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:

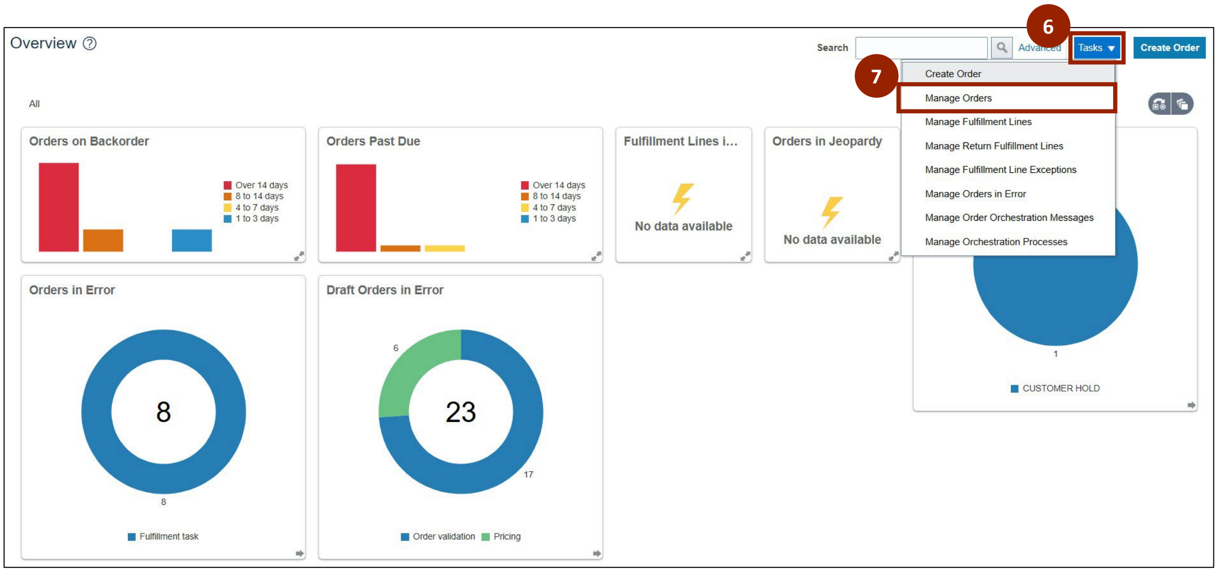
- **Return for credit only:** Only credit is issued; no physical item is returned.
    - Once submitted, order line status updates to "**Awaiting Billing**".
- **Return the item only:** Only the item is returned; no credit is issued.
    - Once submitted, the return order status updates to "**Awaiting 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

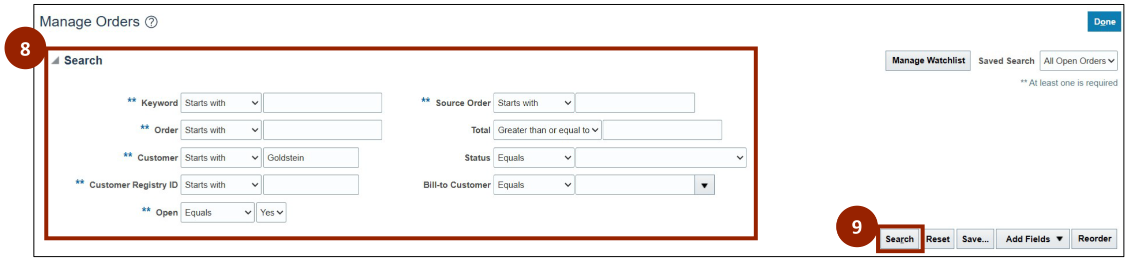
1. Click the **Company Single Sign-On (SSO)** button.
2. Enter your **dac.nc.gov** email address.
3. Click **Next**, then enter **password.**
4. On the ***Home*** page, select the **Order Management** tab.
5. Click **Order Management App.**

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.

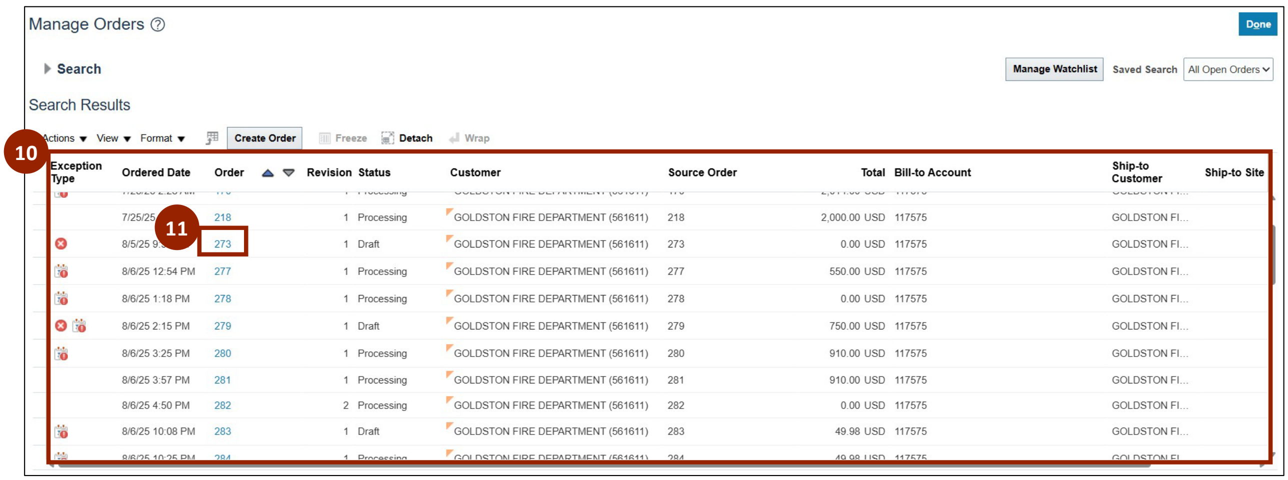
6. Click the **Tasks** drop-down menu.
7. Select **Manage Orders.**



8. Enter the **search details** for the desired sales order.
9. Click **Search.**

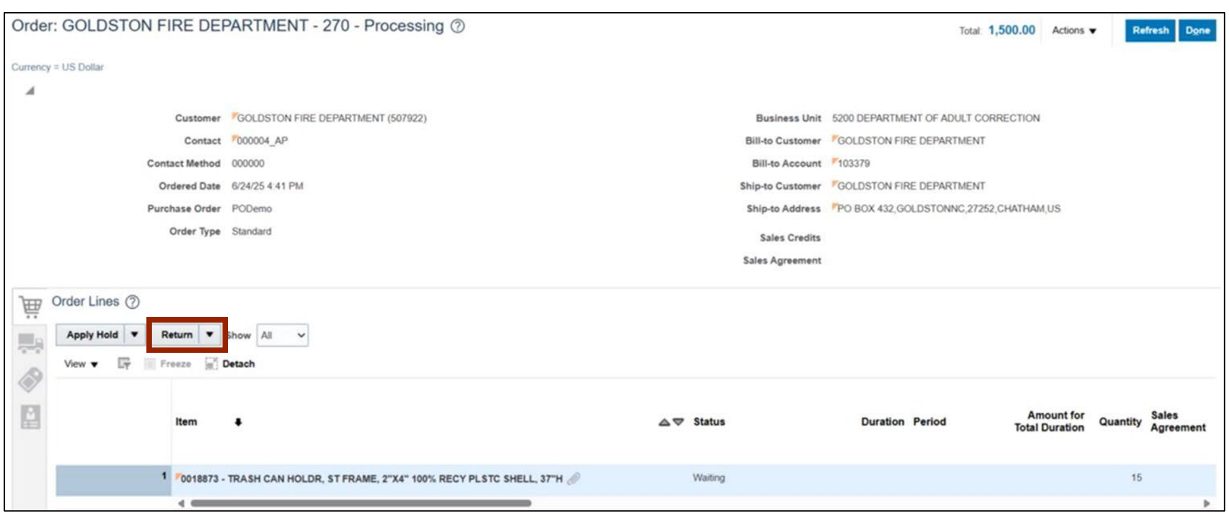


10. From the *Search results* find the **Order Number.**
11. Select and click on the **Order Number.**



Referenced Return Order

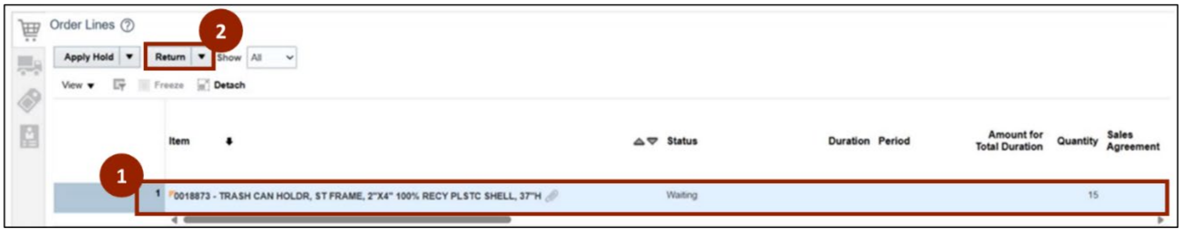
Items that have already been shipped are eligible for the return process. When an item meets the criteria for return, a **Return** button appears within the *Order Lines* section on the ***Order*** screen.



To process a referenced return, follow these steps:

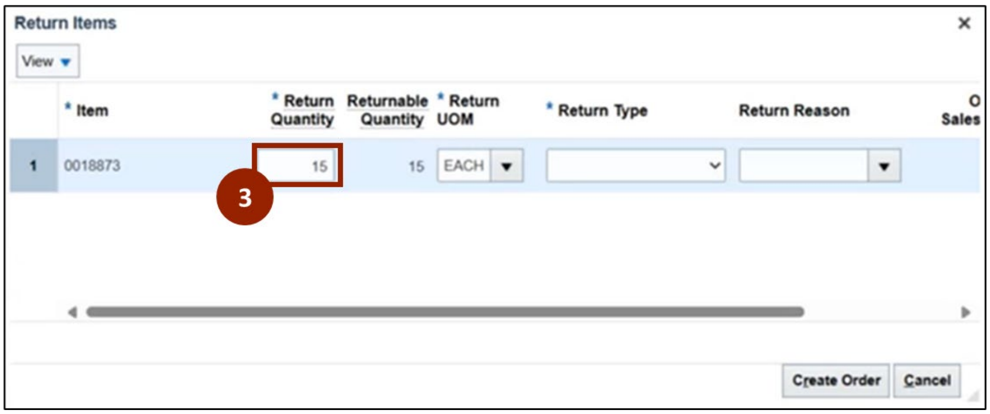
1. Within the *Order Lines* table, select the **desired item** to return.
2. Click the **Return** button.

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



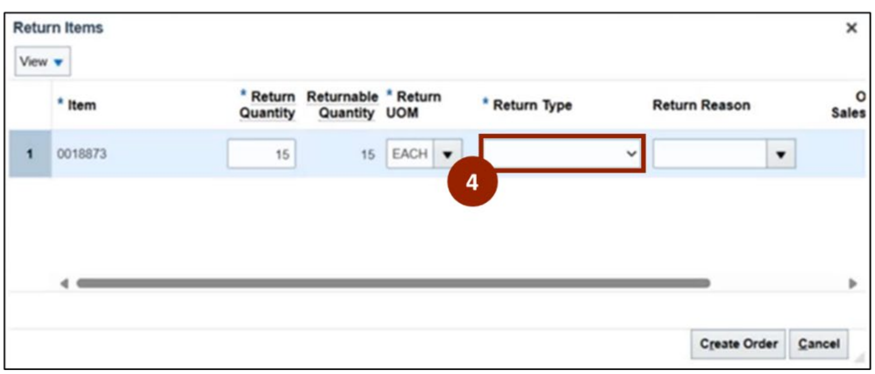
   Note: The ***Return Items*** pop-up window displays, all unlocked fields may be adjusted:

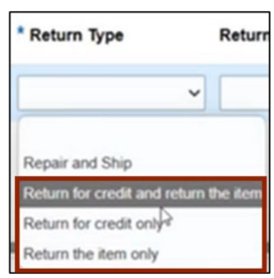
3. In the *Return Quantity* field, enter the **number of items** the customer needs to return.



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

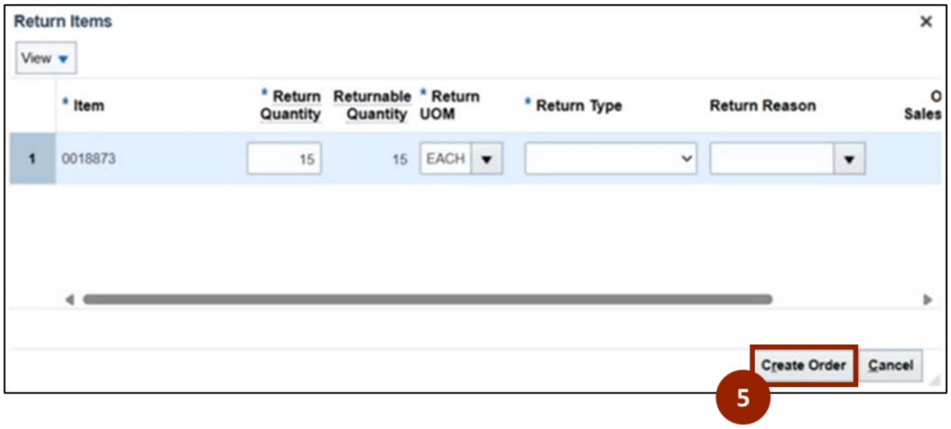
   Note: three return options display in the *Return Type* field list: **Return for credit only**, **Return the item only**, and **Return for credit and return the item**. The **Repair and Ship** option should only be selected when completing a Repair and Ship order.



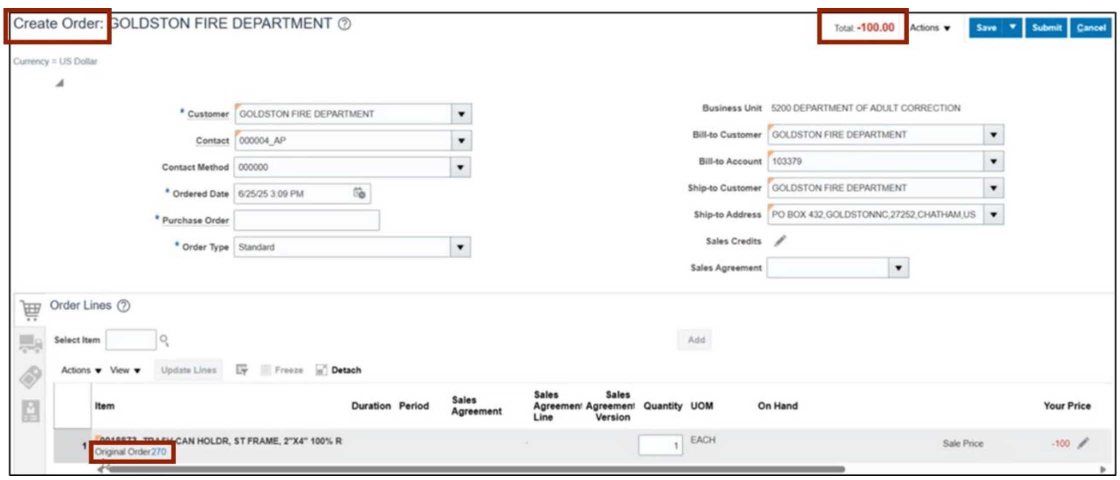


5. Click the **Create Order** button.

   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.



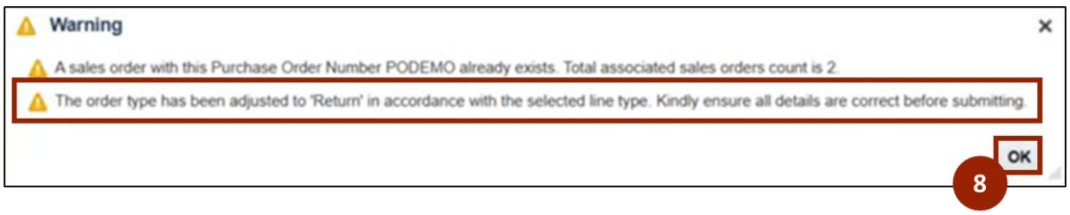
6. In the *Purchase Order* field, enter a **purchase order identifier.**

   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.

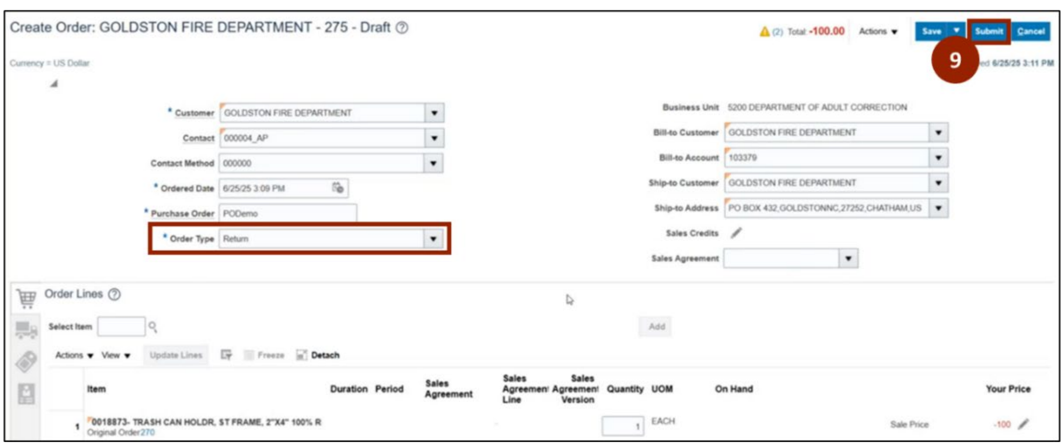
Note: A ***Warning*** pop-up window may appear with the message along with specific details related to the order selections. The notification states that the order type has been adjusted to return and to ensure all details are correct before submitting.

8. Click **OK.**



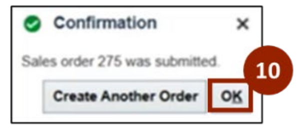
Note: NCFS automatically changes the *Order Type* field to the appropriate selection.

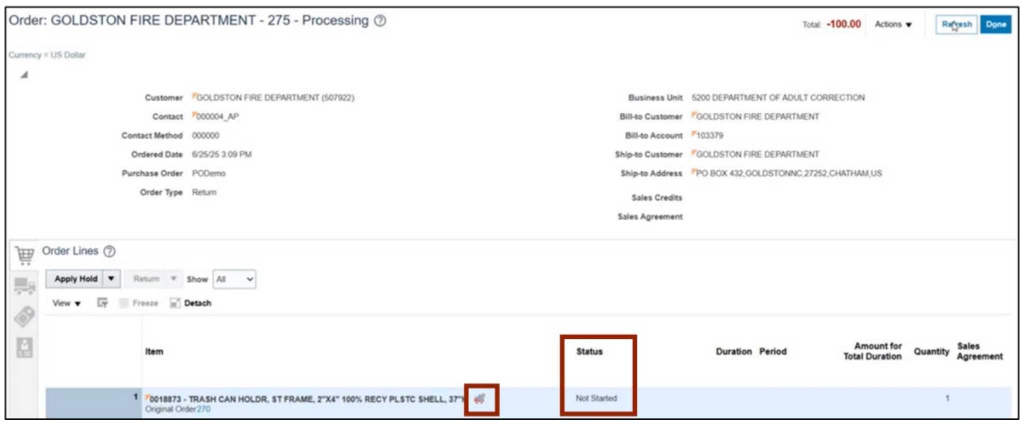
9. Once all information has been verified, click **Submit.**



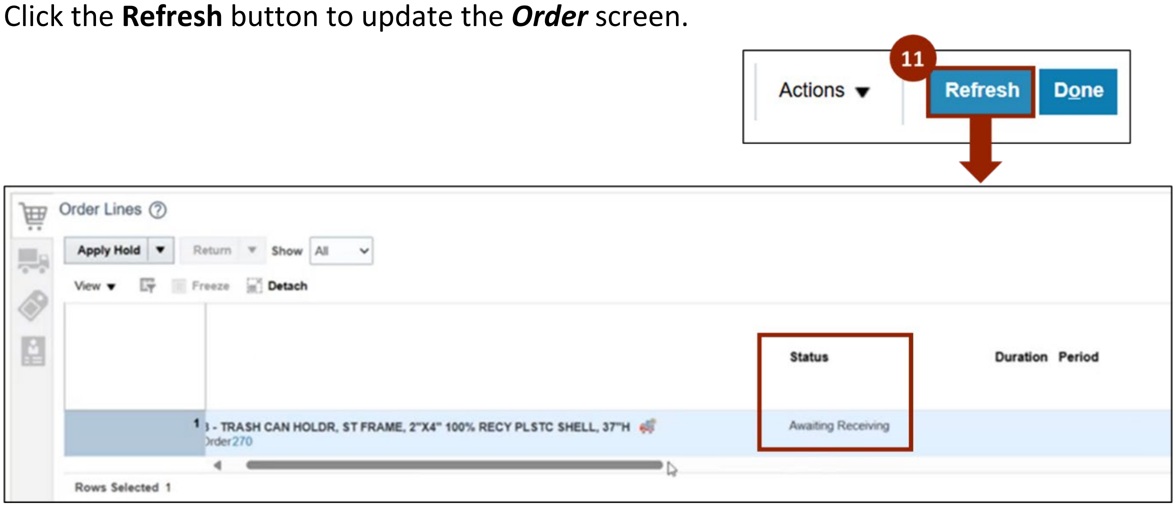
10. On the ***Confirmation*** pop-up window, click **OK.**

    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.





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

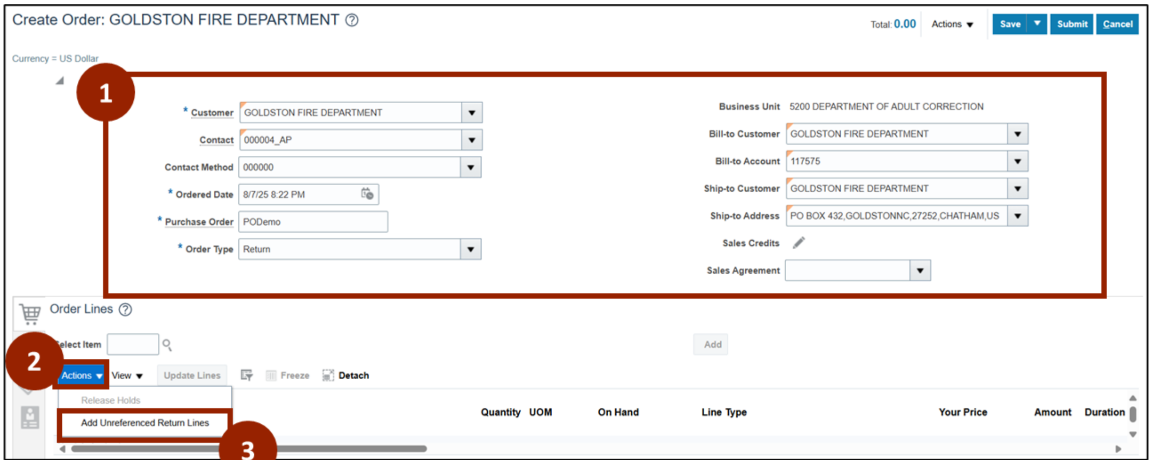


Unreferenced Return Order

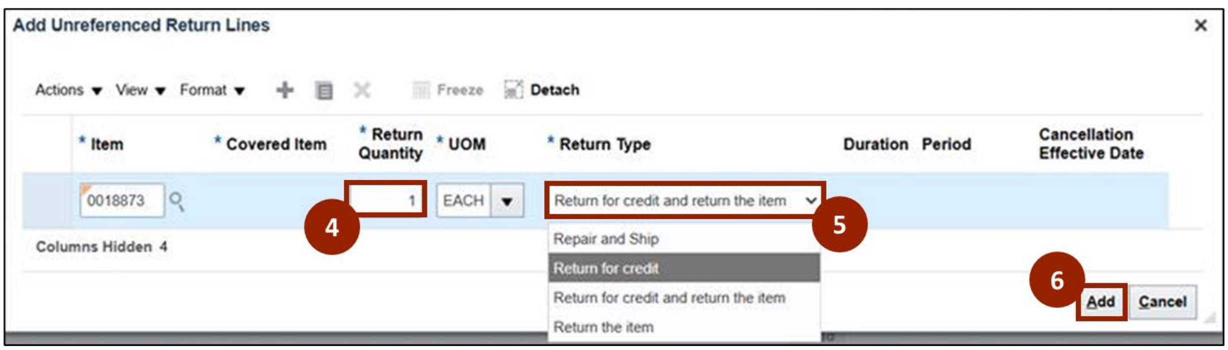
If there is no return order to reference, the return order needs to be created. To create an unreferenced return order, from the ***Create Order*** screen, follow these steps:

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.**

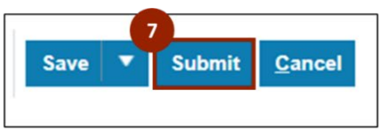


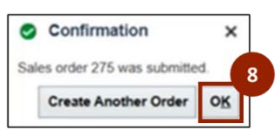
4. In the *Return Quantity* field, enter the **number of items** the customer needs to return.
5. In the *Return Type* drop-down field, select the **desired return type.**
6. Click the **Add** button.

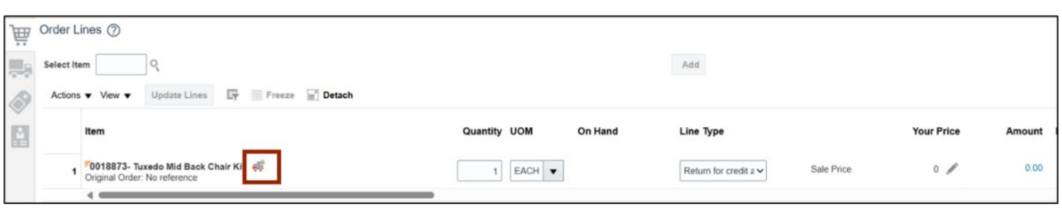


7. Click the **Submit** button.
8. On the ***Confirmation*** pop-up window, click **OK.**

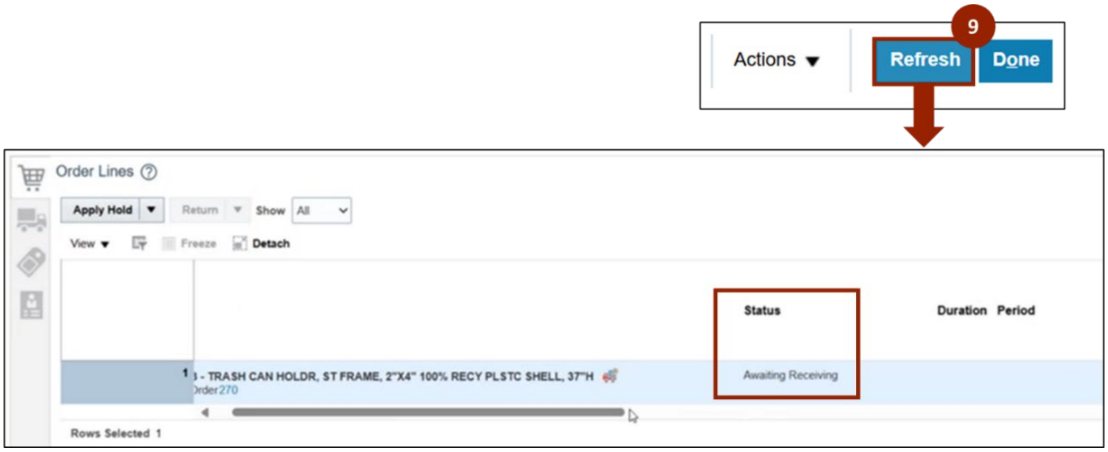
Note: The ***Create Order*** screen transitions to an ***Order*** screen and a **Truck** icon displays, indicating that a return has been initiated with no reference to the original order.







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