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.

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 - refer Return goods to a supplier.

Customer credits created automatically will have status = 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:

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This will show you the search filter window:

Customer trans	actions ᅌ
15 m	ost recent transactions, or:
nvoice Number 😑 🛛 equals	0
Use list view	if one entry found
Complex Find	Cancel Find

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:

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•	• •	•						Trans	sactions lis	t						
	C Find	Sum	Order by	Export to Excel	Finalise		Duplica		ancel	Filters	Custo	mise	Modify	Export to MYOB		
	Тур	ses		Name		Type	St	Entered	Confirmed	Invour		Total	Their ref	Pickslip pri	Comment	Expor
	Cus	tomer involces	Test store	02		33	cn	13/002	0 13/002	0	2	-6				0
	Sup	plier invoices	Test store	01		ci	fn	13/002	0 13/0020	Þ	1	63.6				0
	Inve	entory adjustments														
	Sup	olier credits														
	Cus	tomer credits									_					
	Buil	ids														
	Rep	sacks														
a,	Fine	d														
	By a	date														
	By s	status														
	My	transactions														
	My	custom filters														
											_					
		1/2/8														

Double click on any transaction in the list to view or edit it.

Creating customer credits

Choose **Customer > New credit...** from the menu bar or click on the *New credit...* icon on the Customer tab of the navigator to open this window:

		Custo	mer Cre	dit				
Name	1	Conf	irm date	00/00/00			Colour :	Black
Their ref							Invoice :	0
Comment	1	0	Category	None		*	Entry date :	30/03/2015
							Goods receive ID :	0
	-			-			Status :	nw
÷ .	•			\$ 77			Entered by :	General
New line Delete	ine(s)			History			store:	General
eneral Summary by Item	Summary by Batch Transport details	Log						
Li Location	Item Name	Quan F	Pack Size	Batch	Exp date	Sell Price	Price exten	
	Other charg	es Item:					Amount: [0.
	Other charg	es Item:					Amount: [Subtotal:	10
n i F J	Other charg	es Item:					Amount: [Subtotal: 0 % tax:	10 10 10

Enter the name of the customer you are receiving the goods from in the *Name* field by typing the first

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 then click on the *New line* button to add a line to the credit:

		Add/edit supplier invoice line
ltem		
Received quantity	0	Sent quantity 0 New item
Pack size	1	
Total quantity:	0	_
Batch		Location
Expiry	00/00/00	Volume per pack m3 😒
Invoice line unit cost (USD) Price extension (USD)	0.00	Adjusted local cost % Margin Sell price 0.00 0.00 0.00
THE EXCEISION (USU)	0.00	Cancel OK 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 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 you'll be back at the customer credit window:

					Cust	tomer credit						
2 Name	e Test cust	omer 01		Cor	firm date :	00/00/00				Colour		Black
Their re	f [testc01							Invoice :	3	
Commen	t		6	L	Category	None		0		Entry date :	13/03/202	D
				<u> </u>					Goods	received ID :	0	
			-							Status :	TW	
*		_				•				Entered by :	user 1 (pass	= user1)
New line		Delete	line(s)			Histor	Ŷ			Store :	General	
			Ceneral	Summary by	tem Sur	nmary by Batch	Transp	ort details	Log			
Notes Line	Location	Item code		Item Name			Ouan	Pack Size	Batch	Exp date	Sell Price	Price exten
1		PARSOOT	Paracetamol 500mg Ta	ablet			15	100	DFGH567	31/08/2021	2.00	-30.00
2		AMO500T	Amoxycillin 500mg Ca	ipsule			200	1	RTYU890	30/09/2022	1.40	-280.00
			Other cha	erner Ham-	_			_		4.	ount:	0.00
			Conce one	arges nem.						140	North.	0.00
										Sul	ototal:	-310.00
										0	% tax:	0.00
											Total:	-310.00
Hold								OW	& Next	Delete	-	
Finalise		Export batch: 0						- 01				

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.

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