

USER GUIDE

 Microsoft Dynamics NAV

INVENTORY &  
PROCUREMENT

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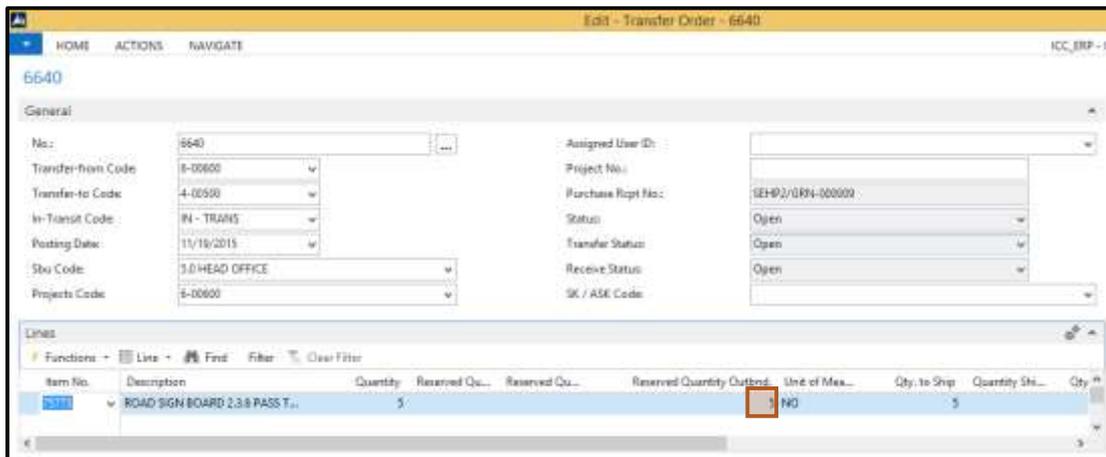
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## 1 Return Order Management

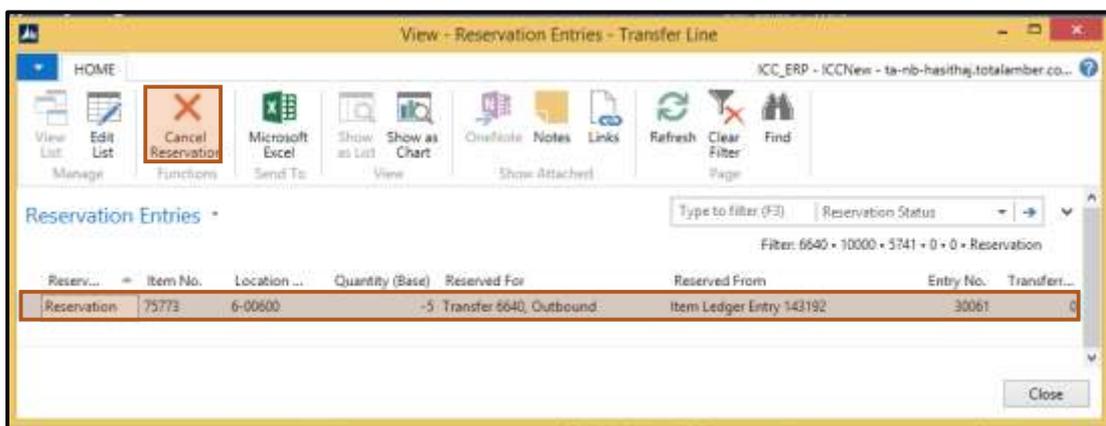
### 1.1 Return Goods not yet Transferred or Invoiced

A Purchase Order has been created based on “Supply Location” and goods have been received (GRN) but not yet invoiced. The faulty goods were fully returned to the vendor.

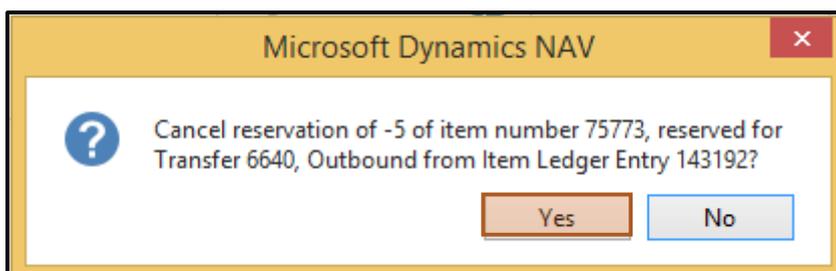
1. “Cancel Reservation” in the created transfer order. Single-click “Reserved Quantity Outbound”



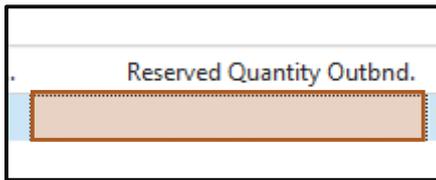
2. In the opened window, “Reservation Entries- Transfer lines”, select a line and cancel the reservation entry



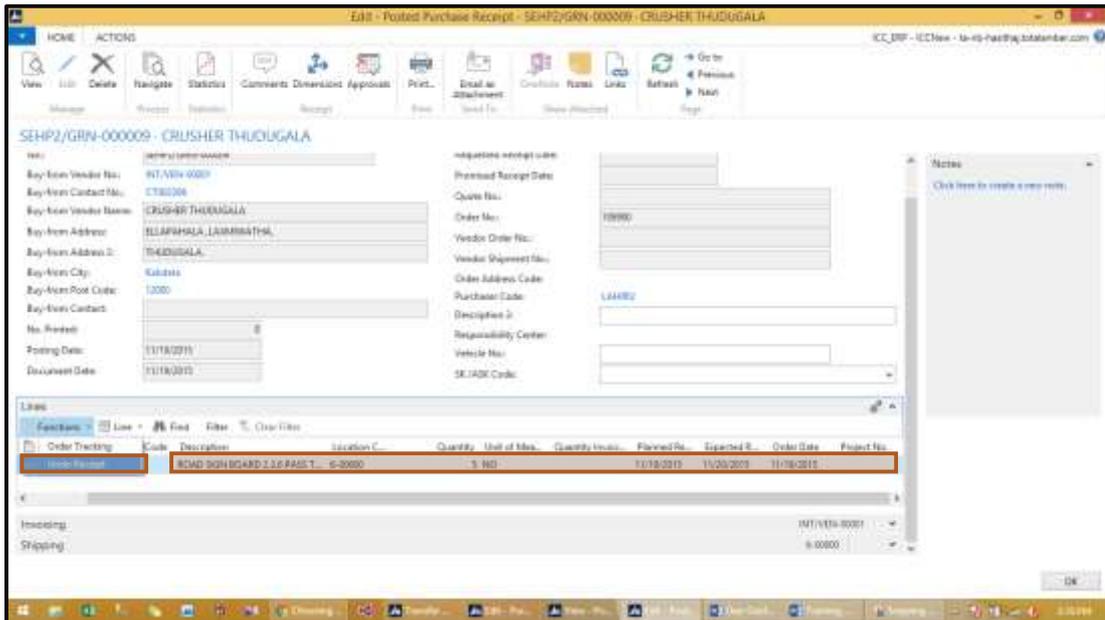
3. Click “OK” in the below message



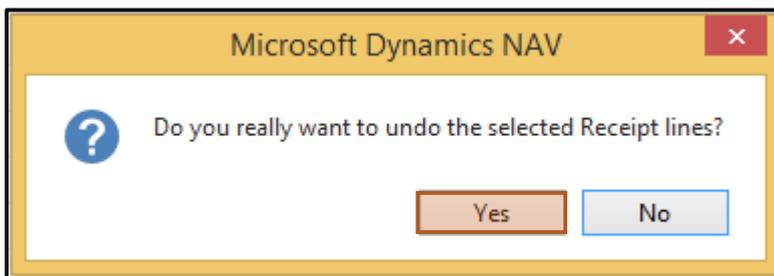
- “Reserved Quantity Outbnd.” in the Transfer order would be null



- Navigate to the Posted Purchase Receipt matching to the Transfer Order and Purchase Order. Select the relevant Posted Purchase Receipt line (GRN Line) and click “Undo Receipt”



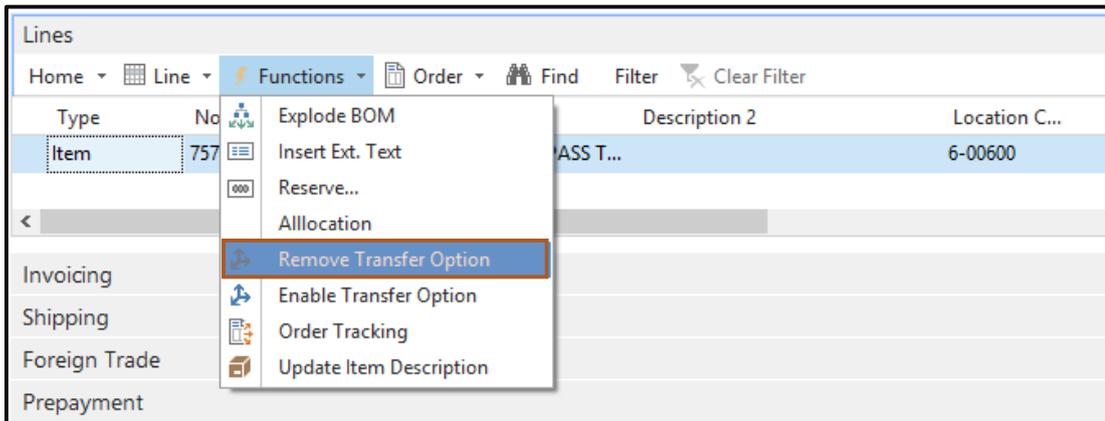
- Click “Yes” in the message shown below



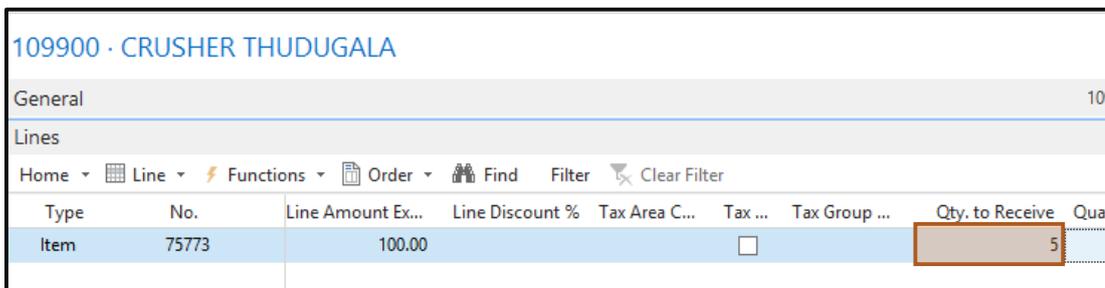
- An entry to reverse the Receipt of goods (GRN) will be automatically created



- Once the replacement items have been received by the vendor, click “Remove Transfer Option” in the Purchase Order line

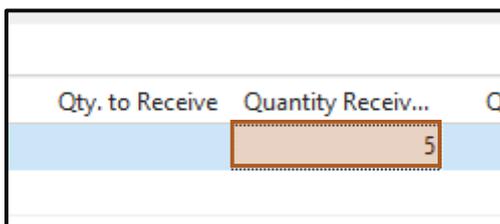


- Enter the new quantity received in the “Qty to Receive” field in the Purchase Order line.

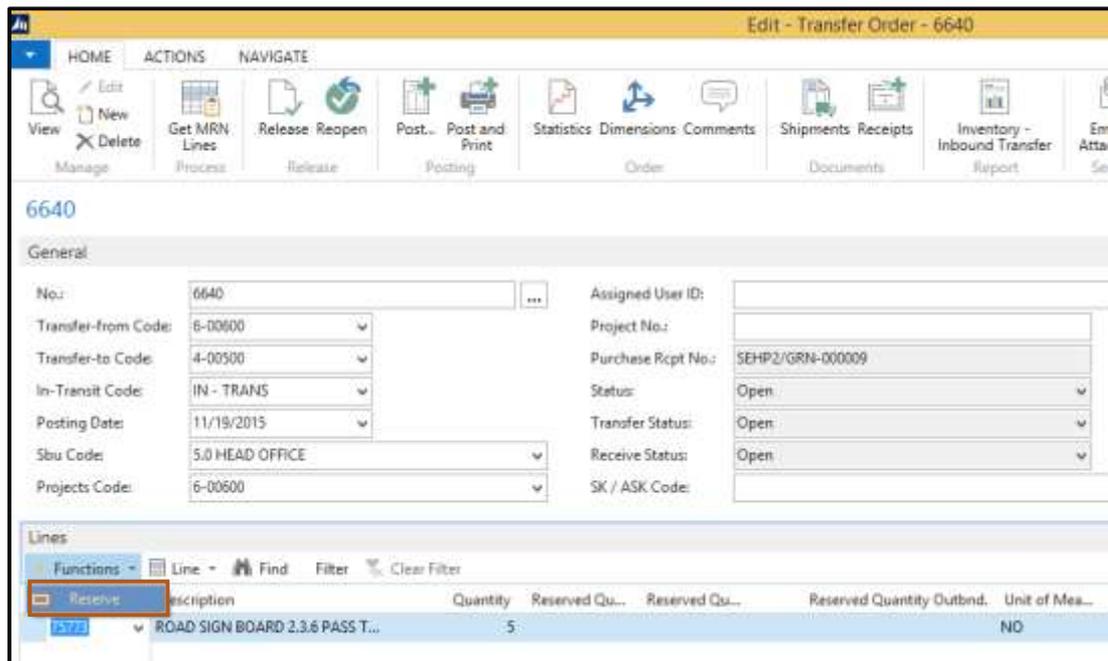


- Note: If Original quantity was “5” and quantity returned was “5” then re-enter “Qty to Receive” as “5”.*
- Note: If Original quantity was “5” and quantity returned was “3” then re-enter “Qty to Receive” as “2”. The quantity received should also be entered in the Transfer Order.*

- Click “Post” then “Quantity received” field will be updated with the received quantity.

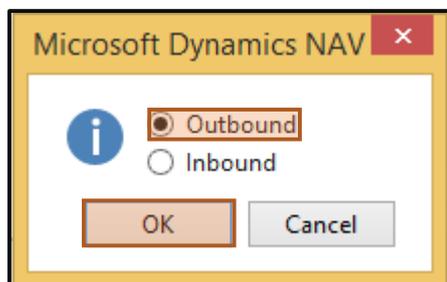


11. In the previously created Transfer Order, select the relevant line and click “Reserve”

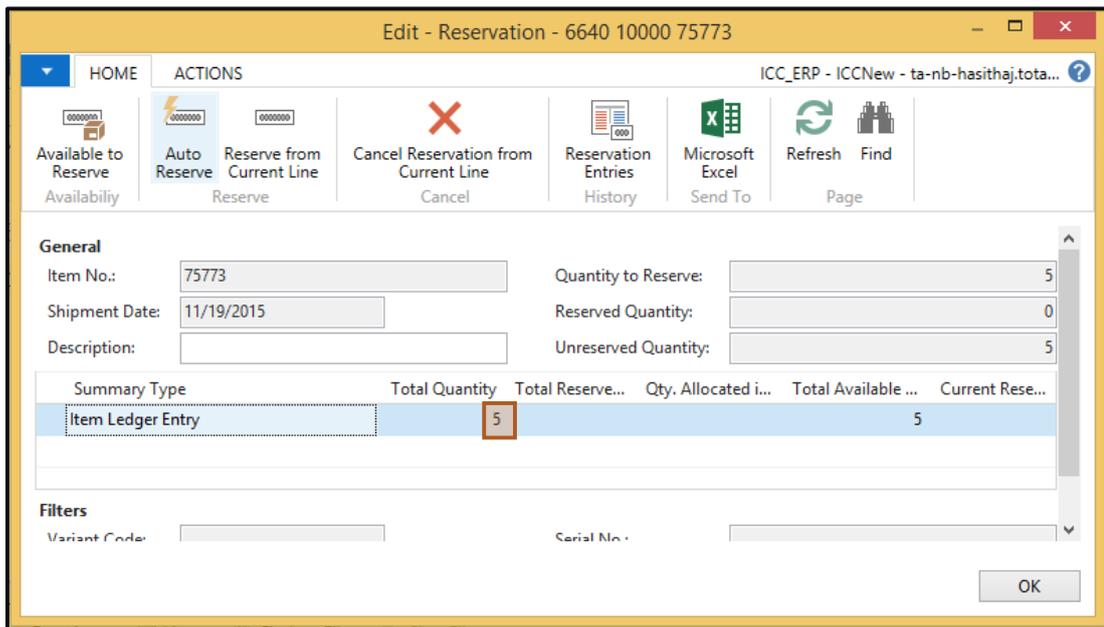


- Note: Update the “Quantity” field to the undamaged quantity.
- Note: If Original quantity is “5” and undamaged quantity is 2, update the quantity to “2”

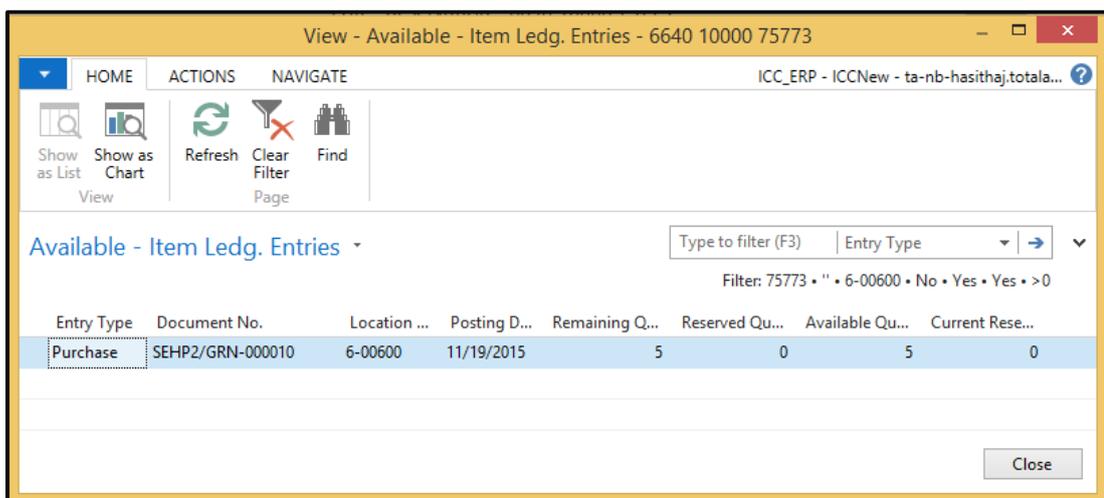
12. Select “Outbound” and click “OK”



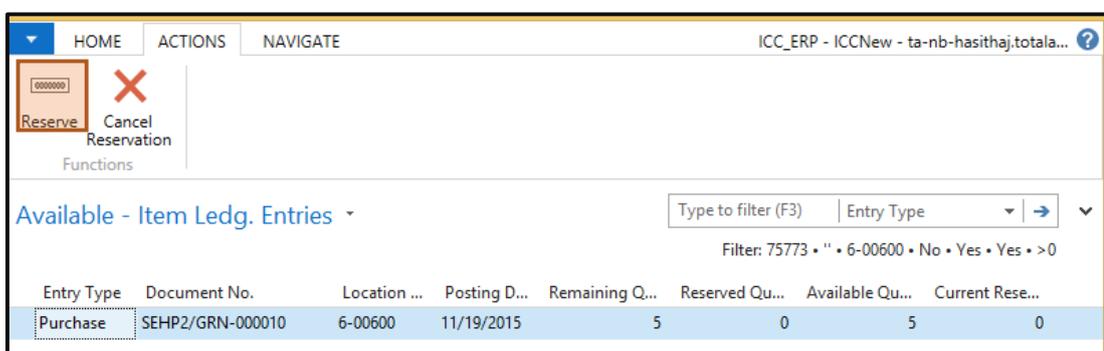
13. Single-click the “Total Quantity” value



14. The screen shown below will be opened.



15. Click “Actions” in the ribbon and click “Reserve”



16. The fields will be updated as shown below

Entry Type	Document No.	Location ...	Posting D...	Remaining Q...	Reserved Qu...	Available Qu...	Current Rese...
Purchase	SEHP2/GRN-000010	6-00600	11/19/2015	5	5	0	5

17. “Enable Transfer Option” in the relevant Purchase Order for the line.

109900 · CRUSHER THUDUGALA

General 109900 | INT/VEN

Lines

Home Line Functions Order Find Filter Clear Filter

Type	No	Explode BOM	Discount %	Tax Area C...	Tax ...	Tax Group ...	Qty. to Receive	Quantity Receiv...
Item	757	Insert Ext. Text						5
		Reserve...						
		Alllocation						
		Remove Transfer Option						
		<b>Enable Transfer Option</b>						
		Order Tracking						
		Update Item Description						

## 1.2 Return Goods not yet Transferred but Invoiced

Items are returned after receiving (GRN) and before transferring to another site. The purchase invoice has been posted.

1. Go to the Transfer Order which was created against the Posted Purchase Receipt (GRN). Click the value in the “Reserved Quantity Outbnd.” field.

6641

General

No.: 6641 Assigned User ID:

Transfer-from Code: 6-00500 Project No:

Transfer-to Code: 4-00500 Purchase Rcpt No.: SEHP2/GRN-000012

In-Transit Code: IN - TRANS Status: Open

Posting Date: 11/19/2015 Transfer Status: Open

Sbu Code: 3.0 HEAD OFFICE Receive Status: Open

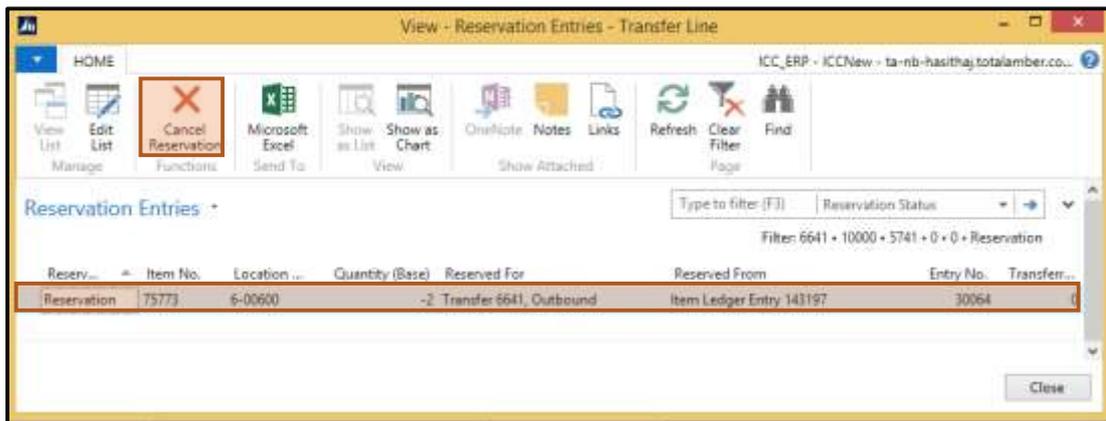
Projects Code: 6-00600 SK / ASK Code:

Lines

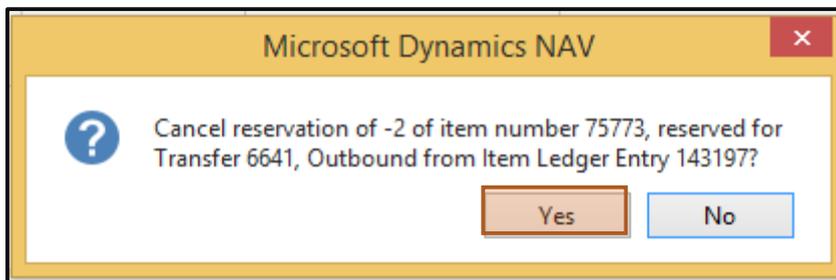
Functions Line Find Filter Clear Filter

Item No.	Description	Quantity	Reserved Qu...	Reserved Qu...	Reserved Quantity Outbnd.	Unit of Mea...	Qty. to Ship
7577	ROAD SIGN BOARD 2.3.6 PASS T...	2				NO	2

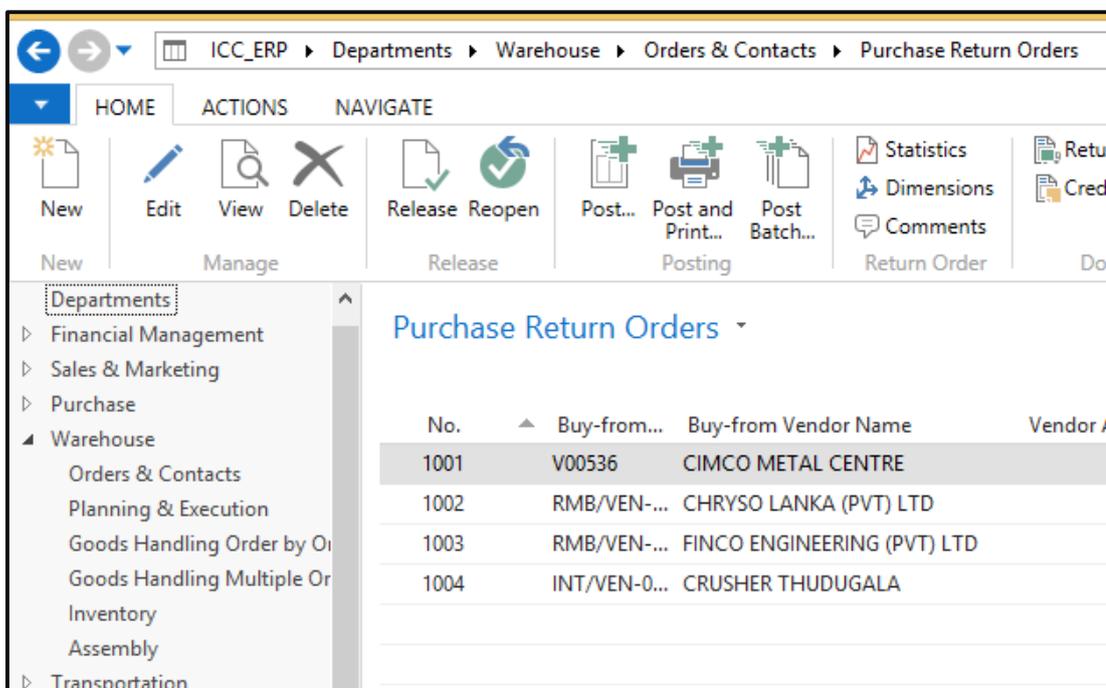
2. Select the line and click “Cancel Reservation” in the Ribbon.



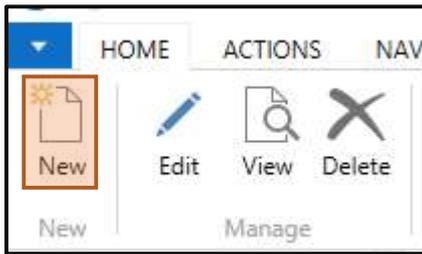
3. Click “Yes” in the message shown below.



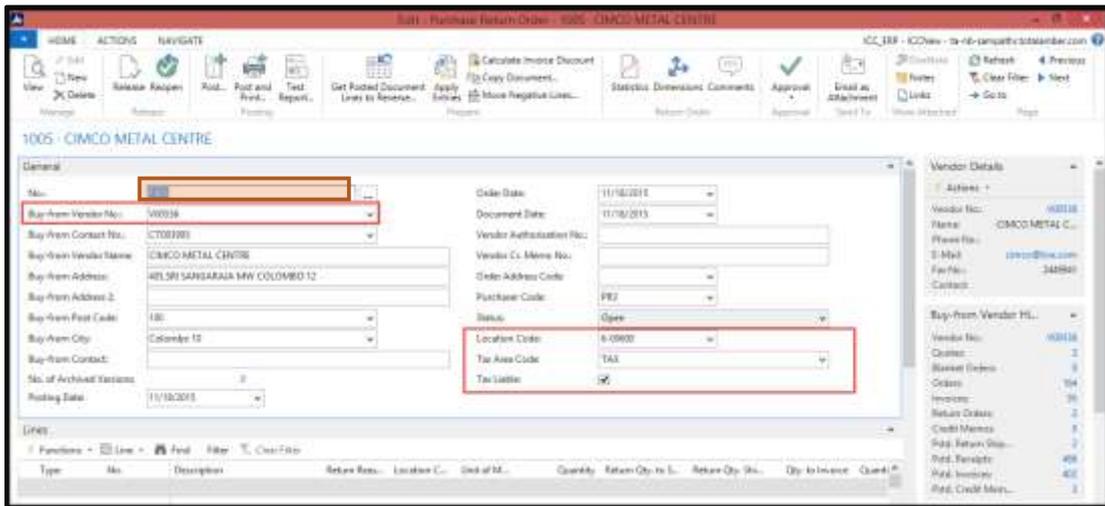
4. Navigate to Departments -> Warehouses -> Orders and Contracts -> Purchase Return Orders.



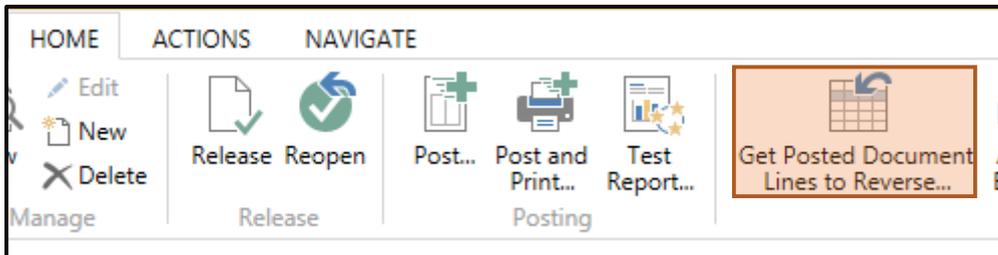
- Click “New” in the Ribbon



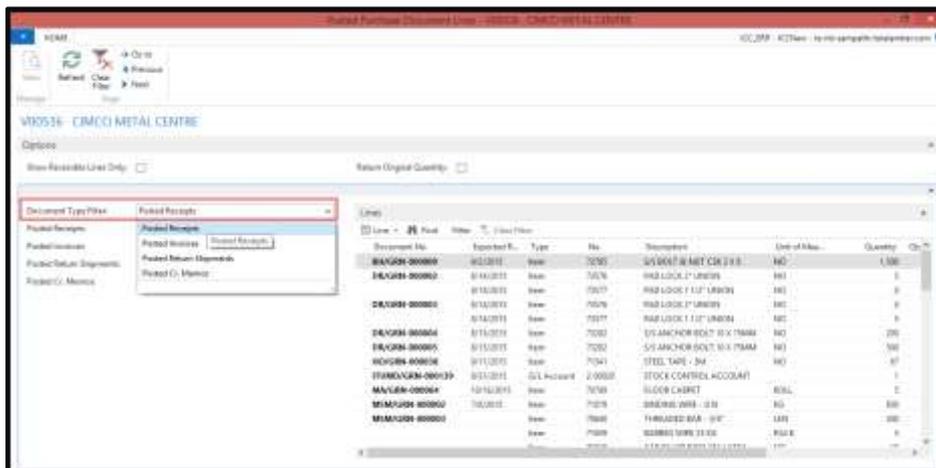
- Enter all relevant information in the Purchase Return Order. “No” field will be auto-generated.



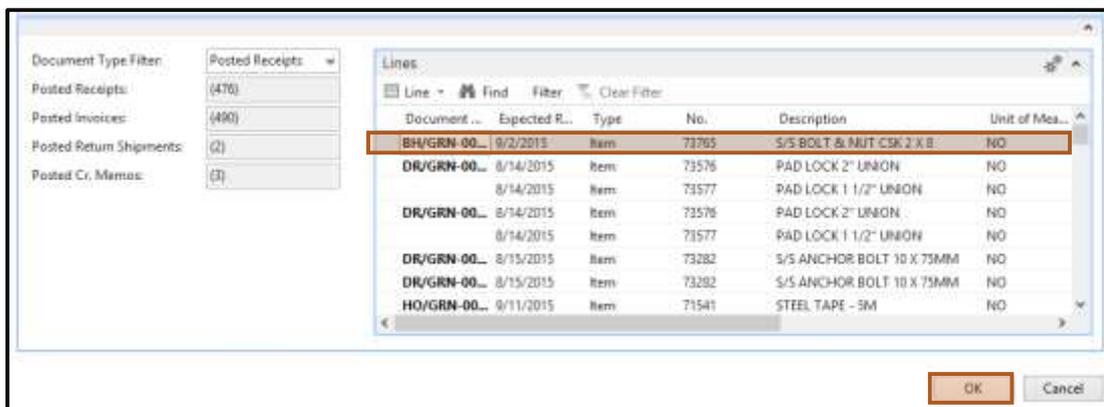
- Click “Get Posted Document Lines to Reverse” button in the ribbon.



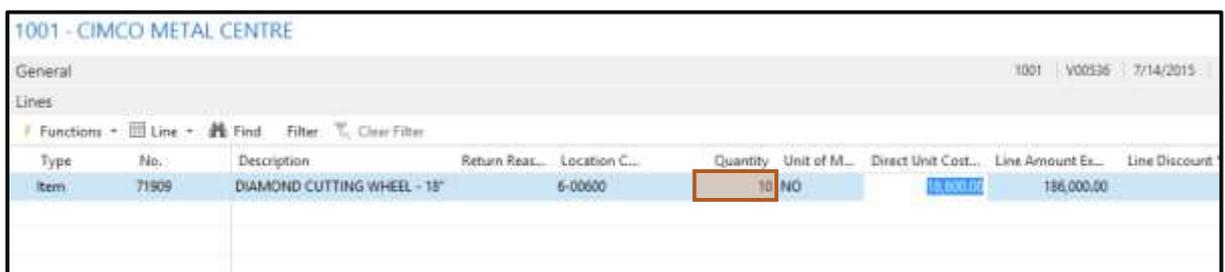
8. Select the Document Type Filter as “Posted Receipts”.



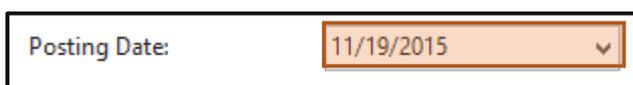
9. Select the relevant Posted Receipt and click “Ok”



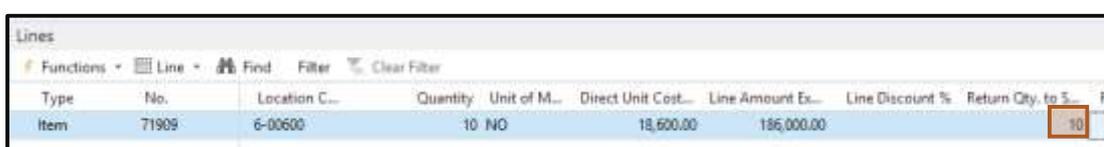
10. Change the value in the “quantity” field to the quantity returned.



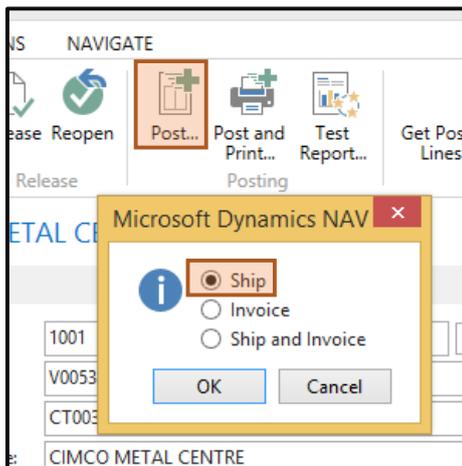
11. Change the “Posting date”



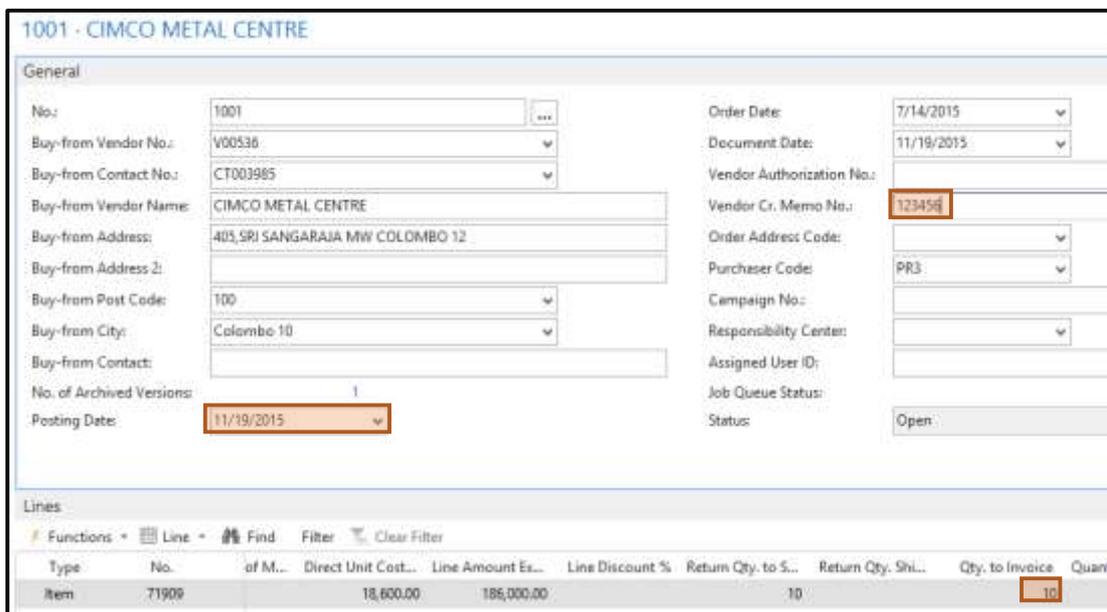
12. Update “Return Qty to Ship” as Required.



13. Click the “Post” Button in the Ribbon and select “Ship”



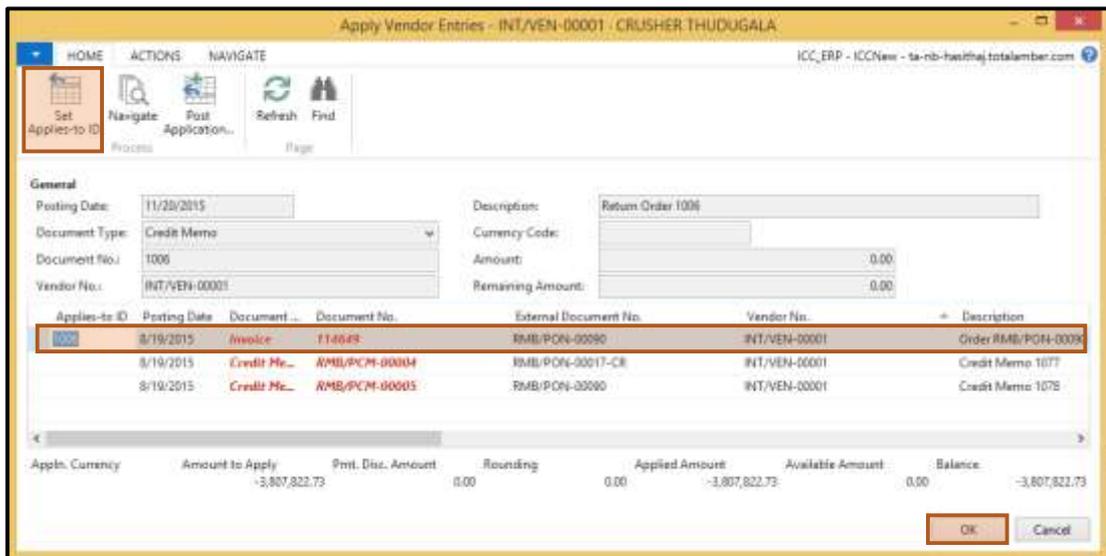
14. When the credit memo is sent by the Supplier, update the “Posting Date”, “Vendor Cr. Memo No.” and “Quantity to Invoice” values as required.



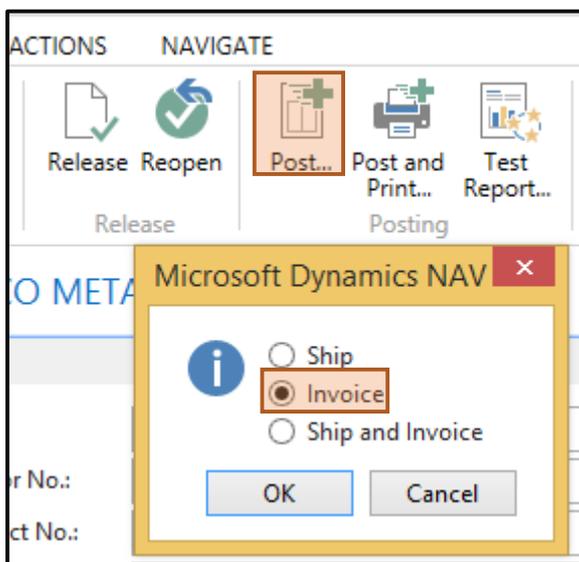
15. Click “Apply Entries”.



16. Select the Invoice, click “Set Applied-to ID” in the Ribbon and click “OK”



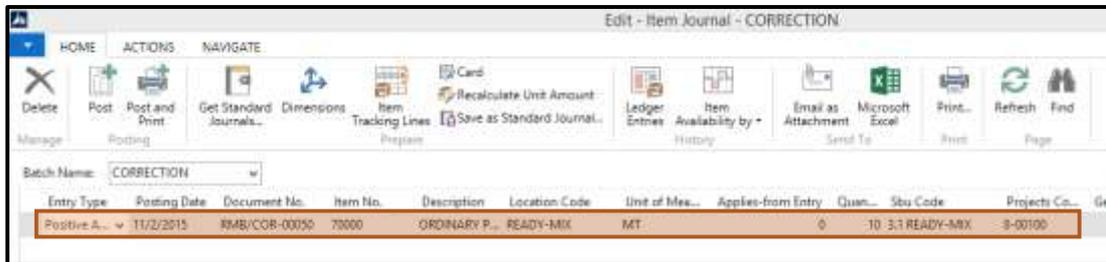
17. Click the “Post” button in the Ribbon and select “Invoice”



### 1.3 Return Goods Already Consumed

The Items have been consumed.

1. Navigate to the Item Journal and enter relevant information as shown below



- Entry Type: Should be “Positive Adjustment” to add the quantity consumed previously.
- Sbu Code, Projects Code: Dimensions relating to the location selected.
- Quantity: Quantity that needs to be returned to the Vendor

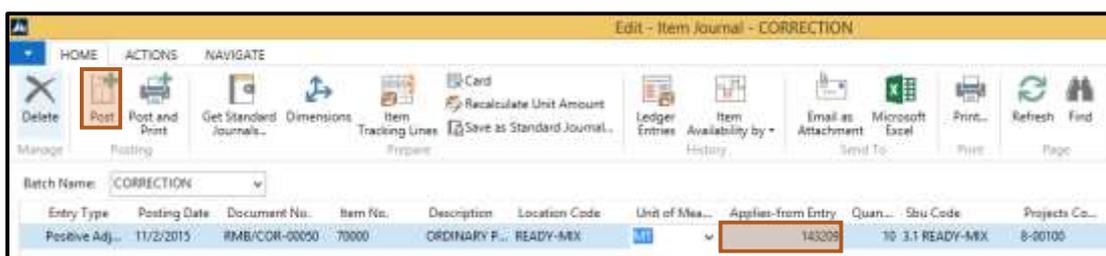
2. Click the drop-down arrow in the “Applies-from Entry” field



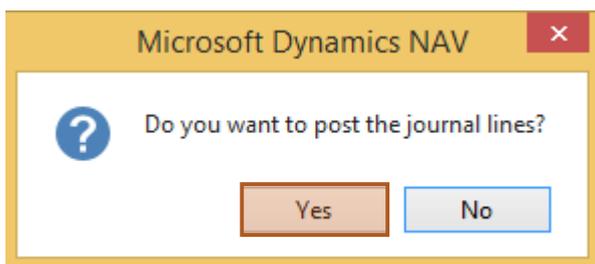
3. Select the “Negative Adjustment” entry previously posted and click “Ok”



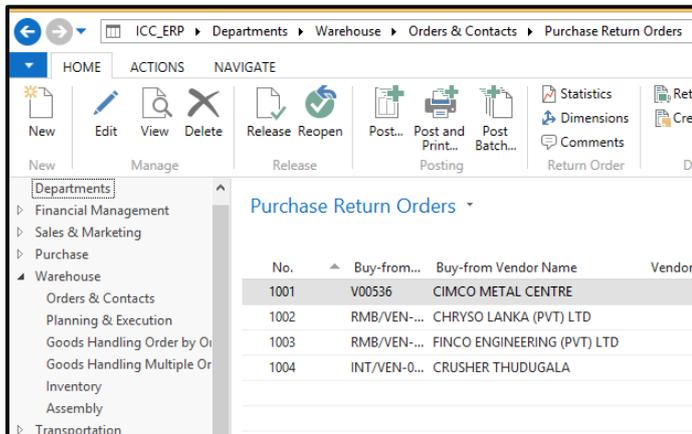
4. The Item Journal line will be updated as shown below. Click “Post” in the Ribbon



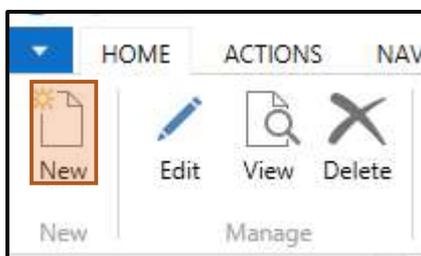
5. Click “Yes” in the message shown below



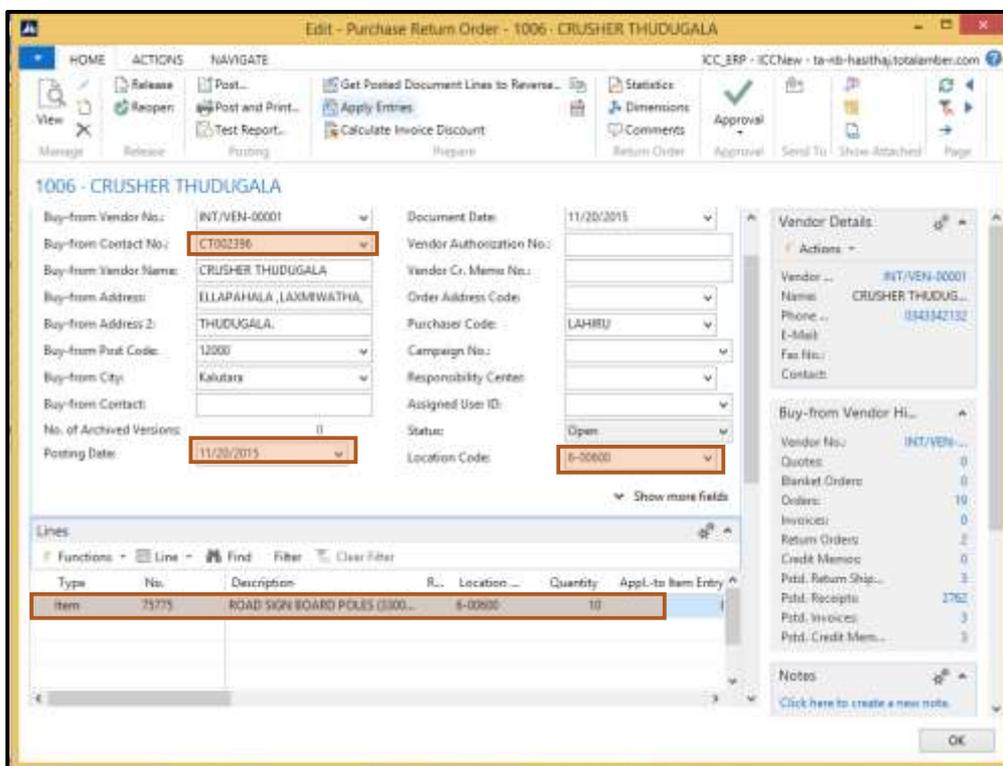
6. Navigate to Departments -> Warehouses -> Orders and Contracts -> Purchase Return Orders



7. Click “New” in the Ribbon

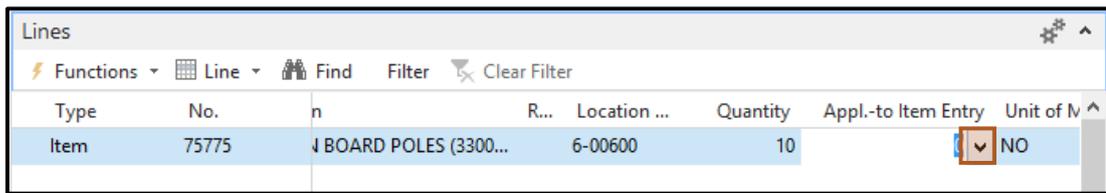


8. Enter relevant Information



- No.: The Item No. that needs to be returned to the Vendor (Item entered in the Item Journal previously. Step 1).

9. Click “Appl.-to Item Entry” drop down



Type	No.	n	R...	Location ...	Quantity	Appl.-to Item Entry	Unit of M ^
Item	75775		J BOARD POLES (3300...	6-00600	10	NO	

10. Select the line relating to the “Positive Adjustment” created.



Entry No.	Entry Type	Document Type	Document No.	Item No.	Description	Description 2	Locals...	Quantity	Involved Quant...	Remaining Qty...	Unit Amount...	Cost Amount...	Cost Amount...
11/12/2015	Positive Adj...		PRAB/COB-60000	75775			READY MBR	10	00	00	0.00	111,802.91	0.00
11/13/2015	Purchase	Purchase Receipt	PRAB/GRN-013438	75775			READY MBR	31.55	0	11,422.21	0.00	0.00	0.00
11/13/2015	Purchase	Purchase Receipt	PRAB/GRN-013454	75775			READY MBR	31.72	0	31.72	0.00	0.00	0.00

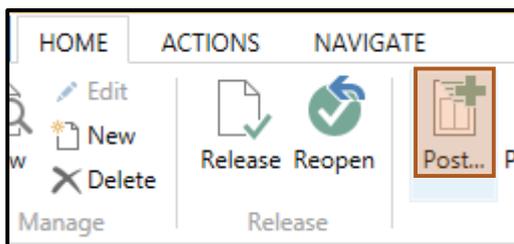
11. The “Return Quantity to Ship” in the Purchase Return Order line will be updated as shown below.



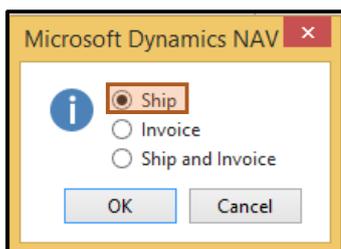
Return Qty. to Ship

10

12. Click “Post” in the Ribbon



13. Select “Ship”



Microsoft Dynamics NAV

Ship

Invoice

Ship and Invoice

OK Cancel

14. The Purchase Return Order line will be updated as shown below



Return Qty. to Ship      Return Qty. Shipped

10      10

15. When the Vendor's Credit Memo is received, update the information as required

**1006 - CRUSHER THUDUGALA**

Buy-from Vendor No.: INT/VEN-00001  
 Buy-from Contact No.: CT002396  
 Buy-from Vendor Name: CRUSHER THUDUGALA  
 Buy-from Address: ELLAPAHALA, LAXMIWATHA,  
 Buy-from Address 2: THUDUGALA,  
 Buy-from Post Code: 12000  
 Buy-from City: Kalutara  
 Buy-from Contact:  
 No. of Archived Versions: 1  
 Posting Date: 11/20/2015

Document Date: 11/20/2015  
 Vendor Authorization No.:  
 Vendor Cr. Memo No.: 098765  
 Order Address Code:  
 Purchaser Code: LAHRU  
 Campaign No.:  
 Responsibility Center:  
 Assigned User ID:  
 Status: Released  
 Location Code: E-00600

**Lines**

Type	No.	Qty. to Ship	Return Qty. Shipped	Location	Direct Unit Cost	Line Amount Ex.	Line Discount %	Qty. to Invoice	Quantity
Item	75775		10	E-00600	5,000.00	50,000.00		10	

16. Click "Apply Entries".

HOME ACTIONS NAVIGATE

Edit  
New  
Delete  
Manage

Release  
Reopen  
Release

Post...  
Posting

Post and Print...  
Posting

Test Report...  
Reporting

Get Posted Document Lines to Reverse...  
Reverse

Apply Entries  
Prep

17. Select the Invoice, click "Set Applied-to ID" in the Ribbon and click "OK"

Apply Vendor Entries - INT/VEN-00001 - CRUSHER THUDUGALA

HOME ACTIONS NAVIGATE

Set Applied-to ID  
Process

Navigate  
Post Application...  
Page

Refresh  
Find  
Page

**General**

Posting Date: 11/20/2015  
 Document Type: Credit Memo  
 Document No.: 1006  
 Vendor No.: INT/VEN-00001

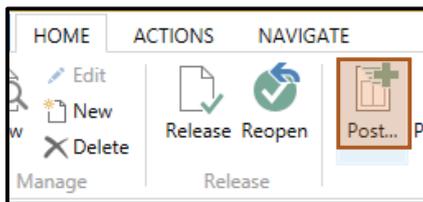
Description: Return Order 1006  
 Currency Code:  
 Amount: 0.00  
 Remaining Amount: 0.00

Applies-to ID	Posting Date	Document	Document No.	External Document No.	Vendor No.	Description
1006	8/19/2015	Invoice	114648	RMB/PO#-00090	INT/VEN-00001	Order RMB/PO#-00090
	8/19/2015	Credit Me...	RMB/PC#-00004	RMB/PO#-00017-CR	INT/VEN-00001	Credit Memo 1077
	8/19/2015	Credit Me...	RMB/PC#-00005	RMB/PO#-00090	INT/VEN-00001	Credit Memo 1078

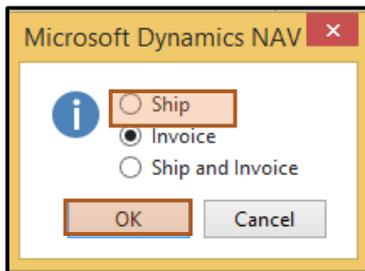
Appl. Currency: Amount to Apply: -3,807,822.73 Pmt. Disc. Amount: 0.00 Rounding: 0.00 Applied Amount: -3,807,822.73 Available Amount: 0.00 Balance: -3,807,822.73

OK Cancel

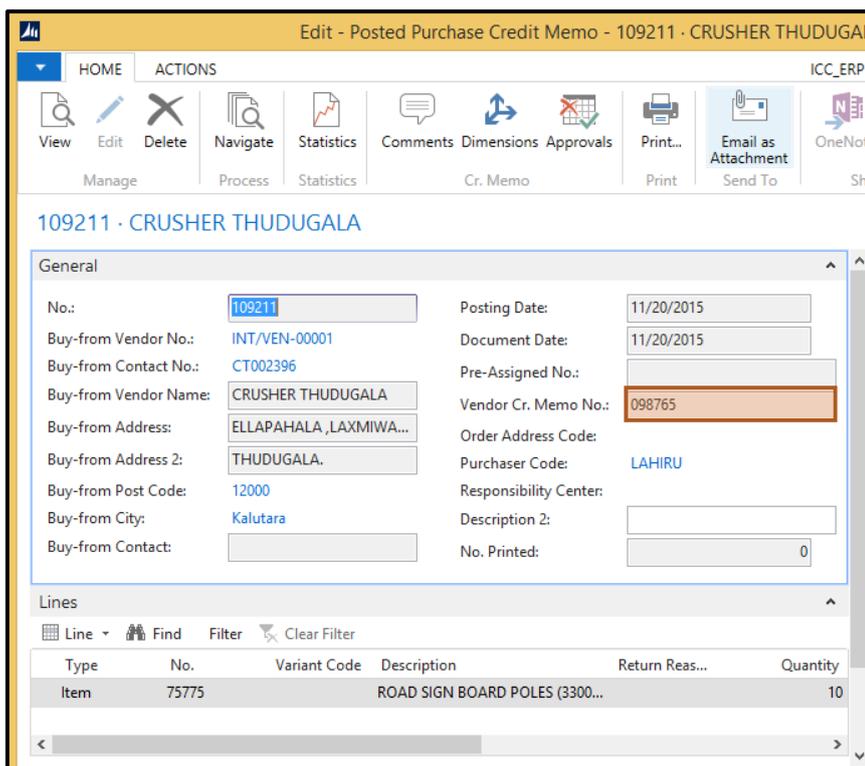
18. Click “Post” in the Ribbon



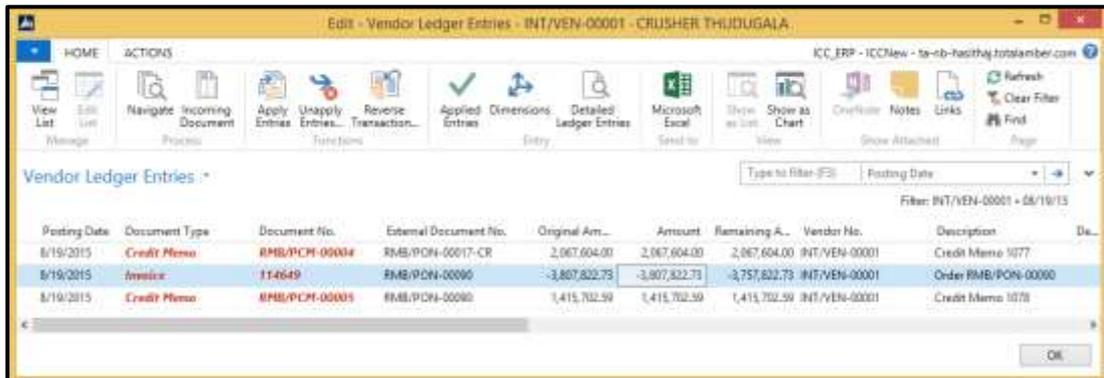
19. Select “Invoice” and click “OK”. A Credit Memo will be posted



20. Navigate to Posted Purchase Credit Memo and search by the “Vendor Credit Memo” No. to view the posted credit memo.



- Navigate to the relevant Vendor Card and click “Ledger Entries” in the Ribbon. The Vendor Ledger Entries will be displayed as shown below. Select the relevant Credit Invoice.



Vendor Ledger Entries - Filter: INT/VEN-0001 - 08/19/15

Posting Date	Document Type	Document No.	External Document No.	Original Am...	Amount	Remaining A...	Vendor No.	Description	De...
8/19/2015	Credit Memo	RMB/PCF-00004	RMB/PDN-00017-CR	2,067,604.00	2,067,604.00	2,067,604.00	INT/VEN-00001	Credit Memo 1077	
8/19/2015	Invoice	114649	RMB/PDN-00000	-3,807,822.73	-3,807,822.73	-3,757,822.73	INT/VEN-00001	Order RMB/PDN-00000	
8/19/2015	Credit Memo	RMB/PCF-00005	RMB/PDN-00000	1,415,702.59	1,415,702.59	1,415,702.59	INT/VEN-00001	Credit Memo 1078	

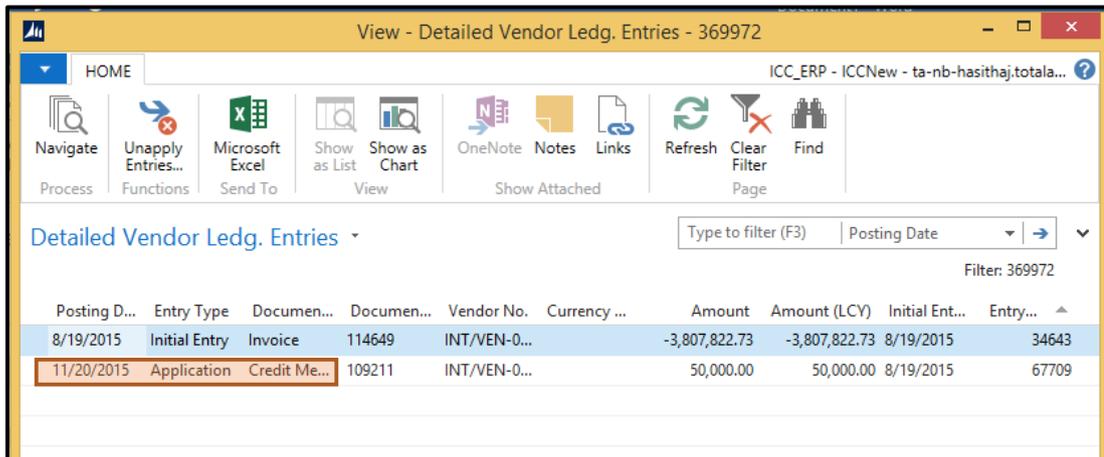
- Single-click “Remaining Amount”



Vendor Ledger Entries - Filter: INT/VEN-0001 - 08/19/15

Posting Date	Document Type	Document No.	External Document No.	Original Am...	Amount	Remaining A...	Vendor No.	Description	De...
8/19/2015	Credit Memo	RMB/PCF-00004	RMB/PDN-00017-CR	2,067,604.00	2,067,604.00	2,067,604.00	INT/VEN-00001	Credit Memo 1077	
8/19/2015	Invoice	114649	RMB/PDN-00000	-3,807,822.73	-3,807,822.73	-3,757,822.73	INT/VEN-00001	Order RMB/PDN-00000	
8/19/2015	Credit Memo	RMB/PCF-00005	RMB/PDN-00000	1,415,702.59	1,415,702.59	1,415,702.59	INT/VEN-00001	Credit Memo 1078	

- The “Detailed Vendor Ledger Entries” will be shown.



View - Detailed Vendor Ledg. Entries - 369972

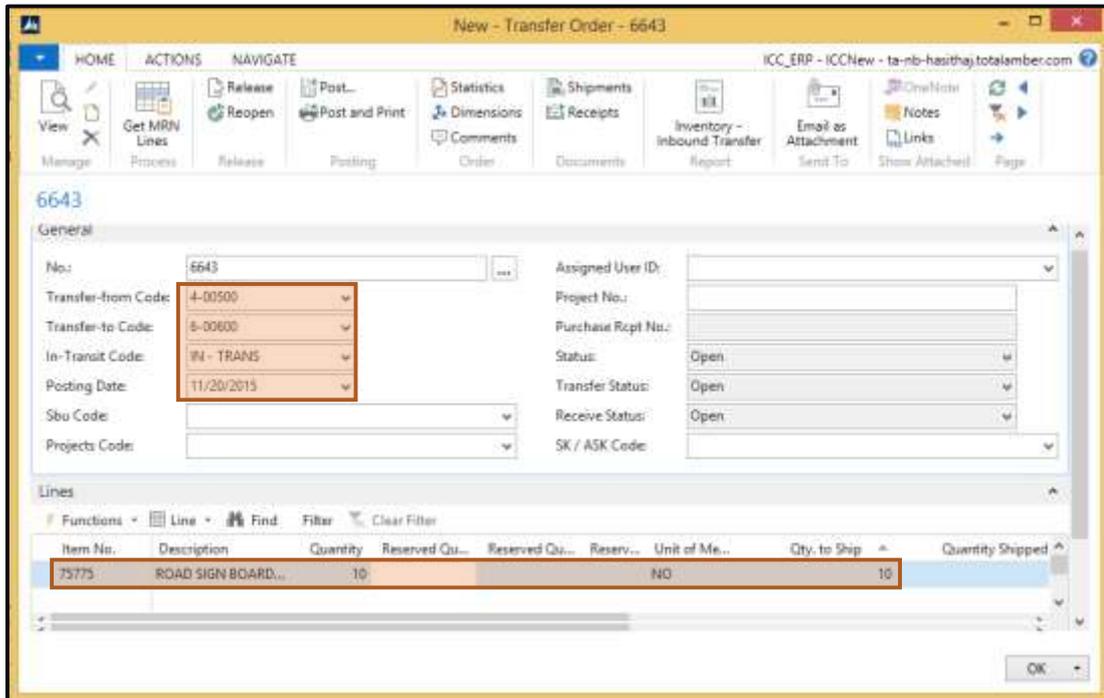
Detailed Vendor Ledg. Entries - Filter: 369972

Posting D...	Entry Type	Documen...	Documen...	Vendor No.	Currency ...	Amount	Amount (LCY)	Initial Ent...	Entry...
8/19/2015	Initial Entry	Invoice	114649	INT/VEN-0...		-3,807,822.73	-3,807,822.73	8/19/2015	34643
11/20/2015	Application	Credit Me...	109211	INT/VEN-0...		50,000.00	50,000.00	8/19/2015	67709

## 1.4 Return Goods Transferred and Invoiced

The Purchase Receipt (GRN) is created, Goods have been transferred using the automatically created Transfer Order and an Invoice has been posted. The goods were found to be defective and need to be returned to the supplier and a credit memo has to be posted.

1. Create a new Transfer Order and enter relevant information



The screenshot shows the 'New - Transfer Order - 6643' form. The 'General' section includes the following fields:

- No.: 6643
- Transfer-from Code: 4-00500
- Transfer-to Code: 8-00600
- In-Transit Code: IN - TRANS
- Posting Date: 11/20/2015
- Sbu Code: [Empty]
- Projects Code: [Empty]
- Assigned User ID: [Empty]
- Project No.: [Empty]
- Purchase Rcpt No.: [Empty]
- Status: Open
- Transfer Status: Open
- Receive Status: Open
- SK / ASK Code: [Empty]

The 'Lines' section contains a table with the following data:

Item No.	Description	Quantity	Reserved Qu...	Reserved Qu...	Reserv...	Unit of Me..	Qty. to Ship	Quantity Shipped
75775	ROAD SIGN BOARD...	10				NO	10	

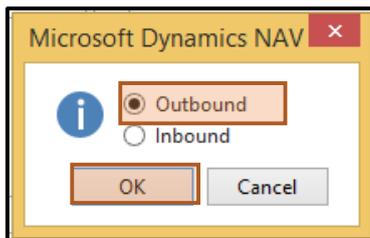
- Transfer-from-Code: Current Location of the goods
- Transfer-to-Location: Location from which the goods will be returned to the supplier.
- Item No: Item to be transferred
- Quantity: Quantity of the Item that needs to be transferred to the Vendor

*Note: Only transfer goods if the supplier will collect the goods from the "Transfer-to-Code" location. If not, create a Purchase Return Order.*

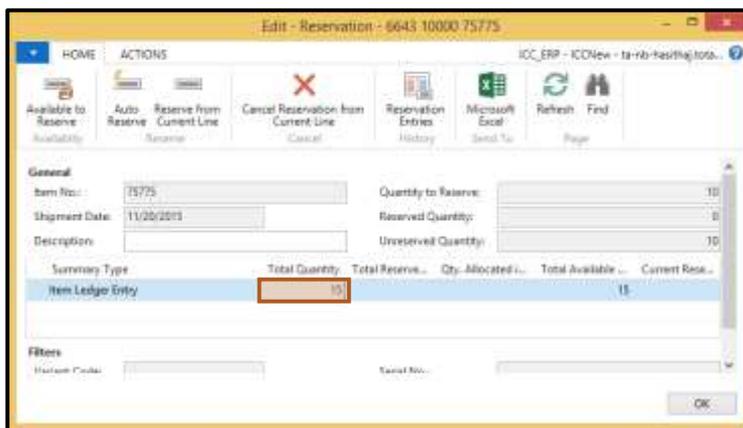
2. Click “Reserve” in Functions



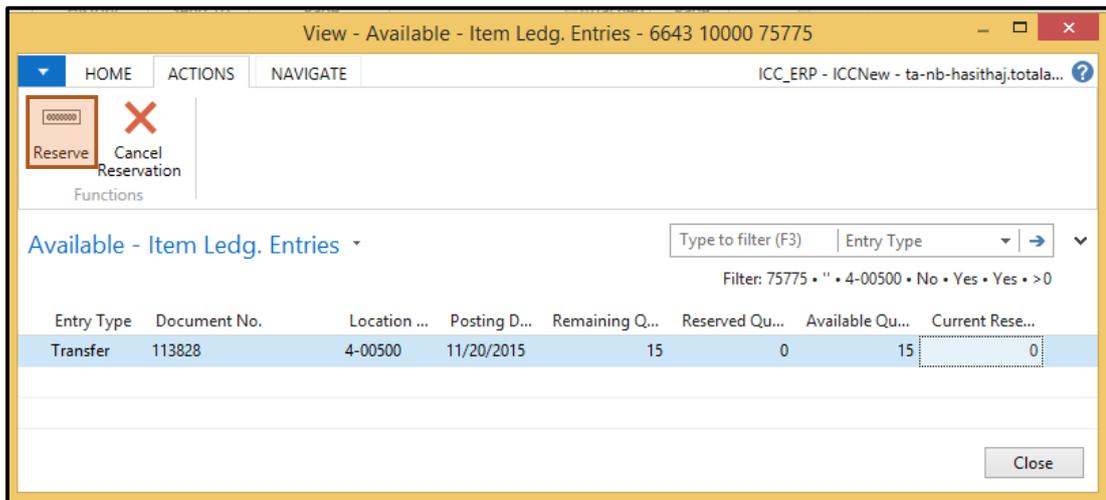
3. Select “Outbound”



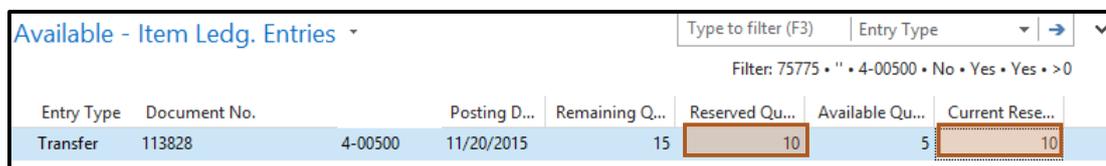
4. Single-click “Total Quantity”



- Select the relevant line and click “Reserve”



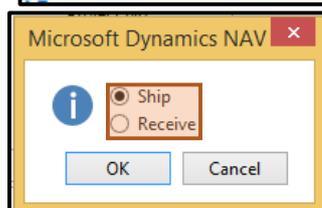
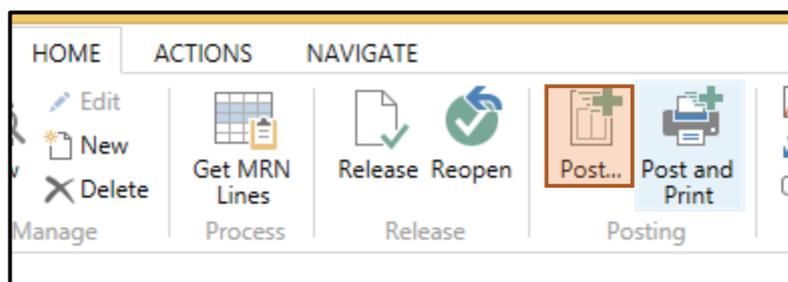
- “Reserved Quantity” will be updated as shown below



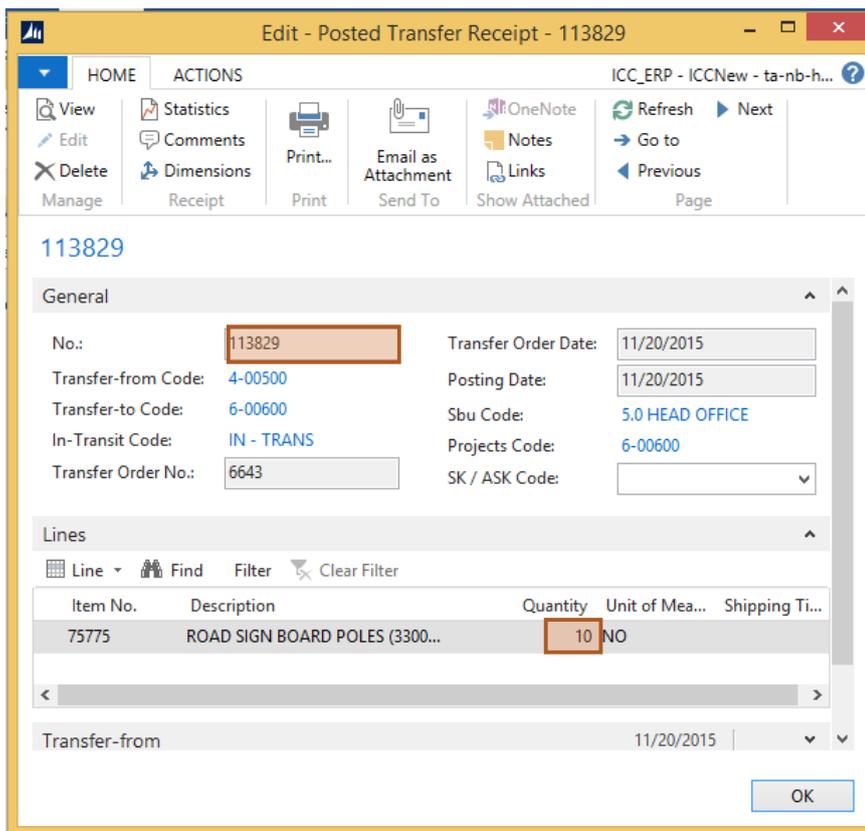
- The “Reserved Quantity” in the transfer order will be updated as shown below



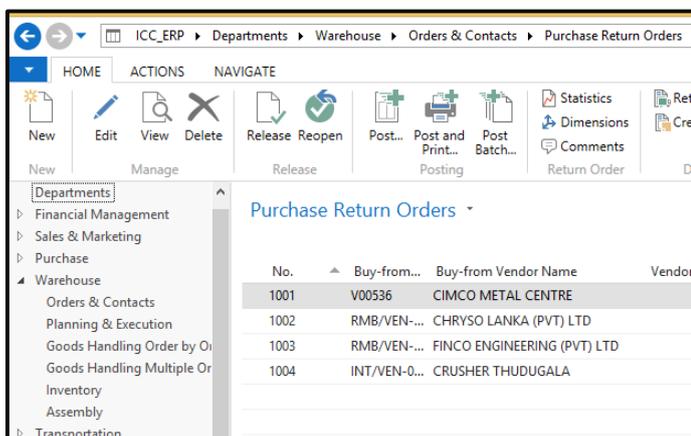
- “Ship” and “Receive” Quantity by clicking “Post” in the Ribbon. The goods will then be transferred to the “Transfer-to-Code” Location



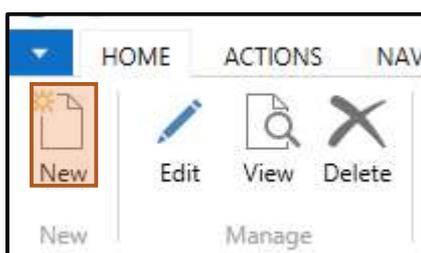
9. A “Posted Transfer Receipt” will be created as shown below



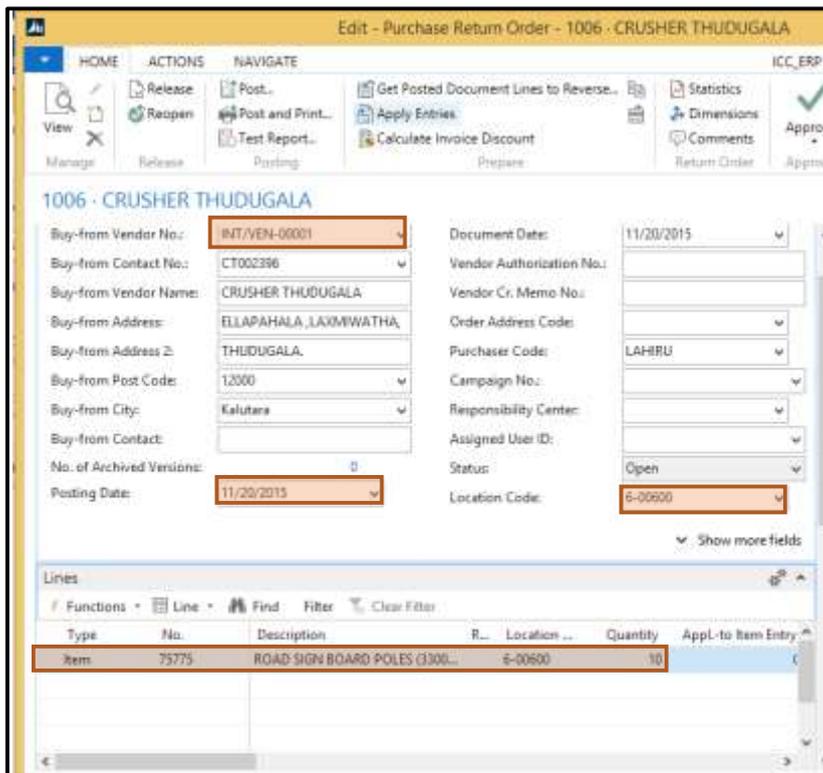
10. Navigate to Departments -> Warehouses -> Orders and Contracts -> Purchase Return Orders



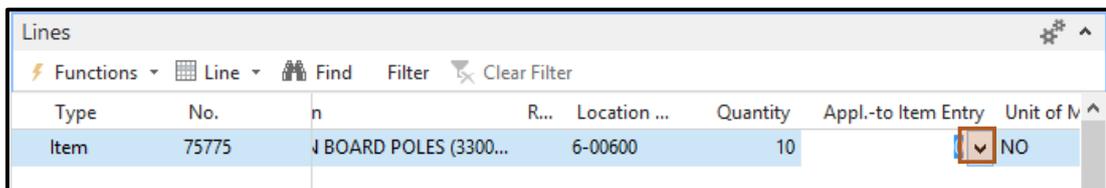
11. Click “New” in the Ribbon



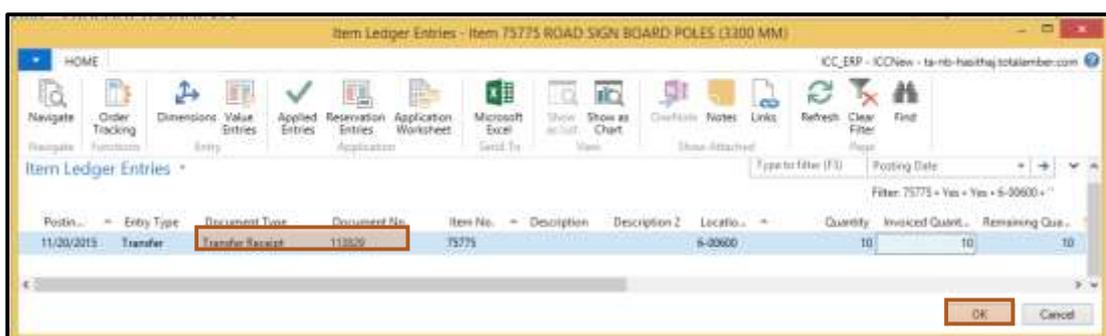
12. Enter relevant Information



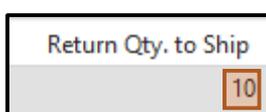
13. Click “Appl.-to Item Entry” drop down



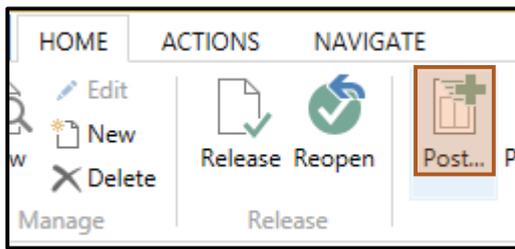
14. Select the line relating to the “Transfer Receipt” created.



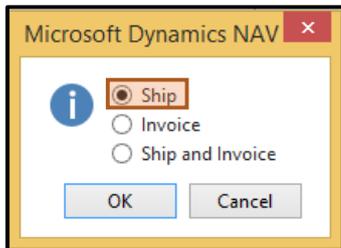
15. The “Return Quantity to Ship” in the Purchase Return Order line will be updated as shown below.



16. Click “Post” in the Ribbon



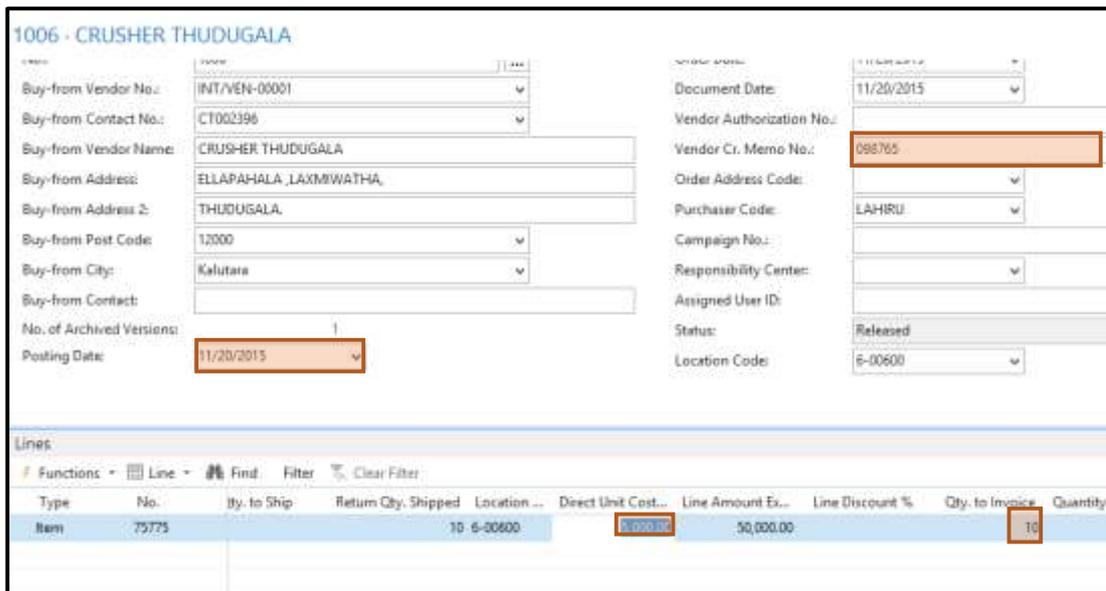
17. Select “Ship”



18. The Purchase Return Order line will be updated as shown below



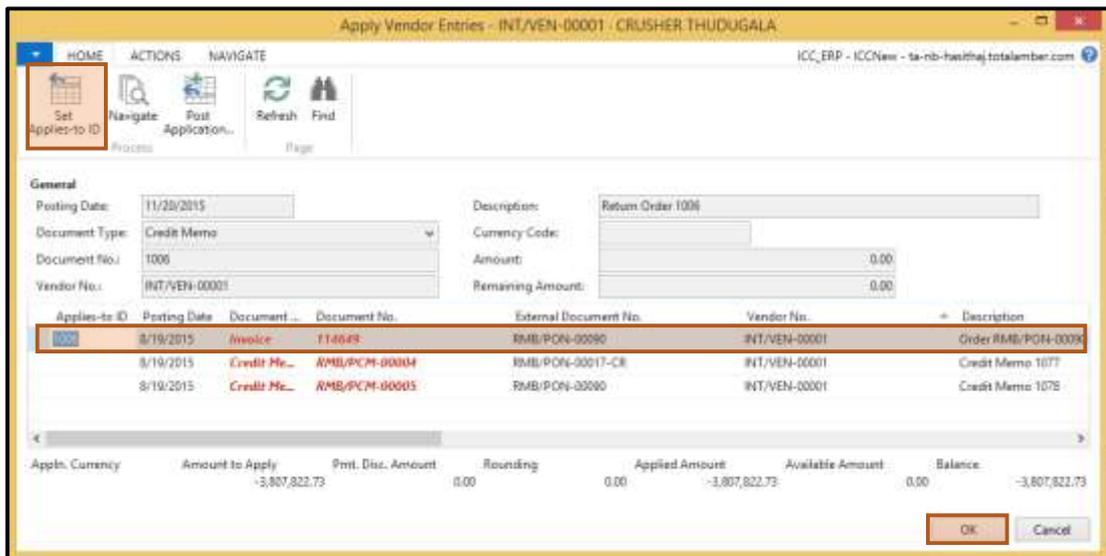
19. When the Vendor’s Credit Memo is received, update the information as required



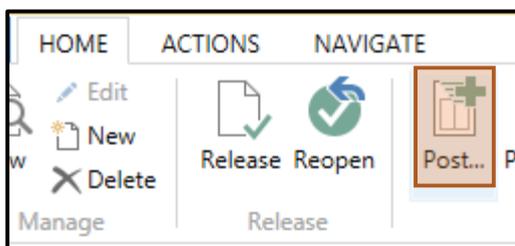
20. Click “Apply Entries”.



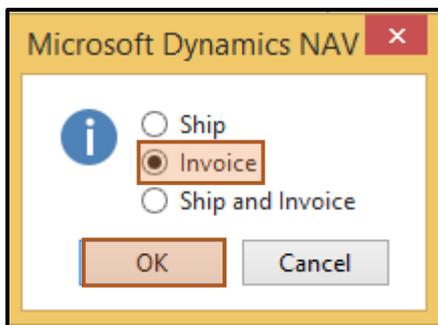
21. Select the Invoice, click “Set Applied-to ID” in the Ribbon and click “OK”



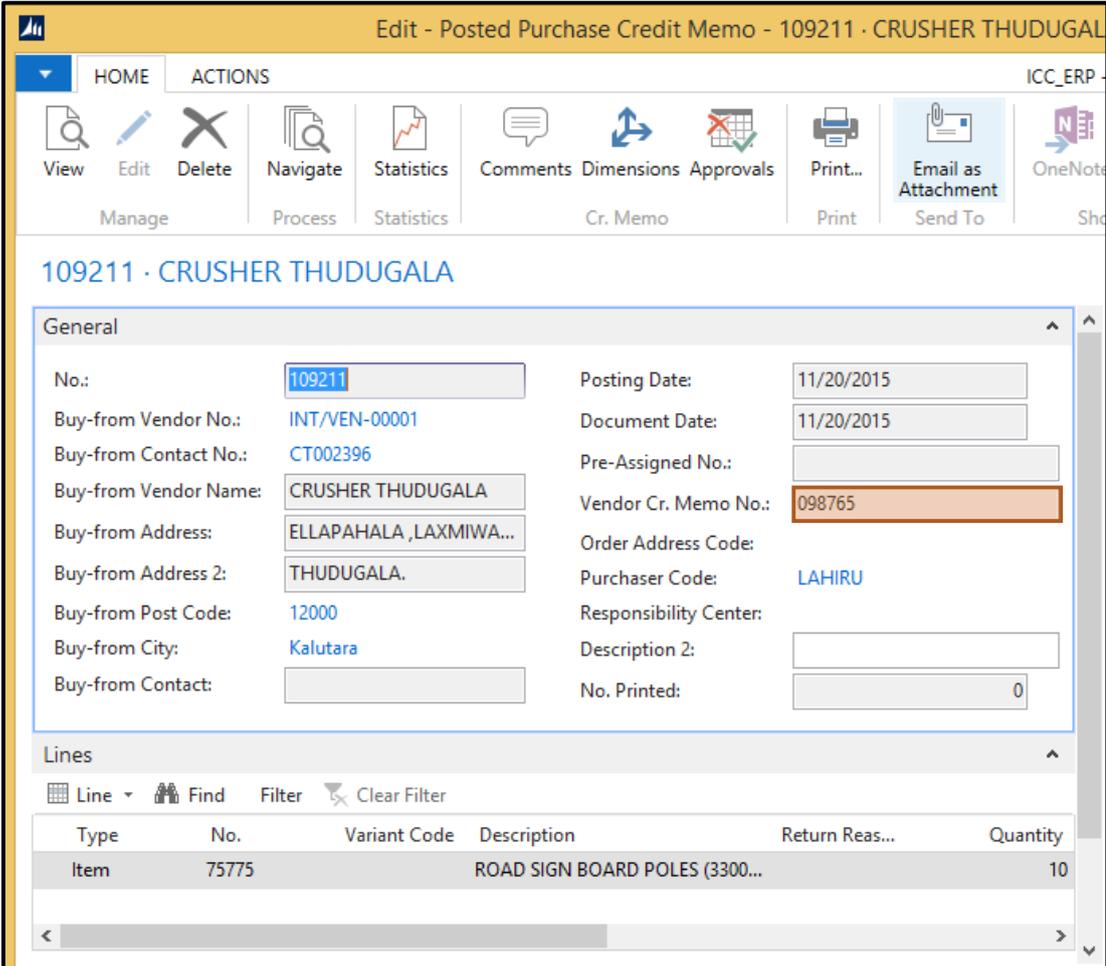
22. Click “Post” in the Ribbon



23. Select “Invoice” and click “OK”. A Credit Memo will be posted



24. Navigate to Posted Purchase Credit Memo and search by the “Vendor Credit Memo” No. to view the Posted Credit Memo.



**109211 · CRUSHER THUDUGALA**

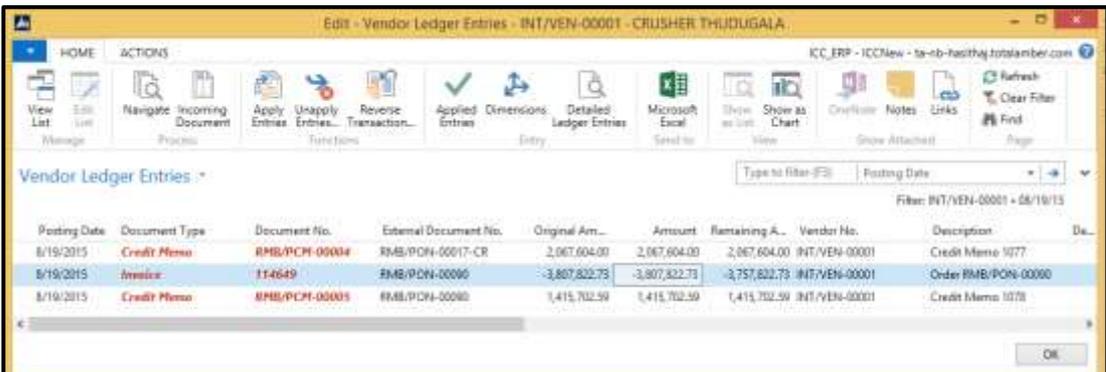
**General**

No.:	109211	Posting Date:	11/20/2015
Buy-from Vendor No.:	INT/VEN-00001	Document Date:	11/20/2015
Buy-from Contact No.:	CT002396	Pre-Assigned No.:	
Buy-from Vendor Name:	CRUSHER THUDUGALA	Vendor Cr. Memo No.:	098765
Buy-from Address:	ELLAPAHALA ,LAXMIWA...	Order Address Code:	
Buy-from Address 2:	THUDUGALA.	Purchaser Code:	LAHIRU
Buy-from Post Code:	12000	Responsibility Center:	
Buy-from City:	Kalutara	Description 2:	
Buy-from Contact:		No. Printed:	0

**Lines**

Type	No.	Variant Code	Description	Return Reas...	Quantity
Item	75775		ROAD SIGN BOARD POLES (3300...		10

25. Navigate to the relevant Vendor Card and click “Ledger Entries” in the Ribbon. The Vendor Ledger Entries will be displayed as shown below. Select the relevant Invoice.

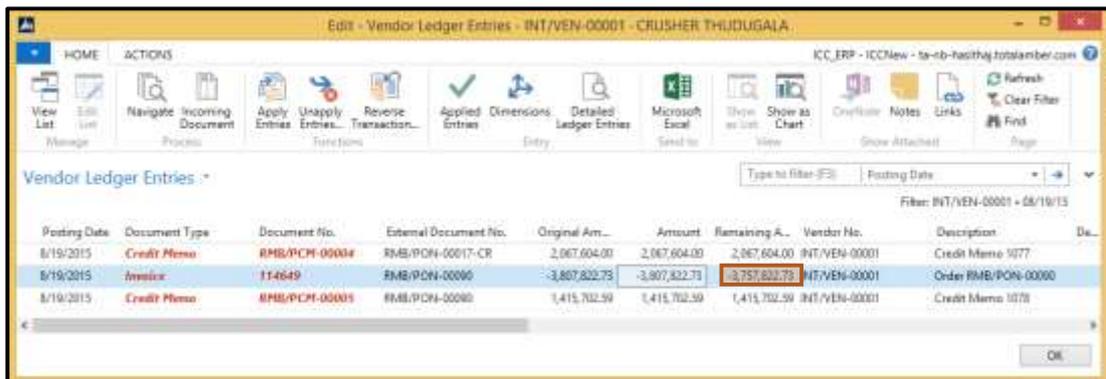


**Vendor Ledger Entries**

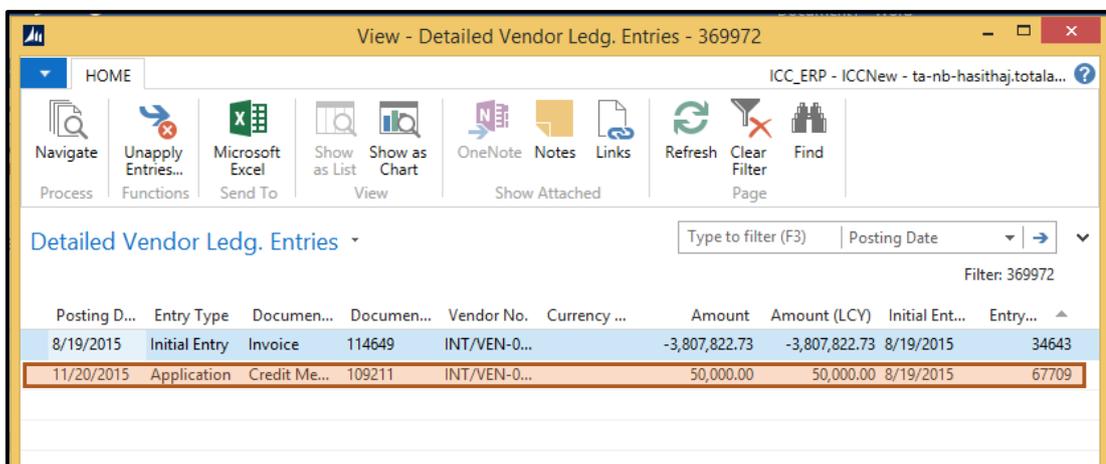
Filter: INT/VEN-00001 - 08/19/15

Posting Date	Document Type	Document No.	External Document No.	Original Am...	Amount	Remaining A...	Vendor No.	Description	De...
8/19/2015	Credit Memo	RMB/PCPI-00004	RMB/PONI-00017-CR	2,067,604.00	2,067,604.00	2,067,604.00	INT/VEN-00001	Credit Memo 1077	
8/19/2015	Invoice	114649	RMB/PONI-00006	-3,807,822.73	-3,807,822.73	-3,757,622.73	INT/VEN-00001	Order RMB/PONI-00000	
8/19/2015	Credit Memo	RMB/PCPI-00003	RMB/PONI-00000	1,415,702.59	1,415,702.59	1,415,702.59	INT/VEN-00001	Credit Memo 1078	

26. Single-click “Remaining Amount”



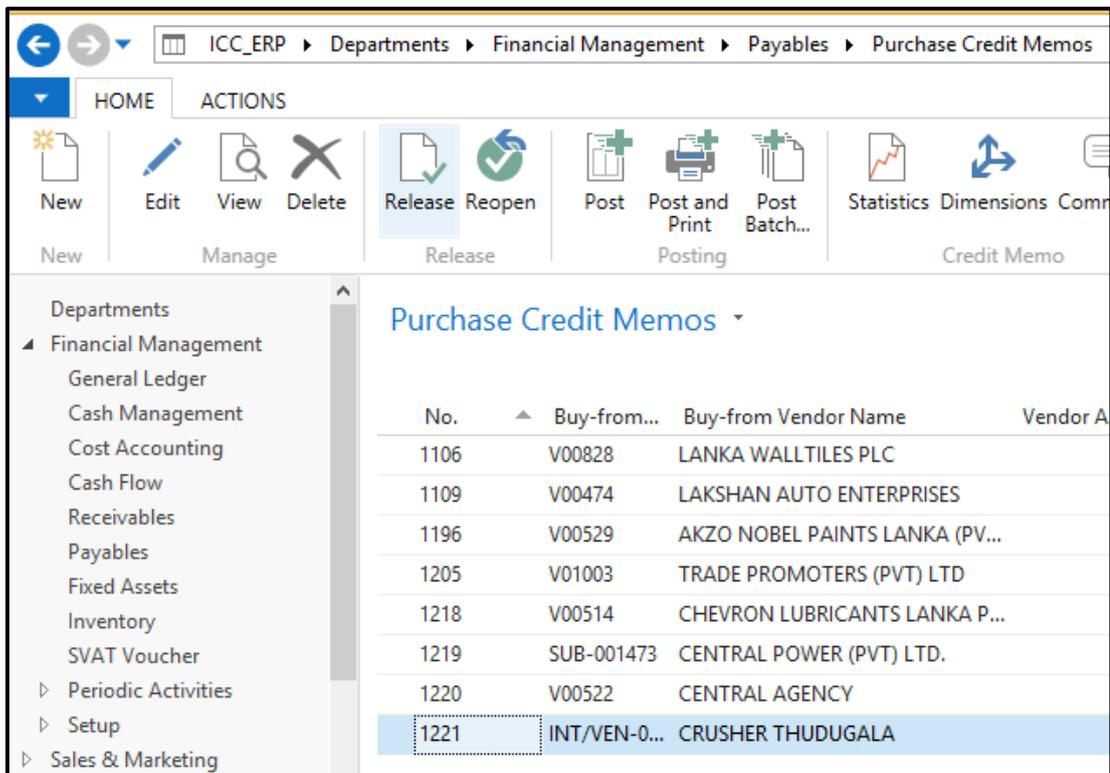
27. The “Detailed Vendor Ledger Entries” will be shown.



## 1.5 Reducing Unit Price of Invoiced Goods

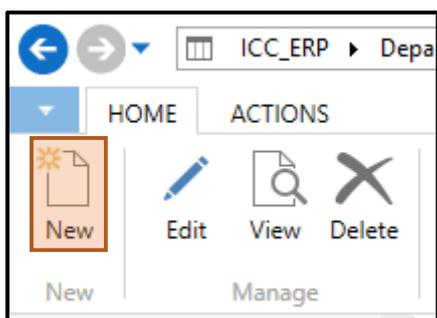
The Purchase Order has been invoiced and the unit price of the items need to be reduced.

1. Navigate to Departments -> Financial Management -> Payables ->Purchase Credit Memos

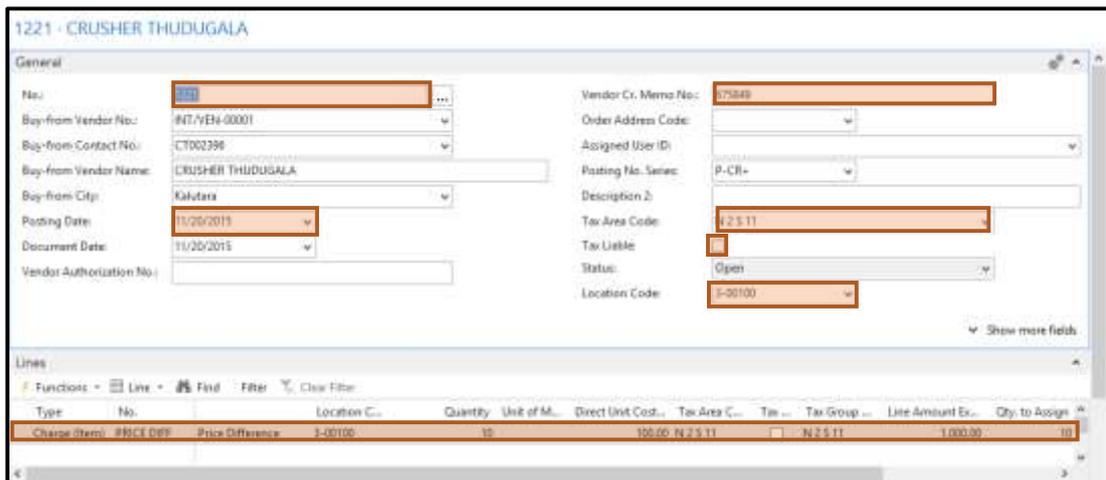


No.	Buy-from...	Buy-from Vendor Name	Vendor A
1106	V00828	LANKA WALLTILES PLC	
1109	V00474	LAKSHAN AUTO ENTERPRISES	
1196	V00529	AKZO NOBEL PAINTS LANKA (PV...	
1205	V01003	TRADE PROMOTERS (PVT) LTD	
1218	V00514	CHEVRON LUBRICANTS LANKA P...	
1219	SUB-001473	CENTRAL POWER (PVT) LTD.	
1220	V00522	CENTRAL AGENCY	
1221	INT/VEN-0...	CRUSHER THUDUGALA	

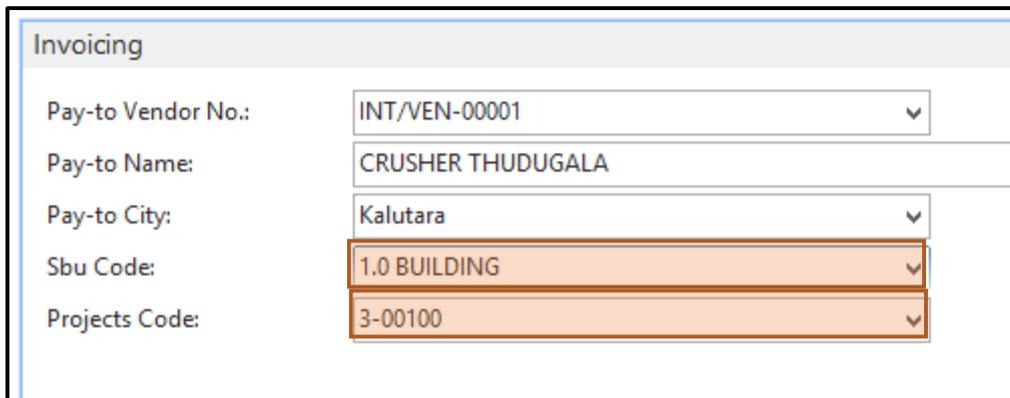
2. Click “New” in the Ribbon



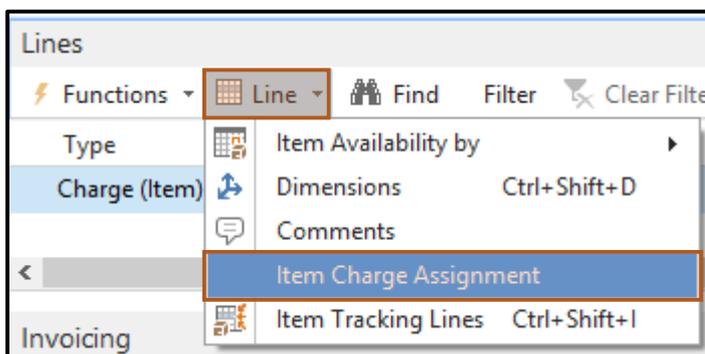
3. Enter relevant information as shown below



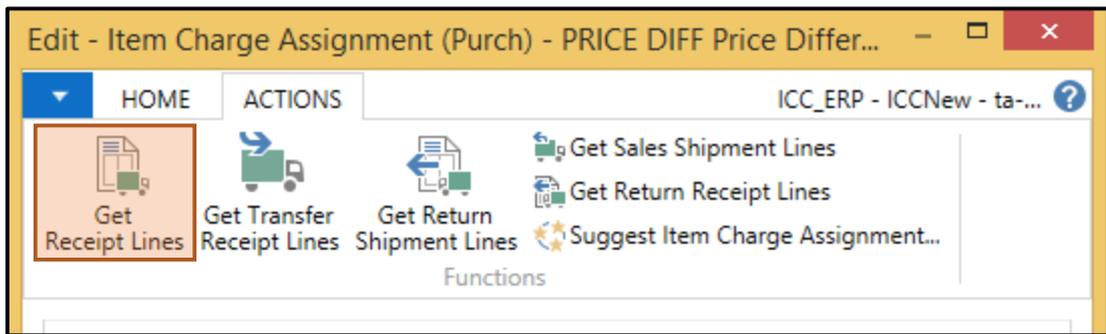
- Type: should be Charge(Item)
- No.: Select “Price\_Diff” or assigned No.
- Quantity: Enter invoiced quantity
- Direct Unit Cost.: Enter Amount to be reduced by each item
- Tax Area Code, Tax Group Code, Tax Liab: Select these as they appear in the Invoice



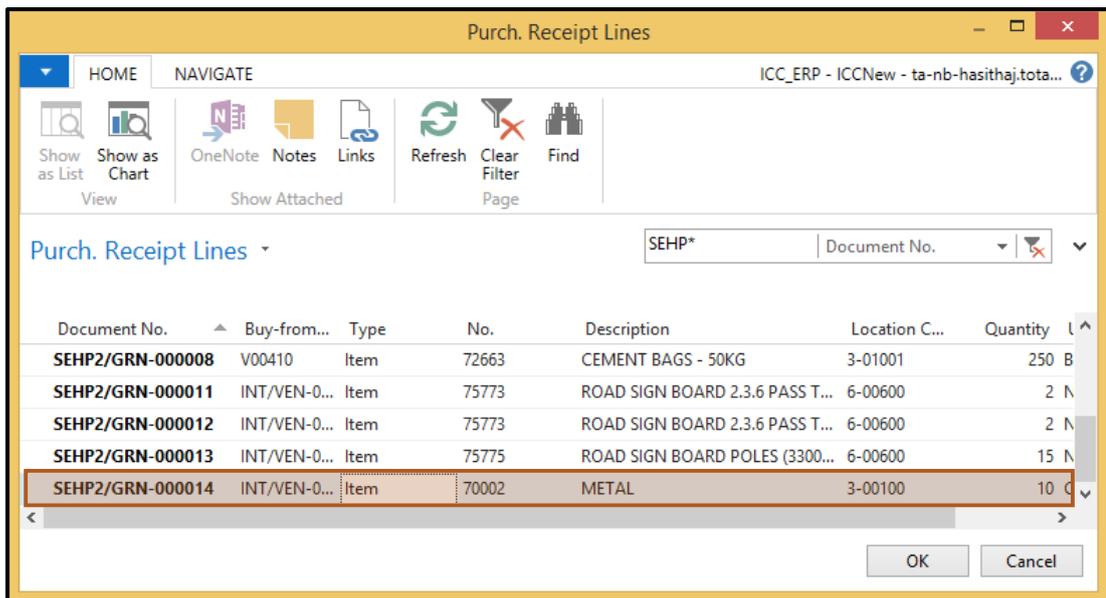
4. Select the line and click “Item Charge Assignment” as shown below



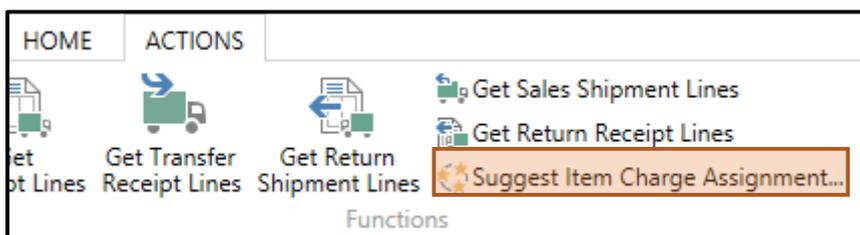
- Click “Get Receipt Lines” in the Ribbon



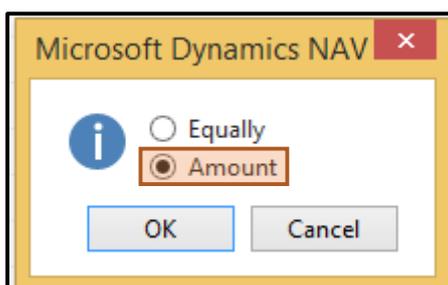
- Select the relevant Purchase Receipt line (GRN) and click “OK”



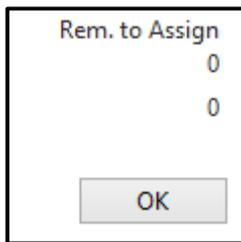
- Click “Suggest Item Charge Assignment”



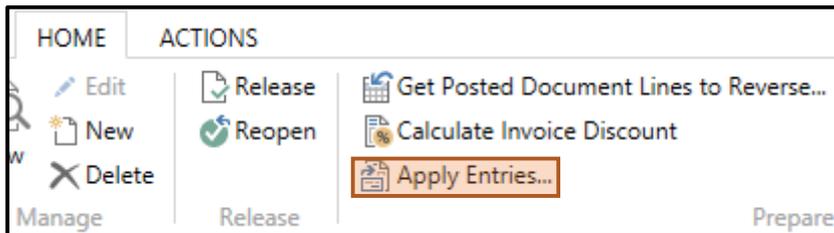
- Click “Amount” in the message shown below



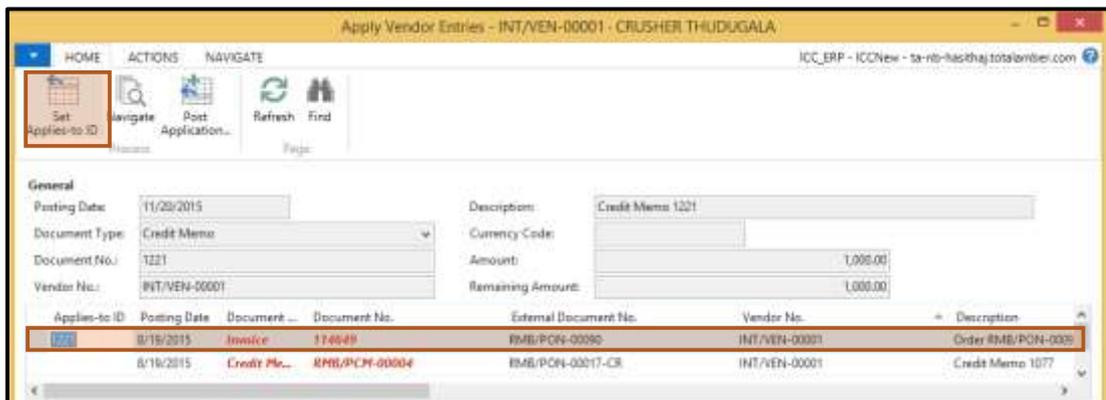
9. The “Remaining to Assign” field will be updated as shown below. Click “OK”



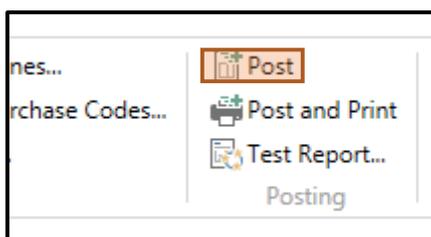
10. Click “Apply Entries” in the Ribbon



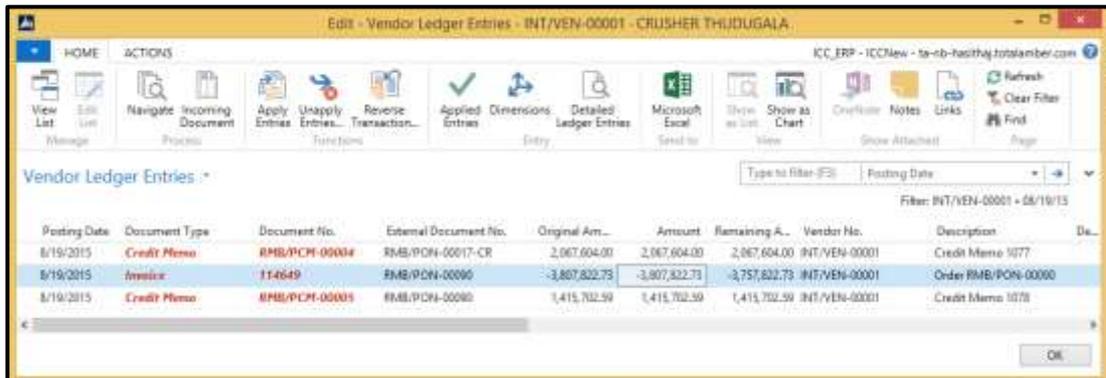
11. Select the relevant Invoice and click “Set Applies to Id” in the Ribbon



12. “Post” the credit memo from the Ribbon



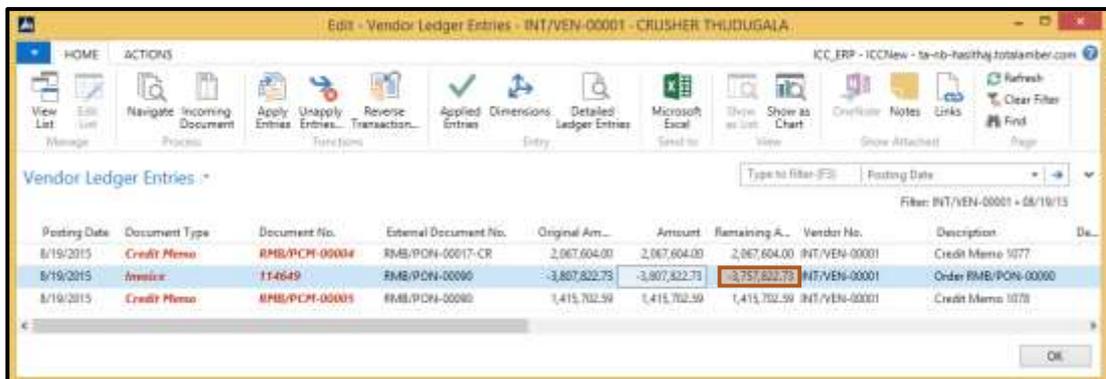
- Navigate to the relevant Vendor Card and click “Ledger Entries” in the Ribbon. The Vendor Ledger Entries will be displayed as shown below. Select the relevant Credit Invoice.



Vendor Ledger Entries - Filter: INT/VEN-0001 - 08/19/15

Posting Date	Document Type	Document No.	External Document No.	Original Am...	Amount	Remaining A...	Vendor No.	Description	De...
8/19/2015	Credit Memo	RMB/PCF-00004	RMB/PDN-00017-CR	2,067,604.00	2,067,604.00	2,067,604.00	INT/VEN-00001	Credit Memo 1077	
8/19/2015	Invoice	114649	RMB/PDN-00000	-3,807,822.73	-3,807,822.73	-3,757,822.73	INT/VEN-00001	Order RMB/PDN-00000	
8/19/2015	Credit Memo	RMB/PCF-00005	RMB/PDN-00000	1,415,702.59	1,415,702.59	1,415,702.59	INT/VEN-00001	Credit Memo 1078	

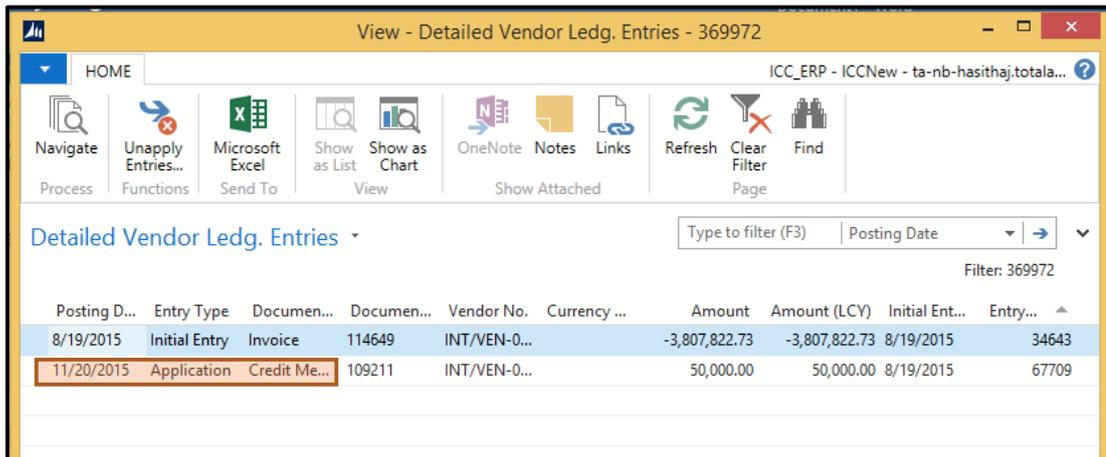
- Single-click “Remaining Amount”



Vendor Ledger Entries - Filter: INT/VEN-0001 - 08/19/15

Posting Date	Document Type	Document No.	External Document No.	Original Am...	Amount	Remaining A...	Vendor No.	Description	De...
8/19/2015	Credit Memo	RMB/PCF-00004	RMB/PDN-00017-CR	2,067,604.00	2,067,604.00	2,067,604.00	INT/VEN-00001	Credit Memo 1077	
8/19/2015	Invoice	114649	RMB/PDN-00000	-3,807,822.73	-3,807,822.73	-3,757,822.73	INT/VEN-00001	Order RMB/PDN-00000	
8/19/2015	Credit Memo	RMB/PCF-00005	RMB/PDN-00000	1,415,702.59	1,415,702.59	1,415,702.59	INT/VEN-00001	Credit Memo 1078	

- The “Detailed Vendor Ledger Entries” will be shown.



View - Detailed Vendor Ledg. Entries - 369972

Detailed Vendor Ledg. Entries - Filter: 369972

Posting D...	Entry Type	Documen...	Documen...	Vendor No.	Currency ...	Amount	Amount (LCY)	Initial Ent...	Entry...
8/19/2015	Initial Entry	Invoice	114649	INT/VEN-0...		-3,807,822.73	-3,807,822.73	8/19/2015	34643
11/20/2015	Application	Credit Me...	109211	INT/VEN-0...		50,000.00	50,000.00	8/19/2015	67709