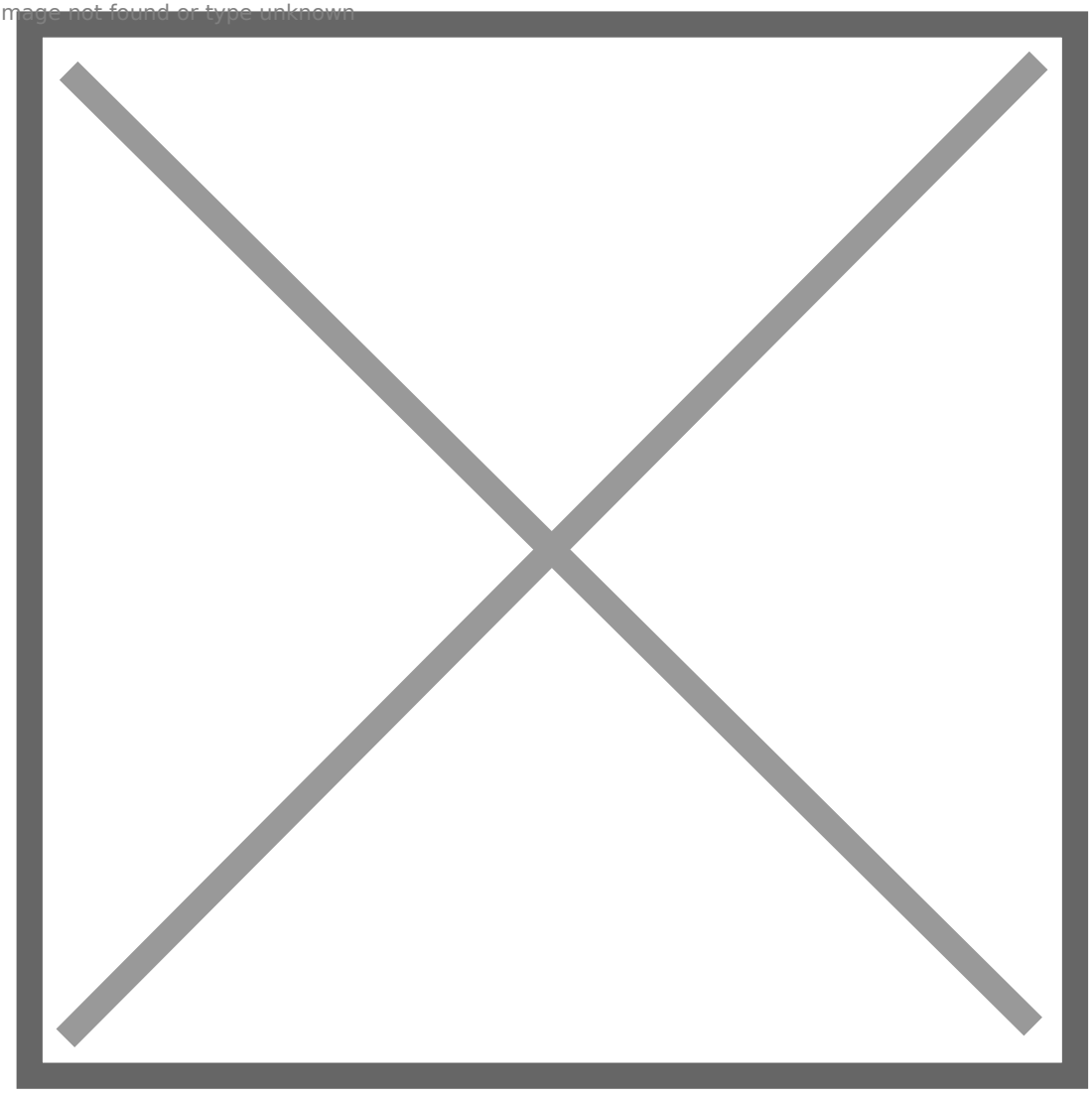
Creating a Supplier Return

> 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

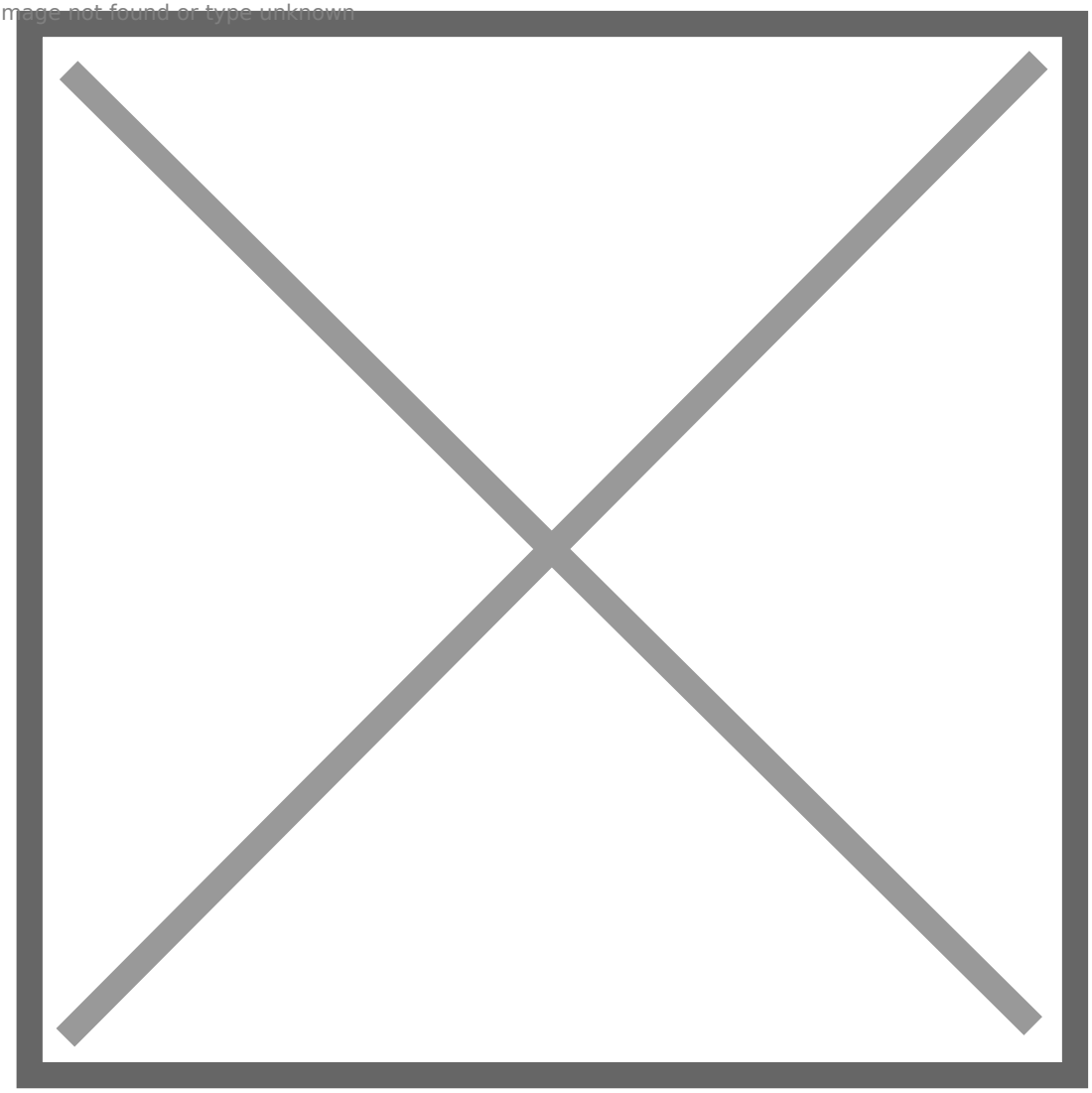
1. Click "Add new supplier return add new supplier return"

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2. Click to select Store and Location

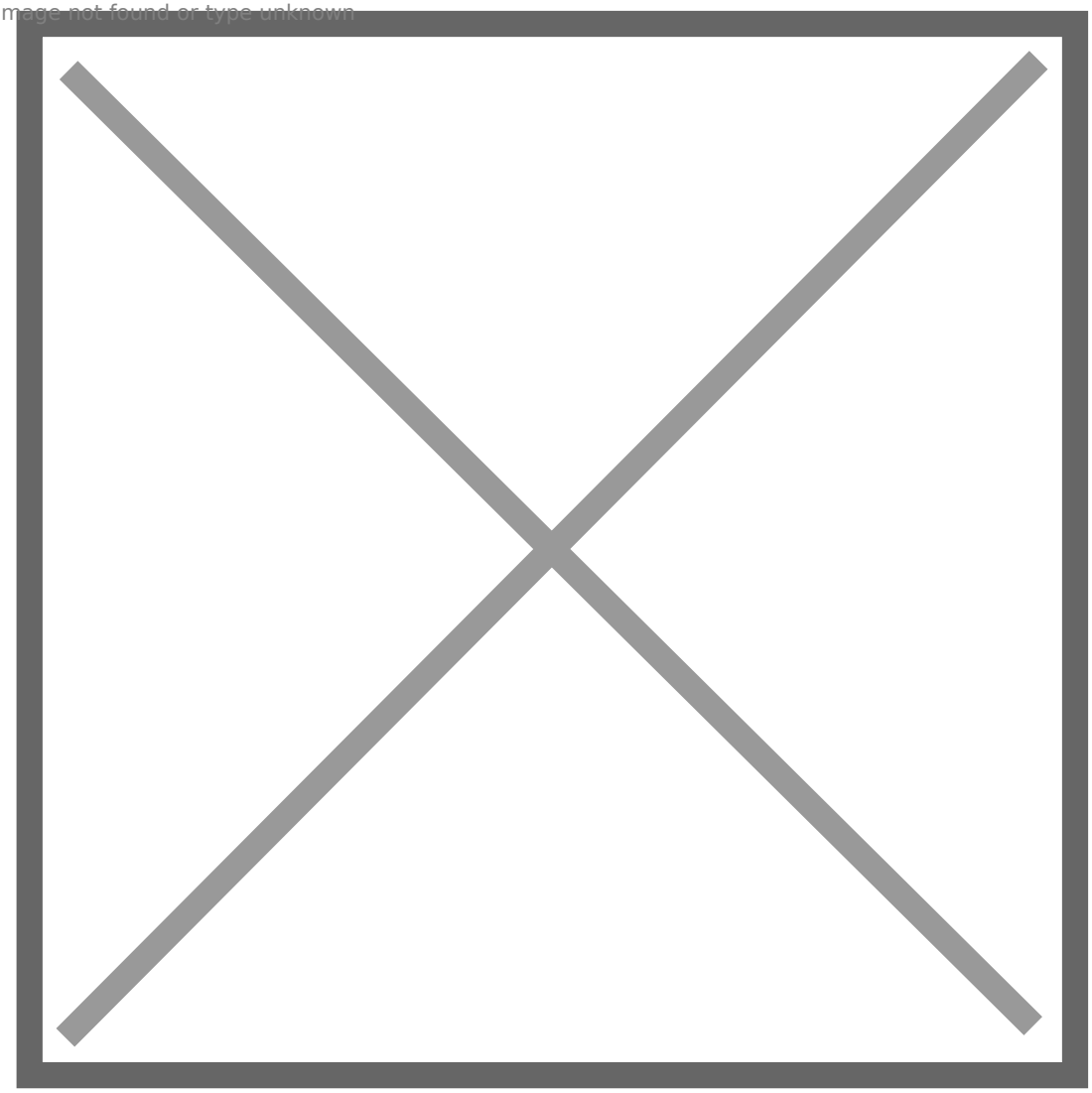
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> Only 'unavailable' Locations will show when selecting a Location

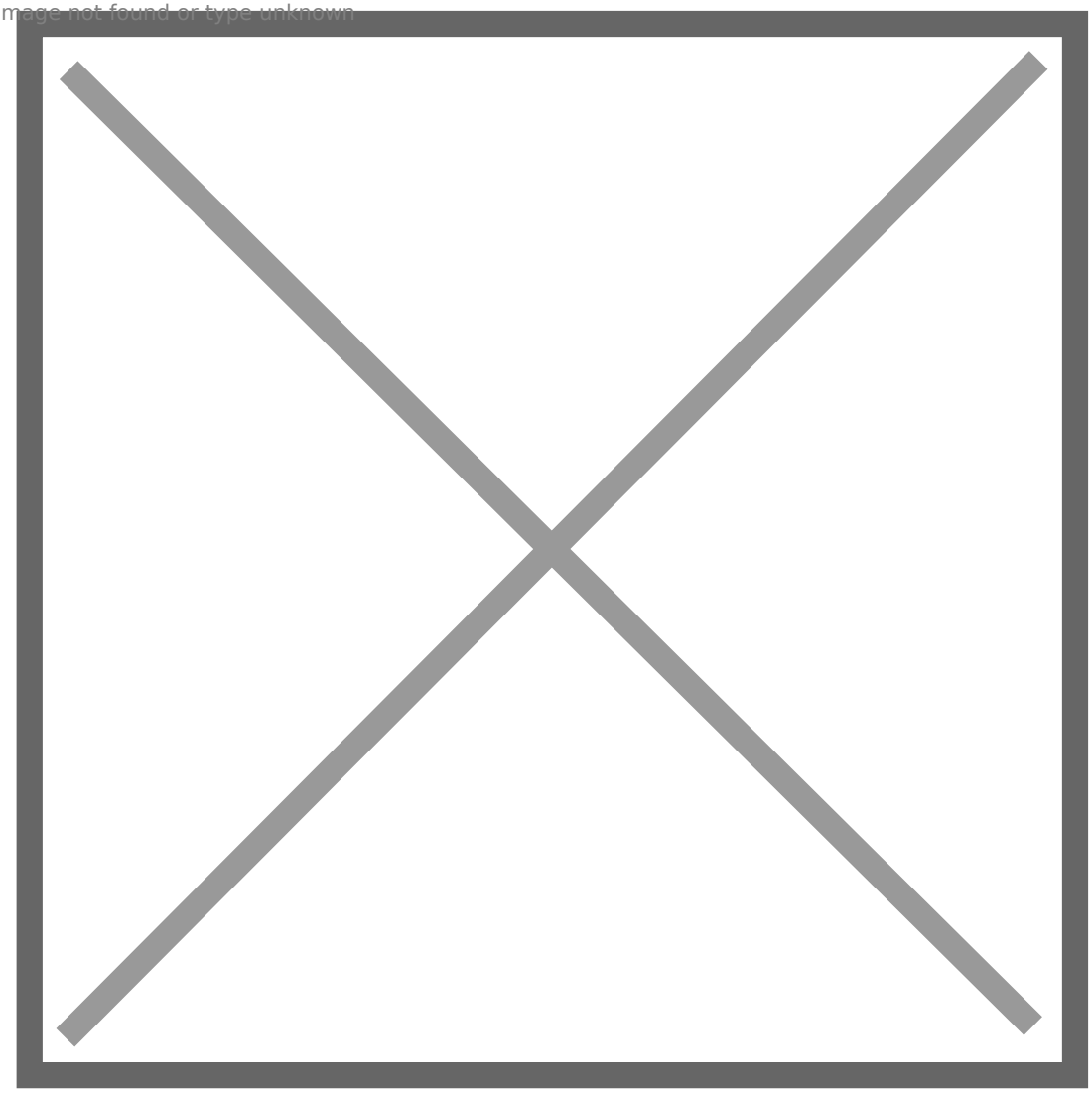
3. Optional: Filter by Supplier

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

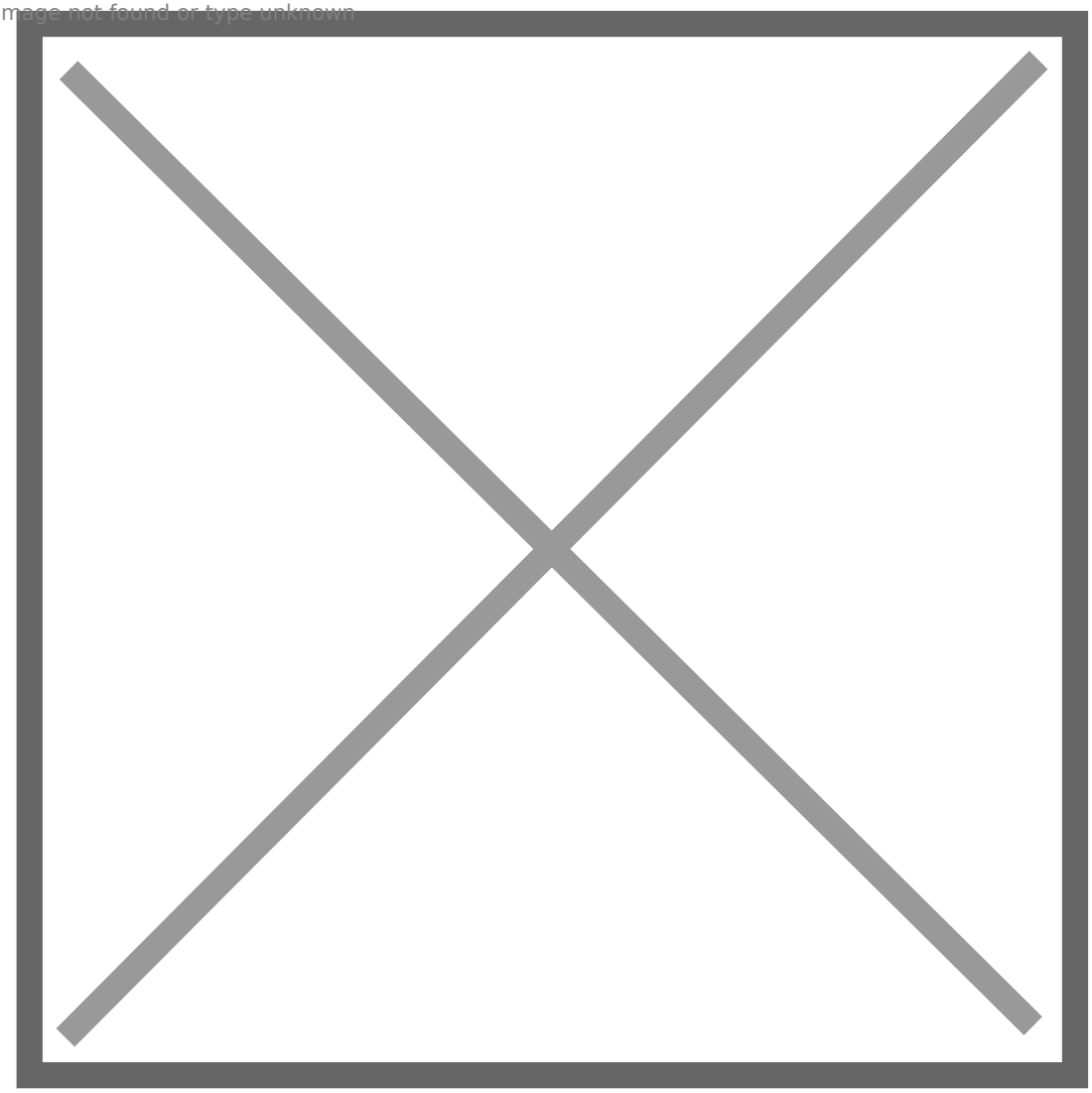
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> Quantities will default to the total number of units in the Location

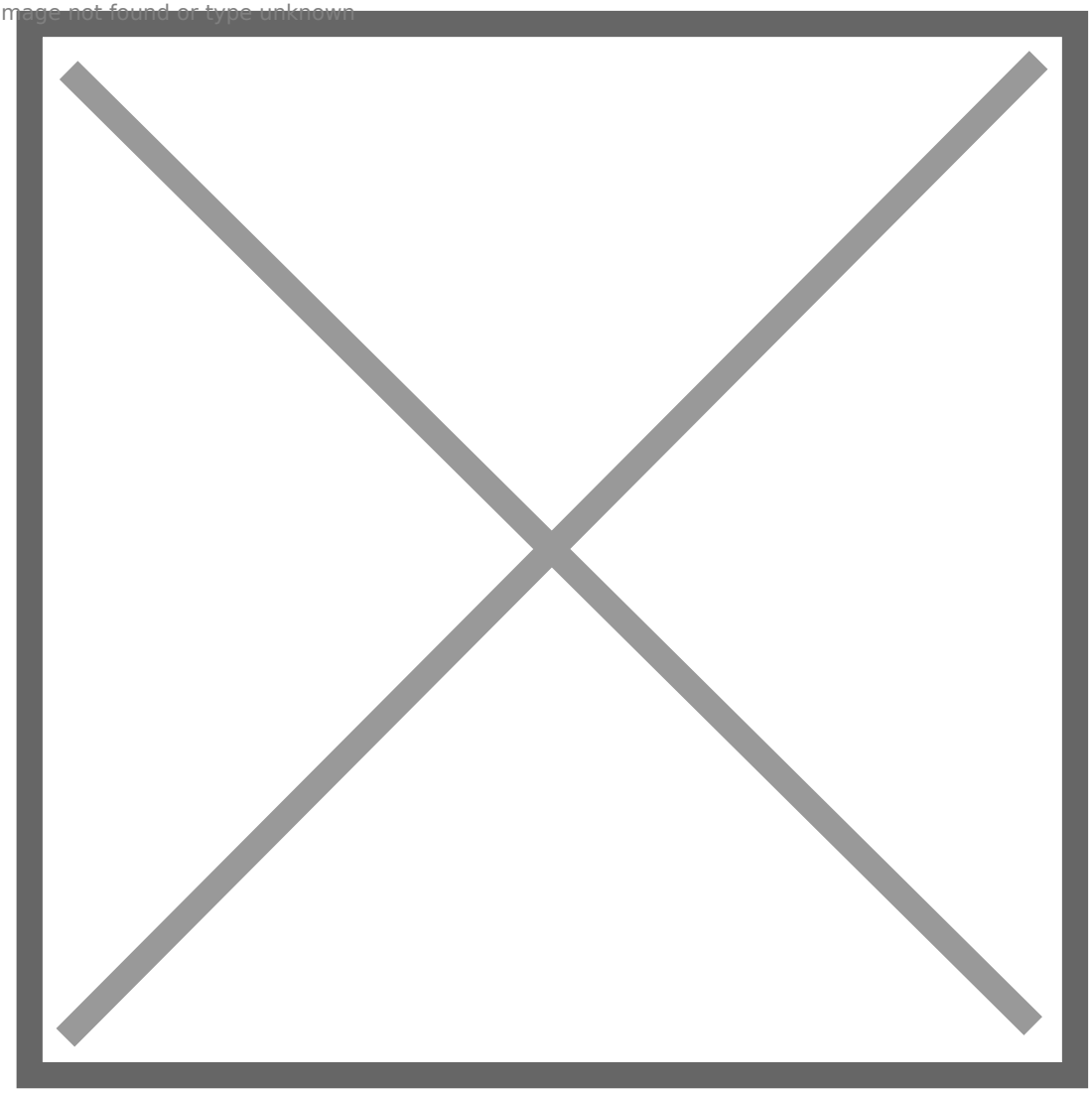
5. Click to create the Supplier Return

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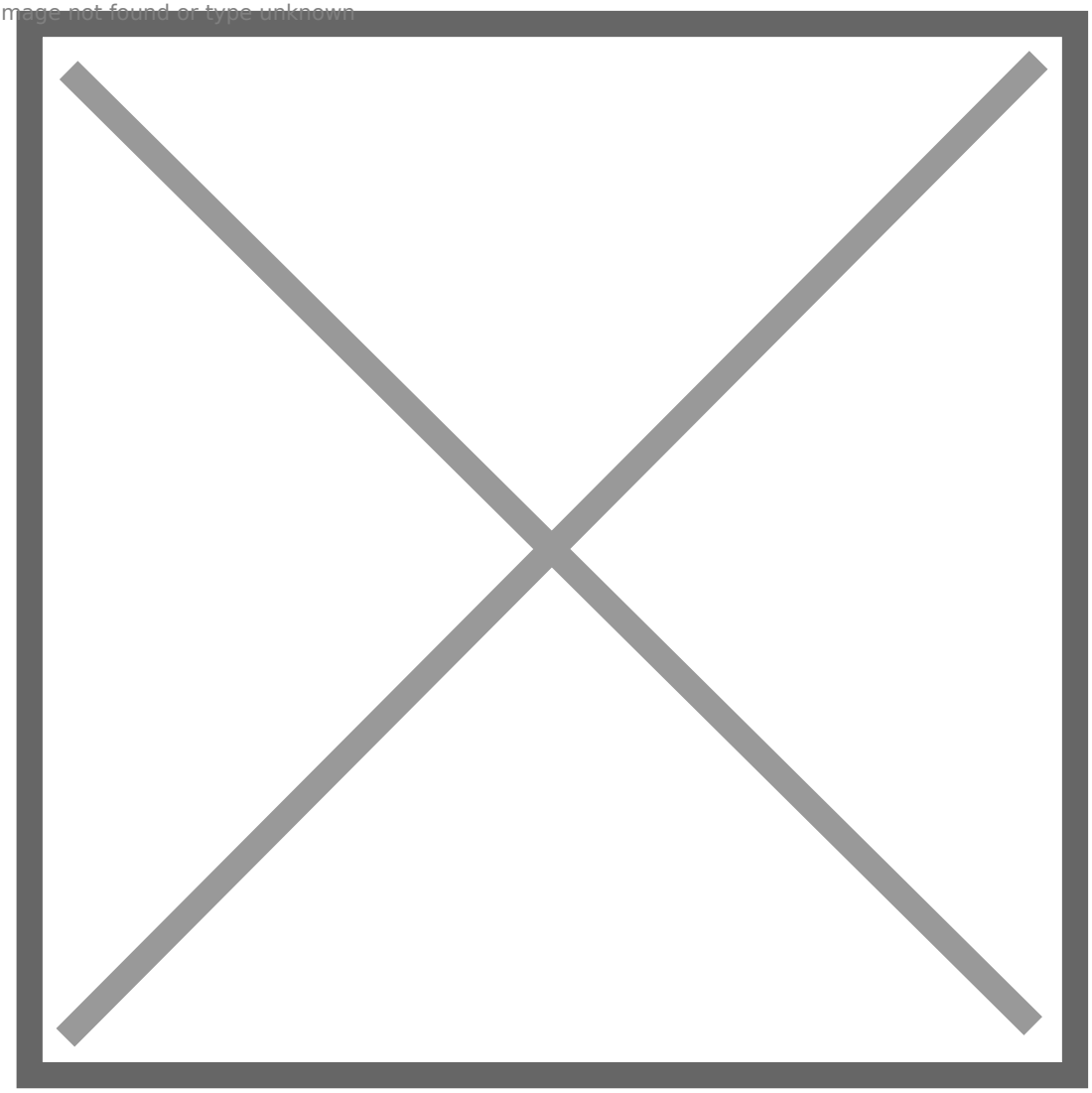
6. If necessary, select the Purchase Order linked to the SKUs

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7. Click "Update items" to save your changes

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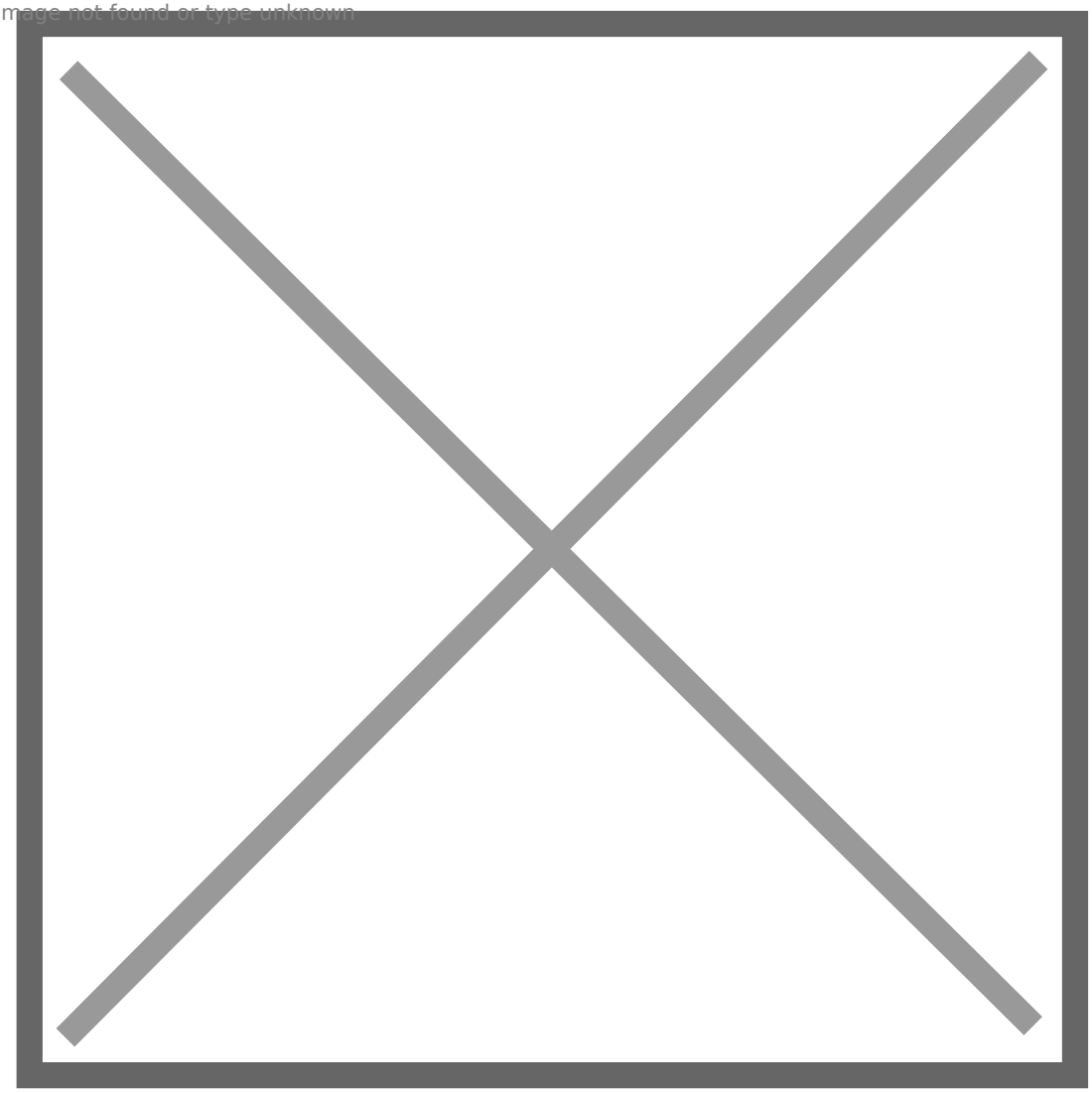


8. The next stage will rely on your Supplier, who will either Authorise or Decline the Supplier Return.

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

9. Click "Authorised by Supplier"

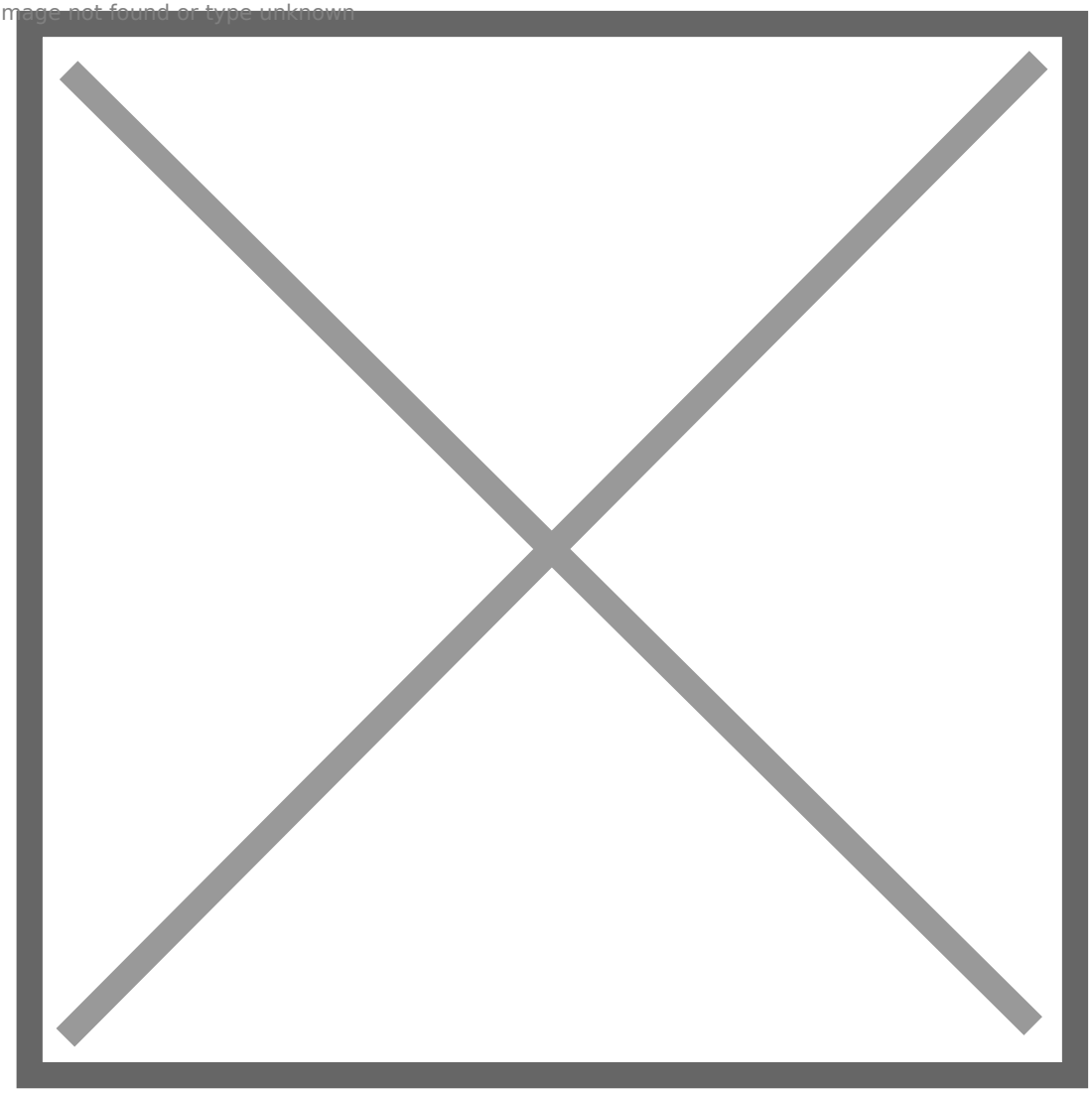
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10. Once authorised, please confirm a collection date; this will display on your Logistics report.

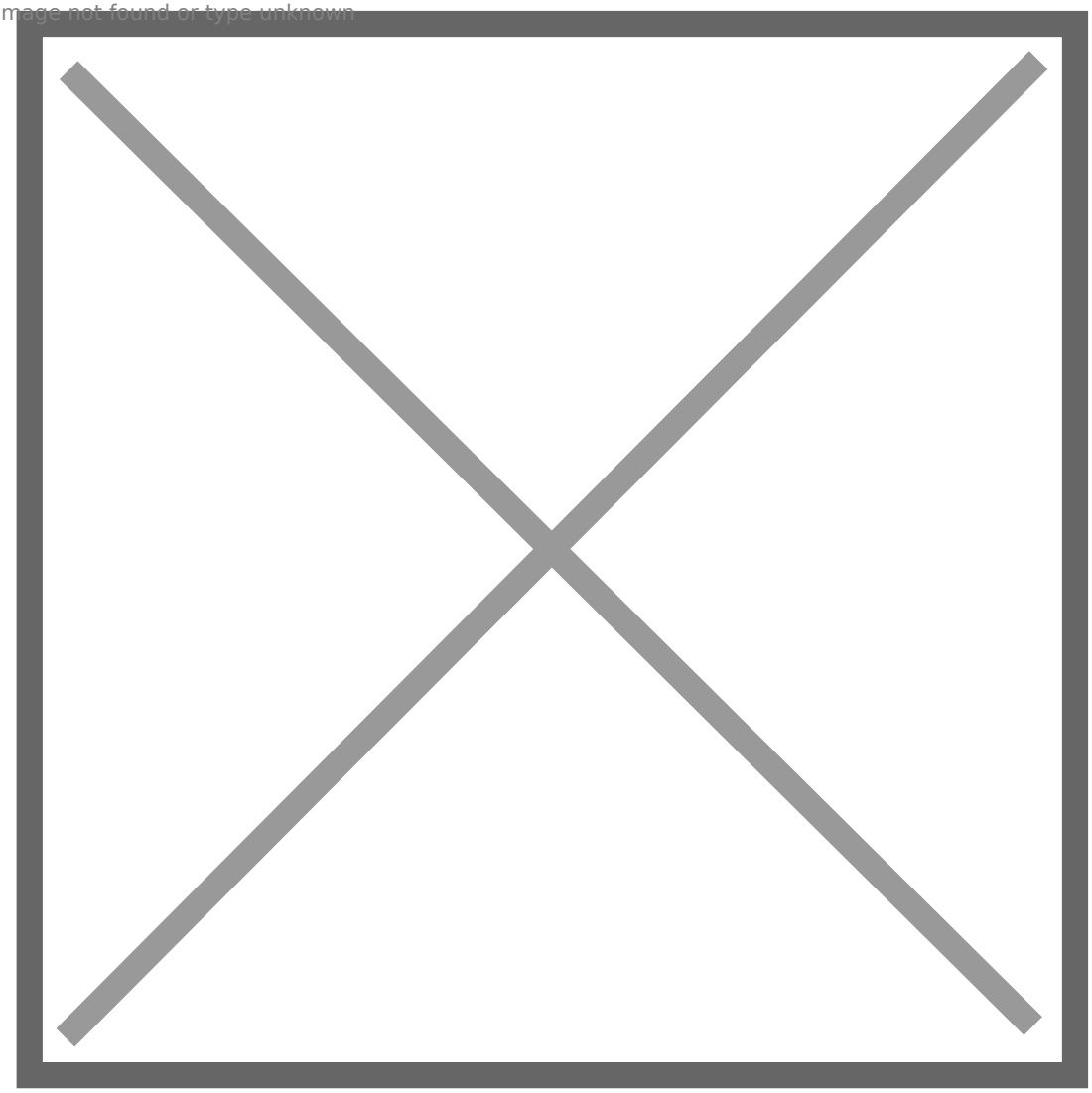
11. Click "Wednesday 26 November 2025"

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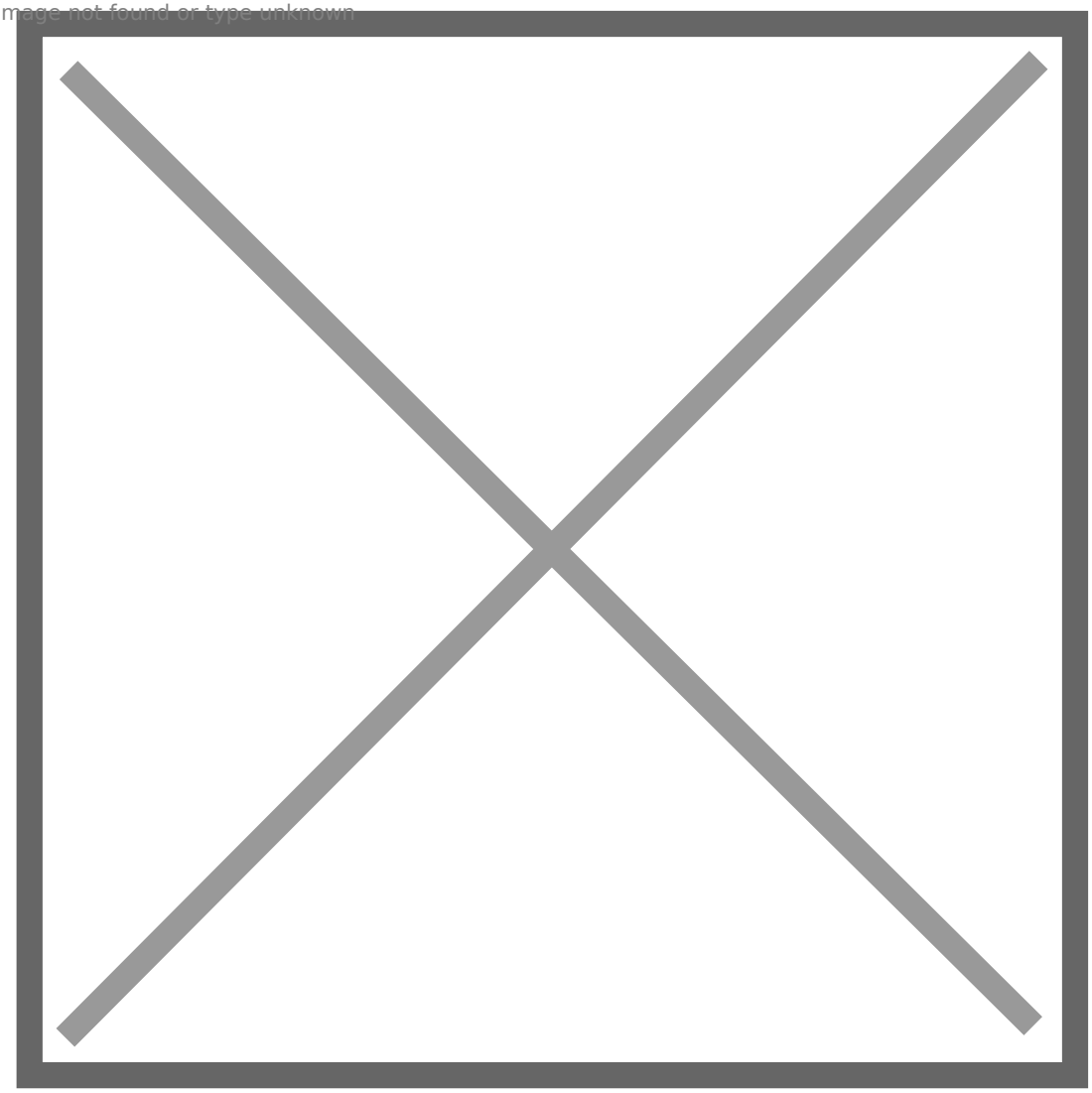
12. Click "Update items" to save your changes

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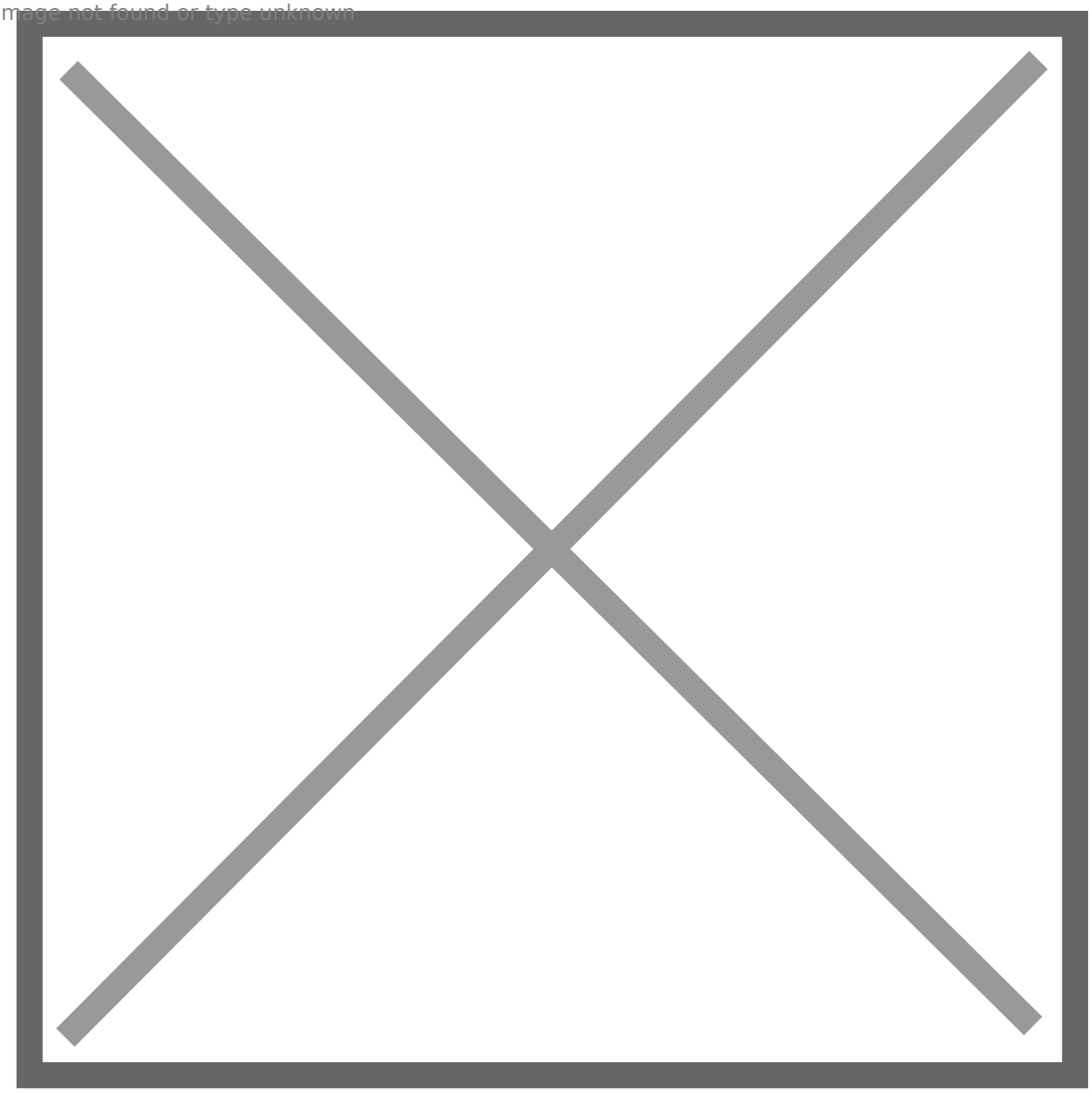
13. Click "Awaiting collection by Supplier"

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14. Click "enter collection number" if required

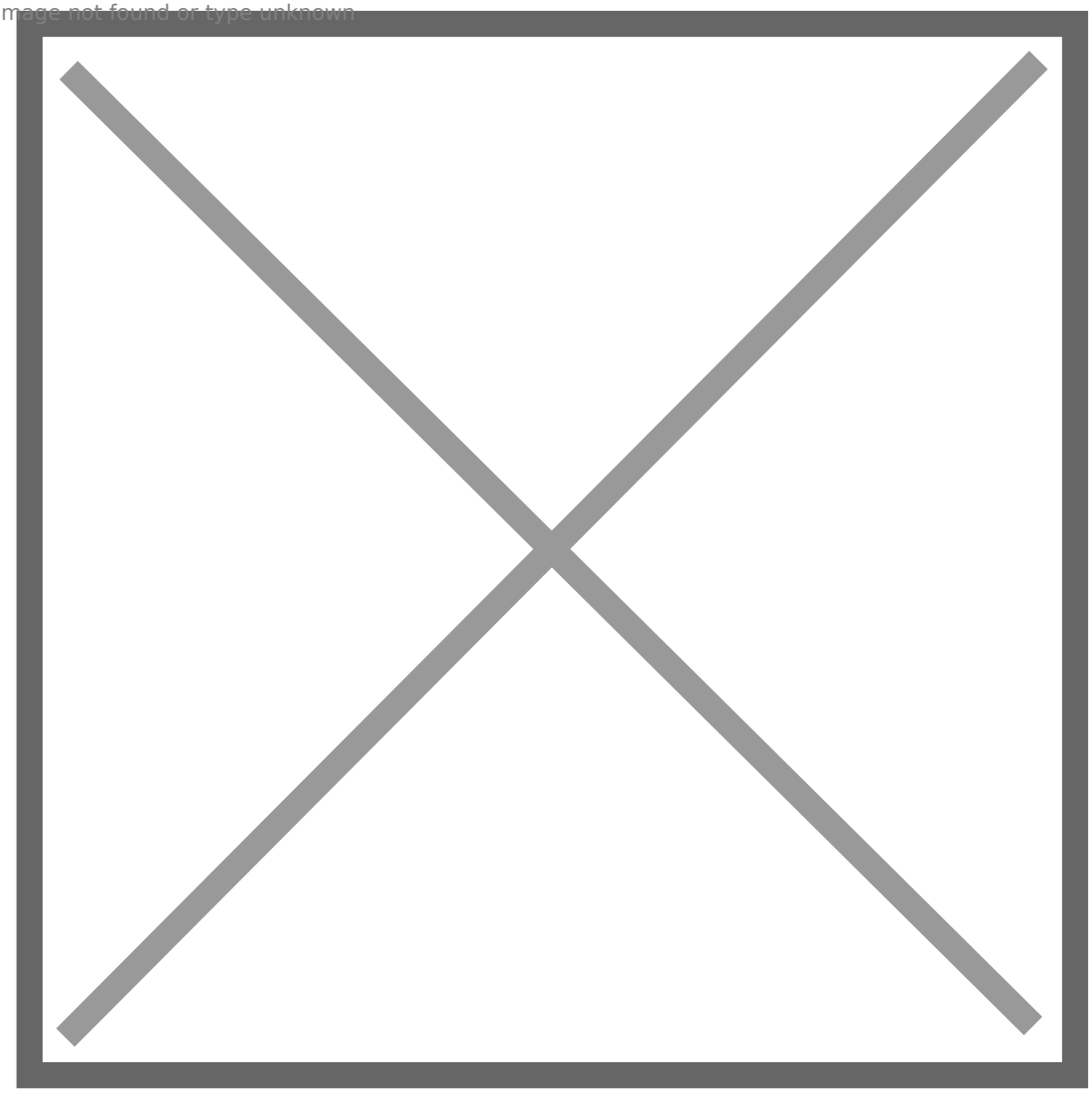
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15. When you are ready, mark the stock a collected

16. Click "Stock collected"

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Revision #2
Created 13 November 2025 09:34:18 by Mike
Updated 19 December 2025 13:05:45 by Mike