## 9.01. Return goods to a supplier

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Goods are returned to a supplier using a supplier credit transaction. There are two ways to create one:

1. Manually create a supplier credit

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2. Create a supplier credit from a finalised supplier invoice

## Manually create a supplier credit

On the Supplier tab of the navigator, click on the New credit... icon:



This will open the new supplier credit window:

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Name	<b>↓</b>				Confir	m date : 00/0	00/00	Colour	Black		
Their ref			Category None					Invoice number : Entry date : Status :	Invoice number : 0 Entry date : 13/03/2020 Status : nw		
								Goods received ID :	0		
<b>*</b>								Purchase Order ID : Requirition ID :	0		
New line	Delete line							Entered by :	user 1 (nass= #	ser1)	
								Store:	General		
		General	Sur	nmary by it	em Summ	ary by Batch	Log				
Lo Item code	Item Name	Qty	Pack	Batch	Expiry	Cost Price	Sell Price	Price extensio	n		
		-									
	·										
	Other charges										
S 🖪 🗐	ittern(s):							500	totar:	0.00	
	Amount: 0.00							07	o tax: fotol:	0.00	
									wan.	0.00	
Piolo D	part barbic 0						_	Date to Marca	04		

In the *Name* text box, type the first few characters of the supplier's name then press the Tab key on the keyboard and select the correct supplier in the usual way. Enter a reference and comment in the *Their ref* and *Comment* fields if needed.

Now click on the New line button to open the new line window:

		1	Add item		
ltem				1	New item
Quan	0 of 0				
Pack	0	Bulk/Outer pack size	0		
				Cancel	OK OK & Next

Just as you do on a customer invoice, you enter the name of the item and then select the line of stock you wish to return to the supplier (obviously, you're selecting what to return from what you already have in stock). So type the first few characters of the item's name or code in the *Item* field and press the tab key on the keyboard to select the item in the usual way. When you have selected the item, you will be shown the list of all batches you have in stock:

noxycill 1	in 500mg	Capsule									
1							- L A	MO2001		-	
										New item	
0	of 200										
1000	)		Bulk/0	Outer pai	ck size 0						
sue /	Available 200	Tot in st 200	Pack 1000	Hold	Batch MDO345/56	Expdate 30/04/2022	Supplier testsup01	Location	Cost Price	Sell price 1.98	Sta
				-				_	_		
otal qua 1 guant	antity issu tity availai	ied ble 2001	000				Cance	( ) [	ОК	OK&	lext
3	1000	1000 we Available 0 200 tal quantity issue I quantity available	1000 ue Available Tot in st 0 200 200 tal quantity issued I quantity available 200	1000 Bulk/0	1000 Bulk/Outer par ue Available Tot in st Pack Hold 0 200 200 1000	1000 Bulk/Outer pack size 0 ue Available Tot in st Pack Hold Batch 0 200 200 1000 MDO345/56 0 200 1000 Intervention of the second se	1000     Bulk/Outer pack size     0       ue     Available     Tot in st     Pack     Hold     Batch     Expdate       0     200     200     1000     MD0345/56     30/04/2022       1     1     1     1     1       1     1     1     1     1       1     1     1     1     1       1     1     1     1     1	1000     Bulk/Outer pack size     0       ue Available Tot in st     Pack     Hold     Batch     Expdate     Supplier       0     200     200     1000     MD0345/56     30/04/2022     testsup01       1     uantity issued     0     0     Cance	1000 Bulk/Outer pack size 0  ue Available Tot in st Pack Hold Batch Expdate Supplier Location 0 200 200 1000 MD0345/56 30/04/2022 testsup01  tal quantity issued 0 I quantity available 200000 Cancel	1000     Bulk/Outer pack size     0       ue Available Tot in st     Pack     Hold     Batch     Expdate     Supplier     Location     Cost Price       0     200     200     1000     MDO345/56     30/04/2022     testsup01     1.98       1     1     1     1     1     1     1     1       1     1     1     1     1     1     1       1     1     1     1     1     1     1       1     1     1     1     1     1     1       1     1     1     1     1     1     1       1     1     1     1     1     1     1	1000     Bulk/Outer pack size     0       sue Available Tot in st     Pack     Hold     Batch     Expdate     Supplier     Location     Cost Price     Sell price       0     200     200     1000     MD0345/56     30/04/2022     testsup01     1.98     1.98       1     1     1     1     1     1     1     1     1       1     1     1     1     1     1     1     1     1       1     1     1     1     1     1     1     1     1       1     1     1     1     1     1     1     1     1       1     1     1     1     1     1     1     1     1       1     1     1     1     1     1     1     1     1       1     1     1     1     1     1     1     1     1

Enter the number of packs to return in the *Quan* field and click on *OK* or *OK* & *Next* if you want to add another item. When you've finished adding items you'll be back at the supplier credit window:

•						Sup	plier credit				
2	Rame Test supplier 01						Confirm	n date : 00/0	Colour	Black	
-	Their	ref	testsup01						Invoice number : 2		
	Comment						Category N	ione	Entry date : 13/0 Status : mv	13/2020	
										Coods received ID : 0	
	+									Purchase Order ID : 0	
N	ew line		Delete line							Requisition ID : 0	
										Entered by : user	1 (pass= user1)
										Store: Gen	eral
		hard and a	hard Marrie	General	501	mary by it	en summ	any by Banch	Log		
	L0	AMO500T	Amonycillin 500mg Capsule	Qty 3	Pack 1000	MD56	Expiry 30/04/2022	Lost Price	Sell Price	Price extension	-5.94
-			Other charges							Subrotal	-5.94
1	S 🗾 🖅		Ibern(s):							0 % tax	0.00
			Amount: 0.00							Total	-5.94
0.	łołd	Exp	port batch: 0								
O F	inalise		Margin: -200.00							OK & Next Delete	ок 🛛 🖶

Click on the *OK* button and the supplier credit will be automatically confirmed and the stock will be taken out of your system. If you need to print out a packing list or delivery note the click on the printer icon on the bottom right hand corner of the supplier credit window before clicking on the *OK* button.

## If the supplier is another store

If the supplier in the *Name* field is another store, mSupply will create an on-hold customer credit in that store so that the users there can easily receive the goods in when they physically arrive at their warehouse. However, just as with normal customer invoice stock transfers, the customer credit will only be created when this supplier credit is finalised. So, if you have not checked the *Finalise* checkbox on the supplier credit before you clicked on the *OK* button, you will be shown this confirmation message:



If you click on the *Finalise* button the supplier credit will be finalised and the customer credit will be created in the supplier store. If you click on the *Leave as confirmed* button the supplier credit will be left at confirmed status (so the godds will still have been deducted from your store) but the customer credit will not be created in the supplier store. You can open the supplier credit agin later and finalise it to create the customer credit in the supplier store.

## Create a supplier credit from a finalised supplier invoice

Rest coming soon!

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