

Create An Inbound Return

This lesson teaches how to create a Return Order for materials returning from the field.

Creating A Return Order

1. Select **Create Return** from the Returns menu
2. Enter the **Incident ID** and tab out of the field
3. Select the **Receiving Dock** (e.g. RETURN-1)
4. At the bottom of the form, click **New** to enter new order lines
5. Repeat the following steps for every Item type in the return:
 - a. In the Item ID field enter (or search for) **Item ID**
 - b. In the QtyRtn field enter the total number of returned items
 - c. In the RFI field enter the number that are ready for issue
 - d. In the NRFI field enter the number that can be ready for issue with some fixing
 - e. In the QtyUns field enter the number that are unusable, and the customer will be charged
 - f. In the QtyUnsDueToNWT enter the number that are unusable due to normal wear and tear
 - i. (note that these last four add up to the total return quantity)
6. Click **Process Return** to save and process this return