

Introduction to MS Dynamics

NAV XIX. [\(Return Management\)](#)

Ing.J.Skorkovský,CSc.

MASARYK UNIVERSITY BRNO, Czech Republic
Faculty of economics and business administration
Department of corporate economy

Return Management

- **Return Management – better control over claims**
- **Claims – external reaction from Customer**
- **Claims - our reaction to bad quality of delivered items from Vendors**

- You typically create a sales return order to compensate a customer who is dissatisfied with an item that you have sold them. This could be due to a quality issue or delivery of a wrong item, for example

– **Assigning Exact Cost Reversing**

You may agree to compensate a customer by allowing them to return a sold item against a sales return order. When you invoice the sales return order, you may then want to revalue the item at the unit cost that is connected to the original sales entry.

Task

*A representative from customer 10000 calls a salesperson at Cronus and says that he received five units of item **70011** instead of item **70010** and that two units of item **1964-W** were delivered damaged.*

The customer explains that the wrong delivery of item 70010 was his own fault, while item 1964-W appeared to have been damaged during shipment.

The salesperson and the customer agree that item 70011 must be returned to Cronus and a replacement of the same quantity of item 70010 will be shipped to the customer.

*Regarding this replacement, Cronus will charge the customer a restock fee of **5%** of the original order amount.*

*Meanwhile, item 1964-W should not be returned, and the parties agree to settle the case by Cronus providing the customer with a sales allowance of **15%** off the price of the item.*

Selling

1019 The Cannon Group PLC - Sales Order

General Invoicing Shipping Foreign Trade E-Commerce Prepayment

No. 1019

Sell-to Customer No. 10000

Sell-to Contact No. CT000001

Sell-to Customer Name The Cannon Group PLC

Sell-to Address 192 Market Square

Sell-to Address 2

Sell-to Post Code/City B27 4KT Birmingham

Sell-to Contact Mr. Andy Teal

No. of Archived Versions.

Posting Date 09.09.12

Order Date 09.09.12

Document Date 09.09.12

Requested Delivery Date

Promised Delivery Date

Quote No.

External Document No.

Salesperson Code PS

Campaign No.

Opportunity No.

Responsibility Center BIRMINGHAM

Assigned User ID

Status Open

Type	No.	Description	Location Code	Quantity	Reserved Quantity	Unit of Measu...	Unit Price Exd. VAT	Line Amount Exd. VAT	Line Disco...	Qty. to Ship	Quantity Shipped
Item	70011	Glass Door	BLUE	5		PCS	72,30	361,50		5	
Item	1964-W	INNSBRUCK Storage Unit/G.Door	BLUE	2		PCS	292,00	584,00		2	

Order Line Functions Posting Print Help

Customer Information

- Sell-to Customer
- Ship-to Addresses (2)
- Contacts (5)
- Sales History

Bill-to Customer

- Avail. Credit 0

Item Information

- Item Card
- Availability (19)
- Substitutions (0)
- Sales Prices (0)
- Sales Line Di... (0)

And post by F11

Microsoft Dynamics ...

Ship Invoice Ship and Invoice

OK Cancel

Sales & Marketing

- Sales
- Order Processing
 - Customers
 - Contacts
 - Quotes
 - Orders
 - Blanket Orders
 - Return Orders**
 - Invoices

Return Order creation

1001 The Cannon Group PLC - Sales Return Order

General Invoicing Shipping Foreign Trade

No. 1001 [edit]

Sell-to Customer No. 10000 [up]

Sell-to Contact No. CT000001 [up]

Sell-to Customer Name . . . The Cannon Group PLC

Sell-to Address 192 Market Square

Sell-to Address 2

Sell-to Post Code/City . . . B27 4KT [up] Birmingham [up]

Sell-to Contact Mr. Andy Teal

No. of Archived Versions. [0]

Posting Date 09.09.12

Order Date 09.09.12

Document Date 09.09.12

External Document No.

Salesperson Code PS [up]

Campaign No. [up]

Responsibility Center . . . BIRMINGHAM [up]

Assigned User ID [up]

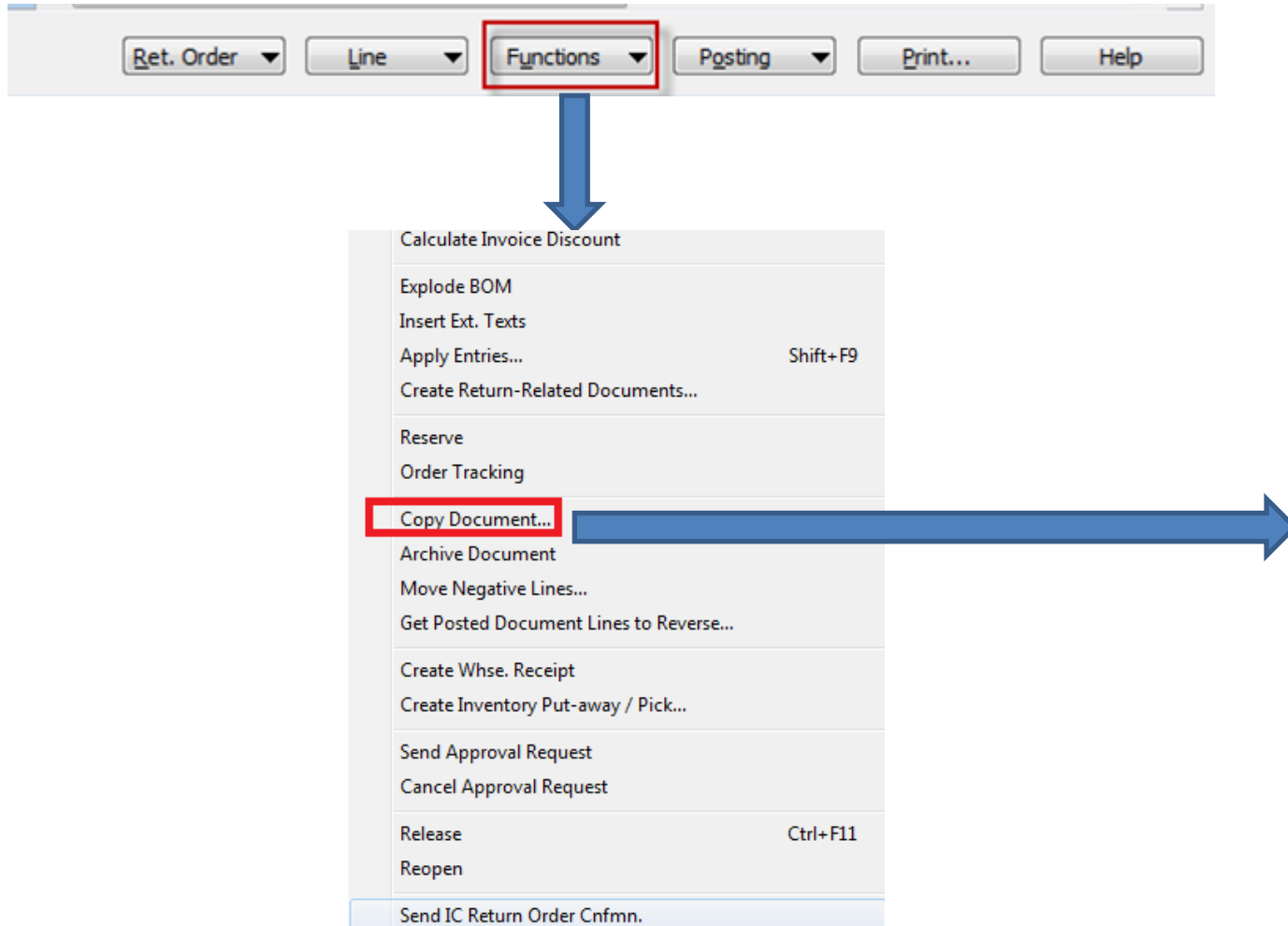
Status Open

T... No.	Description	Return R...	Location ...	Quantity	Unit of M...	Unit Price... L
*▶						

Ret. Order [v] Line [v] **Functions [v]** Posting [v] Print... Help

F3 and customer 10000

Return Order creation



Return Order creation

Copy Sales Document

Options

Document Type Posted Invoice ▾

Document No. ↑

Sell-to Customer No.

Sell-to Customer Name.

Include Header

Recalculate Lines

OK Cancel Help

Posted Sales Invoices

No.	Sell-to Cu...	Sell-to Customer Name	Curre...	Amount	Amount Inclu...	Location ...	No.	Pri
103022	10000	The Cannon Group PLC		1 423,90	1 779,88	BLUE		
103023	10000	The Cannon Group PLC		2 073,30	2 591,63	BLUE		
103024	10000	The Cannon Group PLC		1 799,20	2 249,00	BLUE		
103025	10000	The Cannon Group PLC		125,10	156,38	BLUE		
103026	10000	The Cannon Group PLC		1 261,20	1 576,50	BLUE		
103027	10000	The Cannon Group PLC		275,00	343,75	BLUE		
103028	10000	The Cannon Group PLC		275,00	343,75	BLUE		
103029	10000	The Cannon Group PLC		1 193,30	1 491,63	BLUE		
103031	10000	The Cannon Group PLC		120,00	120,00	BLUE		
103033	10000	The Cannon Group PLC		945,50	1 181,88	BLUE		

OK Cancel Functions ▾ Invoice ▾ Print... Navigate Help

Return Order creation

1001 The Cannon Group PLC - Sales Return Order

General Invoicing Shipping Foreign Trade

No. 1001 Posting Date 09.09.12

Sell-to Customer No. 10000 Order Date 09.09.12

Sell-to Contact No. CT000001 Document Date 09.09.12

Sell-to Customer Name The Cannon Group PLC External Document No.

Sell-to Address 192 Market Square Salesperson Code PS

Sell-to Address 2 Campaign No.

Sell-to Post Code/City B27 4KT Birmingham Responsibility Center BIRMINGHAM

Sell-to Contact Mr. Andy Teal Assigned User ID

No. of Archived Versions. 0 Status Open

Type	No.	Description	Return Reason Code	Location Code	Quantity	Unit of Measure Code	Unit Price Excl. VAT	Line Amount Excl. VAT	Line Disco... %	Appl.-from Item Entry	Line Discount Amount	Return Qty. to Receive	Return Qty. Received	Qty. to Invoice
		Invoice No. 103033:								0	0,00			
		Inv. No. 103033 - Shpt. No. 1...								0	0,00			
Item	70011	Glass Door	WRONG	BLUE	5	PCS	72,30	361,50		368	0,00	5		
Item	1964-W	INNSBRUCK Storage Unit/G.Door	DEFECTIVE	BLUE	2	PCS	292,00	584,00		369	0,00	2		

Ret. Order Line Functions Posting Print... Help

Return Order creation

1001 The Cannon Group PLC - Sales Return Order

General Invoicing Shipping Foreign Trade

No. 1001 Posting Date 09.09.12

Sell-to Customer No. 10000 Order Date 09.09.12

Sell-to Contact No. CT000001 Document Date 09.09.12

Sell-to Customer Name . . . The Cannon Group PLC External Document No. . . SR001

Sell-to Address 192 Market Square Salesperson Code PS

Sell-to Address 2 Campaign No.

Sell-to Post Code/City . . . B27 4KT Birmingham Responsibility Center . . . BIRMINGHAM

Sell-to Contact Mr. Andy Teal Assigned User ID

No. of Archived Versions. 0 Status Open

Type	No.	Description	Return Reason Code	Location Code	Quantity	Unit of Measure Code	Unit Price Excl. VAT	Line Amount Excl. VAT	Line Discount %	Appl.-from Item Entry	Line Discount Amount	Return Qty. to Receive	Re
		Invoice No. 103033:								0	0,00		
		Inv. No. 103033 - Shpt. No. 1...								0	0,00		
Item		70011 Glass Door	WRONG	BLUE	5	PCS	72,30	361,50		368	0,00	5	
Item	1964-W	INNSBRUCK Storage Unit/G.Door	DEFECTIVE	BLUE	2	PCS	292,00	584,00		369	0,00	2	
Item		70010 Wooden Door		BLUE	-5	PCS	52,10	-260,50		0	0,00	-5	
Charge (Item)	S-RE STOCK	Sales Restock Charge		BLUE	5		-3,615	-18,08		0	0,00	5	

72,30 * 0,05=3,615

Ret. Order Line Functions Posting Print... Help

Return Order creation

1001 The Cannon Group PLC - Sales Return Order

General Invoicing Shipping Foreign Trade

No. 1001 [edit] Posting Date 09.09.12

Sell-to Customer No. 10000 [dropdown] Order Date 09.09.12

Sell-to Contact No. CT000001 [dropdown] Document Date 09.09.12

Sell-to Customer Name . . The Cannon Group PLC External Document No. . . SR001

Sell-to Address 192 Market Square Salesperson Code PS [dropdown]

Sell-to Address 2 Campaign No. [dropdown]

Sell-to Post Code/City . . B27 4KT [dropdown] Birmingham [dropdown] Responsibility Center . . . BIRMINGHAM [dropdown]

Sell-to Contact Mr. Andy Teal Assigned User ID [dropdown]

No. of Archived Versions. . . 0 Status Open

Type	No.	Description	Return Reason Code	Location Code	Quantity	Unit of Measure Code	Unit Price Excl. VAT	Line Amount Excl. VAT	Line Discount %	Appl.-from Item Entry	Line Discount Amount	Return Qty. to Receive	Re
		Invoice No. 103033:								0	0,00		
		Inv. No. 103033 - Shtp. No. 1...								0	0,00		
Item	70011	Glass Door	WRONG	BLUE	5	PCS	72,30	361,50		368	0,00	5	
Item	1964-W	INNSBRUCK Storage Unit/G.Door	DEFECTIVE	BLUE	2	PCS	292,00	584,00		369	0,00	2	
Item	70010	Wooden Door		BLUE	-5	PCS	52,10	-260,50		0	0,00	-5	
Charge (Item)	S-RESTOCK	Sales Restock Charge		BLUE	5		-3,615	-18,08		0	0,00	5	

Ret. Order [dropdown] Line [dropdown] Functions [dropdown] Posting [dropdown] Print... Help

- Item Availability by [dropdown]
- Dimensions Shift+Ctrl+D
- Comments
- Item Charge Assignment**
- Item Tracking Lines Shift+Ctrl+I

Return Order creation

1001 The Cannon Group PLC - Sales Return Order

General Invoicing Shipping Foreign Trade

No. 1001 [edit] Posting Date 09.09.12

Sell-to Customer No. 10000 [up] Order Date 09.09.12

Sell-to Contact No. CT000001 [up] Document Date 09.09.12

Sell-to Customer Name The Cannon Group PLC External Document No. SR001

Sell-to Address 192 Market Square Salesperson Code PS [up]

Sell-to Address 2 Campaign No. [up]

Sell-to Post Code/City B27 4KT [up] Birmingham [up] Responsibility Center BIRMINGHAM [up]

Sell-to Contact Mr. Andy Teal Assigned User ID [up]

No. of Archived Versions. 0 Status Open

Type	No.	Description	Return Reason Code	Location Code	Quantity	Unit of Measure Code	Unit Price Excl. VAT	Line Amount Excl. VAT	Line Discount %	Appl.-from Item Entry	Line Discount Amount	Return Qty. to Receive	Re
		Invoice No. 103033:								0	0,00		
		Inv. No. 103033 - Shpt. No. 1...								0	0,00		
Item		70011 Glass Door	WRONG	BLUE	5	PCS	72,30	361,50		368	0,00	5	
Item	1964-W	INNSBRUCK Storage Unit/G.Door	DEFECTIVE	BLUE	2	PCS	292,00	584,00		369	0,00	2	
Item		70010 Wooden Door		BLUE	-5	PCS	52,10	-260,50		0	0,00	-5	
Charge (Item)	S-RESTOCK	Sales Restock Charge		BLUE	5		-3,615	-18,08		0	0,00	5	
▶ Charge (Item)	S-ALLOWANCE	Sales Allowance		BLUE	2		43,80	37,60		0	0,00	2	

584 * 0,15/2 =refund

Ret. Order Line Functions Posting Print... Help

Return Order creation

1001 The Cannon Group PLC - Sales Return Order

General Invoicing Shipping Foreign Trade

No. 1001 [edit] Posting Date 09.09.12
 Sell-to Customer No. 10000 [up] Order Date 09.09.12
 Sell-to Contact No. CT000001 [up] Document Date 09.09.12
 Sell-to Customer Name The Cannon Group PLC External Document No. SR001
 Sell-to Address 192 Market Square Salesperson Code PS [up]
 Sell-to Address 2 Campaign No. [up]
 Sell-to Post Code/City B27 4KT [up] Birmingham [up] Responsibility Center BIRMINGHAM [up]
 Sell-to Contact Mr. Andy Teal Assigned User ID [up]
 No. of Archived Versions. 0 Status Open

Microsoft Dynamics NAV Classic

? Delete selected lines?

Type	No.	Description	Return Reason Code	Location Code	Quantity	Unit of Measure Code	Unit Price Excl. VAT	Line Amount Excl. VAT	Line Disco... %	Appl.-from Item Entry	Line Discount Amount	Return Qty. Re to Receive	Re
		Invoice No. 103033:								0	0,00		
		Inv. No. 103033 - Shpt. No. 1...								0	0,00		
Item		70011 Glass Door	WRONG	BLUE	5	PCS	72,30	361,50		368	0,00	5	
Item	1964-W	INNSBRUCK Storage Unit/G.Door	DEFECTIVE	BLUE	2	PCS	292,00	584,00		369	0,00	2	
Item		70010 Wooden Door		BLUE	-5	PCS	52,10	-260,50		0	0,00	-5	
Charge (Item)	S-RESTOCK	Sales Restock Charge		BLUE	5		-3,615	-18,08		0	0,00	5	
Charge (Item)	S-ALLOWANCE	Sales Allowance		BLUE	2		43,80	87,60		0	0,00	2	

Ret. Order | Line | Functions | Posting | Print... | Help

Return Order creation

1001 The Cannon Group PLC - Sales Return Order

General Invoicing Shipping Foreign Trade

No. 1001 [edit] Posting Date 09.09.12
Sell-to Customer No. 10000 [dropdown] Order Date 09.09.12
Sell-to Contact No. CT000001 [dropdown] Document Date 09.09.12
Sell-to Customer Name . . . The Cannon Group PLC External Document No. . . SR001
Sell-to Address 192 Market Square Salesperson Code PS [dropdown]
Sell-to Address 2 Campaign No. [dropdown]
Sell-to Post Code/City . . . B27 #KT [dropdown] Birmingham [dropdown] Responsibility Center . . . BIRMINGHAM [dropdown]
Sell-to Contact Mr. Andy Teal Assigned User ID [dropdown]
No. of Archived Versions. . . 0 Status Open

Type	No.	Description	Return Reason Code	Location Code	Quantity	Unit of Measure Code	Unit Price Excl. VAT	Line Amount Excl. VAT	Line Disco... %	Appl. -from Item Entry	Line Discount Amount	Return Qty. Re to Receive	Re
		Invoice No. 103033:								0	0,00		
		Inv. No. 103033 - Sht. No. 1...								0	0,00		
Item		70011 Glass Door	WRONG	BLUE	5	PCS	72,30	361,50		368	0,00	5	
Item		70010 Wooden Door		BLUE	-5	PCS	52,10	260,50		0	0,00	-5	
Charge (Item)	S-RESTOCK	Sales Restock Charge		BLUE	5		-3,615	-18,08		0	0,00	5	
Charge (Item)	S-ALLOWANCE	Sales Allowance		BLUE	2		43,80	87,60		0	0,00	2	

Ret. Order Line Functions Posting Print... Help

- Calculate Invoice Discount
- Explode BOM
- Insert Ext. Texts
- Apply Entries... Shift+F9
- Create Return-Related Documents...
- Reserve
- Order Tracking
- Copy Document...
- Archive Document
- Move Negative Lines...**
- Get Posted Document Lines to Reverse...
- Create Whse. Receipt
- Create Inventory Put-away / Pick...
- Send Approval Request
- Cancel Approval Request
- Release Ctrl+F11
- Reopen
- Send IC Return Order Cnfm.

Return Order creation

Move Negative Sales Lines

Options

Order & Invoice
To Document Type . . . Return Order

Return Order & Credit ...
To Document Type . . . **Order**

When you move a negative sales line to your selected document type, the quantity of the line on the selected document becomes positive.

OK Cancel Help

Microsoft Dynamics NAV Classic

? Order 1020 has been created. Do you want to view the created document?

Ano Ne

Return Order creation

1001 The Cannon Group PLC - Sales Return Order

General Invoicing Shipping Foreign Trade

No. 1001 [edit] Posting Date 09.09.12

Sell-to Customer No. 10000 [up] Order Date 09.09.12

Sell-to Contact No. CT000001 [up] Document Date 09.09.12

Sell-to Customer Name The Cannon Group PLC External Document No. SR001

Sell-to Address 192 Market Square Salesperson Code PS [up]

Sell-to Address 2 Campaign No. [up]

Sell-to Post Code/City B27 4KT [up] Birmingham [up] Responsibility Center BIRMINGHAM [up]

Sell-to Contact Mr. Andy Teal Assigned User ID [up]

No. of Archived Versions. 0 Status Open

Type	No.	Description	Return Reason Code	Location Code	Quantity	Unit of Measure Code	Unit Price Excl. VAT	Line Amount Excl. VAT	Line Discount %	Appl.-from Item Entry	Line Discount Amount	Return Qty. to Receive	Re
		Invoice No. 103033:								0	0,00		
		Inv. No. 103033 - Sht. No. 1...								0	0,00		
Item	70011	Glass Door	WRONG	BLUE	5	PCS	72,30	361,50		368	0,00	5	
Charge (Item)	S-RESTOCK	Sales Restock Charge		BLUE	5		-3,615	-18,08		0	0,00	5	
Charge (Item)	S-ALLOWANCE	Sales Allowance		BLUE	2		43,80	87,60		0	0,00	2	

Ret. Order Line Functions Posting Print... Help

Created Return order before assigning Sales allowance

1001 The Cannon Group PLC - Sales Return Order

General Invoicing Shipping Foreign Trade

No. 1001 [edit] Posting Date 09.09.12

Sell-to Customer No. 10000 [up] Order Date 09.09.12

Sell-to Contact No. CT000001 [up] Document Date 09.09.12

Sell-to Customer Name The Cannon Group PLC External Document No. SR001

Sell-to Address 192 Market Square Salesperson Code PS [up]

Sell-to Address 2 Campaign No. [up]

Sell-to Post Code/City B27 4KT [up] Birmingham [up] Responsibility Center BIRMINGHAM [up]

Sell-to Contact Mr. Andy Teal Assigned User ID [up]

No. of Archived Versions. 0 Status Open

Type	No.	Description	Return Reason Code	Location Code	Quantity	Unit of Measure Code	Unit Price Excl. VAT	Line Amount Excl. VAT	Line Discount %	Appl.-from Item Entry	Line Discount Amount	Return Qty. to Receive	Re
		Invoice No. 103033:								0	0,00		
		Inv. No. 103033 - Shpt. No. 1...								0	0,00		
Item		70011 Glass Door	WRONG	BLUE	5	PCS	72,30	361,50		368	0,00	5	
Charge (Item)	S-RESTOCK	Sales Restock Charge		BLUE	5		-3,615	-18,08		0	0,00	5	
Charge (Item)	S-ALLOWANCE	Sales Allowance		BLUE	2		43,80	87,60		0	0,00	2	

Ret. Order Line Functions Posting Print... Help

Assign sales allowance

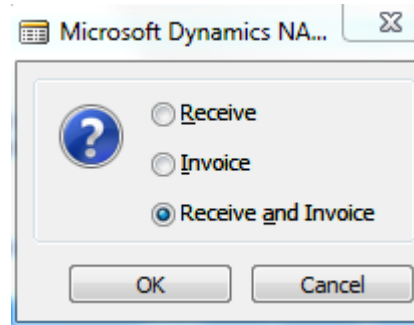
S-ALLOWANCE Sales Allowance - Item Charge Assignment (Sales)

Applies-to Doc. Type	Applies-to Doc. No.	Applies-to Doc. Line No.	Item No.	Description	Qty. to Assign	Qty. Assigned	Amount to Assign	Qty. to Ship (Base)	Qty. Shipped (Base)	Ret. to R. (Bas
Return ...	1001	30000	70011	Glass Door	2		87,60			

	Assignable	To Assign	Rem. to Assign
Total (Qty.)	2	2	0
Total (Amount)	87,6	87,6	0

Functions Help

Post RO and new created SO



Posting Date	Document Type	Document No.	Customer...	Description	Original Amount	Amount	Remaining Am...	Due Date	Open
09.09.12	Invoice	103029	10000	Order 1012	1 491,63	1 491,63	0,00	09.10.12	
09.09.12	Invoice	103031	10000	Order 1016	120,00	120,00	0,00	09.10.12	
09.09.12		G00001	10000	The Cannon Group PLC	-100 000,00	-100 000,00	-96 124,37	09.09.12	✓
09.09.12	Payment	G00003	10000	The Cannon Group PLC	-156,38	-156,38	-156,38	09.09.12	✓
09.09.12	Payment	G00008	10000	The Cannon Group PLC	-30 000,00	-30 000,00	-23 379,49	09.09.12	✓
09.09.12	Invoice	103033	10000	Order 1019	1 181,88	1 181,88	643,10	09.10.12	✓
09.09.12	Credit Memo	104006	10000	Return Order 1001	-538,78	-538,78	0,00	09.09.12	
09.09.12	Invoice	103034	10000	Order 1020	325,63	325,63	325,63	09.09.12	✓

Created Credit Memo

Sales - Credit Memo
Page 1

The Cannon Group PLC
Mr. Andy Teal
192 Market Square
Birmingham, B27 4KT
Great Britain

CRONUS, Birmingham RC.
Aaron Nicholls
Main Street, 14
B27 4KT Birmingham

Phone No. +44-161 818192
Fax No. +44-161 818100
VAT Reg. No. GB777777777
Giro No. 888-9999
Bank World Wide Bank
Account No. 99-99-888

Bill-to Customer No. 10000

9. September 2012

VAT Registration No. 789456278
Salesperson Peter Sadow

Credit Memo No. 104006
Return Order 1001
Posting Date 09.09.12
(Applies to Invoice 103033)
Prices Including VAT No

No.	Description	Quantity	Posted Return Receipt Date	Unit of Measure	Unit Price	Disc. %	VAT Identifier	Amount
	Invoice No. 103033: Inv. No. 103033 - Shpt. No. 102045:							
70011	Glass Door	5	09.09.12	Piece	72,30		VAT25	361,50
S-RESTOCK	Sales Restock Charge	5	09.09.12		-3,615		VAT25	-18,08
S-ALLOWANC	Sales Allowance	2	09.09.12		43,80		VAT25	87,60

Total GBP Excl. VAT 431,02
VAT Amount 107,76
Total GBP Incl. VAT 538,78

VAT Amount Specification

VAT Identifier	VAT %	Line Amount	Inv. Disc. Base Amount	Invoice Discount Amount	VAT Base	VAT Amount
VAT25	25	-18,08	0,00	0,00	-18,08	-4,52
VAT25	25	449,10	361,50	0,00	449,10	112,28
Total		431,02	361,50	0,00	431,02	107,76

Ship-to Address
Blue Warehouse
Jeff Smith
South East Street, 3
Birmingham, B27 4KT
Great Britain

Item Ledger Entries

Posting Date	Entry Type	Document Type	Document No.	Item No.	Description	Lot No.	Location Code	Quantity	Invoiced Quantity	Remaining Quantity	Sales Amount (Actual)	Cost (Act.)
09.09.12	Sale	Sales Shipment	102040	1980-S			BLUE	-1	-1	0	123,30	
09.09.12	Sale	Sales Shipment	102040	1980-S			BLUE	-5	-5	0	500,00	
09.09.12	Sale	Sales Shipment	102040	1980-S			BLUE	-6	-6	0	570,00	
09.09.12	Sale	Sales Shipment	102042	NS_0005_01			BLUE	-10	-10	-10	120,00	
09.09.12	Sale	Sales Shipment	102043	X100		GB_001	BLUE	-40	-40	0	6 000,00	
09.09.12	Sale	Sales Shipment	102043	X100		GB_002	BLUE	-20	-20	0	3 000,00	
09.09.12	Sale	Sales Shipment	102045	70011			BLUE	-5	-5	0	361,50	
09.09.12	Sale	Sales Shipment	102045	1964-W			BLUE	-2	-2	0	584,00	
09.09.12	Sale	Sales Return Receipt	107005	70011			BLUE	5	5	5	-431,02	
09.09.12	Sale	Sales Shipment	102046	70010			BLUE	-5	-5	0	260,50	

End of the section XIX.

