IES Purchasing: Goods Return Processing

Purpose

The purpose of this Document is to explain how to process Goods Return Events (RET) on Purchase Orders.

Summary of Order Types

CP = Central Purchasing
ASO = Automated Stock Orders
DDP = Delegated Direct Purchasing
MOD = Manufacture On Demand

Introduction

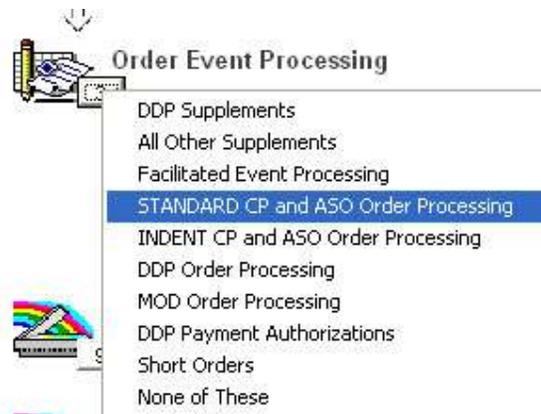Goods Return processing does not occur on all Purchase Orders, and is only processed when

a) some Items are returned to Supplier
b) a correction is necessary because of prior Goods Received Processing that was done incorrectly (RET event processing is the alter ego of GRV Processing, and the only way to correct mistakes with Goods Received Processing)

Source Document

Source Documents are primary input to Purchase Order processing. The source document for RET processing is locally invented, and may optionally be supplemented by the Event Status Print for RET processing (see the User Manual for Purchasing Event Status Prints).

Where to Process

RET Processing is part of what is referred to as Purchase Order Events, and the Purchase Order Events are all processed from the visual Event Screens, where the entire status of a Purchase Order is visible on a single screen.

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From the main Purchasing options, choose "Order Event Processing" and then choose the appropriate option for the Order type, i.e. Standard CP/ASO or Indent CP/ASO (pre-paid Orders), or DDP. MOD Orders must be processed from the MOD Sheets in Manufacture.

The system will open the appropriate screen according to the option selected, and at "PO Number" you must either type the Order Number to process, or use the lookup to select the correct Order.

Any Purchase Order Events may be processed on this screen, but this document is about Goods Return processing specifically, and as such we will only discuss the RET events. The RET event may be processed on any or all Order Items currently showing in the "Received" section. To activate a RET event, you can either dbl-click on an item in this section, or choose the "Invoicing / Goods Return" function. The system responds as follows: -

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Options 3 and 4 are both RET events. A Goods Return may be processed on the total Quantity previously Received, or on a reduced Quantity.

We start with option **3: Item Full Return**

The next step is to select the Item to process a Goods Return on. Bearing in mind that 'Item Full Return' means that the exact Quantity that is shown as Received for the selected Item will be processed as RET and will be returned to the 'On Order section', i.e. as prior to Receiving.

If "batching" is ON, then you will have to capture a Batch Number. If not, then only the "Return Ref" field has to be satisfied. This is a locally invented number.

After this, you may choose PROCESS to complete the RET step for this Order Item.

Hint: The Transaction Date and Period may be amended from what the system defaults, but this is usually not necessary. (See the User Manual for "Period Control on PO's."

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	>>> On Order	Code	Descr	Unit	Price	Quantity	Actua
1	1531088	c/4	DUST-OFF PLUS C	ea	19.99	2.00	
2	3002094	c/3	CANON A85 DIGIT	ea	21.99	2.00	

Observe how the Item disappears from "Received" and re-appears at "On Order"

	>>> Received	Code	Descr	Unit	Price	Quantity	Actua
1	4700110	c/2	KODAK KMA 464 P	ea	14.99	2.00	

The system has now automatically generated the underlying financial Transactions to reflect the event in the Purchasing and related Financial systems.

The next option we look at is option **4: Item Part Return**

Part RET is used to credit only SOME of the quantity that is shown as Received. In this case, you will be allowed and forced to reduce the Quantity. Otherwise, the event is similar to 'Item Full Return'.

Corrections

If a mistake is made with a RET processing event, then the way to correct it is to process a Goods Received event, which will return the Order Item to 'Received' in it's previous state. Thereafter the Order Item may be processed correctly. (See the User Manual for Goods Received Processing.)

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