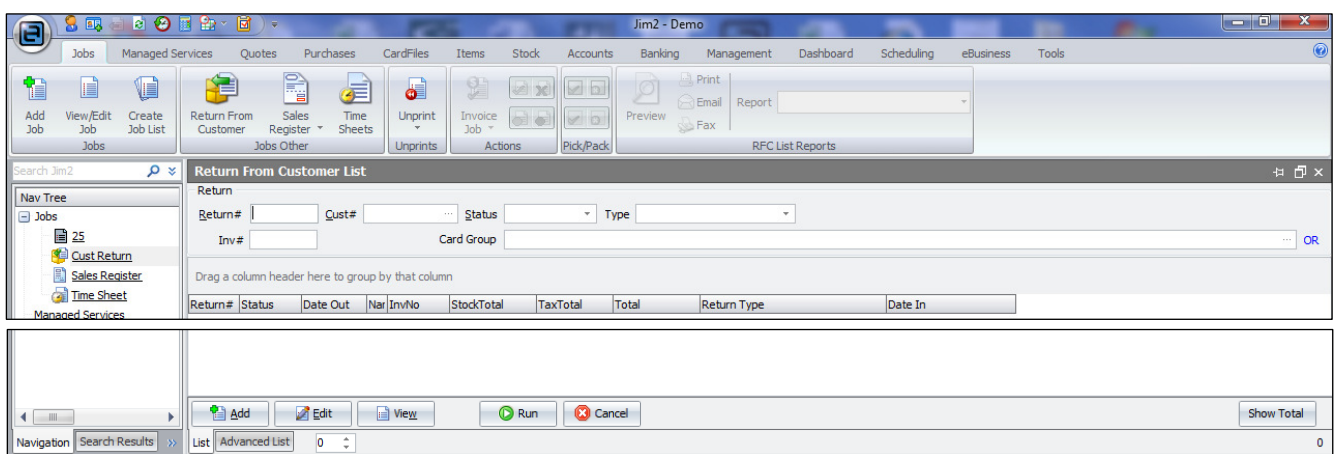


Skill: **Add a Return from Customer.** Who: **Authorised users, all sites.**

Describe: Able to add a Return from Customer (RFC) transaction.

Context: Used to raise a credit for the customer, and to add the returned stock quantity and value to the inventory and accounting records. Use the Notes field for any customer notes, and the Comments fields for internal notes.



Skill Steps:

1. Select the Jobs tab from the top of the Jim2 window.
2. Click Return from Customer in the Ribbon.
3. Click Add button.
4. Enter the Inv#. Jim2 will populate the Cust#.
5. Move to the Stock Code field and enter the Stock Code for stock being returned. Repeat as necessary for additional lines.
6. Check the Price fields and amend if necessary. Use the <<Enter>> key to navigate along the stock grid.
7. Move to the Type field and select a (RFC) Type .
8. Move to the Status field and amend to FINISH (if applicable). When the Return from Customer (RFC) is amended to FINISH status, the stock has been returned to Stock on Hand and a credit has been added to the Cust# debtor record.