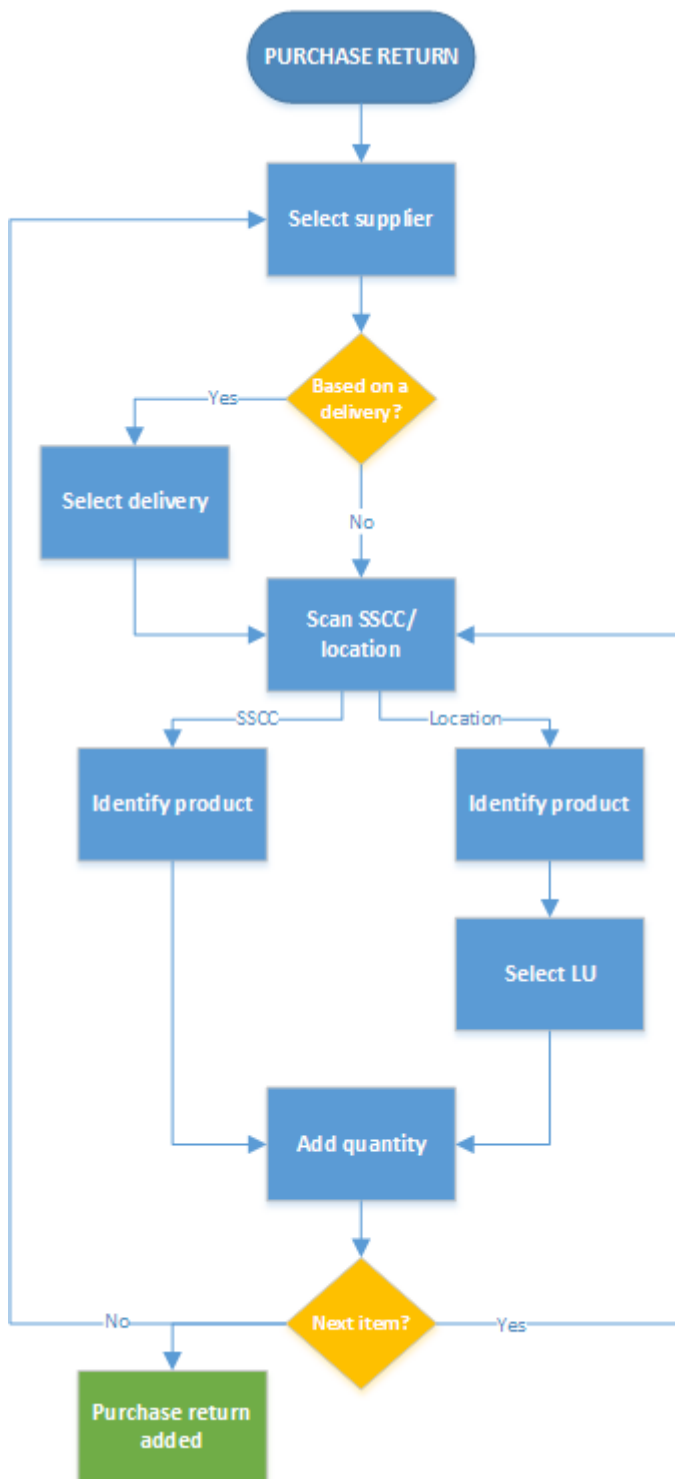# 28.3. Purchase Return

Apart from receiving and shipping items, a company also has to make sure that it can return purchased items to a supplier or can take back sold items from its customers. Produmex provides a 'Return' function for this.

If there is a problem with purchased articles that are received (e.g. damaged, expired, …) these can be returned to the supplier. Such a purchase return is initiated on shopfloor.

- [Select a supplier](#)

- Select a task
- scan_sscc_location
- scan_a_product
- add_quantity
- add_more_products

28.3.1. Initiate the return

To start the return process, select the 'Purchase return' option from the Purchase menu.

28.3.2. Select a supplier

Select the supplier to whom return the purchased items. Every 'Vendor' type business partner is listed.

28.3.3. Select a task

On the next screen indicate whether to execute the return based on a delivery document or not.

- Press the 'No delivery' button if it is unknown which delivery the item belongs to. The system will automatically proceed to the 'Scan SSCC or location' screen.
- Press the 'Select a delivery' button to return items based on a Goods Receipt PO document. On the next screen open purchase deliveries for the selected supplier are listed. The deliveries are sorted by: latest document due date/highest document number.

Note that invoiced Goods Receipt PO documents are closed, so these cannot be selected as a base document for a return. Credit notes cannot be booked from the scanners.

Displayed information:

1. Due Date of the Goods Receipt PO document
2. Supplier code and name
3. Goods Receipt PO document number

28.3.4. Scan SSCC/location

Scan the SSCC or the location. The system will proceed to the 'Scan a product' screen.

If there is no logistic label present, press the 'No SSCC' button. The system will proceed to the 'Scan a location' screen.

28.3.4.1. Scan location

After the 'No SSCC' button has been pressed, scan the source location or select it from a list after pressing the 'Select a location' button. On the next screen select the source location.

No delivery

When retuning items without a delivery, every location is listed.

With delivery

When returning items based on a delivery, only locations where the items from the Goods Receipt PO documents are stored are listed.

28.3.5. Scan a product

Scan the product or select it from a list after pressing the 'Select a product' button.

No delivery

When returning items without a purchase delivery, an item can be scanned or will be listed if it is stored on the selected logistic unit/location.

If the item is stored on more than one SSCC on the location and no SSCC has been scanned, select the SSCC the item is stored on from a list. If there are items on that location that are not stored on a logistic unit, an additional 'No SSCC' button is displayed. Press this button to return items that are not stored on a logistic unit.
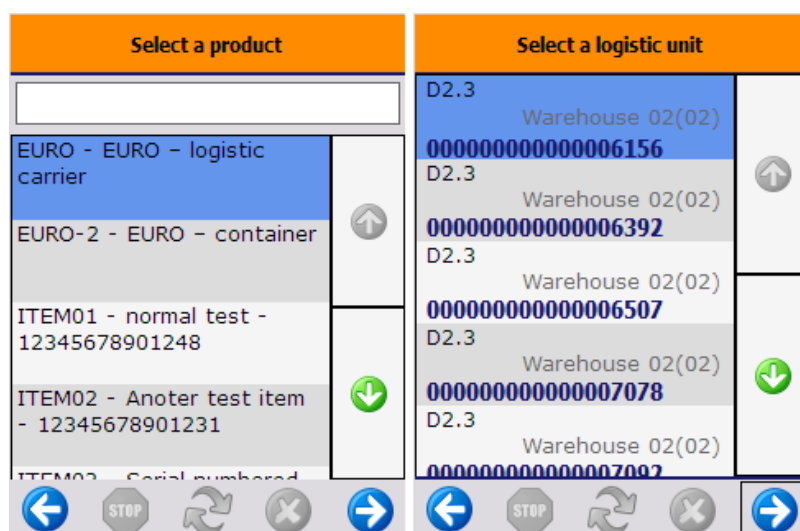
With delivery

When returning the items based on a purchase delivery, an item can be scanned or will be listed if the following verifies:

- The item is stored on the selected logistic unit/location

- The item is on the purchase delivery document

If the item is stored on more than one SSCC on the location and no SSCC has been scanned, select the SSCC the item is stored on from a list. If there are items on that location that are not stored on a logistic unit, an additional 'No SSCC' button is displayed. Press this button to return items that are not stored on a logistic unit.

After the product has been identified, a check will be performed.

- If the details of the selected product match with the product details on the purchase order, the user can proceed.
- If the details of the selected product does not match with the product details on the purchase order, an error message will be displayed. After acknowledging the message the system will return to the 'Select product' screen.
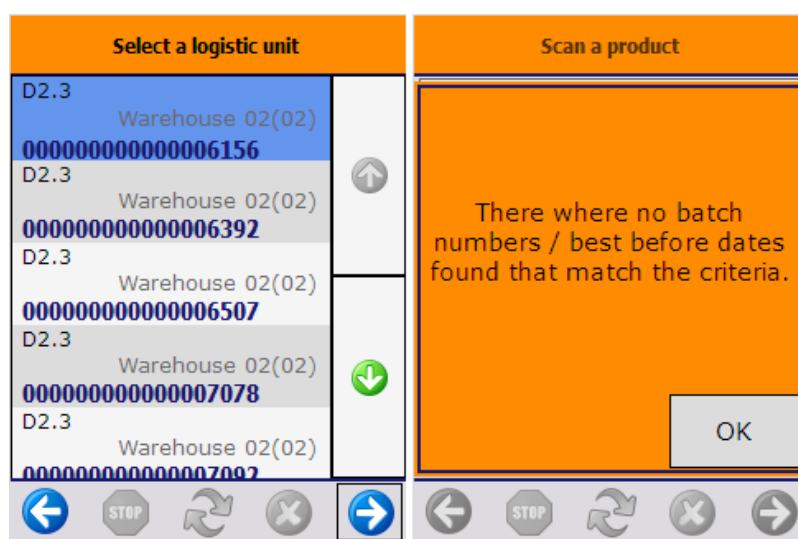
28.3.6. Add quantity

Add the quantity to return. For more information please see: Screens for entering additional information

No delivery

When returning items without a purchase delivery, the entered quantity cannot exceed the quantity on the logistic unit/location.

With delivery

When returning items based on a purchase delivery, the maximum quantity to enter depends on:

- If the quantity on the purchase delivery exceeds the quantity on the logistic unit, then the maximum quantity the quantity on the logistic unit.
- If the quantity on the purchase delivery is less that the quantity on the logistic unit, then the maximum quantity is the quantity on the order.

28.3.7. Add more products

On the next screen the system will ask whether there are more items to return or not.

Press the 'Yes' button to return further items. The system will go to the *'Scan SSCC or location'* screen. On the 'Scan SSCC or location' screen an additional 'Add the returns' button will be displayed. Press this button to return the selected products.

Press the 'No' button to finish the return process. The system will display a 'The return has been added.' message. A Goods return document will be added in SAP B1. After all the products has been returned from a Goods Receipt PO document, the purchase document will be closed.
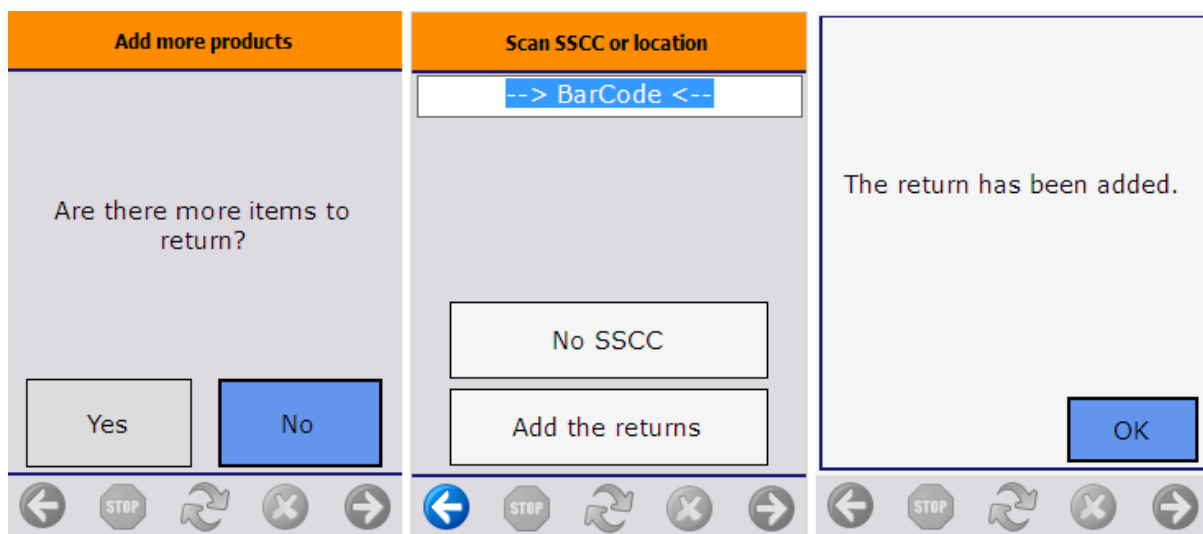
28.3.8. Go back

If there are items already added to return and the user presses the left arrow button, the system will ask for confirmation.

Press the 'Yes' button to book the return.

Press the 'No' button to go back without booking the return. The list of items to return will be cleared.

Items to return

The return has not been booked. Do you wish to book the return?

Yes   No