Inventory Returns

Everyone has a "reason" for wanting to return a purchased item. PFW can handle the processes dictated by your return policies. Instructions are given for both (PFW) and [PRM]

STORE POLICIES & CONTROLS

- Your return policy should be stated on invoices and orders (see File: Definitions: Policy Statements). [Maintenance>Definitions>Policy Statement]

- You can define reasons for customer returns and flag them to immediately return items to stock or not. (see File: Definitions: Customer Return) [Maintenance>Definitions>Customer Return]

- Employees can be prevented from handling returns (see File: Definitions: Security Groups) [Maintenance>Definitions>Security Groups]

- You can require that all return invoices have a customer name and address (System Setup: Invoice Setup: Customers) [Maintenance>System Setup>Transactions>Customers]

- You can issue Gift Certificates or Store Credits in lieu of monies

- You can assign RMA (Return Merchandise Authorization) numbers for return inventory not yet received from the customer, by starting with an Order instead of an invoice and using the order number as the RMA number.

CUSTOMER RETURNS

Begin with an Order if the product is not being surrendered now; otherwise start with an Invoice. Add the item being returned to the invoice either as a negative quantity and process the invoice.

Or, better still, type CTRL- R for return and link to the product on the original invoice. This is best because if captures the actual selling price of the item to include mix & match, package, and discounted percentages instead of assuming it was purchased at the current price.

The customer can receive a replacement part or additional purchases and or a restocking fee applied.

Since you know the refund value at this point, you could sell a Gift Certificate for the value of the refund, or wait until the Tender screen to refund by cash, check, store

account, or credit card.

When you process the invoice you will be prompted to choose a reason for the return. The inventory item will be put into stock immediately or held for processing of Returns From Customers on the RMA button of Manager Console.

When you finalize and printout the invoice, this phase of the return of inventory is now complete.

RETURNS TO VENDOR
If the customer return needs to be sent back to the vendor, PFW provides a full-featured RMA process. Since all inventory items track the vendor and purchase order source, making returns is simple through the Customer Returns section.

PFW even handles products which have not sold but which need to be returned to the vendor. This can be done in one of two ways: Quick Return and Process Other Returns

Quick Return
Create a purchase order for the vendor and add the inventory item with a negative quantity. PFW will deduct the quantity from the stock count, update your AP with a store credit, and needs no further documentation. This is often used when you are returning the product to the manufacturer and not the distributor.

Process Other Returns
You select the SKU, quantity, and purchase order. Enter a reason for the return and a request for action, such as "Repair / Replace" or "Credit Our Account."

All RMA items are listed per vendor. You contact the vendor to get an RMA number and PFW continues to track each item with an Aging Report.

When the vendor ships replacement items, a purchase order is automatically generated for tracking purposes.

Reports On Returns
There are several reports in PFW (and more in PRM) which report on the dollar value of returns. The Daily Sales Summary gives general information and Invoice History has the details.

Any Question?
More information can be obtained from your dealer or by reviewing the online Help files.

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