Return order

A return order is an internal of external customers' documentation, that he is returning goods.

Structure & references

A return order has a header and positions. The header holds generic information, like the return location to which the returned items shall be shipped. **On position level**, the items to return and the reference to the initial orders by which the goods delivery to the returning party had been triggered. These initial orders are either internal orders or purchase orders.

> Please note, that one return order may contain goods from multiple suppliers, e.g. if these suppliers share a logistic center for returns processing.

Related articles

- ZUGSEIL Quality and Returns Management (QRM)

Related developer articles

- Dev:Return order
- Dev:Returns process map explained