

Supplier Returns

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Summary

From this screen, you can create, view and manage Supplier Returns.

A Supplier Return is a fully audited way of removing stock from the system. This will allow you to take stock in an unavailable location, and have a process that removes that stock and tracks those changes both in Supplier Returns and the Stock History report.

Supplier Returns may also be created via the [Returns](#) screen, or via the [Sales Order Detail](#) screen

These may be exported as a CSV.

Supplier Returns

Search: Status: ACTIVE From: dd/mm/yyyy To: dd/mm/yyyy

Displaying 13 supplier return(s)

[+ add new supplier return](#) [↓ Download supplier returns as CSV](#)

	id	order	purchase order	status	supplier	collection date
<input type="checkbox"/>	SR42	Z6254	PO788	Authorised	Iconography Ltd	10/10/2025
<input type="checkbox"/>	SR41	Z6254	-	Authorised	Iconography Ltd	-
<input type="checkbox"/>	SR38	-	-	Awaiting Collection	Iconography Ltd	-
<input type="checkbox"/>	SR34	-	-	Authorised	Fresh Fruit Ltd	-

Key to icons

= requested

= authorised

= awaiting collection/credit

= completed

= cancelled

Note: 'awaiting collection' Supplier Returns are those which are awaiting the stock unit to be collected by a Supplier; the 'awaiting credit' status is an additional step between 'awaiting collection' and 'completed'. While in this status, a user is only able to mark the Supplier Return as completed, or alternatively to add notes. It is intended that this be used to manage and track any Supplier Returns which are due credit notes, refunds or other forms

of reimbursement from the Supplier.

Creating a new Supplier Return

Click [here](#) for a full guide on how to create a new Supplier Return.

Supplier Return Management

To manage a Supplier Return, click on the SR number.

For more information, click [here](#).

Supplier Return (Detail)

Supplier Return SR23

[View supplier returns](#)

Authorised

Supplier Return Details

Supplier: [Iconography Ltd](#)

[Mark as completed](#)

[Awaiting collection by Supplier](#)

Code	Name	Order	Original PO	Location	Qty	Collected?	Cancel
36926	Carter Round Dining Table Glass	Z5005	PO628	UK Warehouse Holding	1	<input type="checkbox"/>	<input type="checkbox"/>

Date of collection by supplier:

02/10/2024

Collection number:

test

[Update items](#)

Notes

[+ Add a note](#)

Use the tick boxes to process the Supplier Return line item (it is possible to have multiple items on a single Supplier Return)

Field	Purpose
Date of Collection by Supplier	<i>This will output in the Logistics report</i>
Collection Number	<i>For reference purposes only</i>
Original PO	<i>If the Stock in the location is linked to a Purchase Order, that Purchase Order Id will be preselected</i> <i>If there are multiple units of the same SKU in the same location, you will have to select the relevant Purchase Order item</i>

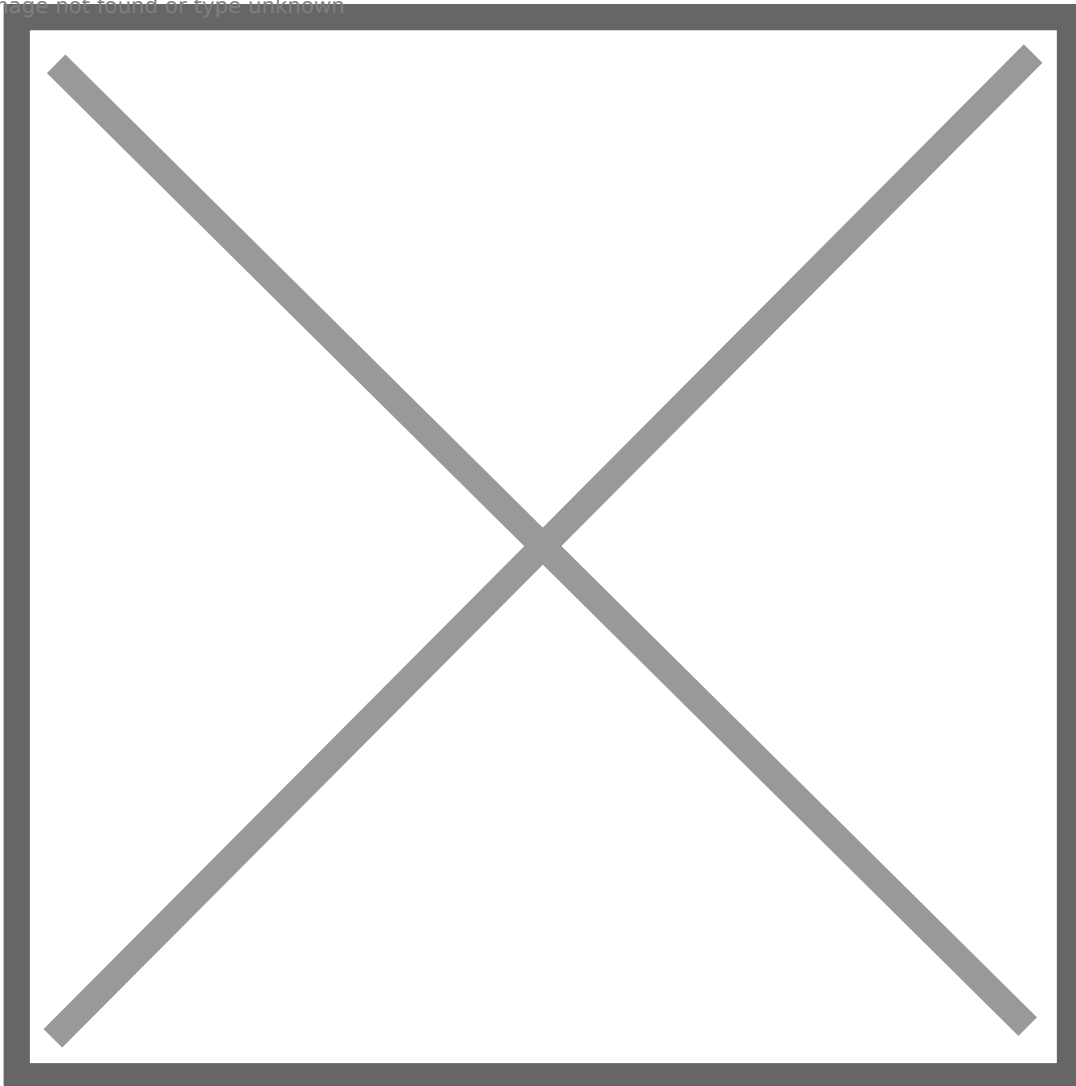
You can also add [Notes](#) and [Tasks](#) to Supplier Returns

Creating a Supplier Return

This guide shows how to create and manage a Supplier Return via the Supplier Return section of the CMS; Supplier Returns may also be created via the [Returns](#) screen, or via the [Sales Order Detail](#) screen

1. Click "Add new supplier return add new supplier return"

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2. Click to select Store and Location

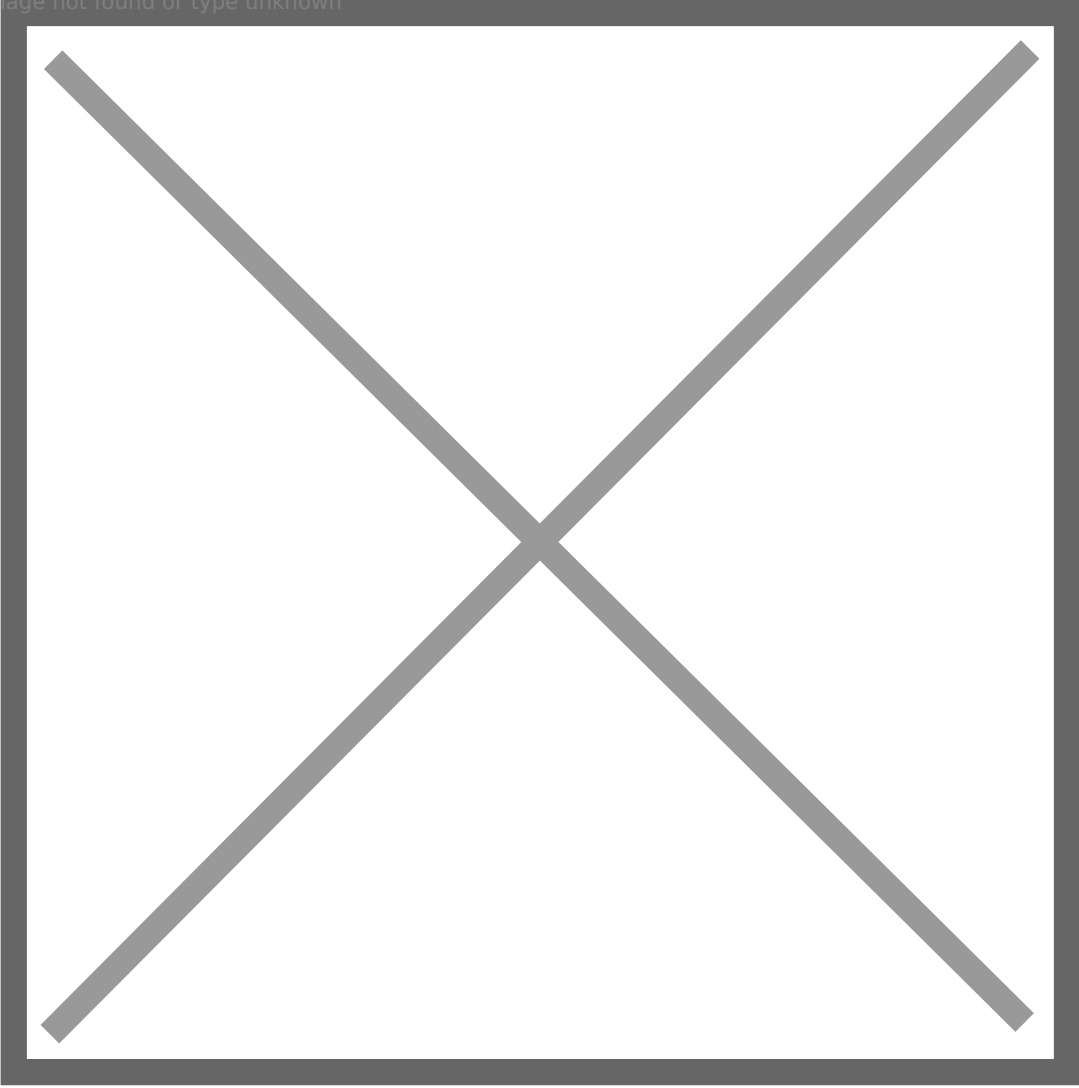
Image not found or type unknown



Only 'unavailable' Locations will show when selecting a Location

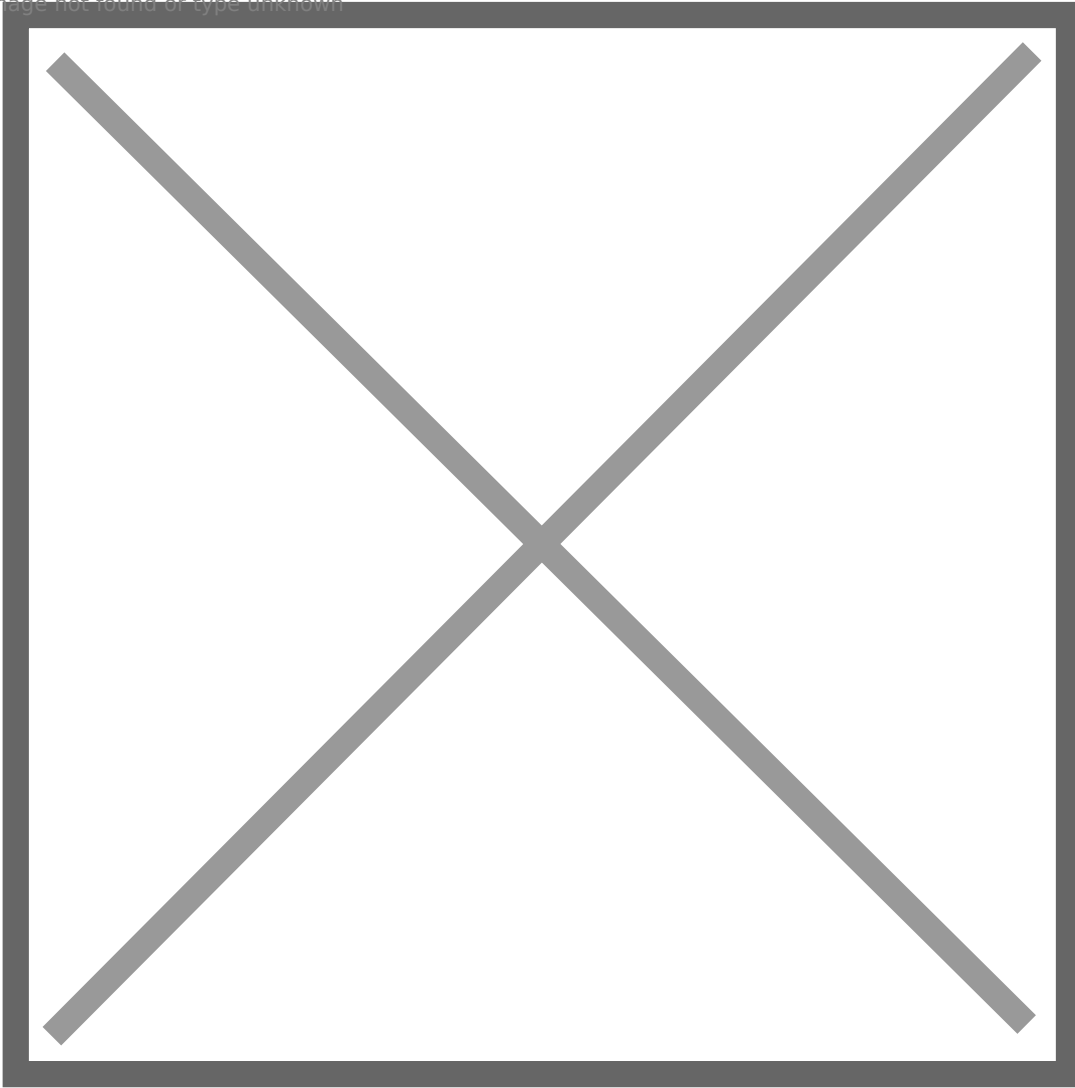
3. Optional: Filter by Supplier

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4. Select the items to return, and adjust the quantities accordingly

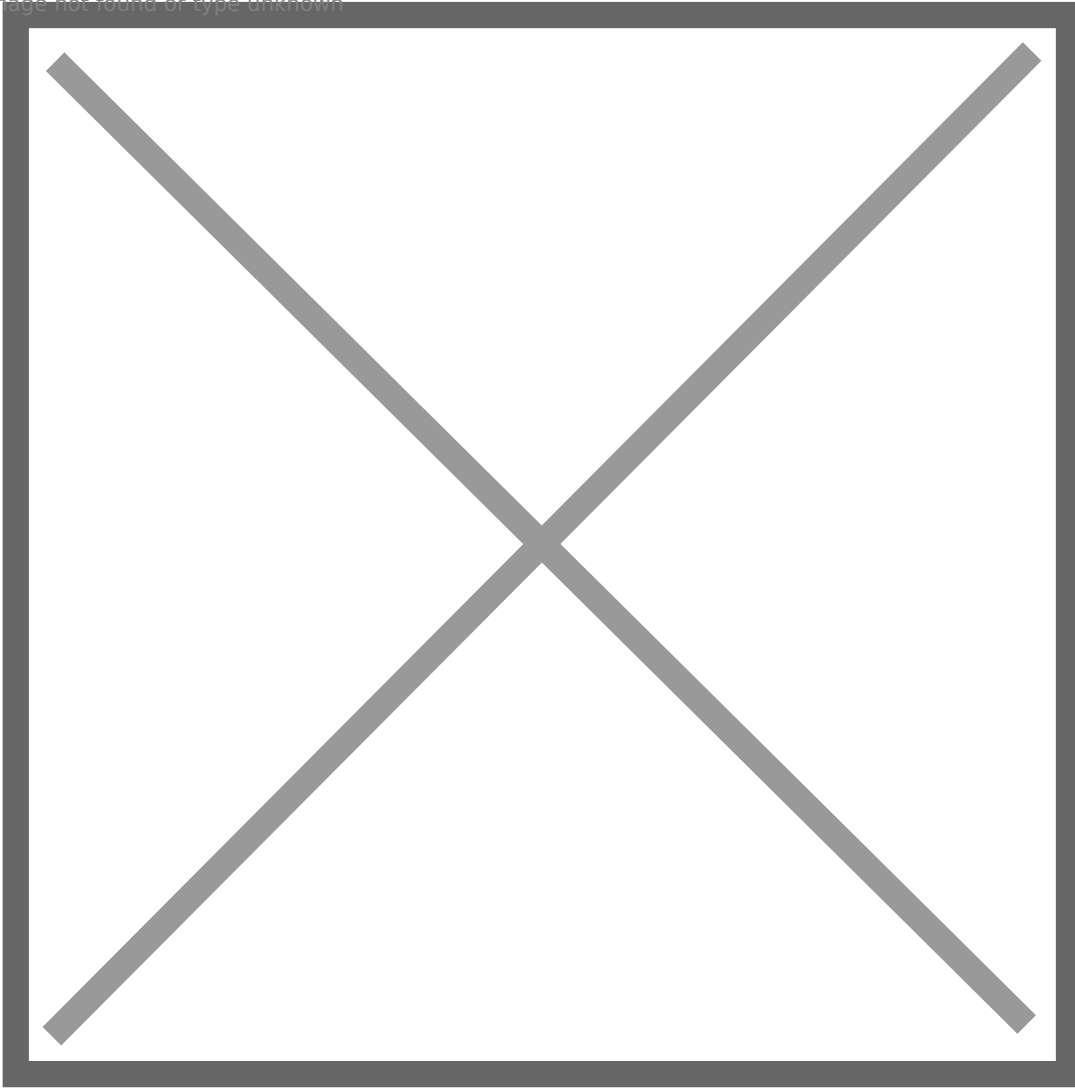
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Quantities will default to the total number of units in the Location

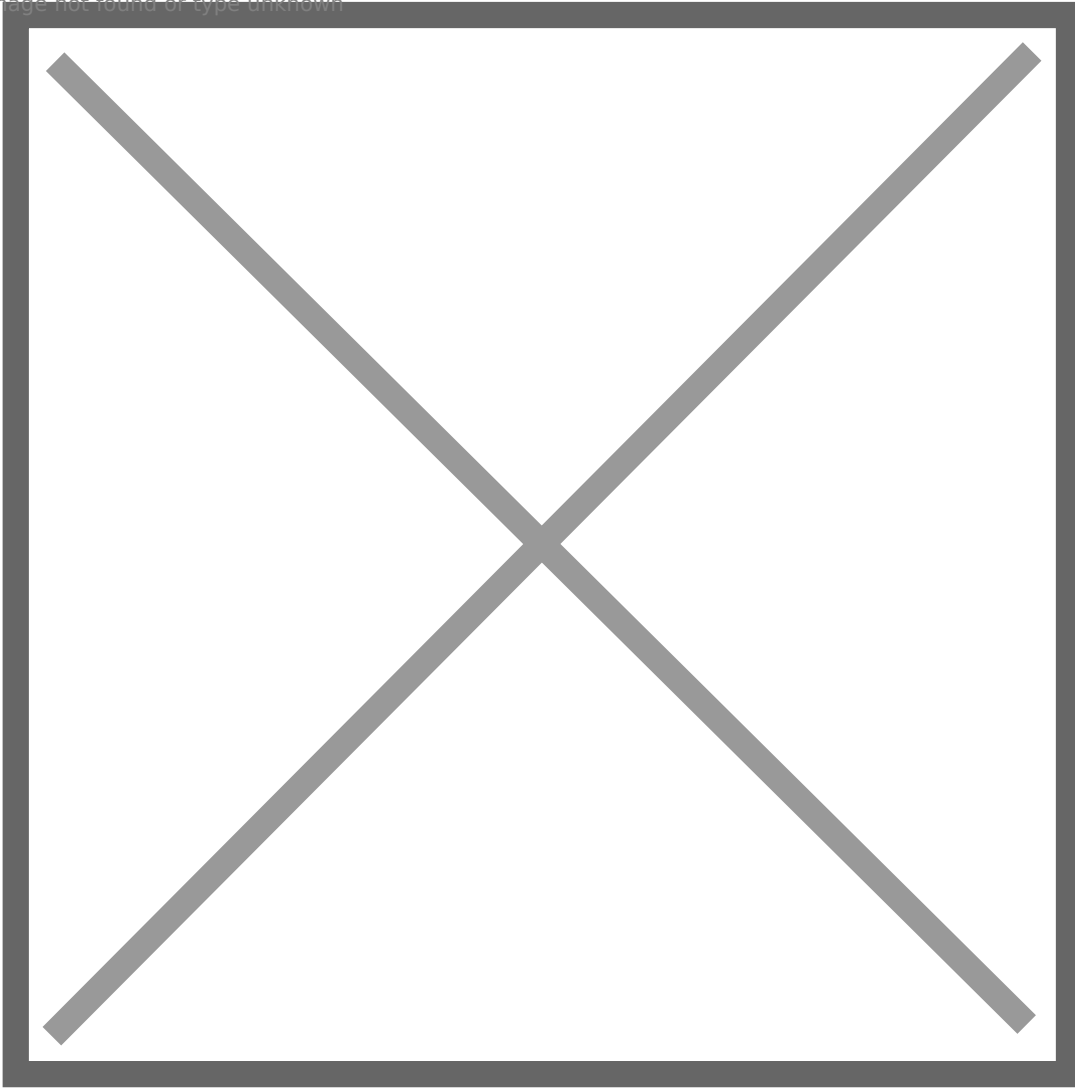
5. Click to create the Supplier Return

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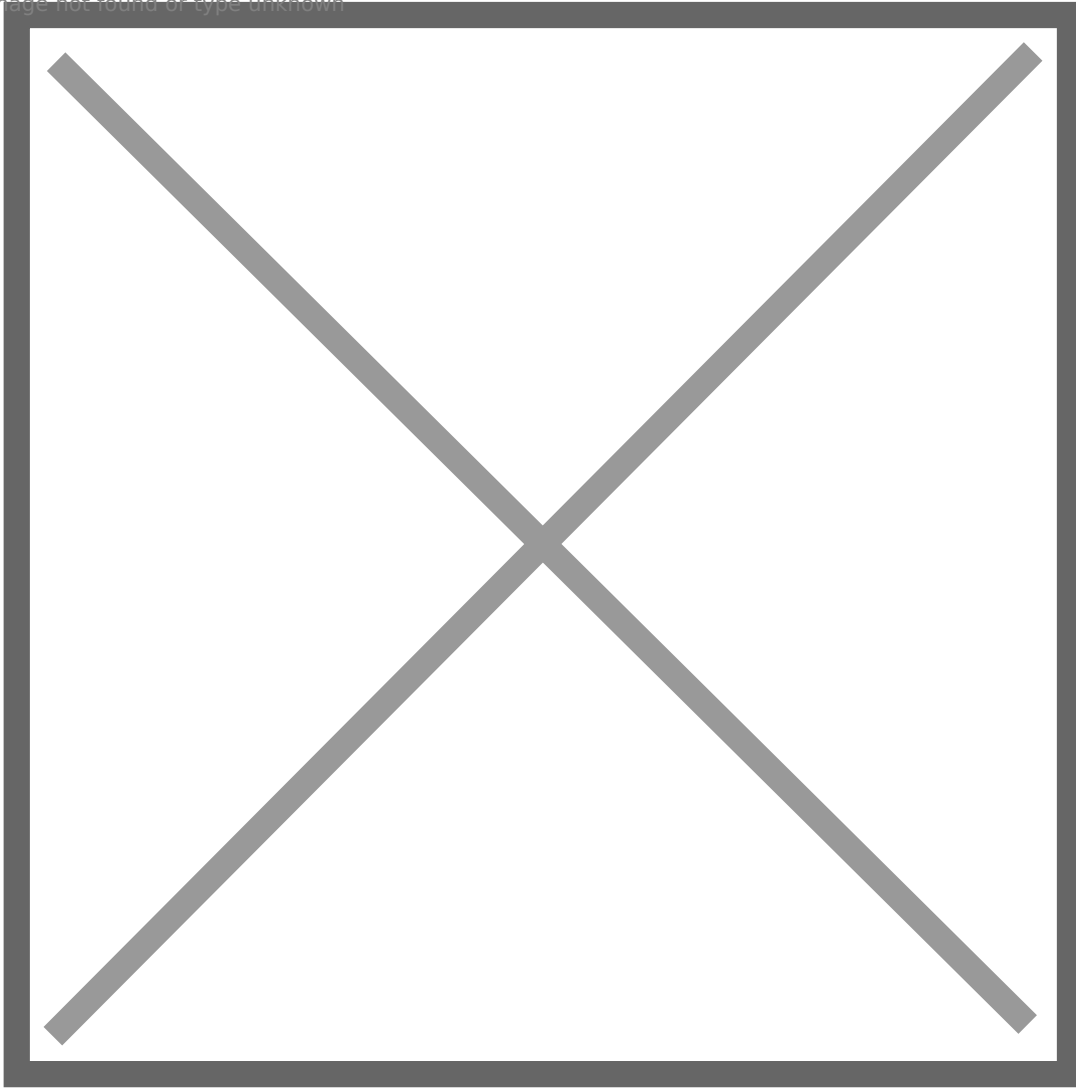
6. If necessary, select the Purchase Order linked to the SKUs

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7. Click "Update items" to save your changes

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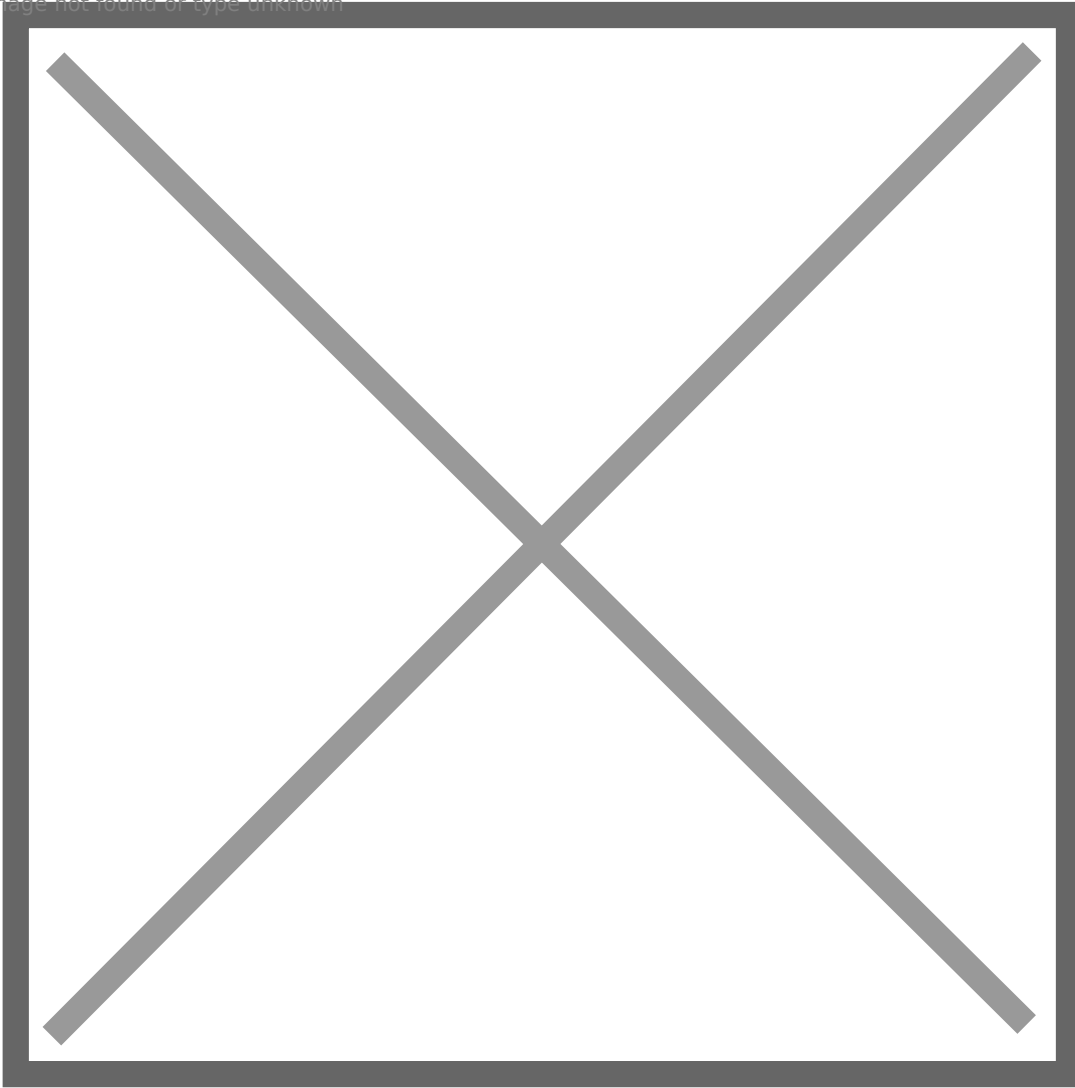


8. The next stage will rely on your Supplier, who will either Authorise or Decline the Supplier Return.

Once they confirm, use the buttons at the top of the Supplier Return to process it accordingly.

9. Click "Authorised by Supplier"

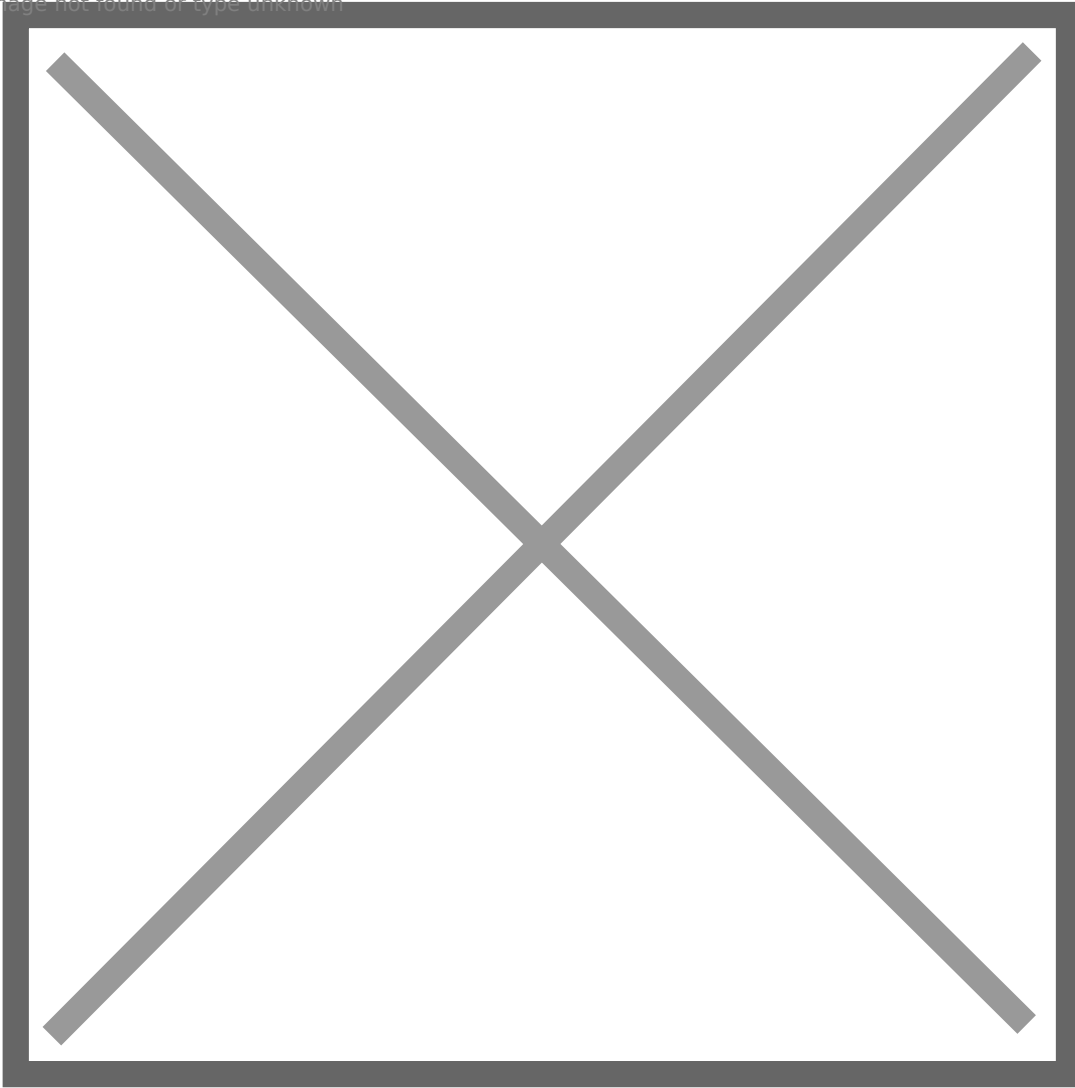
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10. Once authorised, please confirm a collection date; this will display on your Logistics report.

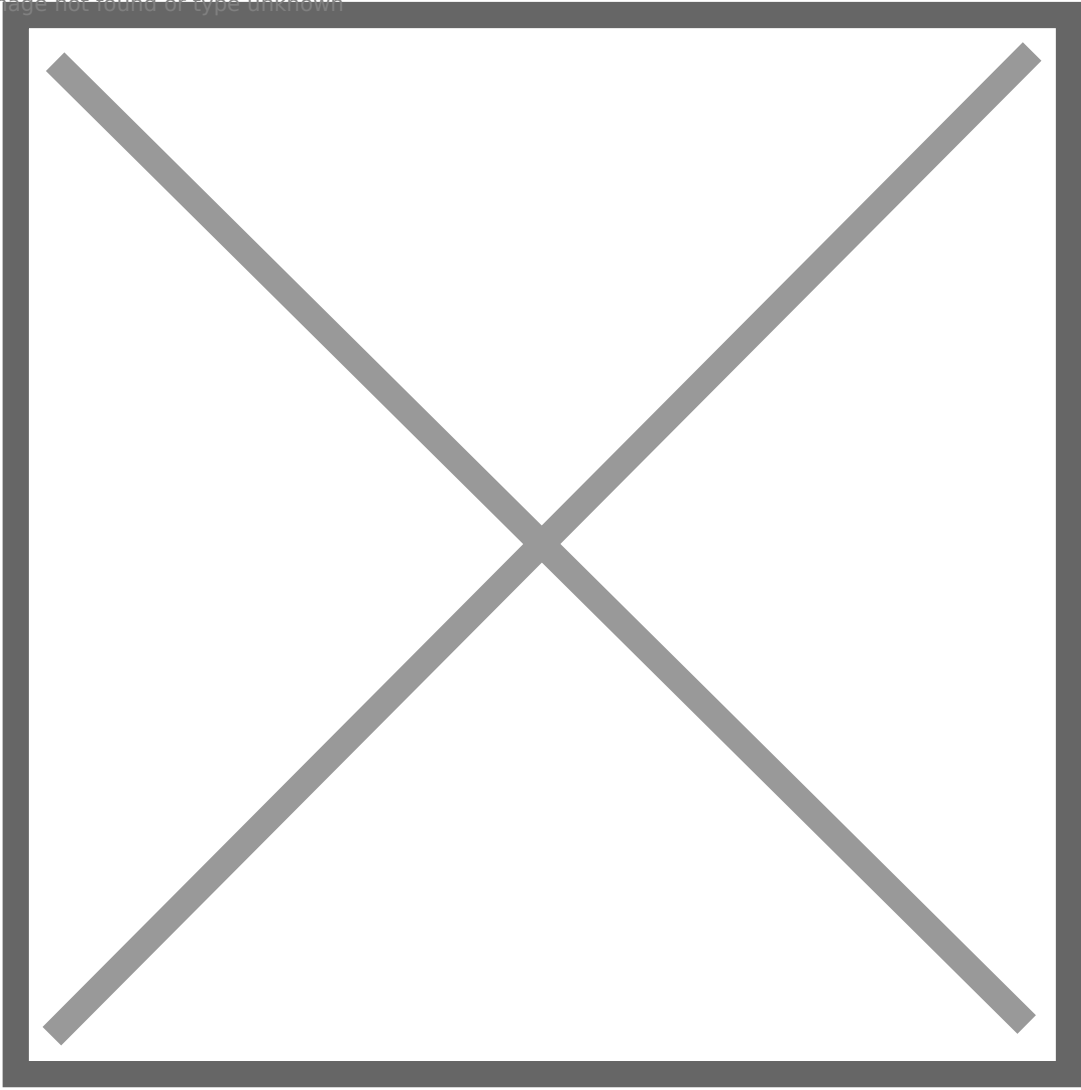
11. Click "Wednesday 26 November 2025"

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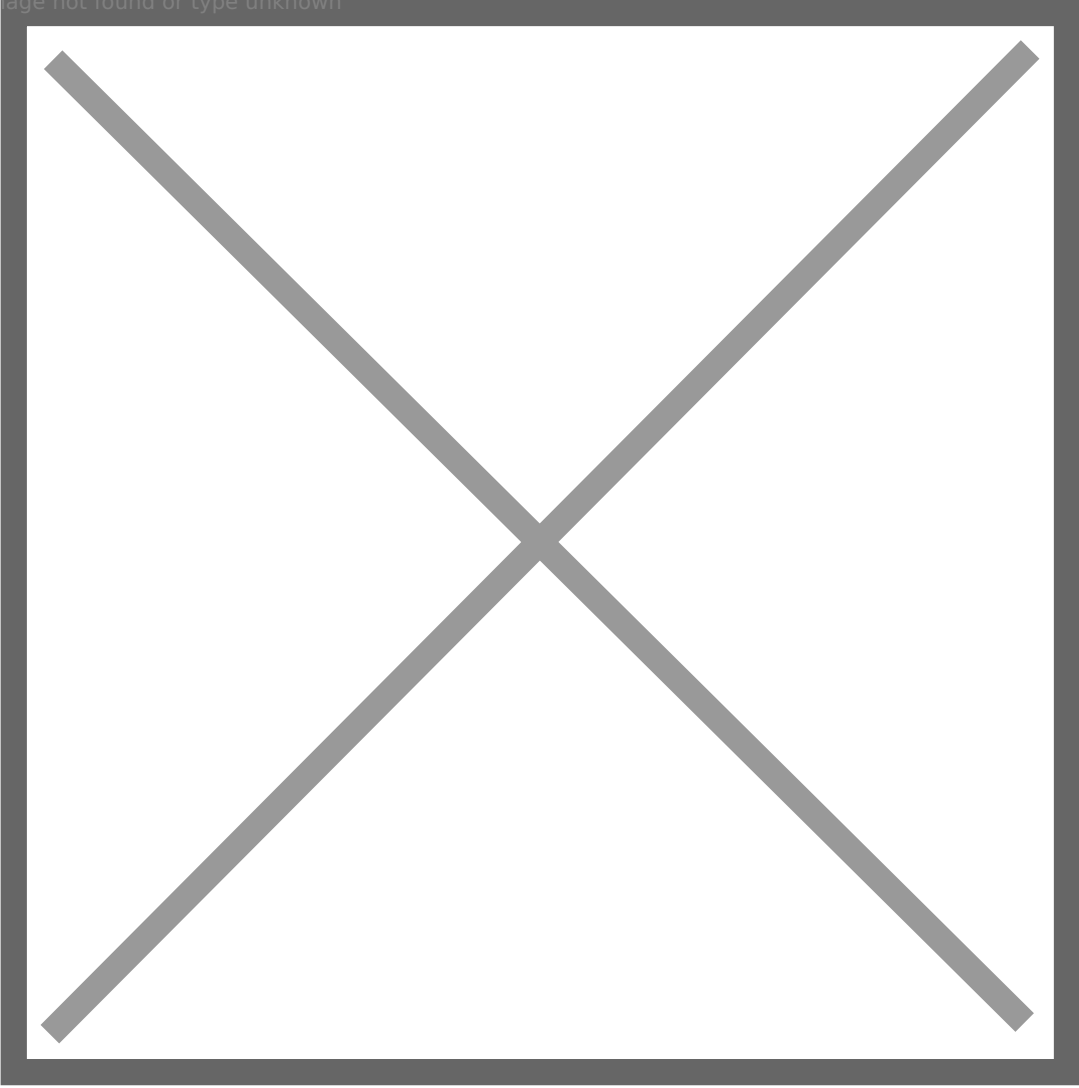
12. Click "Update items" to save your changes

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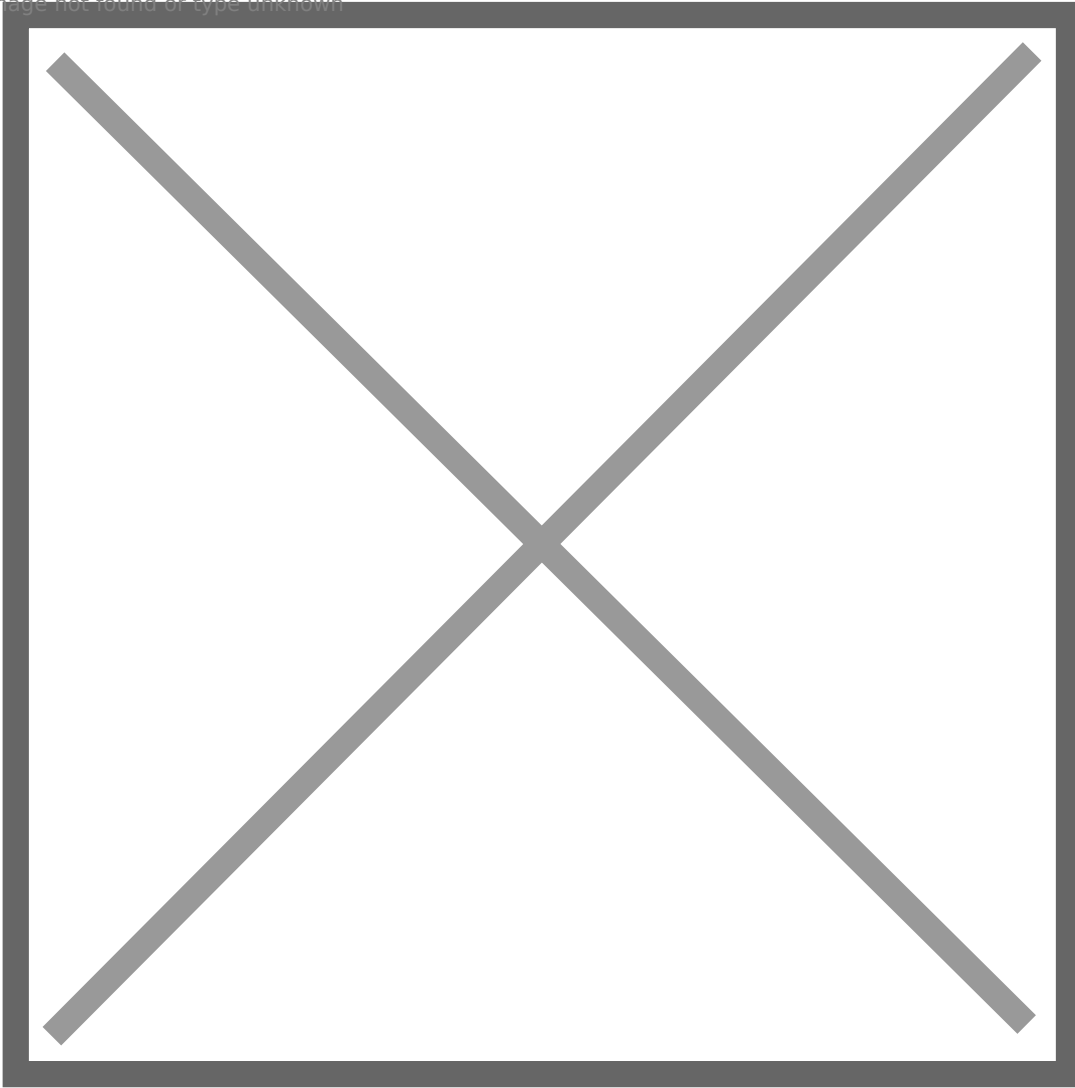
13. Click "Awaiting collection by Supplier"

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14. Click "enter collection number" if required

Image not found or type unknown



15. When you are ready, mark the stock a collected

16. Click "Stock collected"

Image not found or type unknown

