Handling Customer Returns by Reducing Order Items

Last Modified on 07/31/2020 3:06 pm EDT

For systems <u>configured to reduce order item quantities</u> (thereby preventing a replacement shipment), creating and receiving a return shipment record will automatically update the original order record so the item quantities match the units the customer is *keeping*.

- 1. Navigate to Menu > Order Management > Orders.
- Use the <u>Quick Search</u> bar to locate the original order. Note: Closed orders must be re-opened before you process the return (Actions > Open Order).
- 3. Click Management tab > Shipping tab > Plus (💽) > Return Shipment.

			Orders				6
🗢 Record: 12 of 21					New 🖶 Edit 🖋 Delete	🗙 🛛 Print 📇	Actions 🛪
Order: 5006	50 Southglen Hig	h School 04/15	/2020			0	PEN 🔴
Sales Order (Management Job Cost	s & Approvals			Notices 🔒	Emails 🚩	Docs Ø
Overview Billin	g Procurement Fulfillm	ert Shipping					*
Shipments							
New y	Date Title	Туре РО (Courier Service C	Courier Tracking #	Cost Tracking Status		Status
Return Shipment	20 Southglen High School	OUT			0.00	*	
				Shipments	0.00		~
Non-Receiving POs (e.g. drop shipments)						
PO Date	Title	Vendor	Req By		Act Shipping Cost Tracking Status		Status
							~
				POs	0.00		
				Total Cost	0.00		
🚺 🖈 Dept AI	Assigned By Jamie Gianell	Assigned To Jamie Gianelli	Tracking Status				÷

- 4. At the Shipping Log module, review the incoming return shipment record:
 - Remove any other items from the Packing List by clicking the **Delete** icon (*****) for those lines.
 - Change the **Quantity** field to show the number of items being returned.

Shipment: 50134 Retur		n; Southglen High School			7/31/2020		PENDING		
Incoming R	eturn Shipment						Notices 🔒	Emails 🚩	Doc
hipped From		Residential 🗌 🖈	Shipment Info		Purchased	Description			
ompany >	Contact	>	Courier Service	Courier Account #	Shipping Cost				
outhglen High S	School 🔍 Nikki H	luang 🤍			0.00				
hipping Terms	FOB	Value	Package Type	L W	H Weight				
		0.00		0 × 0 ×	0				
order >	Purchase Order >	Invoice >	Courier Tracking #		Delivery Date	Package IDs			
	ode Desc	ription	Order	Purchase Order	Exp Qty	Quantity Wei	ght Bin Q	Ref #(s	5) X
Line Item C TB-NATSC	ade Desci 14 The	iption Art of Natural Science	Order ★ > 50060	Purchase Order	Exp Qty	Quantity Weig	ght Bin Q. 0 C–AI	Ref #(s #s	s) X X
Une Item C Dene Item C Dene Item C Dene Item C	ade Desc I4 The Q	iption Art of Natural Science	0rder ≉ > 50060	Purchase Order	Bip Qty 0	Quantity Wel	ght Bin Q. 0 C-AI	Ref #(: #s	s) 💥

- 5. Click Save.
- At the Shipment Received confirmation dialog, click Not Yet.
 This keeps the record in Pending status until the returned product arrives at your warehouse.

When the returned product arrives, your warehouse staff will locate the return shipment record and mark it as received. This will prompt aACE to reduce the quantity of that item on the order.

Manually Send a Replacement Shipment

If you wish to replace the returned items for an individual order, the simplest method is to generate a new order with the desired items, quantities, and prices.