# 9.01. Return goods to a supplier

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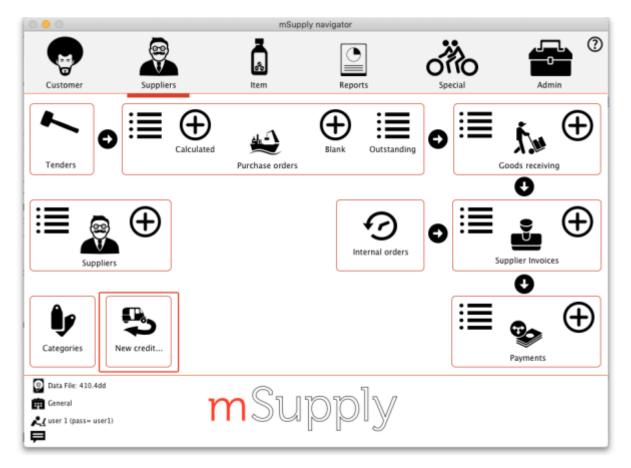
It is important to be able to return goods to a supplier without it being counted as goods being issued to a customer. If you just issue goods to your supplier through a Customer Invoice, then those goods will be counted as part of your store's 'issuance' (consumption ). A Supplier credit is the right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

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Name					Confin	m date : 00/0	0/00	Colour Black			
Their ref Comment	J				Category	None	B	Status : nw	Entry date : 13/03/2020 Status : nw		
•								Goods received ID : 0 Purchase Order ID : 0			
	Delete lies							Requisition ID : 0			
New line	Delete line					Entered by : user 1 (p	ass= user1)				
								Store: General			
		General	Sur	mary by it	em Sumn	sary by Batch	Log				
Lo Item code	Item Name	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension			
		_									
	Other charges										
S 🗾 🐔	item(s):							Subtotal: 0 % tax:	0.00		
	Amount: 0.00							Total:	0.00		
								rour.	0.00		
Hold Exp	port batch: 0										
Finalise Exp	Margin: 0.00							& Next Delete	ок		

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:

			Add item		
ltem				1	New item
Line Quan	0 0 of 0				Hear Ident
Pack	0	Bulk/Outer pack size	0		
				Cancel OK	OK & Next

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	h					
		illin 500m	g Capsule						AMO500T		New item	
Line		1									New Item	
Quan		0 of 200										
Pack	100	0		Bulk/	Outer pa	ack size 0						
Line	Issue	Ausilable	Tot in st	Pack	Hold	Batch	Expdate	Supplier	Location	Cost Price	Sell price	Sta
1	0					MD0345/56				1.98	1.98	514
	_											_
		uantity issu		0				Cance	•	OK	OK&	Next
	otai qua	ntity availa	ble 200	000				50/10				

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:

) N	ame Test suppli	er 01 👢				Confirm	n date : 00/0	0/00	Colour Bla	ck		
Com	nent	testsup01				Category	Vone	0	Invoice number : 2 Entry date : 13/03/2020 Status : rw			
_		_							Coods received ID : 0			
÷		<b>—</b>							Purchase Order ID : 0			
iew lin	e	Delete line								Requisition ID : 0 Entered by : user 1 (pass= user1)		
									Store: General	- 2367.2/		
			General	Sur	nmary by It	em Summ	ary by Batch	Log	20016. 0001010			
Lo	Item code	Item Name	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension			
	AM0500T	Amoxycillin 500mg Capsule	3	1000	MD56	30/04/2022	1.98	1.98		-5.94		
-												
_												
		Other charges										
S) [	r 🖅	item(s):							Subtotal: 0 % tax:	-5.94		
-		Amount: 0.00							Total:	-5.94		
									10141.	-5.94		
Hold	Ex	port batch: 0										
Finalis		Margin: -200.00							OK & Next Delete OK			

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:



If you click on the *Finalise* button the supplier credit will be finalised and the customer credit will be created in the supplier store. If you click on the *Leave as confirmed* button the supplier credit will be left at confirmed status (so the goods will still have been deducted from your store) but the customer credit will not be created in the supplier store. You can open the supplier credit again later and finalise it to create the customer credit in the supplier store.

**A note about transaction categories**: If you have set a transaction category in the supplier credit (the **Category** field in the screenshot above) then, when the customer credit is created in the supplier store, mSupply will look for a customer credit category with the same category code. If it finds one then it will assign it to the customer credit, otherwise it will not assign a category to the customer credit.

## Create a supplier credit from a finalised supplier invoice

If a user has the *Return stock from supplier invoices* preference set (see the 21.15. Managing users section for details), then, when they open a finalised supplier invoice, a *Return selected lines* button will be displayed:

•	•				S	Supplier I	nvoice (Rea	d only)				
2	Na	me Test supplie	er 01 👢				Confirm	m date : 13/0	3/2020		Colour	Black
-	Their Comm		testsup01				Category	None	0	ū	Invoice number : 1 Entry date : 13/03/20 Status : fn	120
				Ret	um d lines						Coeds received ID : 0 Purchase Order ID : 0 Requisition ID : 0 Entered by : user 1 (pu Store: General	userl)
	Lo	Item code	Item Name	_	Pack	y by item Batch	Summary b Expiry	Cost Price	rice Log		Price extension	
	LD	AMO500T	Amoxycillin 500mg Capsule		1000		Expery 30/04/2022				Price extension	396.00
2		PARSOOT	Paracetamol 500mg Tablet	2000	100		31/08/2023					4,800.00
			Other charges									
80		r 🗐	item(s): Amount: 0.00								Subtotal: 0 % tax: Total:	5,196.00 0.00 5,196.00
	fold Inalise		pert batch: 0 Margin: 0.00							OK & Next	Delete	× - e

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
MO500T	Amoxycillin 500mg Capsule		MDO345/56	2022000Z	1000	197	197
ARSOOT	Paracetamol 500mg Tablet		KLDR452	2023000Z	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):

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0 0 0		mSupp	ly navigator		
Customer	Suppliers	ltem.	Reports	Special	Admin
Tenders		بلونی Purchase orders	Blank Outstanding		Goods receiving
Supplier			Internal orders	Ð	iupplier Invoices
Categories	New credit				Payments
Data File: 410.4dd General User 1 (pass= user1)	r	nSu	pply		

This will show you the search filter window:

	Find transaction
	Supplier transactions
	15 most recent transactions, or:
Invoice Nu	mber ᅌ equals ᅌ
	Use list view if one entry found
	Complex Find Cancel Find

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:

•					Trans	actions list						
Find Sum	Order by	Export to Excel	Finalise	Duple		_ `	Tilters	Customise	Modify	Export to MYOB		
Types		Name	T	pe St.	Entered	Confirmed	Invnum	Total	Their ref	Pickslip pri	Comment	Expor
Customer invoices	Test suppl		SC	01		13/0020		2 -5.9				0
Supplier invoices	Test suppl	ier 01	si	fn	13/0020	13/0020		1 519	5			0
Inventory adjustments												
Supplier credits												
Customer credits												
Builds												
Repacks			_	_								_
Find												
By date												
By status			_		_							
My transactions												
My custom filters												
Ney Cascom moers												
	-											

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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