

# Introduction to MS Dynamics

## NAV 2018 [\(Return Management\)](#)

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# 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 (subtly complicated)

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

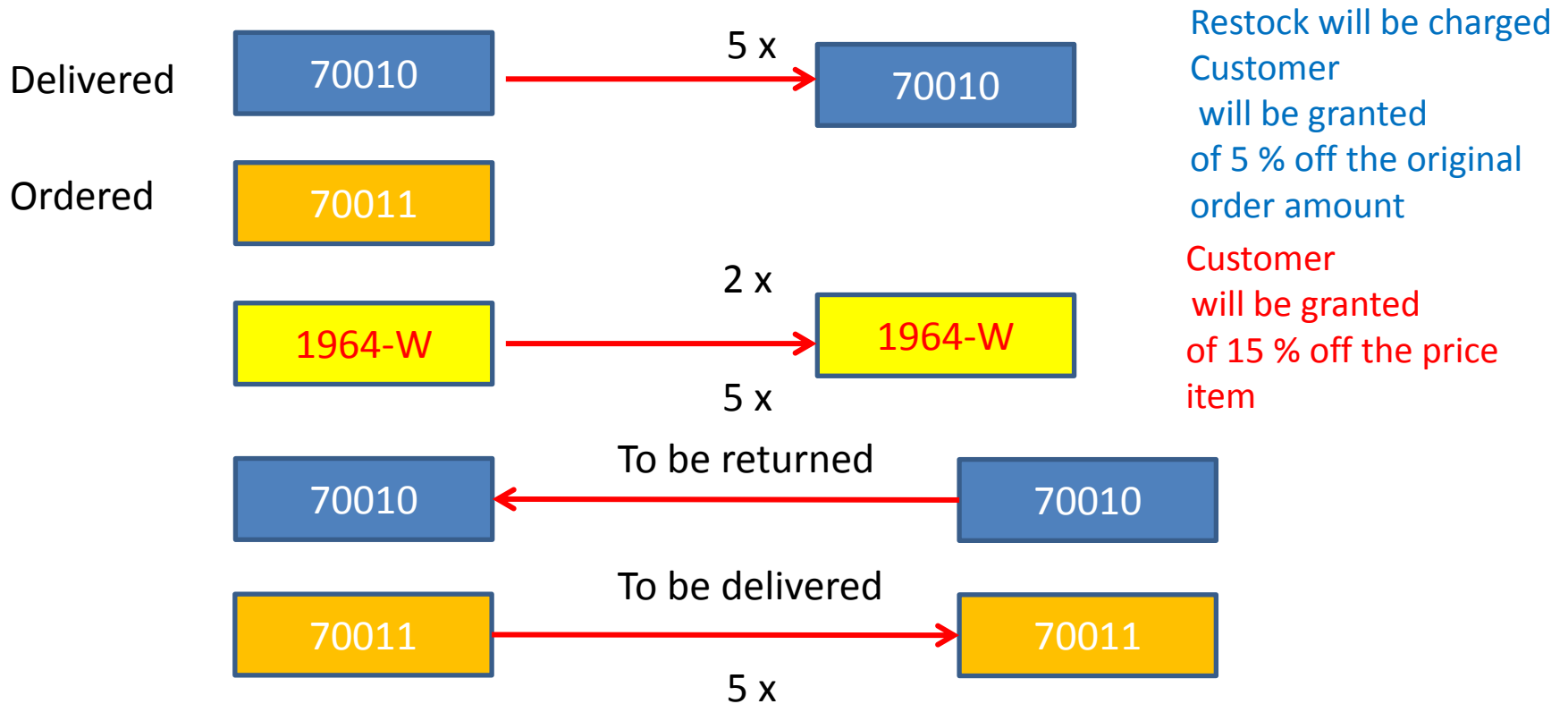
*The customer explains that the wrong delivery of item 70010 **was his own fault**, while item 1964-W appeared to have been damaged during shipment.*

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

# Diagram of the task



# Setup of Sales & Receivables

## Sales & Receivables Setup

### General

Discount Posting:	All Discounts	Copy Comments Blanket to Order:	<input checked="" type="checkbox"/>
Credit Warnings:	Both Warnings	Copy Comments Order to Invoice:	<input checked="" type="checkbox"/>
Stockout Warning:	<input checked="" type="checkbox"/>	Copy Comments Order to Shpt.:	<input checked="" type="checkbox"/>
Shipment on Invoice:	<input checked="" type="checkbox"/>	Copy Cmts Ret.Ord. to Cr. Memo:	<input checked="" type="checkbox"/>
Return Receipt on Credit Memo:	<input checked="" type="checkbox"/>	Copy Cmts Ret.Ord. to Ret.Rcpt:	<input checked="" type="checkbox"/>
Invoice Rounding:	<input checked="" type="checkbox"/>	Allow VAT Difference:	<input type="checkbox"/>
Ext. Doc. No. Mandatory:	<input type="checkbox"/>	Calc. Inv. Discount:	<input type="checkbox"/>
Appln. between Currencies:	All	Calc. Inv. Disc. per VAT ID:	<input type="checkbox"/>
Logo Position on Documents:	No Logo	VAT Bus. Posting Gr. (Price):	
Default Posting Date:	Work Date	Exact Cost Reversing Mandatory:	<input checked="" type="checkbox"/>
Default Quantity to Ship:	Remainder	Archive Quotes and Orders:	<input type="checkbox"/>
Posting Desc. Code:		Allow Alter Posting Groups:	<input type="checkbox"/>
		Automatic Adv. Invoice Posting:	<input checked="" type="checkbox"/>

# Sales Order

1022 · BYT-KOMPLET s.r.o.

General

Sell-to Customer No.: 10000  
Sell-to Customer Name: BYT-KOMPLET s.r.o.  
Sell-to City: Kyjov  
Posting Desc. Code:  
Posting Description: Order 1022  
Posting Date: 31.1.2016  
VAT Date: 31.1.2016

Order Date: 31.1.2016  
Document Date: 31.1.2016  
Requested Delivery Date:  
External Document No.:  
Salesperson Code: PK  
Status: Open

Show more fields

Lines

Line Functions Order New Find Filter Clear Filter

Type	No.	Description	Location Code	Quantity	Qty. to A...	Reserved Quantity	Unit of Measu...	Drop Ship...	Purchasing Code	Unit Price Excl. VAT	Line Amount Excl. VAT	Line Discou...	Inv. Discou Amou
Item	70010	Dřevěná dvířka	MODRÝ	5			KS	<input type="checkbox"/>		1 960,00	9 800,00		
Item	1964-W	Skříň INNSBRUCK s...	ČERVENÝ	2			KS	<input type="checkbox"/>		10 970,00	21 940,00		

And post by F9

Microsoft Dynamics ...

?  Ship  
 Invoice  
 Ship and Invoice

OK Cancel

# Posted document (Sales Order)

Posted Sales Invoices

103043 No.

No.	Sell-to Custom...	Sell-to Customer Name	Currency Code	Amount	Amount Including VAT	Ri B:
103043	10000	BYT-KOMPLET s.r.o.		31 740,00	39 675,00	

103043 · BYT-KOMPLET s.r.o.

General

No.: 103043 VAT Date: 31.1.2016  
Sell-to Customer No.: 10000 Document Date: 31.1.2016  
Sell-to Contact No.: KT000007 Document Exchange Status: Not Sent  
Sell-to Customer Name: BYT-KOMPLET s.r.o. Quote No.:  
Sell-to Address: Vrchlického 5 Order No.: 1022  
Sell-to Address 2: Pre-Assigned No.:  
Sell-to Post Code: 697 01 External Document No.:  
Sell-to City: Kyjov Salesperson Code: PK  
Sell-to Contact: Pan Jonas Brandel Responsibility Center: BLANSKO  
Posting Description: Order 1022 No. Printed: 0  
Posting Date: 31.1.2016

Lines

Line Find Filter Clear Filter

Type	No.	Description	Quantity	Unit of Measur...	Unit Price Excl. VAT
Item	70010	Dřevěná dvířka	5	KS	1 960,00
Item	1964-W	Sklříň INNSBRUCK se skl.dvířky	2	KS	10 970,00

Invoice Discount Amount Excl. VAT: 0,00 Total Excl. VAT (CZK): 31 740,00  
Total VAT (CZK): 7 935,00  
Total Incl. VAT (CZK): 39 675,00

Invoicing 10000 1M(8D) 29.2.2016  
Shipping 697 01 31.1.2016



# Return Order creation

## Order Processing

### Lists

- Customers
- Contacts
- Sales Quotes
- Sales Orders
- Blanket Sales Orders
- Sales Return Orders**
- Sales Invoices
- Sales Credit Memos
- Requests to Approve
- Approval Request Entries
- Certificates of Supply

1001 · BYT-KOMPLET s.r.o.

General

Sell-to Customer No.:	10000	VAT Date:	31.1.2016
Sell-to Contact No.:	KT000007	Order Date:	31.1.2016
Sell-to Customer Name:	BYT-KOMPLET s.r.o.	Document Date:	31.1.2016
Sell-to Address:	Vrchlického 5	Credit Memo Type:	Corrective Tax Document
Sell-to Post Code:	697 01	Postponed VAT:	<input type="checkbox"/>
Sell-to City:	Kyjov	Correction:	<input type="checkbox"/>
Sell-to Contact:	Pan Jonas Brandel	External Document No.:	
No. of Archived Versions:	0	Salesperson Code:	PK
Posting Description:	Return Order 1001	Campaign No.:	
Posting Desc. Code:		Responsibility Center:	BLANSKO
Posting Date:	31.1.2016	Status:	Open

▼ Show more fields

Lines

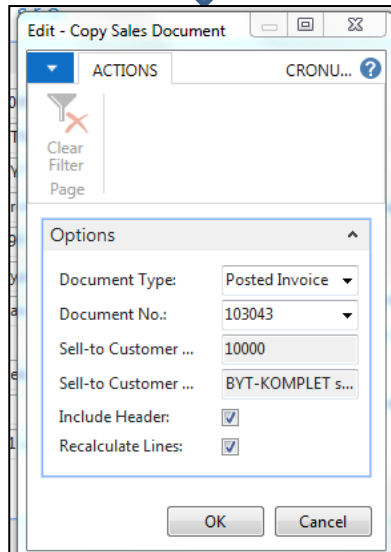
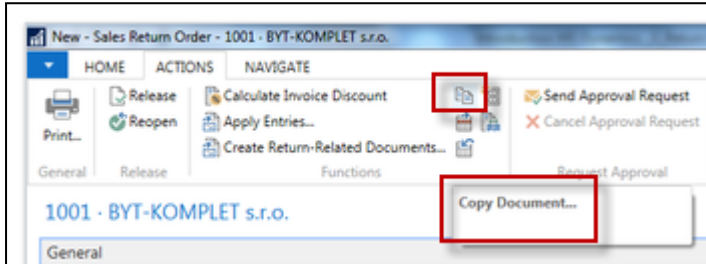
⚡ Functions ▾ 📄 Line ▾ 📄 New 🗂 Find 🗂 Filter 🗑 Clear Filter

Type	No.	Description	Return Reason Code	Location Code	Quantity	Unit of Measur...	Unit Price Excl. VAT	Line Amount Excl. VAT	Line Discou

**Ctrl-N and customer 10000**



# Return Order creation



# Return Order creation

New - Sales Return Order - 1005 · BYT-KOMPLET s.r.o.

HOME ACTIONS NAVIGATE

Print... Release Reopen Calculate Invoice Discount Apply Entries... Create Return-Related Documents... Send Approval Request Cancel Approval Request Create Whse. Receipt Create Inventory Put-away/Pick... Post... Post and Print... Preview Posting Post Batch... Test Report...

General Release Functions Request Approval Warehouse Posting

1005 · BYT-KOMPLET s.r.o.

General

Sell-to Customer No.: 10000  
 Sell-to Contact No.: KT000007  
 Sell-to Customer Name: BYT-KOMPLET s.r.o.  
 Sell-to Address: Vrchlického 5  
 Sell-to Post Code: 697 01  
 Sell-to City: Kyjov  
 Sell-to Contact: Pan Jonas Brandel  
 No. of Archived Versions: 0  
 Posting Description: Return Order 1005  
 Posting Desc. Code:  
 Posting Date: 31.1.2016

VAT Date: 31.1.2016  
 Order Date: 31.1.2016  
 Document Date: 31.1.2016  
 Credit Memo Type: Corrective Tax Document  
 Postponed VAT:   
 Correction:   
 External Document No.:  
 Salesperson Code: PK  
 Campaign No.:  
 Responsibility Center: BLANSKO  
 Status: Open

Show more fields

Lines

Functions Line New Find Filter Clear Filter

Type	No.	Description	Return Reason Code	Location Code	Quantity	Unit of Measur...	Unit Price Excl. VAT	Line Amount Excl. VAT	Line Discou
Item	70010	Dřevěná dvířka		MODRÝ	5	KS	1 960,00	9 800,00	
Item	1964-W	Skříň INNSBRUCK se skl.dvířky		ČERVENÝ	2	KS	10 970,00	21 940,00	

# Return Order creation

1005 · BYT-KOMPLET s.r.o.

General 10000 | 31.1.2016 | Open

Lines

Functions Line New Find Filter Clear Filter

Type	No.	Description	Return Reason Code	Location Code	Quantity	Unit of Measur...	Appl.-from Item Entry	Unit Price Excl. VAT	Line Amount Excl. VAT
		Tax Document No. 103043					0		
		Č. fakt.103043 - Č. dod.102057:					0		
Item	70010	Dřevěná dvířka	ŠPATNÉ	MODRÝ	5	KS	394	1 960,00	9 800,00
Item	1964-W	Skříň INNSBRUCK se skl.dvířky	VADNÉ	ČERVENÝ	2	KS	395	10 970,00	21 940,00

Lines

Functions Line New Find Filter Clear Filter

No.	Description	Return Reason Code	Location Code	Quantity	Unit of Measur...	Appl.-from Item Entry	Unit Price Excl. VAT	Line Amount Excl. VAT
	Č. fakt.103043 - Č. dod.102057:					0		
70010	Dřevěná dvířka	ŠPATNÉ	MODRÝ	5	KS	394	1 960,00	9 800,00
1964-W	Skříň INNSBRUCK se skl.dvířky	VADNÉ	ČERVENÝ	2	KS	395	10 970,00	21 940,00
70011	Skleněná dvířka		MODRÝ	-5	KS	0	2 720,00	-13 600,00
P-ZNZASKL	Nové zaskladnění prodeje		MODRÝ	5		0	-98,00	-490,00

$$-98=1960*0,05*(-1)$$

# Return Order creation

Lines									
<span>⚡ Functions</span> <span>📄 Line</span> <span>📄 New</span> <span>👤 Find</span> <span>Filter</span> <span>🗑 Clear Filter</span>									
No.	Description	Return Reason Code	Location Code	Quantity	Unit of Measur...	Appl.-from Item Entry	Unit Price Excl. VAT	Line Amount Excl. VAT	L
Č. fakt.103043 - Č. dod.102057:						0			
70010	Dřevěná dvířka	ŠPATNÉ	MODRÝ	5	KS	394	1 960,00	9 800,00	
1964-W	Skříň INNSBRUCK se skl.dvířky	VADNÉ	ČERVENÝ	2	KS	395	10 970,00	21 940,00	
70011	Skleněná dvířka		MODRÝ	-5	KS	0	2 720,00	-13 600,00	
P-ZNZASKL	Nové zaskladnění prodeje		MODRÝ	5		0	-98,00	-490,00	

## Line- Item Charge Assignment

Applies-to Doc. Type	Applies-to Doc. No.	Applies-to Doc. Line...	Item No.	Description	Qty. to Assign	Qty. Assigned	Amount to Assign
Return Order	1005	30000	70010	Dřevěná dvířka	5		-490,00
Return Order	1005	40000	1964-W	Skříň INNSBRUCK se skl.dvířky			0,00
Return Order	1005	50000	70011	Skleněná dvířka			0,00

# Return Order creation

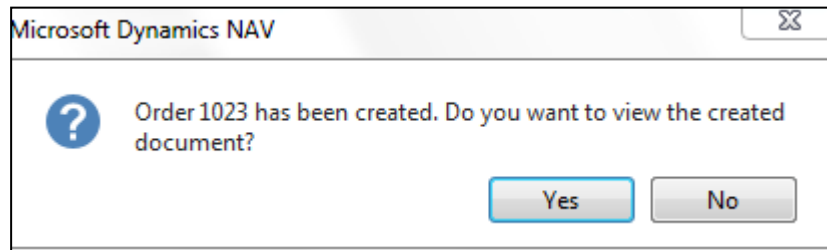
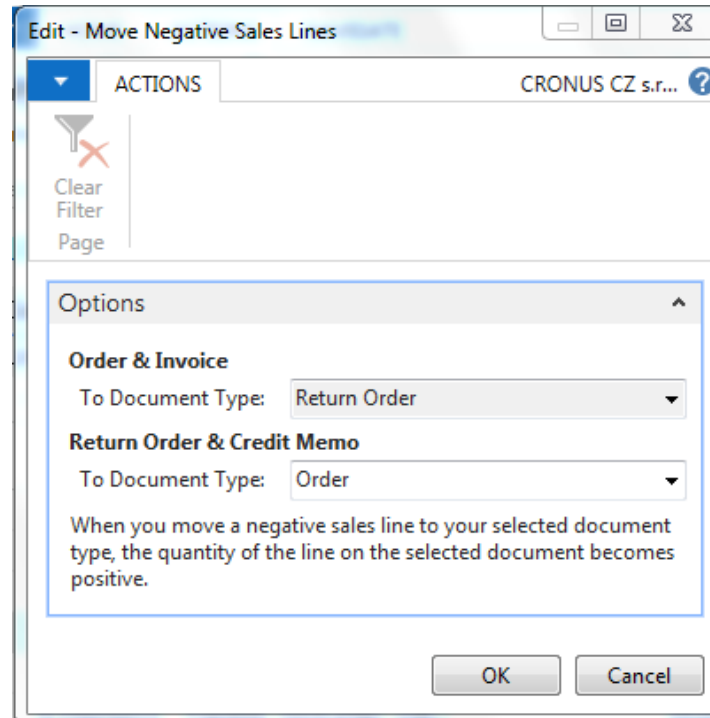
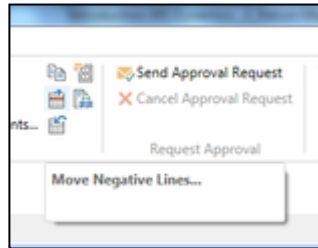
Lines								
Functions ▾  Line ▾  New  Find Filter  Clear Filter								
No.	Description	Return Reason Code	Location Code	Quantity	Unit of Measur...	Appl.-from Item Entry	Unit Price Excl. VAT	Line Amount Excl. VAT
	Tax Document No. 103043					0		
	Č. fakt.103043 - Č. dod.102057:					0		
70010	Dřevěná dvířka	ŠPATNÉ	MODRÝ	5 KS		394	1 960,00	9 800,00
1964-W	Skříň INNSBRUCK se skl.dvířky	VADNÉ	ČERVENÝ	2 KS		395	10 970,00	21 940,00
70011	Skleněná dvířka		MODRÝ	-5 KS		0	2 720,00	-13 600,00
P-ZNZASKL	Nové zaskladnění prodeje		MODRÝ	5		0	-98,00	-490,00
N-PŘEPRAVA	Poplatek, různá přepr. (nák.)		MODRÝ	2		0	2 995,50	5 991,00

2995=10970,15

And we will delete Return Sales line with 1964-W- (it will be not returned)

General									
							10000	31.1.2016	
Lines									
Functions ▾  Line ▾  New  Find Filter  Clear Filter									
No.	Description	Return Reason Code	Location Code	Quantity	Unit of Measur...	Appl.-from Item Entry	Unit Price Excl. VAT	Line Amount Excl. VAT	
	Tax Document No. 103043					0			
	Č. fakt.103043 - Č. dod.102057:					0			
70010	Dřevěná dvířka	ŠPATNÉ	MODRÝ	5 KS		394	1 960,00	9 800,00	
70011	Skleněná dvířka		MODRÝ	-5 KS		0	2 720,00	-13 600,00	
P-ZNZASKL	Nové zaskladnění prodeje		MODRÝ	5		0	-98,00	-490,00	
N-PŘEPRAVA	Poplatek, různá přepr. (nák.)		MODRÝ	2		0	2 995,50	5 991,00	

# Move Negative Lines from SSO to new SO



# New created Sales Order

1023 · BYT-KOMPLET s.r.o.

**General**

Sell-to Customer No.: 10000  
 Sell-to Customer Name: BYT-KOMPLET s.r.o.  
 Sell-to City: Kyjov  
 Posting Desc. Code:  
 Posting Description: Order 1023  
 Posting Date: 31.1.2016  
 VAT Date: 31.1.2016

Order Date: 31.1.2016  
 Document Date: 31.1.2016  
 Requested Delivery Date:  
 External Document No.:  
 Salesperson Code: PK  
 Status: Open

Show more fields

**Lines**

Line Functions Order New Find Filter Clear Filter

Type	No.	Description	Location Code	Quantity	Qty. to A...	Reserved Quantity	Unit of Measu...	Drop Ship...	Purchasing Code	Unit Price Excl. VAT	Line Amount Excl. VAT	Line Discou...	Inv. Discou Amou
		Tax Document No. ...						<input type="checkbox"/>					
		Č. fakt.103043 - Č. d...						<input type="checkbox"/>					
Item	70011	Skleněná dvířka	MODRÝ	5			KS	<input type="checkbox"/>		2 720,00	13 600,00		

# Last version of Sales Return Sales Order (SRO)

1005 · BYT-KOMPLET s.r.o.

General 10000 | 31.1.2016 | Open ▾

Lines ⚙️ ^

⚡ Functions ▾ 📅 Line ▾ 📄 New 👤 Find Filter 🗑️ Clear Filter

No.	Description	Return Reason Code	Location Code	Quantity	Unit of Measur...	Appl.-from Item Entry	Unit Price Excl. VAT	Line Amount Excl. VAT	Line Discou
	Tax Document No. 103043					0			
	Č. fakt.103043 - Č. dod.102057:					0			
70010	Dřevěná dvířka	ŠPATNÉ	MODRÝ	5	KS	394	1 960,00	9 800,00	
P-ZNZASKL	Nové zaskladnění prodeje		MODRÝ	5		0	-98,00	-490,00	
N-PŘEPRAVA	Poplatek, různá přepr. (nák.)		MODRÝ	2		0	2 995,50	5 991,00	

(only lines of SRO) - > Item Charge Assignment of Allowance is :

Applies-to Doc. Type	Applies-to Doc. No.	Applies-to Doc. Line...	Item No.	Description	Qty. to Assign	Qty. Assigned	Amount to Assign	Qty. to Ship (Base)	Qty. Shipped (Base)
Return Order	1005	30000	70010	Dřevěná dvířka	2		5 991,00		



# Both document has been posted (F9)

## Item ledger entries

Item Ledger Entries 31.01.16 | Posting Date

Show results:  
✗ Where Item No. is 70010|70011|1964-W  
+ Add Filter

Posting Date	Entry Type	Document Type	Document No.	Item No.	Description	Location Code	Quantity	Invoiced Quantity
31.1.2016	Sale	Sales Shipment	102047	1964-W		MODRÝ	-20	-20
31.1.2016	Purchase		T00002	1964-W		MODRÝ	40	40
31.1.2016	Sale	Sales Shipment	102048	1964-W		MODRÝ	-1	-1
31.1.2016	Sale	Sales Shipment	102048	1964-W		MODRÝ	-3	-3
31.1.2016	Sale	Sales Shipment	102048	1964-W		MODRÝ	-5	-5
31.1.2016	Sale	Sales Shipment	102048	1964-W		MODRÝ	-7	-7
31.1.2016	Sale	Sales Shipment	102048	1964-W		MODRÝ	-10	-10
31.1.2016	Purchase		T00004	1964-W		MODRÝ	10	10
31.1.2016	Purchase		T00005	1964-W		MODRÝ	5	5
31.1.2016	Sale	Sales Shipment	102057	1964-W		ČERVENÝ	-2	-2
31.1.2016	Sale	Sales Shipment	102057	70010		MODRÝ	-5	-5
31.1.2016	Sale	Sales Return Receipt	107006	70010		MODRÝ	5	5
31.1.2016	Sale	Sales Shipment	102058	70011		MODRÝ	-5	-5

# Customer Ledger Entries

Customer Ledger Entries ▾

Type to filter (F3) | Posting Date ▾ | → ^

Show results:

✗ Where Customer No. ▾ is 10000

✗ And Document No. ▾ is

+ Add Filter

Posti... Date ▲	Document Type	Document No.	Prepayment	Cust... No. ▲	Message to Recipient	Description	C... C... ▲	Original Amount	Amount	Remaining Amount	Open
31.1.2016	Invoice	103043	<input type="checkbox"/>	10000		Order 1022		39 675,00	39 675,00	20 548,75	<input checked="" type="checkbox"/>
31.1.2016	Invoice	103044	<input type="checkbox"/>	10000		Order 1023		17 000,00	17 000,00	17 000,00	<input checked="" type="checkbox"/>
31.1.2016	Credit Memo	104007	<input type="checkbox"/>	10000		Return Order 1005		-19 126,25	-19 126,25	0,00	<input type="checkbox"/>

# Created Credit Memo

Sales - Credit Memo CZ

1 of 1 100% Find | Next Strana 1

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Dodavatel <b>CRONUS CZ s.r.o.</b> Okružní 5 Vratislavice 696 42 Vracov	Zákazník <b>BYT-KOMPLET s.r.o.</b> Pan Jonas Brandel Vrchlického 5 697 01 Kyjov Česká republika
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DIČ	CZ1234567890	DIČ	789456278
IČ	7777 7777	IČ	

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Číslo bankovního účtu	Datum dokladu	31. 1. 2016
IBAN	Datum DPH	31. 1. 2016
Kód SWIFT	<b>Datum splatnosti</b>	<b>29. 2. 2016</b>
Variabilní symbol	104007	Platební podmínka
		Způsob platby

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K faktuře	103043	Příjemce <b>Modrý sklad</b>
Vaše reference		Martin Weber
Způsob dodávky	Ze skladu	Jiřího Franka 3
Prodejce	Petr Karásek	697 01 Kyjov
		Česká republika

PK@cronuscorp.net

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Číslo	Popis	Množství MJ	Jednotková cena bez DPH	Sleva %	DPH %	Částka na řádku bez DPH
	Tax Document No. 103043 Č. fakt.103043 - Č. dod.102057:					
70010	Dřevěná dvířka	-5 kus	1 960,00		25	-9 800,00
	Nové zaskladnění prodeje	-5	-98,00		25	490,00
	Poplatek, různá přepr. (nák.)	-2	2 995,50		25	-5 991,00
	<b>Částka celkem CZK</b>					<b>-15 301,00</b>
	DPH celkem CZK					-3 825,25
	<b>Částka včetně DPH celkem CZK</b>					<b>-19 126,25</b>

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Rekapitulace	Základ DPH	Částka DPH
DPH	DPH %	CZK
DPH25	25	15 301,00
<b>Celkem</b>		<b>3 825,25</b>

End of the section X.

