales category	Description	Quantity to return	Unit	Unit price	Amount	Discount	Disco
	☐	ARM023CGT		Reinforced Pale Beige 1.65m x 25m	100.00	Lm	13.35	1,335.00		
	☐	ARM026		1.65m x 12.6m Wide Non Slip Sand per LM	5.00	Lm	19.04	95.20		
	☐	ARM024		Alkorplan 1.65m Wide, Persia Sand	7.00	Lm	17.54	122.78		
	☐	AAC010		Alkorplan Beading Strip Cut To 9mm Widths	2.00	Item	3.48	6.96		
	☐	PLL550		100 Drive Rivets 23.5mm x 4.8mm	2.00	Pack	12.01	24.02		
	☐	DELCHG		Delivery Charge	1.00	Item		190.00		

OK Cancel

5. Now enter the reason for return for each line, if you know what action will be required you can also set this at the same time

Return order - RMA number: RMA-010974, Doughboy Uk Ltd (1 - pla) - Sales order: SO00078311, Doughboy Uk Ltd, Order type: Returned order

File Return order General

Return order Replacement order Purchase order New Edit Cancel order Maintain Header view Show Line view Find sales order Return Maintain charges Charges Send Acknowledgement Delivery note Invoice Attachments

SO00078311 : DOUG01 - Doughboy Uk Ltd Created

Return order header

Lines

Kit	Item number	Product name	Quantity	Unit	Unit price	Net amount	Qty returned	Return Reason	Return Stage	Return status	Non Returnable	Hazardous Number
	PWA224	A G Winter Debris for 12ft x 24ft Oval Pool	-1.00	Item		-32.07			Awaiting Return	Expected	☐	

Line details

Unit the item is sold in.

(1788561) GBP | USR Model | pla | initial | AX2012Live Close

6. If the product is faulty or has any other issues these can be entered on each line

Return order - RMA number: RMA-010974, Doughboy Uk Ltd (1 - pla) - Sales order: SO00078311, Doughboy Uk Ltd, Order type: Returned order

File Return order General

Return order Replacement order Purchase order New Edit Cancel order Maintain Header view Show Line view Find sales order Return Maintain charges Charges Send Acknowledgement Delivery note Invoice Attachments

SO00078311 : DOUG01 - Doughboy Uk Ltd Created

Return order header

Lines

Kit	Item number	Product name	Quantity	Unit	Unit price	Net amount	Qty returned	Return Reason	Return Stage	Return status	Non Returnable	Hazardous Number
	PWA224	A G Winter Debris for 12ft x 24ft Oval Pool	-1.00	Item		-32.07			Awaiting Return	Expected	☐	

Line details

Fault Reported:

Inspection Report:

Returns Information General Product Foreign trade

Toggle the form between view and edit modes

(1788561) GBP | USR Model | pla | initial | AX2012Live Close

7. If the customer requires Plastica to arrange collection this can be set in the header screen

Return order - RMA number: RMA-010974, Doughboy Uk Ltd (1 - pla) - Sales order: SO00078311, Doughboy Uk Ltd, Order type: Returned order

File Return order General

Return order Replacement order Purchase return order Edit Cancel order Header view Line view Find sales order Return Maintain charges Acknowledgement Return order Delivery note Invoice Attachments

SO00078311 : DOUG01 - Doughboy Uk Ltd

Created 07/11/2016 | SO00078311 | DOUG01

General

RMA number: RMA-010974
Return reason code:
Deadline: 07/11/2016
Sales order: SO00078311
Customer reference:
CRM Case No.:

Customer account: DOUG01
Name: Doughboy Uk Ltd
Invoice account: DOUG01
Contact:
E-mail: chris.doughboy@btconnect.com
Status: Created

Replacement
Replacement reference: SO00078312
Up-front replacement: ☒

Storage dimensions
Site:
Warehouse:

Setup

Administration
Sales taker: Daniel Sawyer
Language: en-gb
Currency: GBP

Intercompany
Autocreate intercompany orders: ☐
Direct delivery:
Origins:
Allow indirect creations: ☐

Date and time
Created date and time: 07/11/2016 13:51:22

Collection address
Collection Required: No
Collection Arranged: No
Carrier:
Collection Date:
Collection name: Plastica Ltd
Collection address: Plastica Ltd

Address: Perimeter House
Napier Road
St Leonards-on-sea
East Sussex
TN38 9NY

Collection contact:
Telephone Number:

Latest return orders
RMA number Return status
RMA-010974 Created
RMA-009512 Closed
RMA-009002 Closed
RMA-004054 Closed
RMA-002881 Closed

Latest sales orders
Related information

Toggle the form between view and edit modes | (1788561) | GBP | USR Model | pla | initial | AX2012Live | Close

8. Now you can confirm the RMA by clicking on the 'Return Order' button to generate the customers paperwork.

File Return order General

Return order Replacement order Purchase return order Edit Cancel order Header view Line view Find sales order Return Maintain charges Acknowledgement Return order Delivery note Invoice Attachments

SO00078311 : DOUG01 - Doughboy Uk Ltd

Created

Return order header

Lines
Add line Remove Return line Stock Update line Kitting

Kit	Item number	Product name	Quantity	Unit	Unit price	Net amount	Qty returned	Return Reason	Return Stage
	PWA224	A G Winter Debris for 12ft x 24ft Oval Pool	-1.00	Item		-32.07			Awaiting Return

Line details
Unit the item is sold in.

Latest return orders
RMA number Return status
RMA-010974 Created
RMA-009512 Closed
RMA-009002 Closed
RMA-004054 Closed
RMA-002881 Closed

Latest sales orders
Related information

(1788561) | GBP | USR Model | pla | initial | AX2012Live | Close

Upfront Replacement

1. If the customer requires an upfront replacement for something that has arrived damaged or faulty you generate this through the RMA by clicking on 'Replacement order'

Return order - RMA number: RMA-010975, Staff Account (1 - pla) - Sales order: SO00000236, Aquasure Uk Ltd, Order type: Returned order

File | Return order | General

Return order | Replacement order | Purchase return order | Edit | Cancel order | Header view | Line view | Find sales order | Return | Maintain charges | Charges | Acknowledgement | Return order | Send | Delivery note | Delivery note | Invoice | Attachments | Attachments

SO00078313 : STAF02 - STAFF ACCOUNT

Create replacement order and associate it with the return order.

Return order header

Lines

Kit	Item number	Product name	Quantity	Unit	Unit price	Net amount	Qty returned	Return Reason	Return Stage	Return status	Non Returnable	Hazardous Number
	PRD00003	Slidlock Steering Wheel	-2.00	Item	41.50	-55.61			Awaiting Return	Expected		
	PVH006	Deluxe Triangular Weighted Vac...	-1.00	Item		0.00			Awaiting Return	Expected		

Line details

Create replacement order and associate it with the return order.

Latest return orders

RMA number	Return status
RMA-010975	Created
RMA-009911	Closed
RMA-007994	Closed
RMA-007052	Closed
RMA-007041	Closed

Latest sales orders

Related information

Close

2. If it is a direct replacement with no other changes then just click OK, if you want to send an alternative item then untick 'copy return order lines' At this point you can also amend delivery address and add any references.

Create sales order (1 - pla)

Customer

Copy return order lines ☒

Customer account: STAF02

Name: Staff Account

Contact:

Address

Delivery name: Staff Account

Address: Perimeter House
Napier Road
ST LEONARDS-ON-SEA
TN38 9NY
United Kingdom

Delivery address: Staff Account

Delivery contact:

Contact Tel No.

Alt Contact Tel No.

Contact Email:

Delivery Instructions:

General

Sales order

Sales order: SO00078314

Order type: Sales order

Invoice account: STAF02

Name: Staff Account

References

Customer requisition:

Customer reference:

CRM Case No.

Sales agreement ID:

Project ID:

Currency: GBP

Storage dimensions

Site: PLAHAST

Warehouse:

Intercompany

Intercompany: ☐

Customer Specific Information

Shipping

Administration

OK Cancel

The customer account to be invoiced

3. In the returns header screen it will now show that there is a replacement order

Return order - RMA number: RMA-010975, Staff Account (1 - pla) - Sales order: SO00000236, Aquasure Uk Ltd, Order type: Returned order

File Return order Replacement order Purchase return order Edit Cancel order Header view Line view Find sales order Return Maintain charges Acknowledgement Return order Delivery note Invoice Attachments

SO00078313 : STAF02 - Staff Account

General

Return order
RMA number: RMA-010975
Return reason code:
Deadline: 08/11/2016
Sales order: SO00078313
Customer reference:
CRM Case No. :
Status: Created

Customer account: STAF02
Name: Staff Account
Invoice account: STAF02
Contact:
E-mail: cale@plasticpools.net
Return status: Created

Replacement
Replacement reference: SO00078314
Up-front replacement: ☒

Storage dimensions
Site: PLAHAST
Warehouse:
Created: 08/11/2016 | SO00078313 | STAF02 | PLAHAST

Setup

Administration
Sales taker: Daniel Sawyer
Language: en-gb
Currency: GBP

Intercompany
Autocreate intercompany orders: ☐
Direct delivery: ☐
Origin:
Allow indirect creation: ☐

Date and time
Created date and time: 08/11/2016 11:41:07

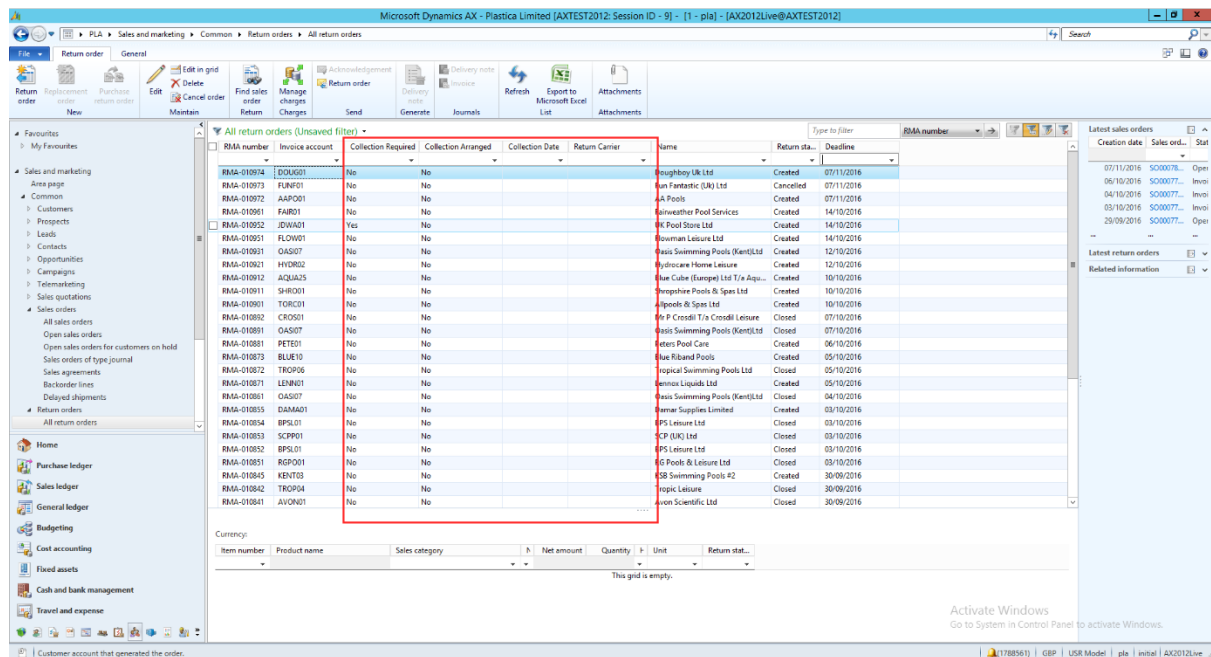
Collection address
Collection Required: No
Collection Arranged: No
Carrier:
Collection Date:
Collection name: Plastica Ltd
Address: Perimeter House
Napier Road
St Leonards-on-sea
East Sussex
TN38 9NY
Collection contact:
Telephone Number:
Collection address: Plastica Ltd

Latest return orders
RMA number Return status
RMA-010975 Created
RMA-009911 Closed
RMA-007994 Closed
RMA-007052 Closed
RMA-007041 Closed
...
Latest sales orders
Related information

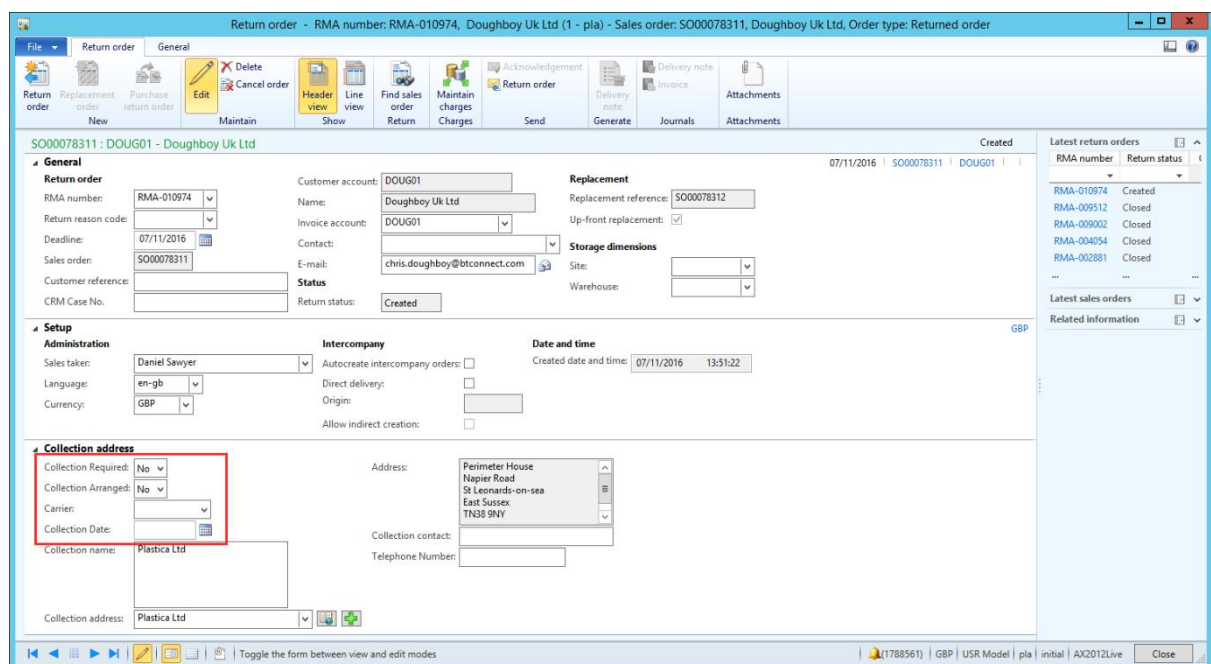
Unique number issued to authorise the return. | 1788561 | GBP | USR Model | pla | initial | AX2012Live | Close

Organising a collection

1. In the returns order overview screen you can now filter by orders that need collection



2. Once a collection has been arranged with a carrier the returns order can be updated with information about who will collect the goods and when.



Processing Returns

Stock and warehouse management > Periodic > Arrival overview

1. This screen is used to see what orders are waiting to arrive at Plastica, to see return orders change the setup name to 'return order' and then click update
2. Now you can find the RMA you want to start the arrival process on, mark the order or line if the whole returns order hasn't yet arrived. Then click 'start arrival'

3. An item arrival journal will now be created and can be found under **Stock and warehouse management > Journals > Item arrival > Item arrival** select the journal for your returns order and then click on lines.

Journal lines, locations (1 - pla) - Journal: ARJ-001000, 1,0000000000, Journa...

File New Delete Validate Post Log Functions Stock

Overview General Dimension

☐	Kit	EAN128/UCC128	Item number	Quantity	Log
			EPU10D	1.00	

EAN128 bar code (1788561) GBP USR Model pla initial AX2012Live Close

4. Next click on the General tab, here is where you decide what will happen with the item next. If the item is damaged and to be scrapped or going back to stock you get set the disposition code at this point. If the item needs to be inspected we will want to start a quarantine order, tick quarantine management and then go to the Dimensions tab and set the warehouse and location to **QUA**

Quarantine orders (1 - pla) - Quarantine number: QUA-001447, 100 Drive Rivets 23.5mm ...

File New Delete Start Report as finished End Functions Stock

View ended: ☒

Overview General Financial dimension Stock dimensions

Stock dimensions		Quarantine stock dimensions	
Configuration:		Configuration:	
Size:		Size:	
Colour:		Colour:	
Style:		Style:	
Site:	PLAHAST	Site:	PLAHAST
Warehouse:	40	Warehouse:	QUA
Batch number:		Batch number:	
Location:	PACKING	Location:	QUA
Serial number:		Serial number:	

Descripti... (1788561) GBP USR Model pla initial AX2012Live Close

5. Then click **Post** to complete the journal, for non-quarantine management orders go straight to **Completing the returns order** section

Journal lines, locations (1 - pla) - Journal: ARJ-001000, 1,0000000000, Journa...

File New Delete Validate **Post** Log Functions Stock

Overview General Dimension

Identification

Journal: ARJ-001000

Line number: 1.0000000000

Date: 08/11/2016

Journal line

Item number: EPU10D

Mode of handling

Check picking location: ☐

Quarantine management: ☒

Reference

Account number: MERM01

Reference: Sales order

Number: SO00056588

Lot ID: STLOT-002164

Quantity: 1.00

Return order

RMA number: RMA-007922

Disposition code:

Identification of th... (1788561) GBP USR Model pla initial AX2012Live Close

6. If you selected quarantine management then the system will create a quarantine order to manage this part of the process. To find the quarantine order go to **Stock and warehouse management > Periodic > Quality Management > Quarantine Orders**

7. Find the relevant quarantine order and assign it to the name of the person who will be responsible for it. You will also need to go to the returns order and update the return status to show what department is currently dealing with the returns order.

Quarantine orders (1 - pla) - Quarantine number: QUA-001446, 3/8in Clear Vinyl Tubing (...)

File New Delete Start Report as finished End Functions Stock

View ended: ☐

Overview General Financial dimension Stock dimensions

Quarantine number	Item number	Quantity	Responsible	Status	Disposition code
QUA-001446	110-0120	1.00	Ade Perry	Created	

Show ol... (1788561) GBP USR Model pla initial AX2012Live Close

Return order - RMA number: RMA-010974, Doughboy Uk Ltd (1 - pla) - Sales order: SO00078311, Doughboy Uk Ltd, Order type: Returned order

File Return order Replacement order Purchase order Edit Cancel order Header view Line view Find sales order Return Maintain charges Acknowledgement Return order Delivery note Invoice Attachments

SO00078311 : DOUG01 - Doughboy Uk Ltd Created

Return order header

Lines

Kit	Item number	Product name	Quantity	Unit	Unit price	Net amount	Qty returned	Return Reason	Return Stage	Return status	Non Returnable	Hazardous Number
	PWA224	A G Winter Debris for 12ft x 24ft Oval Pool	-1.00	Item		-32.07			Awaiting Return	Expected		

Line details

Unit the item is sold in. (1788561) GBP USR Model pla initial AX2012Live Close

Latest return orders

RMA number	Return status
RMA-010974	Created
RMA-009512	Closed
RMA-009002	Closed
RMA-004054	Closed
RMA-002881	Closed

Latest sales orders

Related information

Managing the Quarantine Order

1. To view what items have been assigned to you go to **Stock and warehouse management > Periodic > Quality Management > Quarantine Orders** and filter by 'Responsible'

Quarantine orders (1 - pla) - Quarantine number: QUA-001446, 3/8in Clear Vinyl Tubing (...)

File New Delete Start Report as finished End Functions Stock

View ended: ☐

Overview General Financial dimension Stock dimensions

Quarantine number	Item number	Quantity	Responsible	Status	Disposition code
QUA-001446	110-0120	1.00	Ade Perry	Created	

Show ol... (1788561) GBP USR Model pla initial AX2012Live Close

2. Under the general tab you will find the RMA number, go to the returns overview screen **Sales & Marketing > Common > Returns Orders > All Returns Orders** and click on the RMA. You will then find details of the reported fault or issue under line details of the relevant item line

Return order - RMA number: RMA-010974, Doughboy Uk Ltd (1 - pla) - Sales order: SO00078311, Doughboy Uk Ltd, Order type: Returned order

File Return order Replacement order Purchase return order New Edit Cancel order Maintain Header view Line view Find sales order Return Maintain charges Charges Acknowledgement Return order Delivery note Invoice Attachments

SO00078311: DOUG01 - Doughboy Uk Ltd Created

Return order header

Lines

Kit	Item number	Product name	Quantity	Unit	Unit price	Net amount	Qty returned	Return Reason	Return Stage	Return status	Non Returnable	Hazardous Number
	PWA224	A G Winter Debris for 12ft x 24ft Oval Pool	-1.00	Item		-32.07			Awaiting Return	Expected		

Line details

Fault Reported:

Inspection Report:

Returns Information General Product Foreign trade

Toggle the form between view and edit modes (1788561) GBP USR Model pla initial AX2012Live Close

3. Inspect the item and then enter your report in the RMA Inspection Report field, also update the 'Return Stage' to indicate what needs to happen next

- Now complete the Quarantine order, under the General tab you will find a dropdown box called disposition code. Choose what needs to happen with the item, then click Report as finished and then End

Quarantine orders (1 - pla) - Quarantine number: QUA-001447, 100 Drive Rivets 23.5mm ...

File New Delete Start **Report as finished** **End** Functions Stock

View ended: ☐

Overview General Financial dimension Stock dimensions

Identification

Quarantine number: QUA-001447

Quarantine order

Item number: PLL550

Name: 100 Drive Rivets 23.5mm x 4.8mm

Status: Started

Quarantine date: 08/11/2016

Stock

Lot ID: STLOT-0026

Dimension No.: DIM016980

Quarantine dimension number: DIM016025

Quantity

Quantity: 2.00

Remaining quantity: 2.00

Reference

Type: Sales order

Number: SO00078315

Reference lot: STLOT-0026

Return orders

RMA number: RMA-010976

Disposition code: repl & cre

Navigation icons: Back, Forward, Home, Search, etc.

Identifica... (1788561) GBP USR Model pla initial AX2012Live Close

- If after inspection a replacement is required go to the next section otherwise go straight to **Completing the returns order.**

Replacement Order after Inspection

1. If a replacement item is required go to **Sales & Marketing > Common > Returns Orders > All Returns Orders** and access the RMA. On the line that requires a replacement click on **Return Line > Setup > Replacement Item**

Return order - RMA number: RMA-010976, Staff Account (1 - pla) - Sales order: SO00078315, Staff Account, Order type: Returned order

Return order header

Lines

Kit	Item number	Prodi	Setup	Quantity	Unit	Unit price	Net amount	Qty returned	Return Reason	Return Stage	Return status	Non Returnable	Hazardous Number
	PLL550	100 Di	Charges	-2.00	Pack	12.01	-24.02	-2.00	Warranty Claim	Inspection Requir	Registered		

Line details

Unit the item is sold in.

2. You can replace the item with the same item or an alternative, enter the quantity required and then click Apply

Find replacement item (1 - pla) - Sales order: SO00078315, PLL550, Sales order: SO...

Identical item Alternative item All items

Item number	Site	Sales quantity	Available physical
PLL550	PLAHAST	2.00	31.00

Configuration Size Colour Style Sales quantity Available physical

This grid is empty.

Qty to allocate: 2 Qty allocated: 2
CW qty allocated: 0 CW qty to allocate: 0

Apply Cancel Reset

Updated physical quantity available.

Completing the Returns Order

1. Go to **Sales & Marketing > Common > Returns Orders > All Returns Orders** and access the RMA. Now click on **Delivery Note** button and then click OK to generate the document.

Return order - RMA number: RMA-007922, Mermaid Limited (1 - pla) - Sales order: SO00056588, Mermaid Limited

File | Return order | General

Return order | Replacement order | Purchase return order | Edit | Cancel order | Header view | Line view | Find sales order | Maintain charges | Acknowledgement | Return order | Delivery note | Invoice | Attachments

SO00056588: MERM01 - Mermaid Limited

Return order header

Lines

Kit	Item number	Product name	Quantity	Unit	Unit price	Net amount	Qty returned	Return Reason	Return Stage	Return status	Non Returnable	Hazardous Number
	EPU100	1hp Endurance Duo Pool Pump	-1.00	Item	560.00	-560.00	-1.00	7 day return	EBack to Stock	Registered		

Line details

Fault Reported:

Inspection Report:

Returns Information | General | Product | Foreign trade

Category from the sales category hierarchy

Latest return orders

RMA number	Return status
RMA-010284	Closed
RMA-010283	Closed
RMA-010304	Open
RMA-010303	Closed
RMA-010302	Closed

Latest sales orders

Related information

2. If a replacement order was required after inspection go to the header view and click on the Sales order number, now you can confirm the replacement sales order

Return order - RMA number: RMA-010976, Staff Account (1 - pla) - Sales order: SO00078315, Staff Account, Order type: Returned order

File | Return order | General

Return order | Replacement order | Purchase return order | Edit | Cancel order | Header view | Line view | Find sales order | Maintain charges | Acknowledgement | Return order | Delivery note | Invoice | Attachments

SO00078315: STAF02 - Staff Account

General

Return order

RMA number: RMA-010976

Return reason code:

Deadline: 08/11/2016

Sales order: SO00078315

Customer reference:

CRM Case No.

Customer account: STAF02

Name: Staff Account

Invoice account: STAF02

Contact: sale@plasticpools.net

E-mail: sale@plasticpools.net

Status: Open

Return status: Open

Replacement

Replacement reference: SO00078315

Up-front replacement:

Storage dimensions

Site: PLAHAST

Warehouse:

Setup

Administration

Sales taken: Daniel Sawyer

Language: en-gb

Currency: GBP

Intercompany

Autocreate intercompany orders:

Direct delivery:

Origin:

Allow indirect creation:

Date and time

Created date and time: 08/11/2016 11:50:17

Collection address

Collection Required: No

Collection Arranged: No

Carrier:

Collection Date:

Collection name: Plastica Ltd

Address: Perimeter House, Napier Road, St Leonards-on-sea, East Sussex, TN38 9NY

Collection contact:

Telephone Number:

Collection address: Plastica Ltd

Reference to the replacement order.

Latest return orders

RMA number	Return status
RMA-010976	Open
RMA-010975	Closed
RMA-009911	Closed
RMA-007994	Closed
RMA-007052	Closed

Latest sales orders

Related information

3. Paperwork can now be passed to the Finance department for credit.