

## Supplier Returns

Product purchases occasionally need to be returned to suppliers.

BisTrack provides two methods to enter supplier returns.

In this course we will examine using the information from an existing purchasing document and entering returns manually.

We also review the various statuses that a supplier return goes through during the processing cycle.

From the Home tab, select 'Supplier Return'.

You can enter Supplier returns from a Stock Receipt or from a Purchase Order.

Selecting an option from the drop down list changes the button label.

Enter the document number here or search for it by clicking the button.

On the General tab, enter a 'Reference' that provides further description about the return.

Two 'Handling' options are available.

The supplier can 'Collect from branch' or you can arrange to have the products 'Delivered to supplier'.

Your 'Handling' selection determines the address information shown.

Choose the 'Reason' for the return from the drop-down list.

Enter the 'Date required'.

When 'Inspection by supplier is required' check the related box. This is optional and is used to track the inspection step in the process.

Once the inspection is complete, return to this document and enter the 'Inspected on' date along with any 'Notes'.

When returning all products from the purchasing document, complete the Supplier Return by clicking the 'Return All' button.

Open the Lines tab.

The system shows all products from the purchasing document with the 'Qty Received'.

Use the buttons at the bottom of the window to 'Add' another product to the supplier return, change the 'Properties' for a line, 'Remove' a line or 'Print a Label'.

For generic products, click in the 'Qty to Return' column for the line being returned. Enter the quantity.

For tallied lumber products, you must open the 'Properties' to update the 'Quantity'.

Enter the 'Tally' to return by typing in the dialog box or clicking on the 'Tally' button.

The system takes the 'Cost price' shown from the Stock Receipt. You can change it if needed.

Click 'Restore Calculated' to show the 'Total cost' of the return.

Enter any additional 'Notes' for the line.

Click 'Ok' to finish the entry.

BisTrack shows 'Qty to Return' for the line along with the 'Total cost' of both lines returned.

When finished, click the 'Save and Close' button.

The system saves the return and assigns a supplier return number.

Click 'Ok' to clear the message.

A manually entered supplier return is not associated with a specific purchase order or stock receipt.

Select 'Supplier Return' from the Home tab.

Select a 'Supplier' for the return.

Leave the 'Stock Receipt' or 'Purchase Order' dialog box blank.

Set the 'Branch' for the return if different from the branch shown.

Enter the 'Reference', 'Handling', 'Reason' and 'Date Required' on the General tab.

Open the Lines tab.

Select the 'Add' option.

Search for and select the product to return.

On the Supplier Return Line Properties, enter the 'Quantity' being returned.

The 'Cost price' shown is taken from 'Average cost with additional'.

The 'Total cost' is automatically calculated upon entering a 'Quantity'.

As this line is not from a purchasing document, the information at the bottom of the window shows N/A.

Click 'Ok' to complete the line.

The system adds a line and shows the 'Total cost' at the bottom of the window.

'Add' more product lines as required.

When finished, click 'Save and Close'.

A supplier return number is assigned.

Supplier Returns move through a series of four statuses before the system flags the return 'Completed'.

Use 'Find Work' to look for supplier returns that need to be updated.

Use the 'Look for' drop-down list to filter the settings related to supplier return statuses.

Select the 'Supplier Returns for Inspection' option when processing returns that required inspections where the inspection has been completed.

The results area displays returns with a status 'Awaiting Inspection'

Select a return to open.

Upon inspection, enter the 'Inspected on' date and any relevant 'Notes'.

'Save and close' the return.

The system gives you the option to print.

BisTrack updates the return 'Status' to 'Awaiting Return'.

Once your supplier picks up the products enable the 'Picked Up on' box and enter the date this occurred.

If the return's Handling option was set to 'Delivered to supplier', the 'Delivered on' checkbox would be used.

'Save and Close' the return.

The status changes to 'Awaiting Completion'.

This indicates the products have physically left your location and are waiting for supplier acknowledgement.

When the supplier confirms the products are back, open the return.

Check the 'Return completed' box.

The current date is auto filled.

Enter the 'Credit note numbers' if available along with any 'Notes'.

'Save and Close' the return.

The return status is now 'Awaiting Credit'.

When the Accounts Payable clerk receives and processes the supplier credit, BisTrack changes the return status to 'Complete'.

Refer to the Training on Demand course 'AP Invoices and Credits' for further details on entering supplier credits.

Supplier returns can be quickly and accurately entered from an existing purchasing document

When not available a return can be entered manually.

You should now be able to enter both types of supplier returns and follow them through the various statuses of the processing cycle.

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