

Returning items

 Fri, Jan 19, 2024  [Receipt Purchase Items](#)

If the Site receives the incorrect, damaged or too many items then they can choose to return these items. This is done whilst using the "Receipt Purchase Items" button.

1. On the Receipt Purchase Items screen, tick the "Any Returns?" tick box next to the item(s) that need to be returned. Click "Save Receipt".

Jobs > Job (1594180) > Receipt Purchase Items >

Receipt Purchase Items

Delivery Note Number

Receipt In Full

☐

NOTE: Please always specify the total quantity of items received even if some of them are to be returned (for any reason)

Quantity	Any Returns?	Name	Code	Qty Required	Unit Price per UOP	Required By	Est. Delivery Date	Qty Received	Qty Outstanding	Qty Returned
<div>0</div>	<input type="checkbox"/>	amber flat edge bell glass	NCG06	1	11.62	20/10/2017		0	1	0

Save Receipt

Return to job without saving

2. This will display the "Returns" section. Here, the User needs to enter a Return Authorisation Number and Return Note. Next, choose the number of items to return and the reason they are being returned. There is also the option to keep any extra items by clicking the "Keep Overshipped Item(s)" button but this will increase the cost of the order by how many extra items have been kept. Any items that need returning need to have a Reason selected for them using the drop down. Once all items have been resolved, click "Save Receipt"

Jobs > Job (1594180) > Receipt Purchase Items >

Receipt Purchase Items

Delivery Note Number

Shipment 1

Receipt In Full

☐

NOTE: Please always specify the total quantity of items received even if some of them are to be returned (for any reason)

Quantity	Any Returns?	Name	Code	Qty Required	Unit Price per UOP	Required By	Est. Delivery Date	Qty Received	Qty Outstanding	Qty Returned
<div>2</div>	Overshipped	amber flat edge bell glass	NCG06	1	11.62	20/10/2017		0	1	0

Returns

Return Authorisation Number

Return Note

Choose the quantity of items and the reason for return below. If you have multiple different reasons for returning use the Specify Multiple Reasons link.

Quantity	Reason	Action	Name	Code	
<div>1</div>	Overshipped	Refund	amber flat edge bell glass	NCG06	<div>Keep Overshipped Item(s)</div>

Save Receipt

Return to job without saving

3. The User will then be shown the Receipt Items Summary screen as per the normal receipting process.

Note: This can also be performed using the "Return Items" button.

[Powred by PHPKB](#) (Knowledge Base Software)

Note: If the items the User wishes to return are Assets, they will be blocked from doing this with a message explaining why. The message is as follows:

There are no items available for return. Remember that asset-based items cannot be returned once they are receipted into the system

Online URL: <https://ostarasystems.knowledgebase.co/article.php?id=637>