



REVIEW AND VALIDATE RETURNS

MFG

Purpose

The purpose of this Quick Reference Guide (**QRG**) is to provide a step-by-step guide of how to **review and validate returns** in the North Carolina Financial System (**NCFS**).

Introduction and Overview

The process of reviewing and validating a return is used when a customer returns a product or requests a credit for a product that was damaged during delivery.

Return Orders

A return order is created when a shipped item needs to be returned by the customer. Return orders can be created in two ways:

1. **Referenced Return Order:** Initiate a return directly from an existing shipped order. Select the relevant line(s) and use the return option. Specify the quantity, return type, and (optionally) a reason. The system references the original order and updates the order type accordingly.
2. **Unreferenced Return Order:** If no original order is available, create a new return order by entering customer details and adding unreferenced return lines. Specify item and quantity.

When processing a return order, select the appropriate **return line** type based on the business scenario. NCFS offers three return line types, each with a distinct outcome:

- **Return for credit only:** Only credit is issued; no physical item is returned.
 - Once submitted, order line status updates to **"Awaiting Billing"**.
- **Return the item only:** Only the item is returned; no credit is issued.
 - Once submitted, the return order status updates to **"Awaiting Receiving"**.
 - After inventory team receives the item, the status changes to **"Delivered"** and sales order line closes.
- **Return for credit and return the item:** Both item return and credit issuance.
 - Once submitted, the return order status updates to **"Awaiting Receiving"**.
 - After inventory team receives the item, the status changes to **"Delivered"** and then **"Awaiting Billing"**.

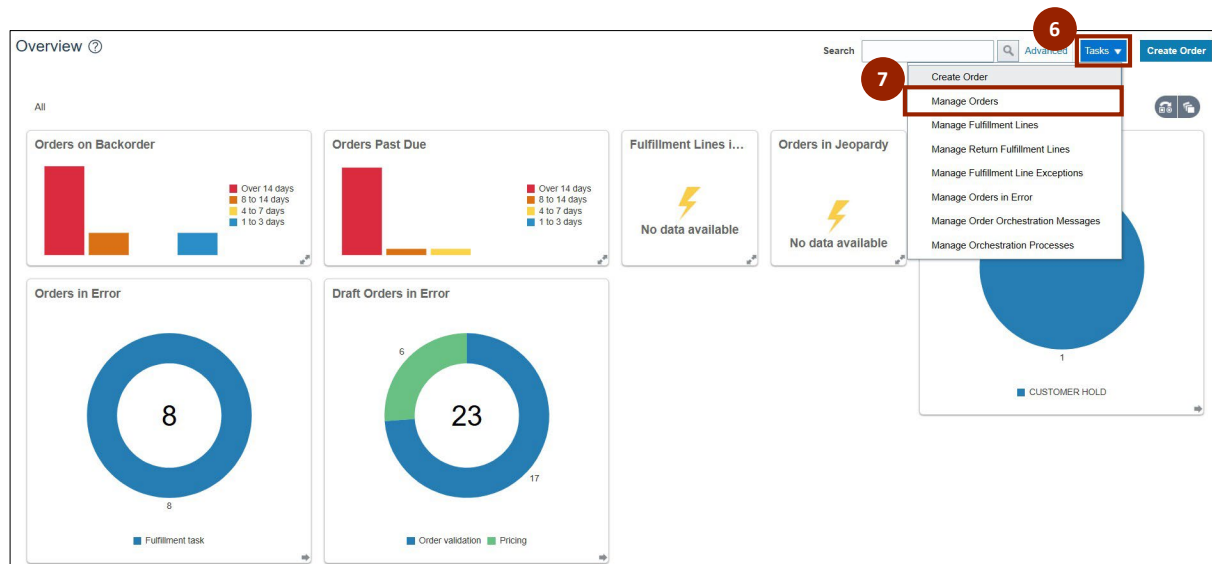
Review and Validate Returns – Navigate to Sales Order

1. Click the **Company Single Sign-On (SSO)** button.
2. Enter your **dac.nc.gov** email address.
3. Click **Next**, then enter **password**.
4. On the **Home** page, select the **Order Management** tab.
5. Click **Order Management App**.



Note: The **Order Management Overview** screen displays information visually, providing data for DAC. As orders are created and progress, the diagrams and values will populate on this screen. If it is a new instance, this screen displays with minimal information.

6. Click the **Tasks** drop-down menu.
7. Select **Manage Orders**.



8. Enter the **search details** for the desired sales order.

9. Click **Search**.

Manage Orders ? Done

Search

Manage Watchlist Saved Search All Open Orders ▼

** At least one is required

** Keyword Starts with []

** Order Starts with []

** Customer Starts with [Goldstein]

** Customer Registry ID Starts with []

** Open Equals [Yes ▼]

** Source Order Starts with []

Total Greater than or equal to []

Status Equals []

Bill-to Customer Equals []

Search Reset Save... Add Fields ▼ Reorder

10. From the *Search results* find the **Order Number**.

11. Select and click on the **Order Number**.

Manage Orders ? Done

Search

Manage Watchlist Saved Search All Open Orders ▼

Search Results

Actions ▼ View ▼ Format ▼ Create Order Freeze Detach Wrap

Exception Type	Ordered Date	Order	Revision	Status	Customer	Source Order	Total	Bill-to Account	Ship-to Customer	Ship-to Site
	7/25/25	218	1	Processing	GOLDSTON FIRE DEPARTMENT (561611)	218	2,000.00 USD	117575	GOLDSTON FL...	
	8/5/25 9:00 AM	273	1	Draft	GOLDSTON FIRE DEPARTMENT (561611)	273	0.00 USD	117575	GOLDSTON FL...	
	8/6/25 12:54 PM	277	1	Processing	GOLDSTON FIRE DEPARTMENT (561611)	277	550.00 USD	117575	GOLDSTON FL...	
	8/6/25 1:18 PM	278	1	Processing	GOLDSTON FIRE DEPARTMENT (561611)	278	0.00 USD	117575	GOLDSTON FL...	
	8/6/25 2:15 PM	279	1	Draft	GOLDSTON FIRE DEPARTMENT (561611)	279	750.00 USD	117575	GOLDSTON FL...	
	8/6/25 3:25 PM	280	1	Processing	GOLDSTON FIRE DEPARTMENT (561611)	280	910.00 USD	117575	GOLDSTON FL...	
	8/6/25 3:57 PM	281	1	Processing	GOLDSTON FIRE DEPARTMENT (561611)	281	910.00 USD	117575	GOLDSTON FL...	
	8/6/25 4:50 PM	282	2	Processing	GOLDSTON FIRE DEPARTMENT (561611)	282	0.00 USD	117575	GOLDSTON FL...	
	8/6/25 10:08 PM	283	1	Draft	GOLDSTON FIRE DEPARTMENT (561611)	283	49.98 USD	117575	GOLDSTON FL...	
	8/6/25 10:35 PM	284	1	Processing	GOLDSTON FIRE DEPARTMENT (561611)	284	49.98 USD	117575	GOLDSTON FL...	

Referenced Return Order

Items that have already been shipped are eligible for the return process. When an item meets the criteria for return, a **Return** button appears within the *Order Lines* section on the **Order** screen.

Order: GOLDSTON FIRE DEPARTMENT - 270 - Processing ? Total: 1,500.00 Actions Refresh Done

Currency = US Dollar

Customer GOLDSTON FIRE DEPARTMENT (507922)

Contact P000004_AP

Contact Method 000000

Ordered Date 6/24/25 4:41 PM

Purchase Order PODemo

Order Type Standard

Business Unit 5200 DEPARTMENT OF ADULT CORRECTION

Bill-to Customer GOLDSTON FIRE DEPARTMENT

Bill-to Account F103379

Ship-to Customer GOLDSTON FIRE DEPARTMENT

Ship-to Address PO BOX 432, GOLDSTON NC 27522, CHATHAM, US

Sales Credits

Sales Agreement

Order Lines ?

Apply Hold Return Show All ▼

View Freeze Detach

Item	Status	Duration	Period	Amount for Total Duration	Quantity	Sales Agreement
1 0018873 - TRASH CAN HOLDER, ST FRAME, 2"X4" 100% RECY PLSTC SHELL, 37"H	Waiting				15	

To process a referenced return, follow these steps:

1. Within the *Order Lines* table, select the **desired item** to return.
2. Click the **Return** button.

Note: If returning all items within the order, the **Return All** option can be selected from the *Return* button drop-down list.

The screenshot shows the 'Order Lines' table. A red box highlights the 'Return' button in the top toolbar. A red circle highlights the item '0018873' in the table. The table has columns: Item, Status, Duration, Period, Amount for Total Duration, Quantity, and Sales Agreement. The item '0018873' is highlighted in blue.

Note: The *Return Items* pop-up window displays, all unlocked fields may be adjusted:

3. In the *Return Quantity* field, enter the **number of items** the customer needs to return.

The screenshot shows the 'Return Items' pop-up window. A red box highlights the 'Return Quantity' field, which contains the value '15'. The window has columns: Item, Return Quantity, Returnable Quantity, Return UOM, Return Type, Return Reason, and Sales. The item '0018873' is highlighted in blue. There are 'Create Order' and 'Cancel' buttons at the bottom right.

4. In the *Return Type* drop-down field, select the **desired return type**.

Note: three return options display in the *Return Type* field list: **Return for credit only**, **Return the item only**, and **Return for credit and return the item**. The **Repair and Ship** option should only be selected when completing a Repair and Ship order.

The screenshot shows the 'Return Items' pop-up window. A red box highlights the 'Return Type' drop-down field. A second red box highlights the 'Return for credit and return the item' option in the dropdown list. The window has columns: Item, Return Quantity, Returnable Quantity, Return UOM, Return Type, Return Reason, and Sales. The item '0018873' is highlighted in blue. There are 'Create Order' and 'Cancel' buttons at the bottom right.

- Click the **Create Order** button.

Note: Once the **Create Order** button is clicked a new order is created and the **Order** screen changes to a **Create Order** screen.

The **Order** screen transitions to a **Create Order** screen, where a **Total** field displays the amount being returned. In the **Order Lines** section, each line item includes a link to the original order for easy reference.

- In the **Purchase Order** field, enter a **purchase order identifier**.

Note: Since this derived from a standard order, the **Order Type** field is kept the same, this field will change to the appropriate order type once the order is saved or submitted.

7. Click the **Save** button.

Create Order: GOLDSTON FIRE DEPARTMENT ⓘ

Total: -100.00 Actions Save Submit Cancel

Currency: US Dollar

* Customer: GOLDSTON FIRE DEPARTMENT

Contact: 000004_AP

Contact Method: 000000

* Ordered Date: 6/25/25 3:09 PM

* Purchase Order: **PODemo**

* Order Type: Standard

Business Unit: 5200 DEPARTMENT OF ADULT CORRECTION

Bill-to Customer: GOLDSTON FIRE DEPARTMENT

Bill-to Account: 103379

Ship-to Customer: GOLDSTON FIRE DEPARTMENT

Ship-to Address: PO BOX 432, GOLDSTON NC, 27522, CHATHAM, US

Sales Credits

Sales Agreement

Note: A **Warning** pop-up window may appear with the message along with specific details related to the order selections. The notification states that the order type has been adjusted to return and to ensure all details are correct before submitting.

8. Click **OK**.

Warning

⚠ A sales order with this Purchase Order Number PODEMO already exists. Total associated sales orders count is 2.

⚠ The order type has been adjusted to 'Return' in accordance with the selected line type. Kindly ensure all details are correct before submitting.

OK

Note: NCFS automatically changes the *Order Type* field to the appropriate selection.

9. Once all information has been verified, click **Submit**.

Create Order: GOLDSTON FIRE DEPARTMENT - 275 - Draft ⓘ

Total: -100.00 Actions Save Submit Cancel

Currency: US Dollar

* Customer: GOLDSTON FIRE DEPARTMENT

Contact: 000004_AP

Contact Method: 000000

* Ordered Date: 6/25/25 3:09 PM

* Purchase Order: PODEMO

* Order Type: **Return**

Business Unit: 5200 DEPARTMENT OF ADULT CORRECTION

Bill-to Customer: GOLDSTON FIRE DEPARTMENT

Bill-to Account: 103379

Ship-to Customer: GOLDSTON FIRE DEPARTMENT

Ship-to Address: PO BOX 432, GOLDSTON NC, 27522, CHATHAM, US

Sales Credits

Sales Agreement

Order Lines ⓘ

Select Item

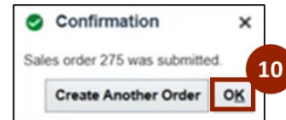
Actions View Update Lines Freeze Detach

Item	Duration	Period	Sales Agreement	Sales Agreement Line	Sales Agreement Version	Quantity	UOM	On Hand	Your Price
0018873- TRASH CAN HOLDER, ST FRAME, 2"X4" 100% R							EACH		Sale Price -100

Original Order 270

10. On the **Confirmation** pop-up window, click **OK**.

Note: The **Create Order** screen transitions to an **Order** screen and a **Truck** icon displays, indicating that a return has been initiated and the status of the return is reflected in the **Status** column.



Order: GOLDSTON FIRE DEPARTMENT - 275 - Processing ⓘ

Currency = US Dollar

Customer: GOLDSTON FIRE DEPARTMENT (507922)
 Contact: 000004_AP
 Contact Method: 000000
 Ordered Date: 6/25/25 3:09 PM
 Purchase Order: PODemo
 Order Type: Return

Business Unit: 5200 DEPARTMENT OF ADULT CORRECTION
 Bill-to Customer: GOLDSTON FIRE DEPARTMENT
 Bill-to Account: F103379
 Ship-to Customer: GOLDSTON FIRE DEPARTMENT
 Ship-to Address: PO BOX 432, GOLDSTON NC 27522, CHATHAM, US
 Sales Credits
 Sales Agreement

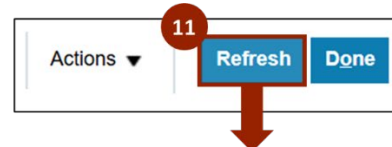
Order Lines ⓘ

Apply Hold Return Show All

View Freeze Detach

Item	Status	Duration	Period	Amount for Total Duration	Quantity	Sales Agreement
1 0018873 - TRASH CAN HOLDER, ST FRAME, 2"X4" 100% RECY PLSTC SHELL, 37"H Original Order 270	Not Started				1	

11. Click the **Refresh** button to update the **Order** screen.



Order Lines ⓘ

Apply Hold Return Show All

View Freeze Detach

Item	Status	Duration	Period
1 3 - TRASH CAN HOLDER, ST FRAME, 2"X4" 100% RECY PLSTC SHELL, 37"H Order 270	Awaiting Receiving		

Rows Selected 1

Unreferenced Return Order

If there is no return order to reference, the return order needs to be created. To create an unreferenced return order, from the **Create Order** screen, follow these steps:

1. Enter the **Header Details** such as **Customer**, **Purchase Order Number** and **Order Type** with **Return** selected.
2. Click the **Actions** button.

3. Select **Add Unreferenced Return Lines**.

Create Order: GOLDSTON FIRE DEPARTMENT ? Total: 0.00 Actions Save Submit Cancel

Currency = US Dollar

1

* Customer: GOLDSTON FIRE DEPARTMENT
 * Contact: 000004_AP
 * Contact Method: 000000
 * Ordered Date: 8/7/25 8:22 PM
 * Purchase Order: PODemo
 * Order Type: Return

Business Unit: 5200 DEPARTMENT OF ADULT CORRECTION
 Bill-to Customer: GOLDSTON FIRE DEPARTMENT
 Bill-to Account: 117575
 Ship-to Customer: GOLDSTON FIRE DEPARTMENT
 Ship-to Address: PO BOX 432, GOLDSTONNC, 27252, CHATHAM, US
 Sales Credits
 Sales Agreement

Order Lines ?

2

Select Item Add

Actions View Update Lines Freeze Detach

3

Add Unreferenced Return Lines

Quantity	UOM	On Hand	Line Type	Your Price	Amount	Duration

4. In the *Return Quantity* field, enter the **number of items** the customer needs to return.5. In the *Return Type* drop-down field, select the **desired return type**.6. Click the **Add** button.

Add Unreferenced Return Lines

Actions View Format + Freeze Detach

* Item	* Covered Item	* Return Quantity	* UOM	* Return Type	Duration	Period	Cancellation Effective Date
0018873		1	EACH	Return for credit and return the item			

Columns Hidden: 4

6

Add Cancel

7. Click the **Submit** button.8. On the **Confirmation** pop-up window, click **OK**.

Note: The **Create Order** screen transitions to an **Order** screen and a **Truck** icon displays, indicating that a return has been initiated with no reference to the original order.

7

Save Submit Cancel

8

Confirmation

Sales order 275 was submitted

Create Another Order OK

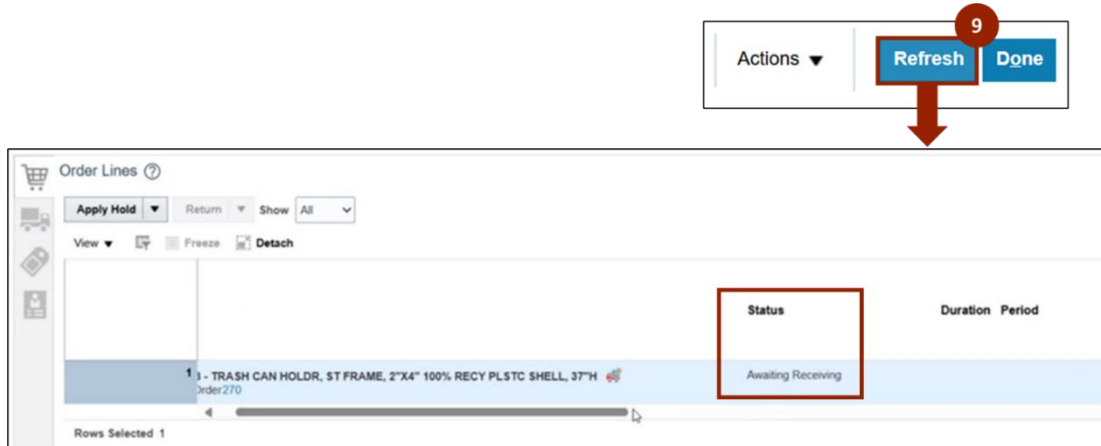
Order Lines ?

Select Item Add

Actions View Update Lines Freeze Detach

Item	Quantity	UOM	On Hand	Line Type	Your Price	Amount
1 0018873- Tuxedo Mid Back Chair K Original Order: No reference	1	EACH		Return for credit z	0	0.00

9. Click the **Refresh** button to update the **Order** screen.



Wrap-Up

NCFS users can **review and validate returns orders** by following the steps outlined above.

Additional Resources

Instructor Led Training (ILT)

- MFG114 – Manages Sales Order 2

Web-based Training (WBT)

- MFG100: Introduction to NCFS Manufacturing
- MFG101: The Journey Through NCFS Manufacturing