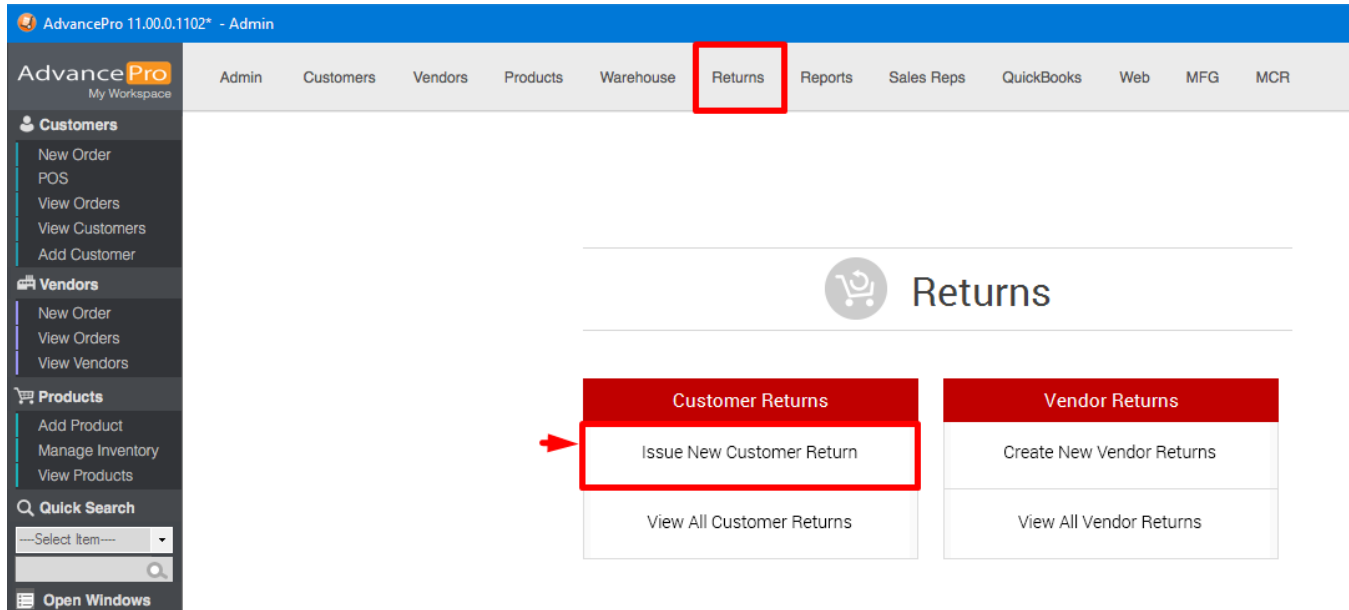


HOW TO: CUSTOMER RETURN

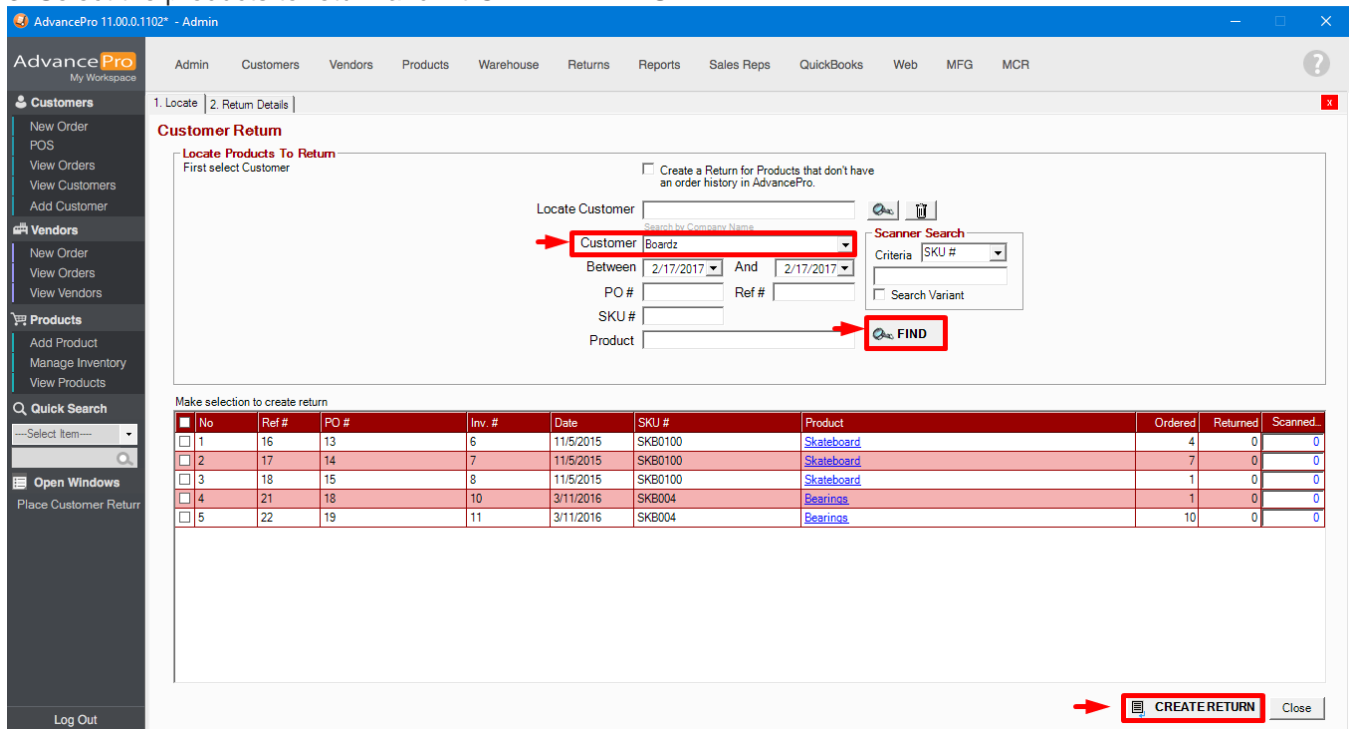
To create a CUSTOMER RETURN from an existing/finalized INVOICE, please follow the procedure below:

1. Go to RETURNS Switchboard >> Click ISSUE NEW CUSTOMER RETURN



2. Specify the Customer, Ref/PO#, SKU, or Product Name and click FIND.

3. Select the products to return and hit CREATE RETURN



4. Enter a **REASON** for each line item. You may also enter **Adjustments, Shipping Charges, Taxes, etc.** on this screen. Hit **SAVE** and **PROCESS** when ready.

AdvancePro 11.00.0.1102* - Admin

Admin Customers Vendors Products Warehouse Returns Reports Sales Reps QuickBooks Web MFG MCR

1. Locate 2. Return Details

Customer Return (New)

RMA # 4 QB Classes: -- Select a Class --

Date 2/17/2017 PO # 19 Ref #

Boardz

Customer Billing Address

Boardz
1st Board Street
Board City, BD, BRD111
Canada
666-1111111

Return Shipping Address

Warehouse 1
1661 Flint Road
Toronto, ON, M3J 2W8
Canada
1 800-970-9071

Return To: Warehouse1 Acc # 6000 0000 666 Sales Rep Exp. date 2/17/2017 Carrier N/A Carrier Acc #

No	SKU #	Product	Qty Ordered	Price \$	Returned	To Ret	Resolution	Reason	Total \$
1	SKB004	Bearings	10	20.00	0	2	Credit	DEFECTIVE	40.00

Total Qty: 2

Adjustment \$ 0.00 Sub Total \$ 40.00
Shipping \$ 0.00 Tax 0.00 N/A
TOTAL \$ 40.00

Print/Export Save PROCESS Cancel Return Close

REQUIRED FIELD: REASON

AFTER HITTING PROCESS:

Return To: Warehouse1 Acc # 6000 0000 666 Sales Rep Exp. date 2/17/2017 Carrier N/A

AdvancePro: Confirmation

Your Customer Return has been sent to the Warehouse

Ret.	Resolution
2	Credit

5. To Receive the Customer Return, go to the **WAREHOUSE SWITCHBOARD** and click on **CUSTOMER RETURNS** (under Receiving)

AdvancePro 11.00.0.1102* - Admin

Admin Customers Vendors Products **Warehouse** Returns Reports Sales Reps QuickBooks Web MFG MCR

Customers

- New Order
- POS
- View Orders
- View Customers
- Add Customer

Vendors

- New Order
- View Orders
- View Vendors

Products

- Add Product
- Manage Inventory
- View Products

Quick Search

---Select Item---

Open Windows

Place Customer Return

Warehouse

Shipping	Receiving	Other
4 Orders To Pick	0 Orders to Receive	Manage Warehouse
0 Orders To Pack	30 Vendor Orders	Picking Location Manager
0 Orders To Ship	1 Customer Returns	View Multiple Transfer History
0 Vendor Returns	0 Transfers to Receive	
0 Transfers to Pick		

6. Click on the RMA# to open the RETURN

AdvancePro 11.00.0.1102* - Admin

Admin Customers Vendors Products Warehouse Returns Reports Sales Reps QuickBooks Web MFG MCR

All Customer Returns (Warehouse)

Total Records: 1 # Per Page 89 Total Pages: 1 Current Page 1

☐ All ☒ To Be Received ☐ Received Between 2/17/2017 and 2/17/2017

Ref # RMA Customer Warehouse

ALL

No	Ref #	RMA #	Customer	Issue Date	Status
1	36	4	Boardz	2/17/2017	To be Received

7. There are 2 WAYS OF PROCESSING THE RETURN (PER LINE ITEM):

- **TO INVENTORY** - This automatically sends the items back to inventory
- **TO REVIEW** - This will allow the user to either SEND TO INVENTORY or DISCARD FROM INVENTORY the returned products

AdvancePro 11.00.0.1102* - Admin

Admin Customers Vendors Products Warehouse Returns Reports Sales Reps QuickBooks Web MFG MCR

All Customer Returns (Warehouse) Total Records: 1 # Per Page 89 Total Pages: 1 Current Page 1

Ref # RMA Customer Warehouse ALL

Customer Return (To Be Received)

Date 2/17/2017
RMA # 4
Ref # 36

Returned To
1661 Flint Road
Toronto, M3J 2W8
Canada

Boardz
Customer Billing Address
Boardz
1st Board Street
Board City, BD, BRD111
Canada

Account # 6000 0000 6666 66 Expected date 2/17/2017 Carrier Carrier Acc #

Product Details

No	SKU	Product	Qty. To Return	IS	Receive	Resolution	Picking	DO
1	SKB004	Bearings	2	IS	2	To Inventory		

Print/Export **RECEIVE** Close

8. Setting the returned items for REVIEW

AdvancePro 11.00.0.1102* - Admin

Admin Customers Vendors Products Warehouse Returns Reports Sales Reps QuickBooks Web MFG MCR

All Customer Returns (Warehouse) Total Records: 1 # Per Page 89 Total Pages: 1 Current Page 1

Ref # RMA Customer Warehouse ALL

Customer Return (To Be Received)

Date 2/17/2017
RMA # 4
Ref # 36

Returned To
1661 Flint Road
Toronto, M3J 2W8
Canada

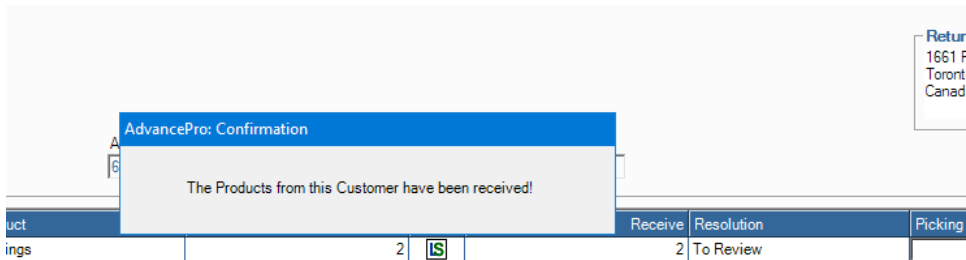
Boardz
Customer Billing Address
Boardz
1st Board Street
Board City, BD, BRD111
Canada

Account # 6000 0000 6666 66 Expected date 2/17/2017 Carrier Carrier Acc #

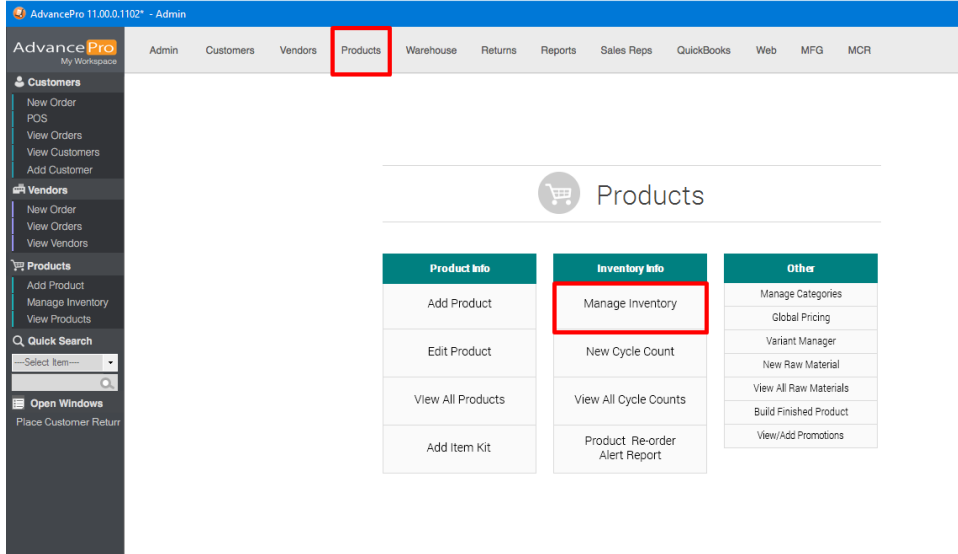
Product Details

No	SKU	Product	Qty. To Return	IS	Receive	Resolution	Picking	DO
1	SKB004	Bearings	2	IS	2	To Review		

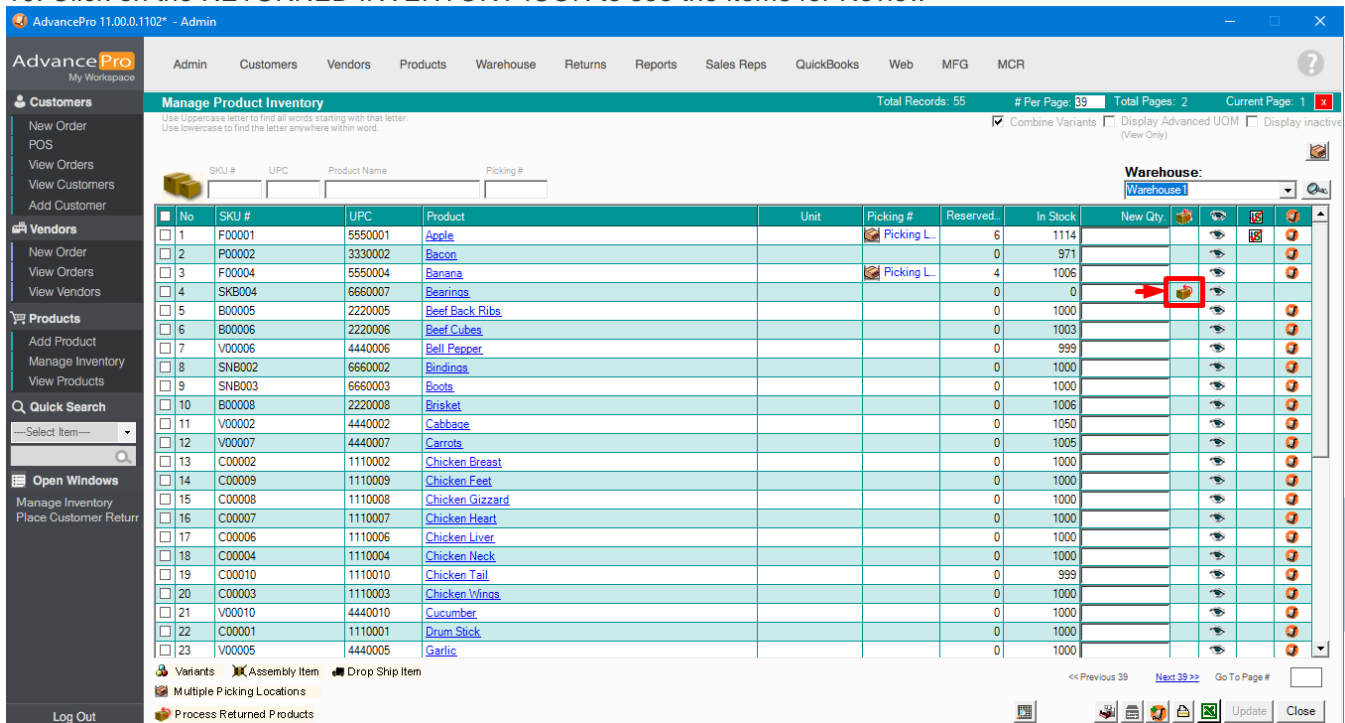
Print/Export **RECEIVE** Close



9. Go to **PRODUCTS Switchboard >> Manage Inventory** to address the returned products that are under review



10. Click on the RETURNED INVENTORY ICON to see the items for Review



11. Specify the items to return to inventory and/or to discard completely. Hit Process and OK

Process Returned Qty

Move returned Products back into inventory

SKU SKB004

Product Name Bearings

Returned Qty In Stock 2

Move Returned Stock

Into Inventory 2

Discard 0

Into Picking Location --Select MPL--

Process Close

Process Returned Qty

Move returned Products back into inventory

SKU SKB004

Product Name Bearings

Returned Qty In Stock 2

Move Returned Stock

Into Inventory 1

Discard 1

Into Picking Location Picking Location A

Process Close

Process Returned Qty

Move returned Products back into inventory

SKU SKB004

Product Name Bearings

Returned Qty In Stock 2

Move Returned Stock

Into Inventory 1

Discard 1

Into Picking Location Picking Location A

Process Close

AdvancePro

Returned Qty has been processed!

OK

12. View the ADJUSTMENT HISTORY of the product by clicking on the Eye Icon

Adjustment History

Product info

SKU # SKB004 Picking # Picking Location A

Product Name Bearings

Stock History

☒ Manual Adjustment ☐ Detailed ☐ Chronological

Adjustment history

No	Date	Reason	Qty	Admin
1	6/19/2013	Initial Stock - Excel Import.	1000	Admin Admin
2	11/5/2015	test	8	Admin Admin
3	11/5/2015	test	10	Admin Admin
4	11/5/2015	test	35	Admin Admin
5	11/5/2015	test	50	Admin Admin
6	2/17/2017	Manual Return - Discard From Inventory (- 1)	1	Admin Admin
7	2/17/2017	Manual Return To Inventory	1	Admin Admin

13. To view and/or print the Return Form, go to **Returns Module** and click **View All Customer**

Returns under "CLOSED" Status

AdvancePro 11.00.0.1102* - Admin

Admin Customers Vendors Products Warehouse Returns Reports Sales Reps QuickBooks Web MFG MCR

View All Customer Returns (RMA's) Total Records: 4 # Per Page 33 Total Pages: 1 Current Page: 1

☐ All ☐ Open ☐ Processed ☒ Closed ☐ Cancelled Between 2/17/2017 and 2/17/2017

RMA Customer Warehouse ALL

No	RMA #	Customer	Issue Date	Order Total	Order Status
1	4	Boardz	2/17/2017	40	Closed
2	2	Beefy Grills	2/14/2017	430	Closed
3	3	Vegetable Market Place	2/14/2017	525	Closed
4	1	All Fresh Vegetables	11/2/2015	40	Closed

Log Out

Close

14. To VIEW and/or PRINT the CREDIT MEMO, go to **CUSTOMERS Switchboard >> View Invoices and Credit**

Memos >> Credit Memo Filter

AdvancePro 11.00.0.1102* - Admin

Admin Customers Vendors Products Warehouse Returns Reports Sales Reps QuickBooks Web MFG MCR

Customer Invoices / Credit Memo's Total Records: 4 # Per Page 33 Total Pages: 1 Current Page: 1

☐ All ☐ All Invoices ☐ Pending ☐ Invoiced ☐ Voided ☒ Credit Memo's Between 2/17/2017 and 2/17/2017

Ref # PO # Invoice # RMA # Customer

No	Ref #	PO #	Invoice #	RMA #	Date	Customer	Total
1	36			4	2/17/2017	Boardz	40.00
2	33			2	2/14/2017	Beefy Grills	430.00
3	34			3	2/14/2017	Vegetable Market Place	525.00
4	9			1	11/2/2015	All Fresh Vegetables	40.00

✓ Invoiced ✗ Voided Invoice

Print/Export Close

SAMPLE CREDIT MEMO PRINT PREVIEW

AdvancePro 11.00.0.1102* - Admin

AdvancePro

My Workspace

Admin

Customers

Customers

Customer Invoices / Credit Memos

New Order

POS

View Orders

View Customers

Add Customer

Vendors

New Order

View Orders

View Vendors

Products

Add Product

Manage Inventory

View Products

Quick Search

Select Item

Open Windows

Credit Memo RMA # 4

Customer Invoices / Credit Memos

View All Customer Returns

Manage Inventory Returns

Place Customer Return

Log Out

Report Viewer

AdvancePro Technologies

1661 Flint Road

Toronto, ON, M3J 2W8

Canada

Tel: 1 800-970-9071

Credit Memo

Date

2/17/2017

Invoice #

4

P.O. #

19

Ref #

36

Billing Address

Boardz

1st Board Street

Board City, BD, BRD111

Canada

666-1111111

Shipping Address

Warehouse1

1661 Flint Road

Toronto, ON, M3J 2W8

Canada

1 800-970-9071

Acc #

6000 0000 6666 6661

Sales Rep

Payment Terms

Ship Date

2/17/2017

Exp. Date

2/17/2017

Carrier

Carrier Acc #

No

SKU #

Product

Qty

Price \$

Total \$

1

SKB004

Bearings

2

0.00

0.00

Sub Total \$

40.00

Shipping \$

0.00

Adjustment \$

0.00

Total Tax \$

0.00

GRAND TOTAL \$

40.00

Weight: 10 lbs

Total Qty: 2

Print Queue

Page 39

Total Pages: 1

Current Page: 1

Credit Memo

Between

2/17/2017

and

2/17/2017

Date

2/17/2017

PO #

19

Ref #

36

Returned To

Cust. Shipping Address

Warehouse1

1661 Flint Road

Toronto, ON, M3J 2W8

Price \$

Total \$

0.00

0.00

Adjustment \$

0.00

Sub Total \$

40.00

TOTAL \$

40.00

Save

Close