

How to return a product from a recent delivery

There are three steps to return a product and give the customer credit for the return:

Step 1: In VMS

- navigate to the Operations page
- Click on the red circular menu button at the top right corner
- Click **Create Invoice**.
- Add the route
- Select the POS
- Select **Add Items**
- On the next screen, select **Blank**
- Select **Add Item**
- Select **Add Product**
- Search for and choose the **product being returned**
- Once the product is selected
- Enter the quantity as a positive amount
- Enter the price of the item being returned as a negative amount
- Click **Done**, and then **Create**
- Next, we will return the product to the warehouse inventory

Product:

 BC M&M Pnut >

Quantity

Price

 Done

Step 2: From Gimme Field

- Click on the **three-bar menu button** at the top left corner
- Select **Warehouses**
- Select the returns warehouse (If there isn't a returns Warehouse, create a returns warehouse in VMS first)
- Select **Inventory**
- Enter the returned product's name in the search bar or use the barcode scanner to scan the item.
- Enter the amount being returned
- Select **Finish Inventory**
- Next in VMS
- Navigate to the **Operations** page
- Select the visit that is labeled inventory
- On the Visit Details page, select **"Complete Visit."**
- This will complete the products return to the return warehouse.

< Inventory Products Finish Inventory

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Inventory Clear All



BC M&M Pnut (Each - 1)

040000000327, 04003207

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Expected: 0

< Visit Details

>Inventory

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Unknown > Warehouse

Code ↑	Product	Quantity	Price	Cost
93800	 100 Calorie Oreo	0 → 4 (M)	\$1.00	\$0.01
93800	 100 Calorie Oreo	0 → 0 (M)	\$1.00	\$0.01
93800	 100 Calorie Oreo	0 → 0 (M)	\$1.00	\$0.01
93800	 100 Calorie Oreo	0 → 4 (M)	\$1.00	\$0.01
BCMMPNT	 BC M&M Pnut	0 → 12 (M)	\$0.00	\$0.00

Part 3: Now, let's return the product to the Warehouse it originated in.

- From Gimme Field, click on the **three-bar menu button** at the top left corner.
- Select **Warehouse**
- Select the returns warehouse
- You will see the product you just returned
- Select **move**
- Select the "To" warehouse
- Enter a reason - usually warehouse transfer
- Using the **search menu**, search for and select the returned product
- Click the **minus button** to bring up the display to enter the amount.
- Enter the amount to be transferred
- Select "**Finish Move**"
- You have now completed the return process.

< returns

Search bar

Receive Move Inventory Spoil

 BC M&M Pnut (Each - 1) 12
040000000327, 04003207

< Move Products Finish Move

From returns - returns
To Atlanta Warehouse - ATLWH
Reason Warehouse Transfer

Search bar 

Items to Move Clear All

 BC M&M Pnut (Each - 1)  12 
040000000327, 04003207 Left: 0