

## Return to Vendor

Purchase Orders

## RETURN TO VENDOR

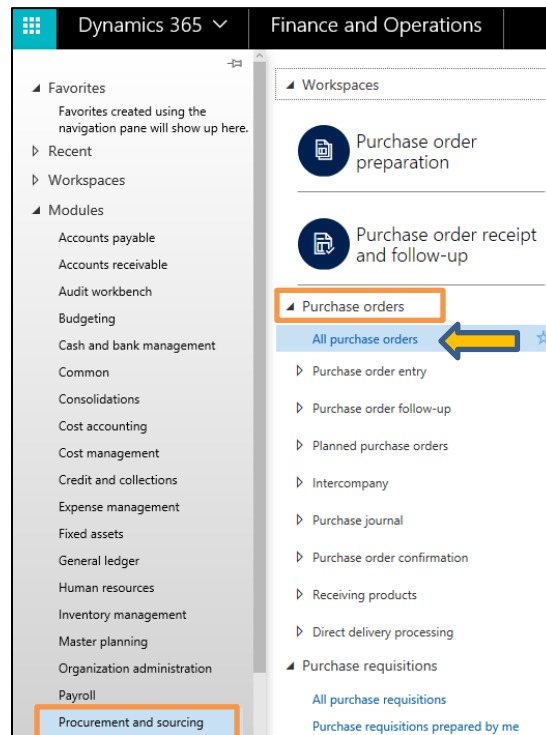
The return to vendor (RTV) process follows several of the same steps as the regular purchase order process. Use this document to ensure no steps are missed.

### New Goods Delivery and Inventory Receiving Process

Instructions on the floor at time of delivery include:

1. When a vendor enters the store, they must notify a manager that they are there to deliver product.
2. Vendor must sign the vendor log.
3. A manager “checks in” the product that the vendor is delivering by each case and compares it to the vendor’s invoice. If any unauthorized product is identified, have the vendor correct and reprint the invoice.
4. A manager checks that any boxes or containers that the vendor is taking out of the store are empty.

### Create Purchase Order



For vendor product orders for a store, (this excludes customer orders that automatically create a PO), follow these steps:

1. Login to Dynamics 365.
2. Go to **Procurement and source > Purchase orders > All purchase orders**.

CREATE PURCHASE ORDER, CONTINUED



- The All Purchase Orders screen displays. Make sure this PO does not already exist. Click **New**.

### Create purchase order

Vendor

One-time supplier  
No

Vendor account

Vendor account ↑	Name	Search name	Phone	City
58	Housewares International	Housewares Internati	323.581.3000 X176	
59	Bagspeak	Bagspeak	(917) 817-5549	Santa Cruz,
6	Pepsi Bottling Group	Pepsi Bottling Group	336 - 896 - 5494	Phoenix
60	Etna Products	Etna Products	212.989.7591	NEW YORK
61	Crystal Promotions	Crystal Promotions	323 587 9500	Vernon
62	Jacobs Trading Halloween	Jacobs Trading Hallo	763-843-2005 or 612-719-7207	Hopkins
63	Jacobson Hat Company	Jacobson Hat Company		

### Create purchase order

Vendor

One-time supplier  
No

Vendor account

Name  
Pepsi Bottling Group

- The **Create purchase order** pop-up displays. Click the **Vendor** account drop-down menu. A vendor list opens, click to choose a vendor. You may need to wait a few minutes for the system to process the request.

Once a vendor is selected, the **Vendor** account drop-down auto populates as well as the **Name** field.

CREATE PURCHASE ORDER, CONTINUED

**General**

**PURCHASE ORDER**  
Purchase order: PO-00000017  
Purchase type: Purchase order  
Invoice account: 6  
Name: Pepsi Bottling Group

**STORAGE DIMENSIONS**  
Site: GWAZ  
Warehouse: Store 092

**DATES**  
Accounting date: 2/20/2018  
Delivery date: 2/20/2018

**INTERCOMPANY**  
Intercompany: No

**REFERENCES**  
Project ID:   
Purchase agreement:   
Currency: USD

**Administration**  
OK Cancel

5. Go to the **General** tab > **Warehouse** and select your store number and then click **OK**.

**Return PO to Vendor**

Follow the process below when you need to receive credit from a vendor.

Lines Header Open order Approved

6. Click the **Headers** tab.

RETURN PO TO VENDOR, CONTINUED

### General

**Vendor name**

The vendor's name. You can change the name that is printed and used in searches.

Vendor name

Purchase type

Returned order

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Journal

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Purchase order

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Returned order

Vendor account

Invoice account

Contact

**CONTACT INFORMATION**

Internet address

- Under **General**, navigate to the **Purchase type** drop-down menu and select **Returned Order**.

Lines Header
Open order
Approved

PO-00000057 | Pepsi Bottling Group | 6

**REFERENCE**

Vendor reference

RMA number

- Under **General**, navigate to the **RMA number** field and type a RMA number. The vendor most likely will provide a credit memo or invoice number.

Lines
Header
Open order
Approved

- Click the **Lines** tab.

RETURN PO TO VENDOR, CONTINUED

Purchase order lines

Budget check results	Line number	Item number	Product name	Procurement c...	Variant number	CW quantity	CW unit	Quantity	Unit
		01212901	Bev - Pepsi 20oz					-24.00	ea

10. Under **Purchase order** lines, a blank row displays. In the **Item number** field, type the item number.
11. In the **Quantity** field, type the number of items for return. *Make sure to type a negative number.* For example, to transfer twenty-four Pepsi’s, type -24.
12. Click next to the **Type** column to select the row.

Line details

General Setup Address Product Delivery Picking Price and discount Project

**INVENTORY**

Lot ID

**INVOICE MATCHING**

Matching policy  
Three-way matching

**RETURNED ORDER**

Return action

Wrong Prod

Return action ↑ Description

Damaged	Damaged Goods from Vendor	0.00
Wrong Prod	Wrong Product Shipped from V...	0.00

13. Under **Line Details > Setup > Returned Order**, select a return action. You must select a return action for each product line. To add additional return items, repeat steps 5 through 8.

Save + New Delete PURCHASE ORDER PURC

NEW	MAINTAIN	COPY	VIEW
From a sales order	Request change Cancel	From all From journal	Totals

14. Under the **Purchase Order** ribbon, click **Totals**.

RETURN PO TO VENDOR, CONTINUED

**Totals**

Calculation basis

Selection  
Ordered quantity

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Purchase order totals

<b>TOTALS</b>	<b>VENDOR</b>
Currency USD	Credit limit 0.00
Exchange rate 1.000000000000	Credit available 0.00
Line discount 0.00	<b>PREPAYMENT</b>
Subtotal amount -23.76	Limit 0.00
Total discount 0.00	Remaining: 0.00
Charges 0.00	<b>MEASUREMENTS</b>
Sales tax 0.00	Quantity -24.00
Round-off 0.00	Weight 0.00
Total amount	CW quantity
	Volume

OK

15. The **Totals** pop-up displays. Verify amounts and click **OK**.

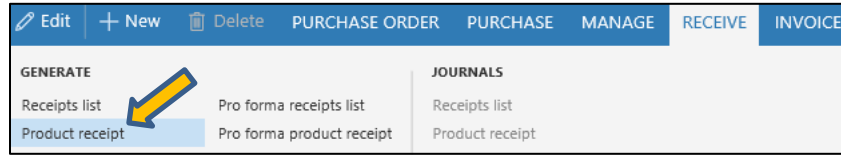
Save	+ New	Delete	PURCHASE ORDER	PURCHASE	MANAGE	RECEIVE	INVOICE	RETAIL	WAREHOUSE
<b>CREATE</b>	<b>CHARGES</b>	<b>TAX</b>	<b>CALCULATE</b>	<b>PREPAY</b>	<b>GENERATE</b>	<b>ACTIONS</b>			
Credit note	Maintain charges Allocate charges	Sales tax	Multiline discount Total discount Supplementary items	Prepayment Remove prepayment	Purchase inquiry Confirmation Pro forma confirmation	Confirm			
						Finalize			

16. Navigate to the **Purchase** tab > **Actions** and click **Confirm**.

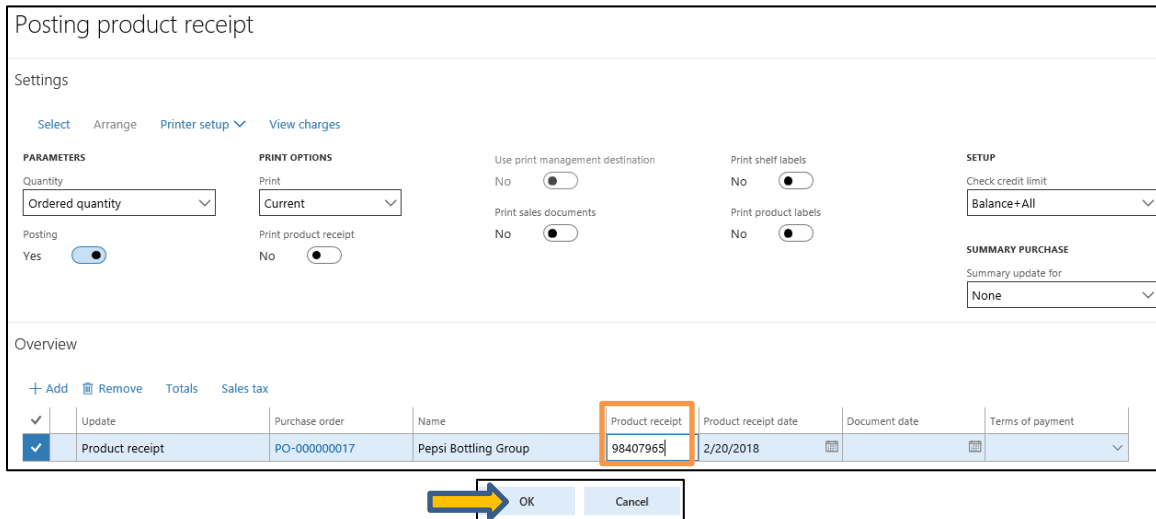
Lines	Header	Open order	Confirmed
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17. The PO status shows as **Confirmed**.

RETURN PO TO VENDOR, CONTINUED



18. Navigate to the **Receive** tab and click **Product Receipt**.

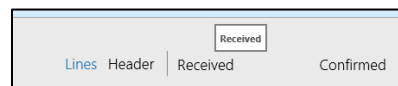
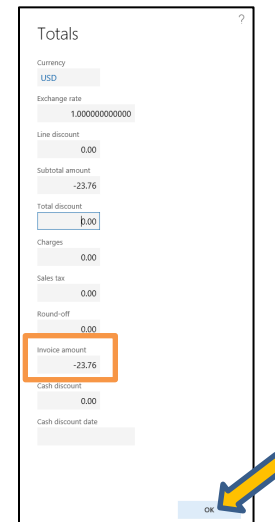


19. The **Posting product receipt** pop-up displays. Under the **Overview** tab, type the RMA number in the **Product Receipt** field and click **OK**.



20. Click **Totals**.

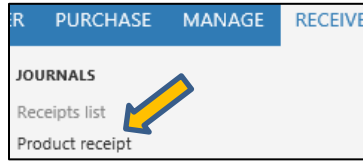
21. The **Totals** pop-up displays. Verify amounts and click **OK** to post the product receipt.



22. The PO status shows as **Received** and **Confirmed**. The inventory on hand has been updated for your location.



RETURN PO TO VENDOR, CONTINUED

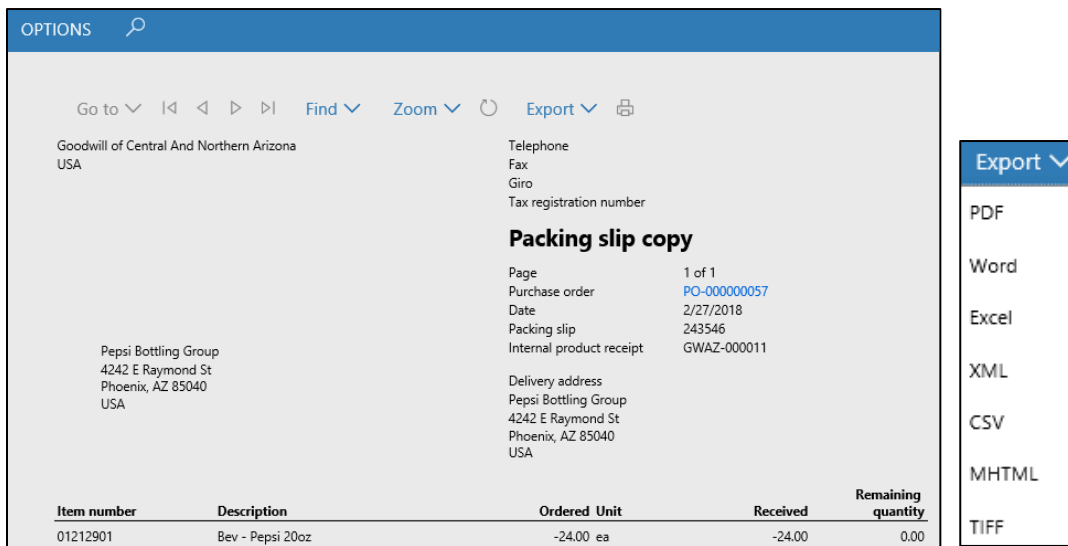


To print:

1. Go to the **Receive** tab > **Journals** and click **Product Receipt**.



2. The Product receipt journal displays. Under **Preview/Print**, click **Copy Preview**.



3. A copy of PO displays. The packing slip number is the invoice number. Under **Export**, click **PDF**.



4. Click **Open** and then print.
5. Sign and date the return purchase order. Scan and send the invoice and signed return purchase order to [accountspayable@goodwillaz.org](mailto:accountspayable@goodwillaz.org).

The Finance department is responsible for the remaining portion of the process.