RECEIVE GOODS ON A SALES RETURN

OVERVIEW

The Sales Transaction Entry window is used to process and record a sales return. After the Sales Transaction Entry window is posted, the accounts receivable subsidiary records and the perpetual inventory records are updated. Later, when the transaction is posted to the general ledger, sales returns and allowances, inventory, and sales taxes payable are debited and accounts receivable and cost of goods sold are credited.

The second window used for sales returns is the Apply Sales Document window, which is used to update the accounts receivable subsidiary record by applying the sales return to a specific invoice or invoices. Because applying a sales return is not a transaction, it does not affect the total amounts in the accounts receivable subsidiary records or in the general ledger.

QUICK REFERENCE TABLE

Step	Box or Other Location	Procedure
A	Navigation Pane buttons	Click *Sales* → *Transactions* → *Sales Transaction Entry*.
B	Type/Type ID	Select Return as the document type.
C	Document No.	Accept the default document number or type the correct document number.
D	Customer ID	Select the Customer ID.
E	Ship To Address	Accept the default Ship To Address or select a different address.
F	Date	Review the default return date and change if necessary.
G	Default Site ID	Accept the Default Site ID or select a different Site ID.
H	Customer PO Number	Type the customer's return request number, if applicable.
I	Currency ID	Select Z-US$ or another currency if the transaction is not in US dollars.
J	Show Details button	Click the Show Details button.
K	Item Number	Select the inventory item returned.
L	Unit of Measure (U of M)	Accept the default or select a different unit of measure for the item.
M	Quantity Returned	Accept the default quantity returned or type the correct quantity.
N	Sales Returned Quantities Entry window	Type the quantity returned into the appropriate Return Quantity Type box and then click the OK button.
O	Unit Price	Accept the default unit price or type the correct price if different.
P	Markdown box and expansion button	Enter price markdown information, if applicable.
Q	Next	Click the Next button if there are additional items being returned.
R	Various	Repeat steps K through Q for each type of inventory item returned.

(table continued on the following page)

QUICK REFERENCE TABLE *(continued)*

Step	Box or Other Location	Procedure
S	Go To menu/Distributions option	Click the Go To menu and select the Distributions option to verify the general ledger distributions.
T	Sales Transaction Entry window	Review the Sales Transaction Entry window for completeness and accuracy.
U	Actions menu/Post option	Click the Actions menu and select the Post option to post the sales return.
V	Navigation Pane buttons	Click *Sales* → *Transactions* → *Apply Sales Documents*.
W	Customer ID	Select the Customer ID.
X	Type	Select Returns as the type of transaction being applied.
Y	Document No.	Accept the default document number being applied or select a different one.
Z	Apply Date/Apply Posting Date	Review the Apply Date and the Apply Posting Date and change if necessary.
AA	Check Boxes	Select the invoice(s) to which the return is being applied.
AB	Apply Sales Documents window	Review the Apply Sales Documents window for completeness and accuracy.
AC	OK button	Click the OK button to save the applied information.

Sales Transaction Entry Window Ⓐ *Sales → Transactions → Sales Transaction Entry*

Ⓣ

Sales Transaction Entry

| Sales Transaction Entry | Customer Detail Entry | Item Detail |

Save | Actions | AA | Options | View | Additional | Go To | Print | E-mail | Help | Add Note

Ⓤ Ⓢ

Actions | Options | View | Additional | Go To | File | Help

Type/Type ID:	Return ▼ RTN Ⓑ	Date	04/12/2017 Ⓕ
Document No.	RTN1000 Ⓒ	Batch ID	
Customer ID	AARONFIT0001 Ⓓ	Default Site ID	WAREHOUSE Ⓖ
Customer Name	Aaron Fitz Electrical	Customer PO Number	RR3497 Ⓗ
Ship To Address	WAREHOUSE 11403 45 St. South Ⓔ	Currency ID	Z-US$ Ⓘ

▼ | Line Items by Order Entered Ⓙ

Item Number	D	U of M	Quantity Returned	Unit Price	Extended Price
FAXX-SLK-2100 Ⓚ		Each Ⓛ	1 Ⓜ	$1,799.95 Ⓞ	$1,799.95

Description	Sleek UX-2100 fax		Site ID	WAREHOUSE
Markdown	$0.00 Ⓟ Qty to Invoice	0	Price Level	RETAIL
Unit Cost	$899.00 Qty Fulfilled	0	Ship To Address ID	WAREHOUSE
Req Ship Date	04/12/2017 Qty Canceled	0	Shipping Method	LOCAL DELIVERY
Date Shipped	Qty to Order	0	Quantity Available	4

Ⓡ

◀ Previous Ⓠ Next ▶

Amount Received	$0.00		Subtotal	$1,799.95
Discount Returned	$0.00		Trade Discount	$0.00
On Account	$1,799.95		Freight	$0.00
Comment ID			Miscellaneous	$0.00
			Tax	$0.00
			Total	$1,799.95

|◀ ◀ ▶ ▶| by Document No. ▼ Document Status

Sales Returned Quantities Entry Window

Ⓝ

Sales Returned Quantities Entry

OK | Cancel | Help | Add Note

Actions | Help

| Item Number | FAXX-SLK-2100 |
| Description | Sleek UX-2100 fax |

Return Quantity Type:

U of M	Each	On Hand	1
Quantity	1	Returned	0
Site ID	WAREHOUSE	In Use	0
		In Service	0
		Damaged	0
		Total	2

Documents

Apply Sales Documents Window **(V)** *Sales → Transactions → Apply Sales Documents*

DETAILED INSTRUCTIONS

Entering a sales return is similar to entering a credit sale because both transaction types use the Sales Transaction Entry window. Because of their similarity, the following outline emphasizes the differences in processing a sales return. Find the Make A Credit Sale section in the Reference Material Guide for additional detailed instructions.

A. Click *Sales → Transactions → Sales Transaction Entry*

▶ *Click Sales → Transactions → Sales Transaction Entry to access the Sales Transaction Entry window.*

B. Select Return as the document type

▶ *Use the Type drop-down list to select Return as the type of document.*

C. Accept the default document number or type the correct number

Microsoft Dynamics GP automatically assigns the next sequential sales return document number (such as a credit memo number) in the Document No. box.

▶ *Accept the default sales return document number or type the correct number.*

D. Select the Customer ID

▶ *Use the adjacent lookup button to select the Customer ID.*

E. Accept default Ship To Address for the customer or select a different address

▶ *Accept the default customer Ship To Address or select a different ship to address. The ship to address is the customer's address that the products should be shipped to.*

F. Review the default return date and change if necessary

▶ *If the return date is different than the date shown, type the correct date.*

G. Accept the Default Site ID or select a different Site ID

The site ID identifies which of the company's locations the inventory will be returned to.

▶ *Accept the Default Site ID or type the correct site ID.*

H. Type the customer's return request number, if applicable

▶ *If the customer originally purchased the items using a purchase order, enter the original purchase order number. If there is no purchase order, skip the box.*

I. Select Z-US$ or another currency if the transaction is not in US dollars

▶ *Select Z-US$ for the currency if the transaction is in US dollars. If the transaction is in a different currency, select the corresponding currency.*

J. Click the Show Details button

A Show Details button appears in the Sales Transaction Entry window to the right of the description field "Extended Price." The Show Details button reveals the boxes related to the second line of description fields for the scrolling window below (Description, Unit Cost, Markdown, and Extended Price). You need to access these boxes to enter the sale of inventory items.

▶ *Click the Show Details button to reveal all boxes in the scrolling window below.*

K. Select the inventory item returned

▶ *Use the Item Number lookup button to select the inventory item returned.*

L. Accept the default or select a different unit of measure for the item

▶ *Accept the default unit of measure or select a different unit of measure for the item.*

M. Accept the default quantity returned or type the correct quantity

▶ *Accept the default quantity returned or type the correct quantity returned.*

N. Type the quantity returned into the appropriate Return Quantity Type box and then click the OK button

After the quantity returned is typed, the Sales Returned Quantities Entry window appears. The window is used to select a quantity type for the items returned. Five quantity types exist, as shown in the Return Quantity Type section of the window:

☐ **On Hand** Returned items that are available for resale.
☐ **Returned** Returned items that are not yet available for resale.
☐ **In Use** Returned items that are being used by the company. An example would be an item used for sales demonstrations.
☐ **In Service** Returned items that are being repaired.
☐ **Damaged** Returned items that are damaged.

▶ *Type the quantity returned in the appropriate Return Quantity Type boxes.* For example, if 5 items are returned, 4 of which can be sold to another customer and 1 that is damaged, type [4] in the On Hand box and [1] in the Damaged box.

▶ *Click the OK button to return to the Sales Transaction Entry window.*

O. Accept the default unit price or type the correct price if different

▶ *Accept the default unit price or type in the correct price if different.*

P. Enter price markdown information, if applicable

If the inventory was originally sold at a reduced price, the sales return must be processed using the same price reduction.

▶ *Enter the price markdown information, if applicable.*

Q. Click the Next button if there are additional items being returned

▶ *Click the Next button if there are additional items being returned.*

R. Repeat steps K through Q for each type of Inventory Item Returned

▶ *Continue entering information for each type of inventory item returned. After you have entered all information for the last item returned, make sure to click the Next button so that the screen shows a blank Item Number box. This allows the software to complete all window calculations (including the amount in the Tax box).*

S. Click the Go To menu and select the Distributions option to verify the general ledger distributions

After the last inventory item returned has been entered, you are ready to review the general ledger account distributions and edit them if necessary.

▶ *Click the Go To menu and select the Distributions option to access the distributions window. Close the window if the distributions are correct. Edit the distributions if they are not correct and then click the OK button.*

T. Review the Sales Transaction Entry window for completeness and accuracy

▶ *Review the Sales Transaction Entry window for completeness and accuracy.*

▶ *If there are errors, correct them.*

U. Click the Actions menu and select the Post option to post the sales return

▶ *After you are satisfied with all of the data in the Sales Transaction Entry window, go to the actions menu and click the Actions menu and then select the Post option to post the sales return.*

▶ *Close the Sales Transaction Entry window.*

V. Click *Sales → Transactions → Apply Sales Documents*

▶ *Click Sales → Transactions → Apply Sales Documents to access the window to apply returns, payments, or credit memos.*

W. Select the Customer ID

▶ *Select the Customer ID for which you wish to apply a return against a previously entered and posted invoice.*

X. Select Return as the type of transaction being applied

▶ *Use the Type drop-down list to select Returns as the type of document.*

Y. Select the sales return document being applied

▶ *Use the adjacent lookup button to select the sales return document being applied.*

After selecting the sales return document, the scrolling window in the bottom half of the Apply Sales Documents window fills with all current year invoices for the selected customer.

Z. Review the Apply Date and the Apply Posting Date and change if necessary

▶ *If the date of the sales return transaction is different than the dates shown, type the correct date in both boxes.*

AA. Select the Invoice(s) to which the return is being applied

A check box appears on the left side of each invoice in the scrolling window. These check boxes are used to select the invoice(s) to which the sales return will be applied.

▶ *Locate the first invoice to which the sales return will be applied. Click the check box next to that invoice. Repeat this step with additional invoices until the sales return is fully applied.*

When the sales return is fully applied, the amount in the Unapplied Amount box will be zero.

AB. Review the Apply Sales Documents window for completeness and accuracy

▶ *Review the Apply Sales Documents window for completeness and accuracy.*

▶ *If there are errors, correct them.*

AC. Click the OK button to save the applied information

▶ *Click the OK button to save the information.*

TRANSACTION REVIEW

Transaction review for the Sales Transaction Entry window was discussed in the Make A Credit Sale section of the Reference material. Refer to this page for detailed instructions. The only difference between reviewing a sales invoice and reviewing a sales return is that sales returns contain the letters "RTN" in the Type box of the scrolling window, instead of "SLS."

ERROR CORRECTION AFTER POSTING AND APPLYING THE TRANSACTION

If you discover an error after posting or applying a sales return transaction, refer to Appendix A.