

9.01. Return goods to a supplier



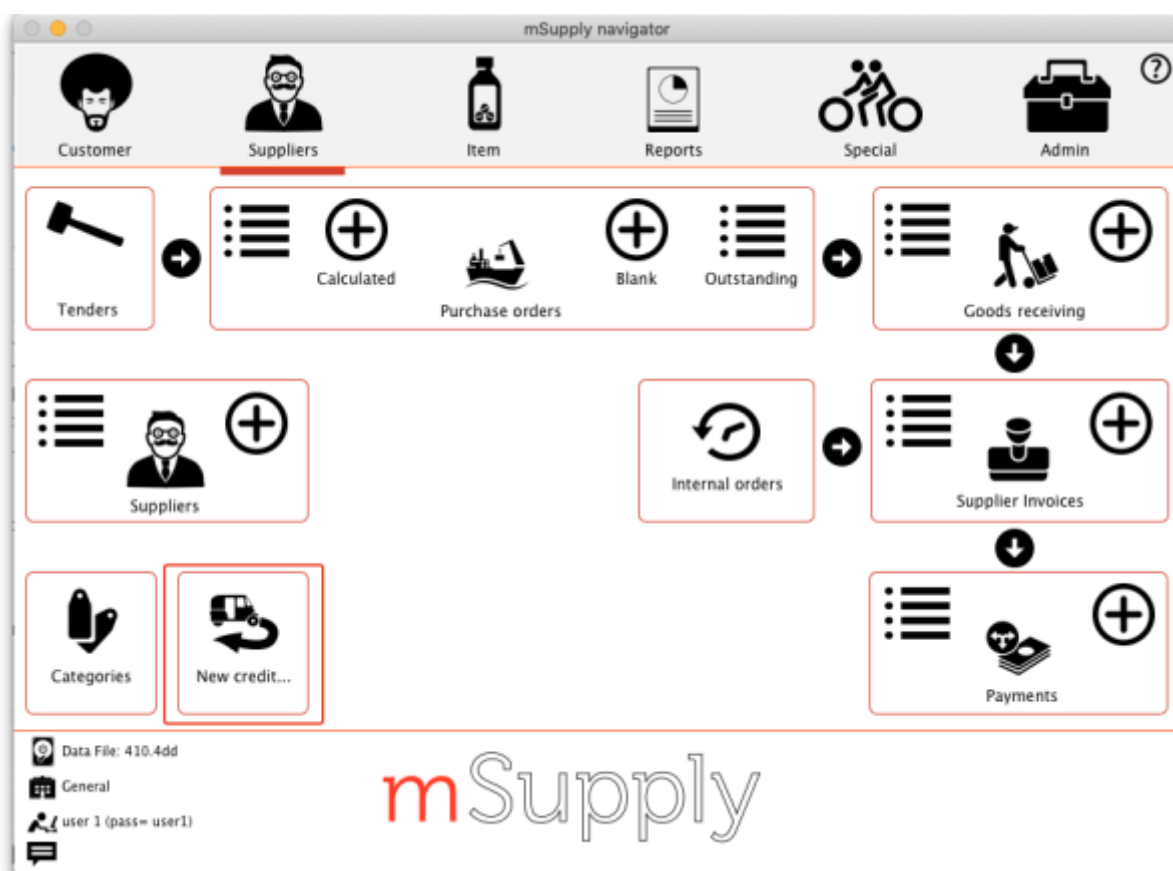
It is important to be able to return goods to a supplier without it being counted as goods being issued to a customer. If you just issue goods to your supplier through a Customer Invoice, then those goods will be counted as part of your store's 'issuance' (consumption). A Supplier credit is the right way to return goods to a supplier.

Goods are returned to a supplier using a supplier credit transaction. There are two ways to create one:

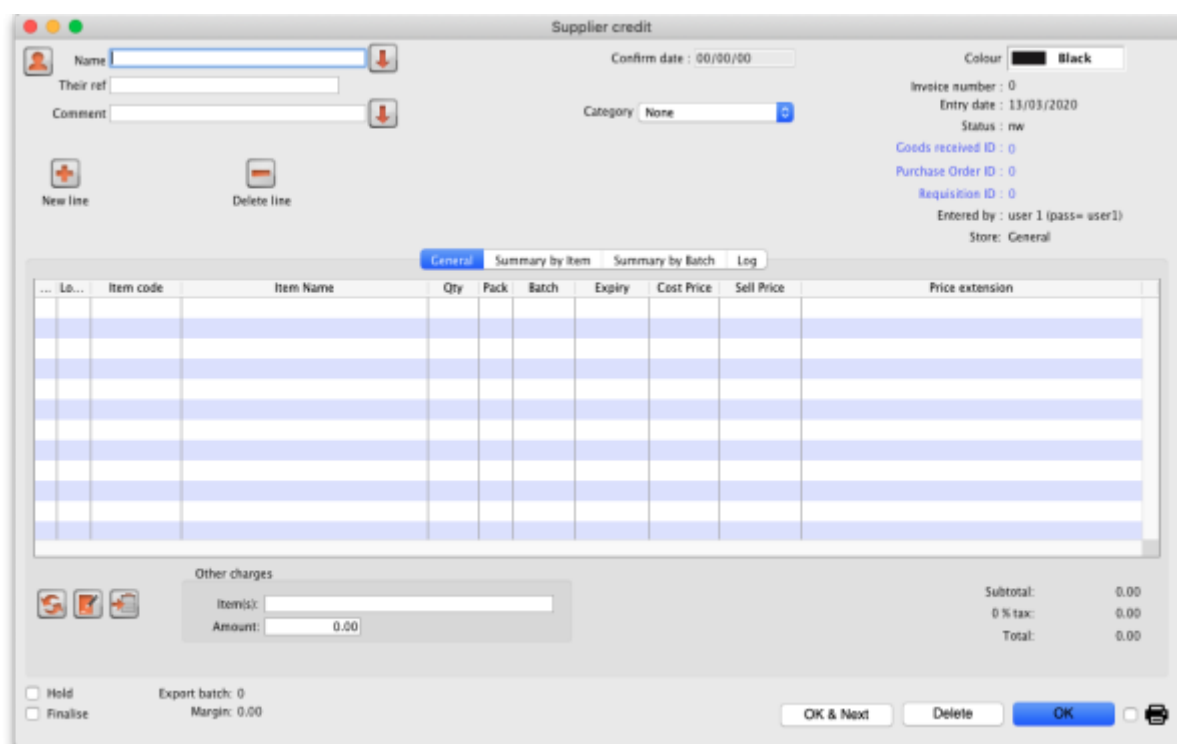
1. Manually create a supplier credit
2. Create a supplier credit from a finalised supplier invoice

Manually create a supplier credit

On the **Suppliers** tab of the navigator, click on the **New credit...** icon (*Supplier > New supplier credit...* in the menus):



This will open the new supplier credit window:



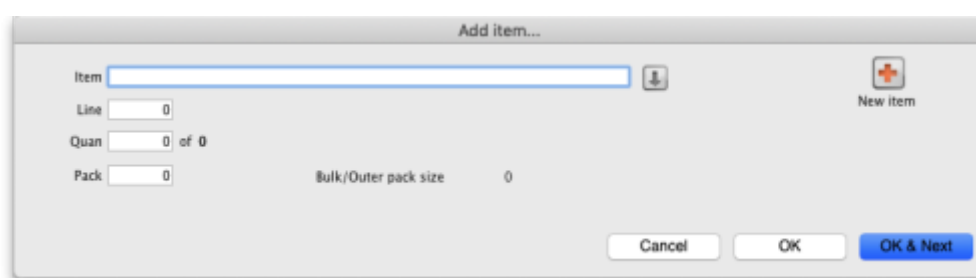
The 'Supplier credit' window is a software interface for creating a credit note. It features a top section with input fields for 'Name', 'Their ref', and 'Comment', each with a dropdown arrow. To the right, there are fields for 'Confirm date' (00/00/00), 'Colour' (Black), 'Invoice number' (0), 'Entry date' (13/03/2020), 'Status' (nw), 'Goods received ID' (0), 'Purchase Order ID' (0), 'Requisition ID' (0), 'Entered by' (user 1), and 'Store' (General). Below these are 'New line' and 'Delete line' buttons. A central tabbed area includes 'General' (selected), 'Summary by item', 'Summary by Batch', and 'Log'. The 'General' tab contains a table with columns: 'Lo...', 'Item code', 'Item Name', 'Qty', 'Pack', 'Batch', 'Expiry', 'Cost Price', 'Sell Price', and 'Price extension'. The table has multiple empty rows. Below the table is an 'Other charges' section with 'Item(s):' and 'Amount: 0.00' fields. To the right of this are 'Subtotal: 0.00', '0 % tax: 0.00', and 'Total: 0.00'. At the bottom left are checkboxes for 'Hold' and 'Finalise', and fields for 'Export batch: 0' and 'Margin: 0.00'. At the bottom right are 'OK & Next', 'Delete', and 'OK' buttons, along with a printer icon.

In the *Name* text box, type the first few characters of the supplier's name then press the Tab key on the keyboard and select the correct supplier in the usual way. Enter a reference and comment in the *Their ref* and *Comment* fields if needed.



If the supplier is on hold you will be warned and asked if you wish to proceed with sending the goods back to them.

Now click on the *New line* button to open the new line window:



The 'Add item...' window is a smaller dialog box for adding a new item to a line. It has an 'Item' text box with a dropdown arrow, a 'Line' field with '0', a 'Quan' field with '0 of 0', and a 'Pack' field with '0'. To the right is a 'Bulk/Outer pack size' field with '0'. A 'New item' button with a plus icon is in the top right. At the bottom are 'Cancel', 'OK', and 'OK & Next' buttons.

Just as you do on a customer invoice, you enter the name of the item and then select the line of stock you wish to return to the supplier (obviously, you're selecting what to return from what you already have in stock). So type the first few characters of the item's name or code in the *Item* field and press the tab key on the keyboard to select the item in the usual way. When you have selected the item, you will be shown the list of all batches you have in stock:



Add item...

Item: Amoxicillin 500mg Capsule AMOS00T

Line: 1

Quan: 0 of 200

Pack: 1000 Bulk/Outer pack size: 0

Line	Issue	Available	Tot in st...	Pack	Hold	Batch	Expdate	Supplier	Location	Cost Price	Sell price	Sta
1	0	200	200	1000		MDO345/56	30/04/2022	testsup01		1.98	1.98	

Total quantity issued: 0
Total quantity available: 200000

Buttons: Cancel, OK, OK & Next

Enter the number of packs to return in the *Quan* field and click on *OK* or *OK & Next* if you want to add another item. When you've finished adding items you'll be back at the supplier credit window:



Supplier credit

Name: Test supplier 01 Confirm date: 00/00/00

Their ref: testsup01 Colour: Black

Comment: Invoice number: 2

Category: None Entry date: 13/03/2020

Status: nw

Goods received ID: 0

Purchase Order ID: 0

Requisition ID: 0

Entered by: user 1 (pass= user1)

Store: General

Buttons: New line, Delete line

Tabs: General, Summary by Item, Summary by Batch, Log

...	Ln...	Item code	Item Name	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension
1		AMOS00T	Amoxicillin 500mg Capsule	3	1000	MD...56	30/04/2022	1.98	1.98	-5.94

Other charges

Item(s):
Amount: 0.00

Subtotal: -5.94
0 % tax: 0.00
Total: -5.94

Buttons: OK & Next, Delete, OK, Print

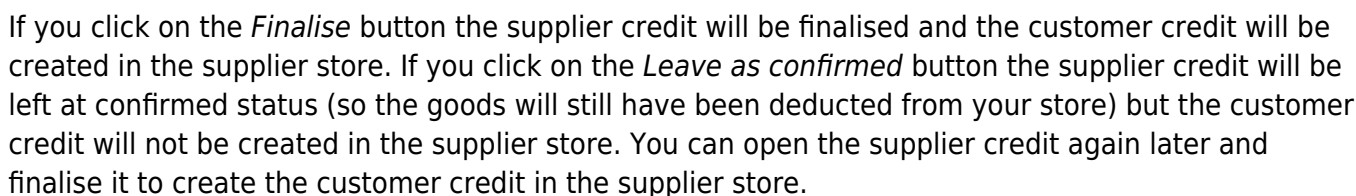
Hold: ☐
Finalise: ☐

Export batch: 0
Margin: ~200.00

Click on the *OK* button and the supplier credit will be automatically confirmed and the stock will be taken out of your system. If you need to print out a packing list or delivery note the click on the printer icon on the bottom right hand corner of the supplier credit window before clicking on the *OK* button.

If the supplier is another store

If the supplier in the *Name* field is another store, mSupply will create an on-hold customer credit in that store so that the users there can easily receive the goods in when they physically arrive at their warehouse. However, just as with normal customer invoice stock transfers, the customer credit will only be created when this supplier credit is finalised. So, if you have not checked the *Finalise* checkbox on the supplier credit before you clicked on the *OK* button, you will be shown this confirmation message:



Create a supplier credit from a finalised supplier invoice

[illegible]

Select the lines you wish to return by clicking on them in the table (the usual Shift and Ctrl/Cmd+click and Ctrl/Cmd+A combinations are available) then click on the button to see the window where you enter the number of packs you wish to return:

Item code	Item name	Location	Batch	Expiry	Pack size	Number of packs available for return	Number of packs to return
AMOS00T	Amoxicillin 500mg Capsule		MDO345/56	2022...000Z	1000	197	197
PAR500T	Paracetamol 500mg Tablet		KLDR452	2023...000Z	100	2000	2000

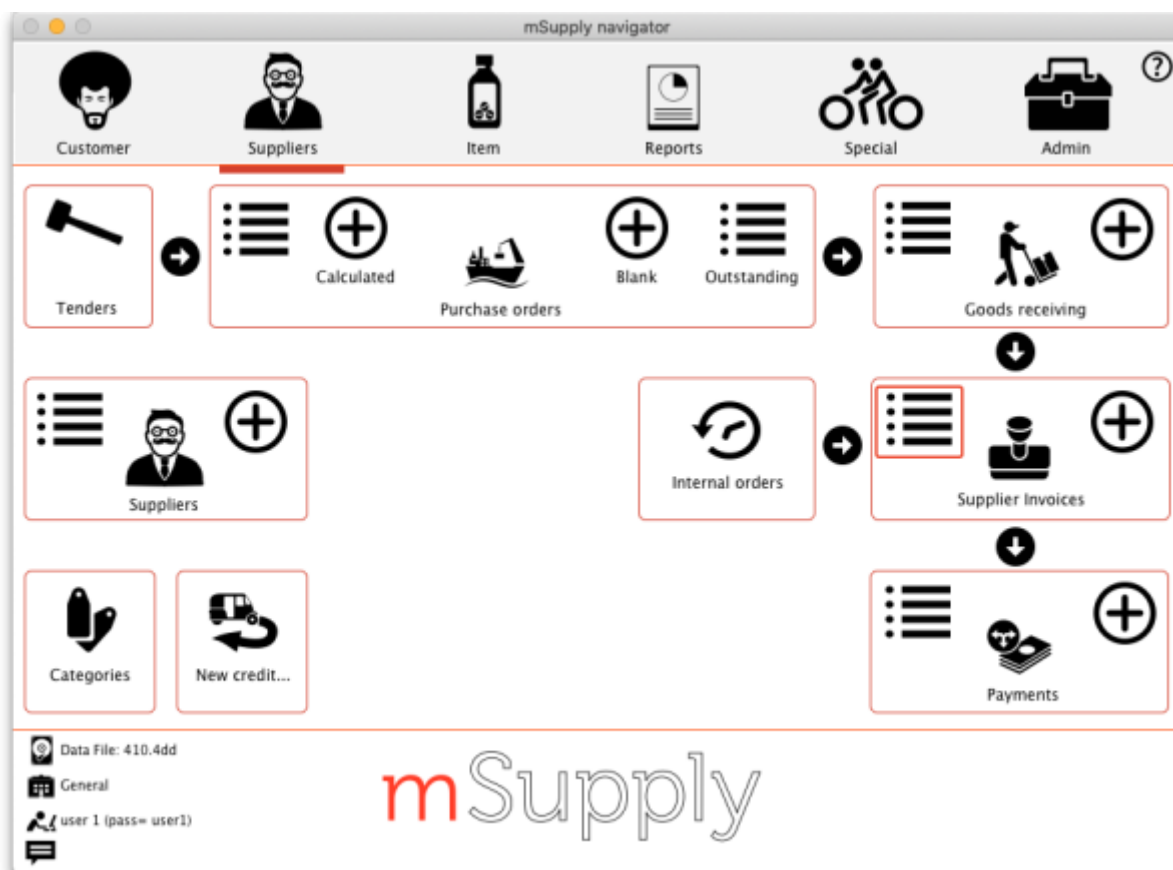
Each line you selected on the supplier invoice is shown in the table. In the *Number of packs to return* column, enter the number of packs you wish to return for each line. If you wish, select the reason for return in the drop down list in the top right hand corner of the window. This drop down list is populated with your supplier credit transaction categories (see the [22.07. Transaction categories](#) section for details on this).

When you're done, click on the *OK* button. mSupply will check you have the quantity you selected in stock. If you do not, you will be warned and you must set a different quantity. If all is well you are asked for confirmation and then a finalised supplier credit (with the transaction category you selected in the *Reason for return* drop down list) is created for you, which you can view as described in [Viewing supplier credits](#).

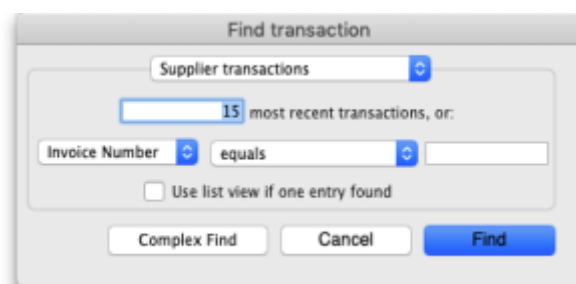
If the supplier is a store, you will be informed that a customer credit has automatically been created in the supplier's store, just as when you create a supplier credit manually. Note that, if you selected a reason for the return, mSupply will look for a customer credit transaction category with a code matching that of the reason you selected and, if it finds one, will apply that to the customer credit.

Viewing supplier credits

To view supplier credits you have created before, click on the show supplier invoice icon on the Suppliers tab of the navigator (*Supplier > Show invoices...* in the menus):



This will show you the search filter window:



Note that the drop down list at the top is set to *Supplier transactions*. Edit the other filter selections as required (leave the top drop down list as it is) and click on the *OK* button to see a list of all supplier transactions (invoices, credits etc.). The supplier credits are the ones with “sc” in the *Type* column:

Name	Type	St...	Entered	Confirmed	Invenum	Total	Their ref	Pickup pri...	Comment	Expor...
Test supplier 01	sc	on	13/0...020	13/0...020	2	-5.94				0
Test supplier 01	si	fn	13/0...020	13/0...020	1	5196				0

To see only supplier credits in the list you can click on the *Supplier credits* item on the left in that window.

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