

Supplier Collection

When raising a Supplier Return in NCompass you now have the option to mark the returned item as being collected by the Supplier at a later date. This is the advised option at point of raising the Return and can be defaulted in configuration. The Warehouse scanner supports marking the returned item as collected and can obtain evidence such as images, uplift numbers, and signatures during the process.

Settings

- Navigate to **Administration > Manufacturers & Suppliers**
- Click on a **Supplier**
- Navigate to the **Stock Tab**

There are two settings to **change the behavior** in the app upon marking items as collected which need to be done on a Supplier level:

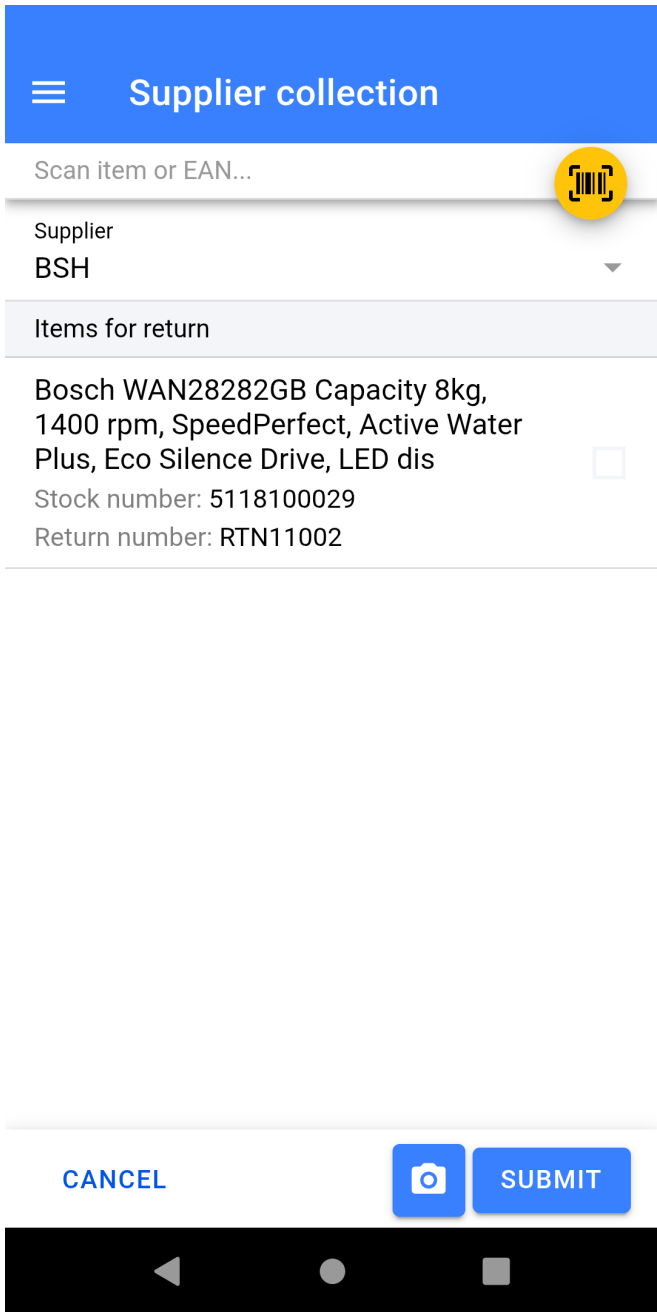
1. **Require signature** for stock returns
2. **Require photo** for stock returns

Each can be set to either:

- **Yes** - Forces the user
- **No** - Skips the step
- **Remind** - Prompts the step


Marking Returns as Collected

- Navigate to **Supplier Collection**
- Select the **Supplier**
- All the items which are waiting to be returned from the selected supplier will appear.



- **Scan the stock number label** for the item being collected.
- Enter the **Uplift Number**
- Take **Photo** (if required)
- Click **Submit**

☰ Supplier collection

Scan item or EAN... 

Supplier
BSH


Items for return
Bosch WAN28282GB Capacity 8kg,


Uplift number

Enter the uplift number for "Bosch WAN28282GB Capacity 8kg, 1400 rpm, SpeedPerfect, Active Water Plus, Eco Silence Drive, LED dis"

Uplift number

CANCEL SUBMIT

CANCEL  SUBMIT



Depending on your settings you may now be prompted or forced to capture a **signature** from the driver collecting the goods.

If you have preset the Uplift number in NCompass before the goods are collected then this step will just ask you to confirm the uplift, rather than inputting it which will save time.

Created 2025-12-23 08:46:27 UTC by Ben Barter
Updated 2025-12-23 15:03:58 UTC by Ben Barter