

9.02. Receiving goods back from a customer



It is important to be able to receive goods back from a customer without it being counted as goods coming from a supplier. If your customer issues the goods to you on a Customer Invoice, and you then receive it through a Supplier Invoice, then those goods will be counted as part of your store's 'supply' from suppliers, which is not correct. A Customer credit is the right way to receive goods back from a customer.



If you have accidentally confirmed (and finalised) a Customer Invoice, then you should be able to [cancel it](#) to bring the stock back in, rather than creating a customer credit.

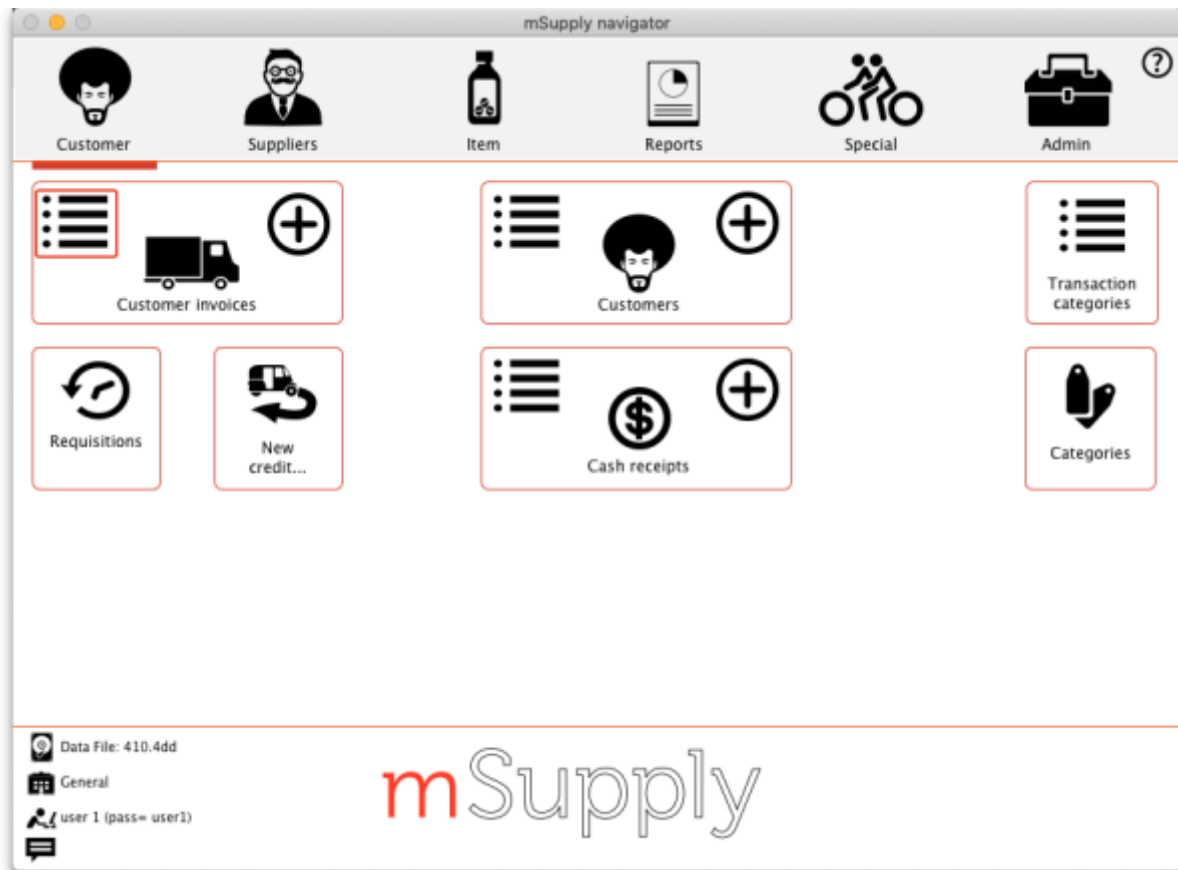
If one of your customers wishes to return goods to you, you should receive them back into your store using a customer credit transaction.

You can create a customer credit manually or it can be created automatically in your store if your customer is a store in mSupply and they create a supplier credit to return the goods to you - see the [9.01. Return goods to a supplier](#) page for details about that.

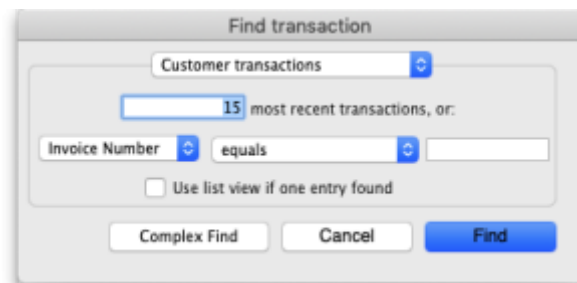
Customer credits created automatically will have the status *new* (nw) and placed on hold so that they do not affect stock in your store. When the goods physically arrive at your store, you can check them over, verify quantities, batches, condition, etc., make any necessary adjustments to the customer credit before taking it off hold and receiving the returned goods in to stock in mSupply.

Viewing and editing customer credits

Choose *Customer* > *Show invoices...* from the menu or click on the Show customer invoices icon on the Customers tab of the navigator:



This will show you the search filter window:



Note that the drop down list at the top is set to Customer transactions. Edit the other filter selections as required (leave the top drop down list as it is) and click on the OK button to see a list of all customer transactions (invoices, credits etc.). The customer credits are the ones with “cc” in the Type column:

few characters of the name and pressing the *Tab* key on the keyboard to select it.



If the customer is on hold you will be warned and asked if you wish to proceed with receiving the goods back from them.

Enter a reference and comment in the *Their ref* and *Comment* fields if required.

Now you need to add the goods that are begin returned to you. There are two ways of doing this:

1) Click on the **New line** button to add a line to the credit and this window will open:

The screenshot shows a window titled "Add/edit supplier invoice line". It has several input fields and buttons. At the top right is a "New item" button with a plus icon. Below it are fields for "Item" (with a dropdown arrow), "Received quantity" (0), "Sent quantity" (0), "Pack size" (1), "Total quantity" (0), "Batch", "Expiry" (00/00/00), "Location", "Volume per pack" (m3), "Invoice line unit cost (USD)" (0.00), "Adjusted local cost" (0.00), "% Margin" (0.00), "Sell price" (0.00), and "Price extension (USD)" (0.00). At the bottom are three buttons: "Cancel", "OK", and "OK & Next".

Here you can enter the details of the first batch you are receiving. This is exactly the same as filling out the details for a supplier invoice line. Enter the name of the item first by typing the first few characters of the name or code then press the *Tab* key on the keyboard to select the right item. Now enter the rest of the details as required, to match the stock being returned.

Note that on the customer credit you should enter items with zero margin. This is because *mSupply* uses the cost price entered to calculate the amount to credit the customer, so you must enter the amount you charged them as the cost price for each line. Presumably you want to sell the item again for the same price you sold it originally, hence the cost and selling price should be the same.

When you have finished entering this line's details, click on the *OK* button if you're finished or the *OK & Next* button to add another line. When you've finished adding lines, click on the *OK* or *Cancel* button and you'll be taken back to the customer credit window, now showing the lines added.

2) Click on the **History** button. This window will open:

Date	Number	Prescriber	Item	Quantity	Credit Qua...	Batch	Direction
18/09/2020	1		AMOXICILLINE 500 MG GELLULE	100	100	8092	
18/09/2020	1		PARACETAMOL 500 MG CP	150	150	000724	
26/08/2020	2372		NEVIRAPINE 10 MG/ML FL/100 ML	2	2	LA90342	
14/08/2020	2335		PARACETAMOL 100 MG SCH	120	120	3704	
13/08/2020	2327		AMODIAQUINE/...ADULTE PLQ/6 CP	25	25	PA0819G	
13/08/2020	2327		AMODIAQUINE/...4 ANS) PLQ/3 CP	50	50	CY2499065	
13/08/2020	2327		AMODIAQUINE/...1 MOIS) PLQ/3 CP	10	10	PA0859G	
13/08/2020	2327		ARTEMETHER/LU...ANS) PLQ/12 CP	30	30	KU816	
13/08/2020	2327		ARTEMETHER/LU...3ANS) PLQ/6 CP	10	10	PA23908	
13/08/2020	2327		ARTEMETHER/LU...ULTE PLQ/24 CP	30	30	DJ01508	
13/08/2020	2320		BOITE DE SECURI...OBJETS SOUILLES	3	3	NEANT	
13/08/2020	2320		DETERMINE HIV TEST KIT/100	2	2	06285K200R	
13/08/2020	2320		DOLUTECRAVIR /...mg comp. bte/90	4320	4320	19071711	
13/08/2020	2320		EFAVIRENZ/LAML...300/300 MG CP	4800	4800	3096204	
13/08/2020	2320		GANT DEXAMEN LATEX MM PQT/100	2	2	21208...9LPZA	

The list shows all the items that have been issued to this customer in date order, most recent at the top. Click on the line you wish to be returned and click on the **Add to credit** button. If you do not want to return the whole of the line then click on the *Credit quantity* cell and enter the quantity to be returned. Click on the **Add to credit** button to add the entered quantity of that line to the credit.

You can only add a single line to the credit at a time. If you wish to close the window without adding anything to the credit, click on the **OK** button.

Repeat the process as many times as you wish until you have added all the items to be returned.



If the *Limit patient and customer credits to previously prescribed items* preference is turned on (see [15.03. Invoice preferences](#)) then the History button is the only way you can add items to the customer credit (the **New line** button will be disabled).

Whichever way you add the lines to the credit, when you have finished doing so, click on the **OK** button to save the customer credit. This will automatically confirm it and put the items on it into your stock in mSupply.



There is no need to enter negative values for quantities or prices in mSupply. Even when you are entering returned goods from customers, or returning goods to suppliers, enter positive values. mSupply automatically converts the amounts to negative values as required to keep all the figures in correct balance.

Creating a customer credit from a finalised customer invoice

If a user has the *Return stock from customer invoices* preference set (see the [25.15. Managing users](#) section for details), then, when they open a finalised customer invoice, a **Return selected lines** button will be displayed:

Customer invoice (Read only)

Name: Test Customer 01 Confirm date: 30/01/2023 Colour: Black

Their ref: testc01 Invoice: 21291

Comment: Category: None Entry date: 30/01/2023

Truck No: Goods received: 0

Consignment No: Requisition: 0

Status: fn

Entered by: mSupply Support

Store: HPF Juba Warehouse B10

Return selected lines

General Summary by Item Summary by Batch Transport details Documents Log

Notes	Line	Location	Item code	Item Name	Quan	Pac...	Batch	Exp date	Sell Price	Price exten
	1		SS01002	AMOXICILLIN 250mg Capsule	5	1000	213131623	01/...024	8.70	43.50
	2		SS08072	ARTESUNATE INJECTION 60mg/ml	15	1	JFQ011149	01/...024	1.08	16.20

Other charges Item: Amount: 0.00

Subtotal: 59.70

OK tax: 0.00

Total: 59.70

☐ Hold ☒ Finalise ☒ Authorised Export batch: 0

OK & Next Delete OK

Select the lines you wish to return by clicking on them in the table (the usual Shift and Ctrl/Cmd+click and Ctrl/Cmd+A combinations are available) then click on the button to see the window where you enter the number of packs you wish to return:

Set the number of packs to return

Enter the number of packs to return for the lines you selected Reason for return: Please select...

Item code	Item name	Location	Batch	Expiry	Pack size	Number of packs available for return	Number of packs to return
SS01002	AMOXICILLIN 250mg Capsule		213131623	01/11/2024	1000	5	5
SS08072	ARTESUNATE INJECTION 60mg/ml		JFQ011149	01/09/2024	1	15	15

Cancel OK

Each line you selected on the customer invoice is shown in the table. In the *Number of packs to return* column, enter the number of packs you wish to return for each line (this number must be equal to or less than the number of packs for this line on the customer invoice). If you wish, select the reason for return in the drop down list in the top right hand corner of the window. This drop down list is populated with your customer credit transaction categories (see the [26.06. Transaction categories](#) page for details on this).

When you're done, click on the **OK** button. You are asked for confirmation and then a finalised customer credit (with the transaction category you selected in the *Reason for return* drop down list) is created for you, which you can view as described in [Viewing and editing customer credits](#).

It makes no difference whether this customer invoice is a stock transfer or a normal customer invoice: a finalised customer credit is created in either case.

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