

PALADIN DATA CORPORATION™

Biz Coach Webinars



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Best Practices: Supplier Returns

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- Supplier return scenarios
- How to return items or item quantities that you did not order
- How to process a defective item that is returned by a customer
- How to create a Defective Parts Report
- How to return defective items to a supplier
- Learn more



Supplier return scenarios



- A supplier sends you an item or item quantity that you did not order.
- A supplier sends you items that are broken or damaged.
- A customer returns damaged or broken items, and you want to receive credit from the supplier.



How to return items or item quantities that you did not order



1. Receive the items.

- **EDI suppliers:** In the **Inventory** module, when you process the EDI invoice file, the items are added to your inventory SOH. New inventory items are automatically created if they don't exist.
- **Non-EDI suppliers:** In the **Inventory** module, for each invoice item that doesn't exist in your inventory, create a new inventory item. Then, in the **P.O.** module, manually receive the invoice.

2. Create a negative purchase order for the unordered items, and then return the physical items to the supplier.



How to process a defective item that is returned by a customer

The screenshot shows a software interface for processing a return. At the top, there are tabs for 'Invoice / Quote' and 'Checkout'. Below these are fields for 'Rewards', 'Credit', 'Customer', and 'Address 1'. A table lists items with columns for 'Tax', 'Def', 'Net', and 'Part Number'. The first row is highlighted in red and shows 'PS21-21A POCKET DRIVER 12V 2' with a quantity of 1 and a price of 7.25. The 'Def' checkbox is checked. A blue arrow points from this 'Def' checkbox to the 'Defective' count in the 'Inventory module' at the bottom, which shows a count of 1. Other inventory counts include 'On Order: 2', 'On Hold: 2', and 'Stock On Hand: 5'. A blue box labeled 'Advanced Lookup' is positioned near the 'Def' checkbox, and another blue box labeled 'Inventory module' is positioned near the 'Defective' count.

Tax	Def	Net	Part Number	Quantity	Price
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	000183	1	7.25
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	0001...	2	

Inventory module:

On Order:	Defective:	On Hold:	Stock On Hand
2	1	2	5

- When a customer returns a defective item, add the item to the return invoice, and then select the **Def** checkbox. When you process the return, the item is added to your defective inventory, and the inventory item stock on hand (SOH) is not updated.
- Note:** To learn more about defective items, watch the previous webinar [Return to sender](http://portal.paladinpos.com/webinars) on our Help Portal (<http://portal.paladinpos.com/webinars>).



How to create a Defective Parts Report

Paladin Point of Sale

File Edit Maintain Tasks Reports Help

1 2 3 4 5 6 7 8 9 10

Invoice/Quote Customers Inventory P.O. Reports Backup Exit

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Reports

Choose a Report Area and then select a specific report from the Report List. Review the description to ensure the report is the one you wish to run and click on Next to enter the criteria.

Defective Parts

1 Report Settings

Selection	Beginning	Ending
PartNumber		ZZZZZZZZZZZZZZZZ
Department	0	999999999
Supplier	0	999999999
Class	0	999999999
SubClass	0	999999999
Location	0	999999999

2 Additional Settings

Report Format: Send to PDF

Clear defective items upon completion?

3 Sorting Options

There are no sorting options for this report

F12 Run Report

1. In the **Reports** module, in the **Report Area** pane, click **Inventory**, and then click **General**.
2. In the **Report List** pane, click **Defective Parts**, and then click **Next** or press F12.
3. Optional: To remove defective inventory items from active inventory, in the **Additional Settings** pane, select the **Clear defective items upon completion?** checkbox.
4. Click **Run Report** or press F12.



How to return defective items to a supplier



DEFECT

- If the delivery truck has not left the store, do not receive the items into your inventory. Instead, send the items back on the truck.
- If the delivery truck has left the store, call the rep or the supplier to explain the situation.
- If defective items were returned by a customer, do one of the following, according to the supplier's preference:
 - Create a negative purchase order, and then send the items back to the supplier.
 - Create a **Defective Parts Report**, and then send that report to supplier.



Learn more

To learn more about this topic, see the following resources in our [Help Portal](#):

- [About returns](#)
- [About defective items](#)
- [Webinar: Return to sender](#)

A recording of this webinar will be available at portal.paladinpos.com/webinars.

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