Q: When do you use a Detailed Return?
A: A Detailed Return can be used to place back a particular Style or a Group of Styles in the Inventory.

**Note:**
1. Before doing this procedure, make sure that you already issued an RGA. For security purposes, MOD2 does not allow the user to prepare a Detailed Return, if there is no RGA.
2. Detailed Return is a new type of Receiving.

Q: How to make a Detailed Return in MOD2?
A: From the Main Menu, select Receive Management then Add receiving and press Enter (see Fig. 1).

![Receive Management Main Menu](image1)

In the next screen, select for Return and press Enter. Assign the Detailed Return Number, Date and press Enter. Enter the name of the Customer returning the merchandise. Enter the Packing List Number for that particular return and press Enter (see Fig. 2).

![Detailed Return Entry](image2)

**Note:** You will notice some changes in the screen, once you selected the “Return Detailed” for column “Model.” In Fig. 2, the Fifth (5) column which is “Supplier” will become “Returned By” in Fig. 4. And the Sixth (6) column in Fig. 2 which is “Contract” will become “Pack List #” in Fig. 4.

In the next screen, type “Y” for Yes or “N” for No to confirm returning goods (see Fig. 3). Select services from ShipVia and Warehouse Location then press Enter (see Fig. 4).

![Confirmation Screen](image3)
In the next screen, the system will let you decide which Style or Color of a Style you’re going to delete. Press \[HOME\] to select a line# of receive goods (see Fig. 5).

For Partial Receiving, delete all the Style or Color of a Style that are not part of Detailed Return. Highlight or Drag the Arrow Key to the line then press the “Del” key and type “Y” for Yes to delete then Enter (see Fig. 6).

See below screen after deletion of partial Detailed Return. The system will let you Enter a Style or Color of a Style. Press [HOME] to select a line# for receive goods. Highlight or Drag the Arrow Key to select a Style or Color of a Style and press Enter.

In Fig. 8, the system is prompted to enter the Box#, Lot#, Roll#, Qty and Type of Textile then press Enter. Do the same procedure for the next Style or Color of a Style up to the last record to be receive and press Esc twice (see Fig. 9).

Press Esc to proceed to the next screen (see Fig. 10).
Press any key to continue.

Type “Y” for Yes to accept.

After accepting the entries, the system will generate a report for Detailed Return (see Fig. 12).

Note: The Report Format could be different when printed, it may look like the screen in Fig. 12. Depending on your requirement.

After performing the above procedure, Create a Credit Memo based on the above Detailed Return. Follow the next instructional procedure.
Q: **How to do a Credit Note for Detailed Return?**

A: From the Main Menu, Select Sales then Credit Note and press Enter. Select Add Credit Note and press Enter (see Fig. 13 and Fig. 14).

Enter the Invoice Number for that particular Return and press Enter (see Fig. 15).

In the above Screen, Select or Highlight the Un-used Receive Goods by dragging the arrow key and press Enter (see Fig. 16).

Press any key to continue ....... (see Fig. 17).

< Fig. 17 > Type “Y” for Yes to generate a Credit Memo based on above details (see Fig. 18).
Once you finish, the system will Print a Credit Memo for that particular return (see Fig. 19).

**Tip of the day:** Keep your returns to a minimum.