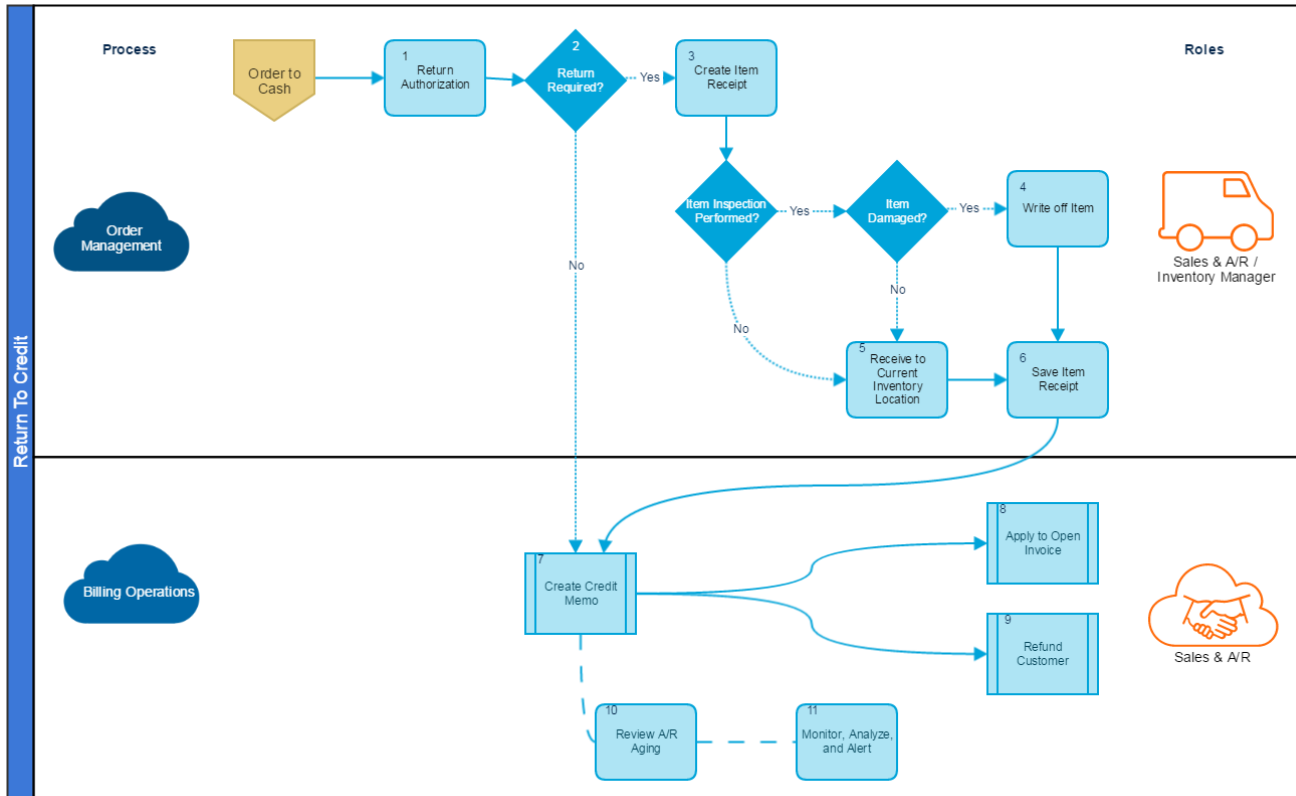


Navigating the Reference Guide

There are **three ways** to navigate around the Reference Guide:

- 1) Click on the desired functional box in the below **Process diagram**
- 2) Click on the link in the **Contents** section
- 3) Use the MS Word **Navigation Pane**
  - a. Activate it by going to **View** and checking **Navigation Pane**
  - b. Click on the area of interest

Process Diagram



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## Return Authorizations

## Create Return Authorization - RMA




Information

In the case where a customer would like to return an item or be credited for a software/service item, the Sales & A/R role or the Inventory Manager will create a Return Authorization record from the Invoice created during the Order to Cash process.

The return authorization holds information about the items you expect a customer to return, such as the item number and/or vendor item number and the quantity being returned. The authorization also tracks the price of items being returned which determines the amount to be credited or refunded to the customer.

The steps are based on the **FF – Return Authorization** forms

## Steps for Entering a Linked Authorization

- 1 Perform a **Global Search** to locate the **Invoice** to issue the return authorization from.
- 2 Click  .
- 3 Select the location for the return.
- 4 Review the **Return Authorization** form.  
**NOTE:** The system will auto populate all the fields on the authorization form with information from the original sales order.
- 5 Enter any remaining fields that apply to your business process.
- 6 Navigate to the **Items** subtab.
- 7 Verify that all items on the return authorization are being returned.  
**Note:** If you make any adjustments or edits to a line item, be sure to click  to save your changes.  
 **Important:** If some items are not being returned, remove them by selecting the line-item and click  .
- 8 Click **[Save]**

## Receiving Items Returned

## Create Item Receipt



Information

**Item Return Required**

An Item Return is an optional step in the return process. Any item that is setup to have a fulfillment step will need to be marked as returned by customer. Sales & A/R and/or Inventory Managers will have a dashboard reminder listing all the items that are in queue for return.

**Create Item Receipt**

If item return is required, the Inventory Manager will use his/her dashboard alerts for the ability to locate returns pending item receipt.

**Write-Off Item**

If, during the item receipt process, an item inspection is performed and the item is damaged, then it is written off.

**Receive to Current Inventory Location**

For items being restocked, the inventory location must be selected.

**Save Item Receipt**

The final step in the receipt process is to save the record. This is a GL impacting transaction.

## Steps

- 1 Locate the **Reminders** Portlet on the Home dashboard. Click the **Return Authorization(s) to Receive** link.
  - 2 Check the **Receive**  checkbox for each Return Authorization from the SAME CUSTOMER and click **Submit**.
- NOTE:** To review the RMA, click the **Date** link.
- 3 Confirm the following fields in the **New Item Receipt**:
    - **Date**
    - **To Location**
  - 4 Enter a **Memo** (optional)
- 5 Navigate to the **Items & Expenses > Items** subtab.
- 6 Check the **Receive**  checkbox for each line item received. Uncheck  if items are not present.
  - 7 Select a **To Location** to either restock the item back into the warehouse or to place the item in a virtual location (like QA, Write-offs or inspections).
  - 8 In the **Quantity** field, verify quantity of each item you received.
  - 9 Click **Save**.

## Create Credit Memo and Apply to Open Invoice

## Create Credit Memo (From Return Authorization)



Information

A credit memo is a transaction that decreases the amount a customer owes you. If an item return process is required after the item is received and item receipt record is saved, the Sales & A/R role will navigate back to the Return Authorization record to issue a credit memo.

If a customer requires a refund/credit for an item that is not fulfill able, then the Sales & A/R Clerk can create the credit memo from the Return Authorization without going through the item receipt process.

A credit memo can be applied against a charge you billed to a customer or it can be issued after the customer has paid an invoice.

Once a Credit memo is created the Credit Memo sits on the Customer account and can be applied to past or future Invoices. The Credit Memo can be refunded if the customer requests for a refund.



Leading Practice

Credit memos can be created as standalone Credit Memos, from Invoice records or from Return Authorization records.

The leading practice is to create Credit Memos from the Return Authorization record so that Credit Memo and Return Authorization are linked.

The steps below are based on the **FF - Credit Memo** form.

## Steps

- 1 Perform a **Global Search** to locate the Return Authorization associated with the sales order
- 2 Click the  button.
- 3 Review the credit memo to confirm that information such as **Date** and **Posting Period**  are correct.
- 4 Enter any remaining fields that apply to your business process.
- 5 Navigate to the **Items > Items** subtab and review the line items listed.
- 6 Verify the **Rate**, **Quantity** and **Amount** to credit, modify if necessary.
- 7  the **Items** that you are not crediting. Only leave the items for which you are issuing a credit.
- 8 Navigate to the **Items > Apply** subtab to apply this Credit Memo to an open invoice.
- 9 Check the **Apply**  checkbox next to the **Invoice(s)** to apply against the credit.  
**Note:** If you accessed the **New Credit** screen from an open invoice that invoice will already be checked .  
**Note:** Uncheck the  **Auto Apply** checkbox otherwise the system will auto apply the credit to the oldest invoice.
- 10 Click  or .

## Refund Customer

## Refunding an Open Balance



Information

Refunding an open balance refund gives money back to a customer who has overpaid or is due a refund.

In NetSuite, you can pay a customer refund by issuing a check or by crediting a customer's credit card account.

The steps below are based on the **FF – Customer Refund** form

## Steps

1

Steps to create a Customer Refund from a **Credit Memo**:



Option A

1. Locate the Credit Memo for which you wish to create a Customer Refund.
2. Click .



Option B

Steps for a **Stand-alone** Customer Deposit:

1. Navigate to **Customers > Accounts Receivable > Issue Customer Refund**.
2. Select the **Customer**  and whose balance you are refunding.

2

Enter or confirm the **Customer**.

3

Verify the **Account** . If available, check  **To Be Printed** checkbox to queue this refund to be printed in the form of a check.

4

Verify the **AR Account** , **Currency**  and **Exchange Rate** . Modify if necessary.

5

Verify **Date** and **Posting Period**.

6

Navigate to the **Refund Method** subtab and select the **Refund Method** .

**Note:** Normally you must issue the refund in the same form of payment.

7

If **Refund Method** selected is **Check**, enter the **Check #** (If **To Be Printed** was checked in Step 3, the check number will auto-populate).

8

If the **Refund Method** selected is a type of credit card then:

Select a credit card stored on the customer record using the **Credit Card Select**  field.

----- **OR** -----

Complete the credit card fields including "**Credit Card #**", "**Expires (MM/YYYY)**" and "**Name on Card**".

9

Click .

10

Navigate to the **Items > Items** subtab.

11

Confirm the **Item** for which the Credit Memo is issued.

12

Navigate to the **Items > Apply** subtab.

13



Select and apply an existing transaction against the Credit Memo.

14


Click .

## Reporting


## Review Key Standard Reports

 Information	The Controller and Sales & A/R user will utilize Key Performance Indicators, Reports, and Scorecards to monitor receivables to reduce the Day Sales Outstanding.
 Business Process/Rules	Navigate to the <b>Order Management</b> reports and review the following available reports: <ul style="list-style-type: none"> <li>• Return Authorizations Register</li> <li>• Open Return Authorizations</li> <li>• Return Authorizations Pending Receipt</li> </ul>


## Steps

- 1 Navigate to the **Reports > Order Management**
- 2 Select one of the available reports, as listed above.
- 3 Reports may be viewed by:
  - Summary
  - Detail
- 4 Select the footer options  
**NOTE:** Each report's results include footer options that may be updated to change the report's data and formatting. Example of footer options: Date, Column
- 5 Click .

## Review Custom Reports

 Information	The following Saved Searches were created to analyze the Return to Credit process: <ul style="list-style-type: none"> <li>• Customer Returns by Value</li> <li>• Returns by Employees</li> </ul>
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## Steps

- 1 **Global search** for the report name
- 2 Select the filters one at a time and wait for the screen to refresh, before entering the next filter.
- 3 Add these reports your Favorites menu by clicking on  > **Add to Shortcuts**
- 4 You can override the default name.  
**Leading Practice:** Prefix your Reports with **Rep:** or **Reports:**  
 This way you can easily identify which shortcuts are NetSuite pages and which are Reports/Searches