



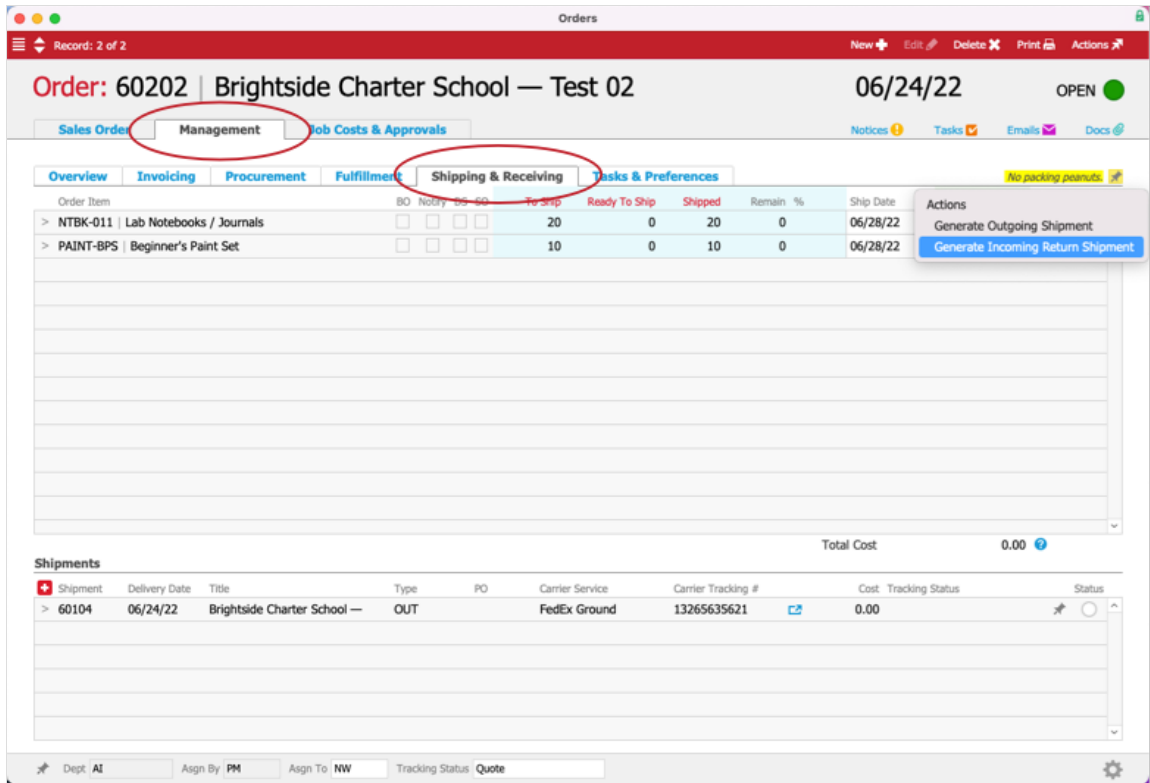
# Handling Customer Returns by Reducing Order Items

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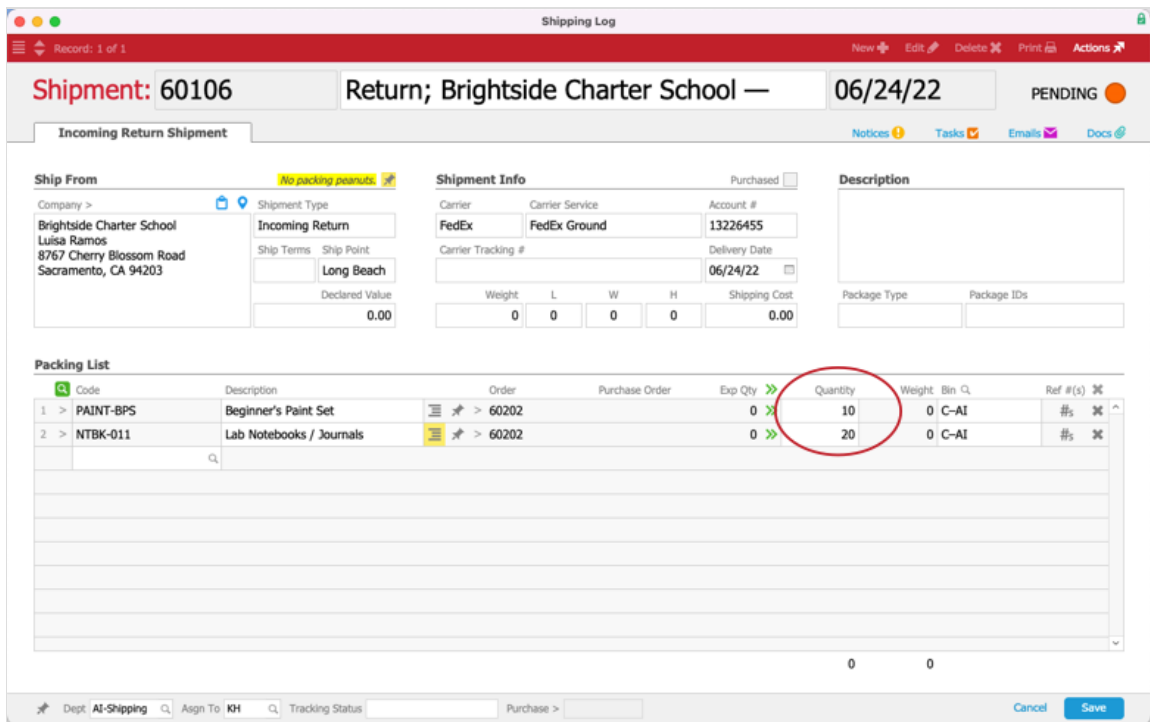
This guide explains how to reduce order items on customer returns. It is intended for general users.

If your system administrator has [configured aACE a certain way](#) (<https://aace6.knowledgeowl.com/help/understanding-processes-for-customer-returns>), when a return comes from a customer, the system can automatically reduce order item quantities. This prevents a replacement shipment record from being created. Instead, creating and receiving the return shipment record will automatically update the original order record so the item quantities match the units the customer is *keeping*.

1. Navigate from **Main Menu > Order Management > Orders**.
2. Use the [Quick Search](#) (<http://aace6.knowledgeowl.com/help/using-the-quick-search-bar>) bar to locate the original order.  
Note: Closed orders must be re-opened before you process the return (Actions > Open Order).
3. Click the **Management** tab > **Shipping & Receiving** tab.
  - Return all items – Click list-level **Action** (  ) > **Generate Incoming Return Shipment**.
  - Return a single item – Click item-level **Action** (  ) > **Return Item**.



4. At the Shipping Log module, review the incoming return shipment record:
  - o Remove any other items from the Packing List by clicking the **Delete** icon ( ✕ ) for those lines.
  - o Update the **Quantity** field to show the correct number of items being returned.



5. Click **Save**.
6. At the Shipment Received confirmation dialog, click **Not Yet**.

This keeps the record in Pending status until the returned product arrives at your warehouse.

When the returned product arrives, your warehouse staff will locate the return shipment record and mark it as received. This will prompt aACE to reduce the quantity of that item on the order.

### **Manually Send a Replacement Shipment**

If you wish to replace the returned items for an individual order, the simplest method is to generate a new order with the desired items, quantities, and prices.

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