

9.01. Return goods to a supplier



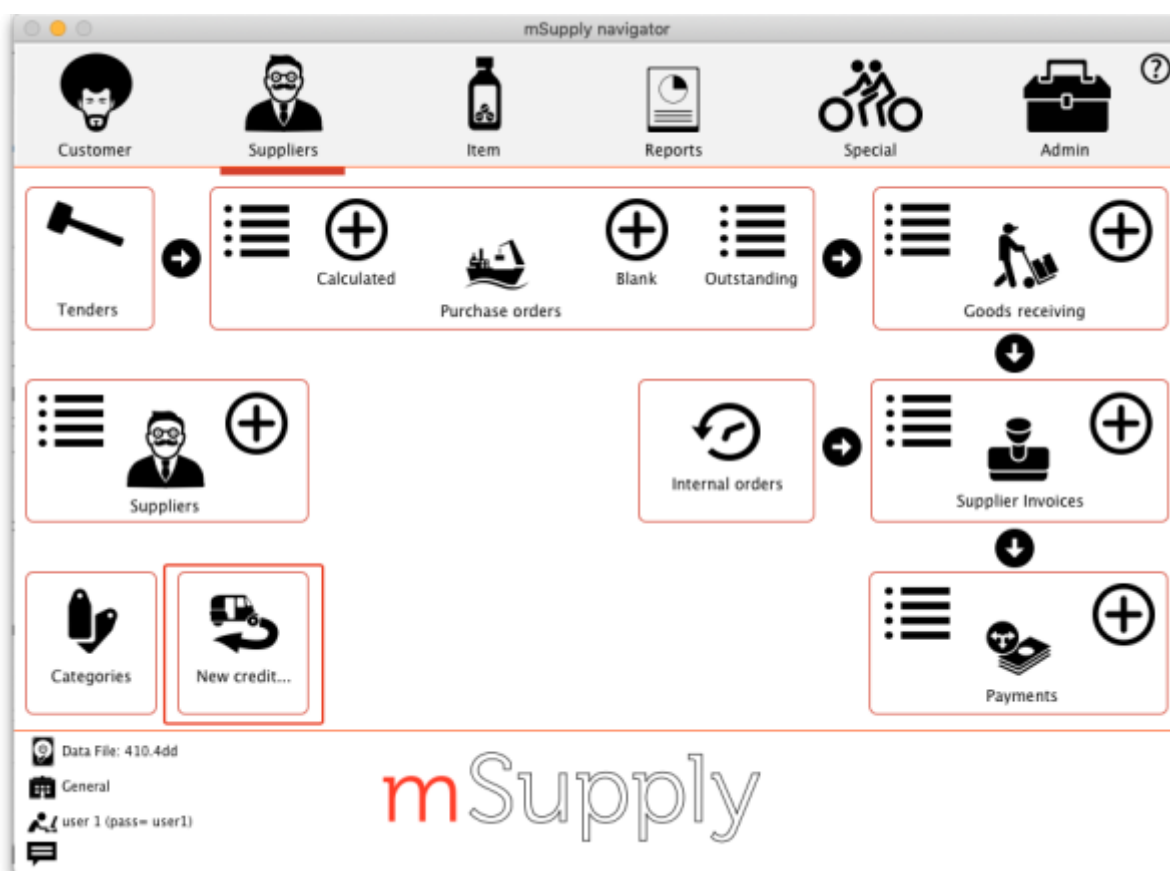
It is important to be able to return goods to a supplier without it being counted as goods being issued to a customer. If you just issue goods to your supplier through a Customer Invoice, then those goods will be counted as part of your store's 'issuance' (consumption). A Supplier credit is the right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

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:

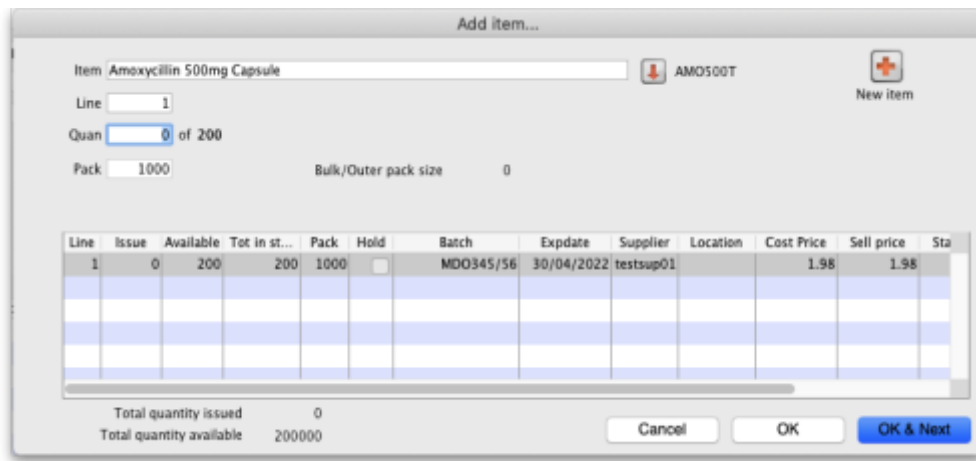
In the *Name* text box, type the first few characters of the supplier's name then press the Tab key on the keyboard and select the correct supplier in the usual way. Enter a reference and comment in the *Their ref* and *Comment* fields if needed.



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:

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

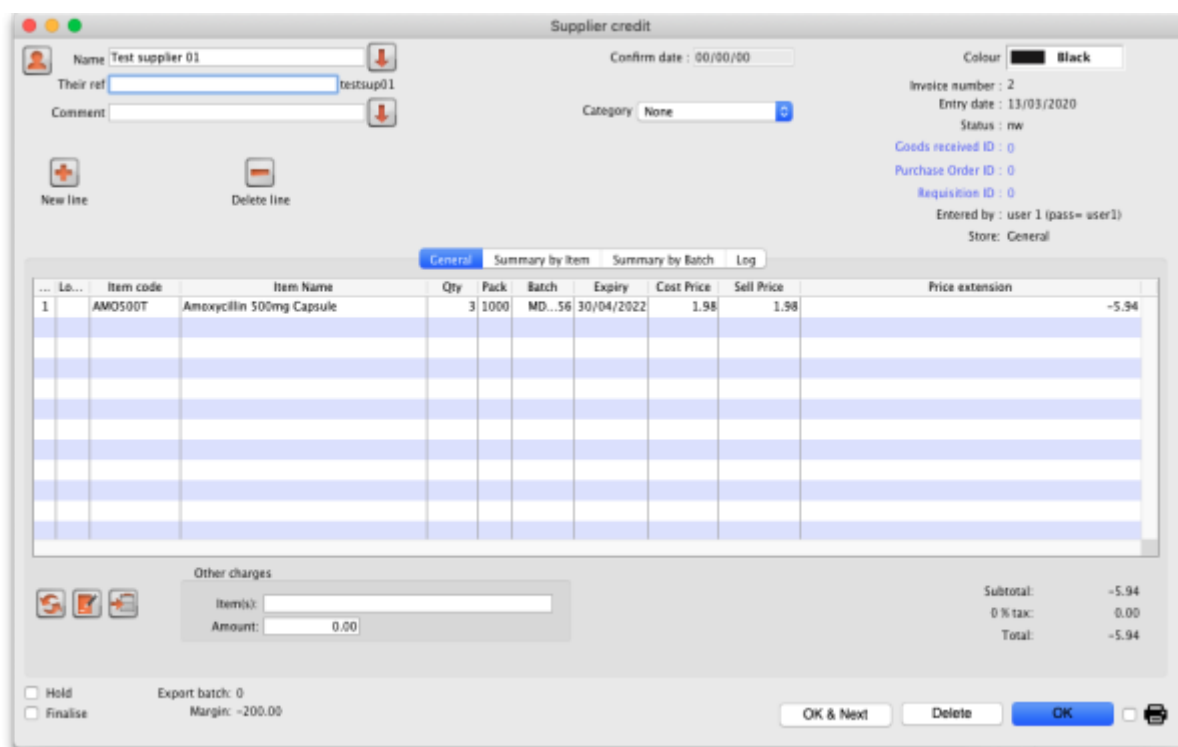
Pack: 1000 Bulk/Outer pack size: 0

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

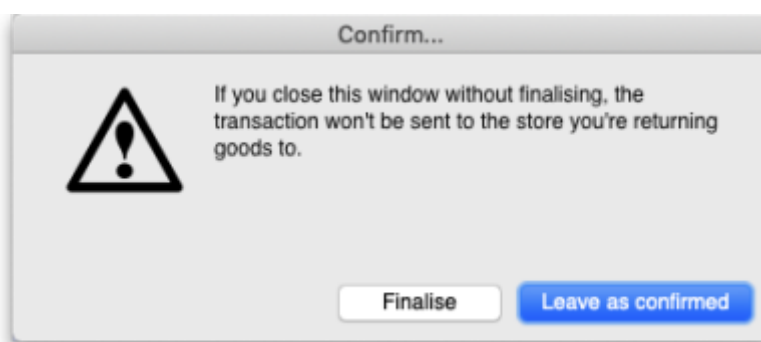
Buttons: OK & Next, Delete, OK, Print

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:



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 [25.15. Managing users](#) section for details), then, when they open a finalised supplier invoice, a *Return selected lines* button will be displayed:

Supplier Invoice (Read only)

Name: Test supplier 01 Confirm date: 13/03/2020 Colour: Black

Their ref: testsup01 Category: None

Comment: Return selected lines

Invoice number: 1 Entry date: 13/03/2020 Status: fn

Goods received ID: 0 Purchase Order ID: 0 Requisition ID: 0

Entered by: user 1 (pass= user1) Store: General

...	Ln...	Item code	Item Name	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extension
1		AMOS00T	Amoxicillin 500mg Capsule	200	1000	MD_56	30/04/2022	1.98	1.98	396.00
2		PARS00T	Paracetamol 500mg Tablet	2000	100	KLDR452	31/08/2023	2.40	2.40	4,800.00

Other charges

Item(s): Amount: 0.00

Subtotal: 5,196.00 0 % tax: 0.00 Total: 5,196.00

Hold Finalise Export batch: 0 Margin: 0.00 OK & Next Delete OK

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.



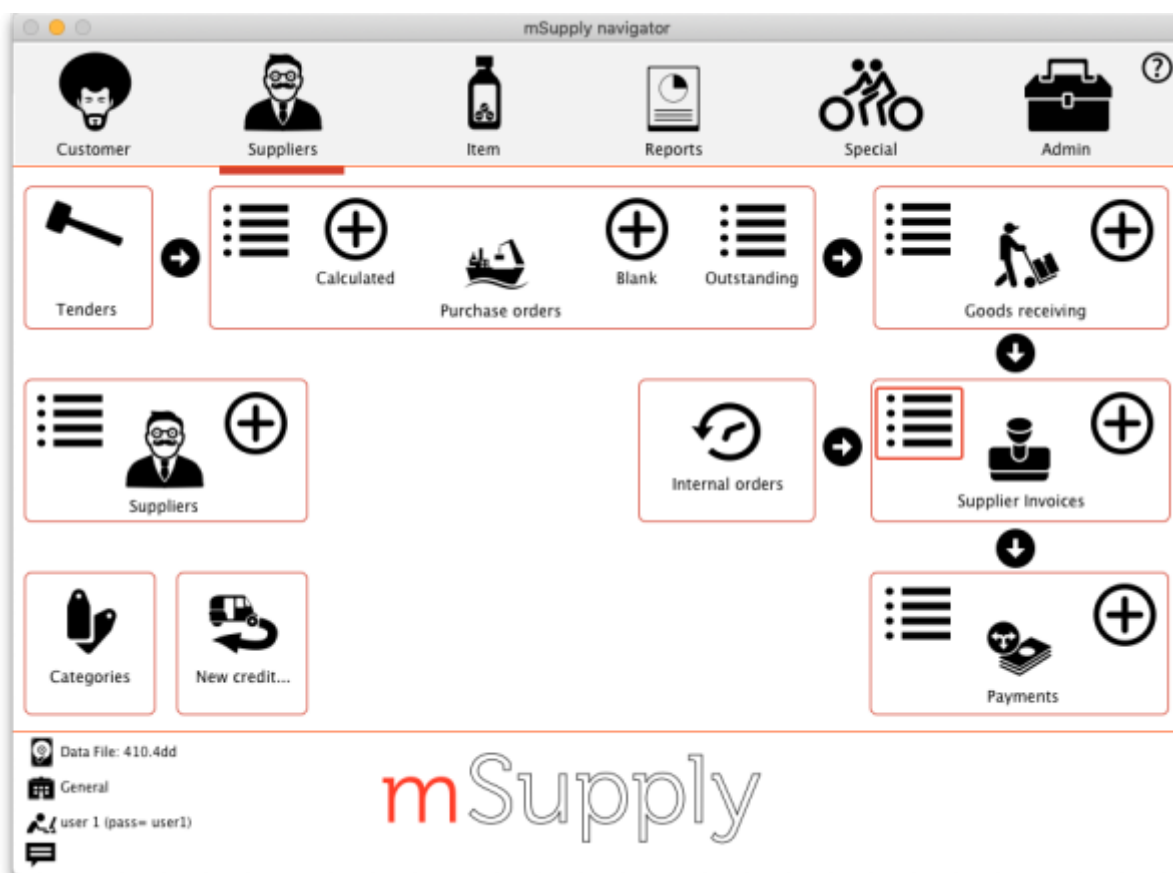
While the Supplier Credit is created from a Supplier Invoice, Legacy mSupply does not (yet) record the logical relationship between the Supplier Credit and the associated Supplier Invoice, Internal Order or Purchase Order. So the Supplier Credit does not have an impact of mSupply's record of outstanding lines in the Internal Order or Purchase Order. For

this feature, you'll be wanting to use [Open mSupply](#) 😎.

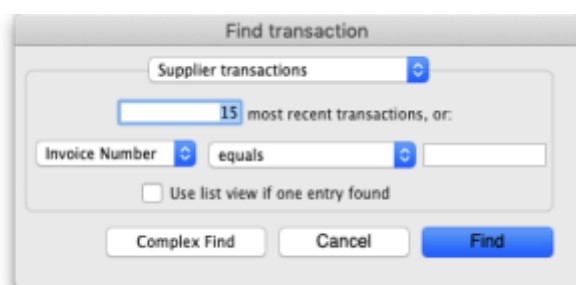
Viewing supplier credits

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:

