
User Manual

POS Return Resale Management for Odoo v18.0

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1. Introduction

The **POS Return Resale Management** module is easy to install and seamlessly integrates with the Odoo Point of Sale system. This module introduces specialized features designed to efficiently manage product returns. All return transactions are linked to the original pos order, ensuring accurate tracking of refunds and stock movements. The process begins when a customer requests a return and concludes with automatic adjustments to inventory and accounting records, maintaining complete operational accuracy.

2. Features

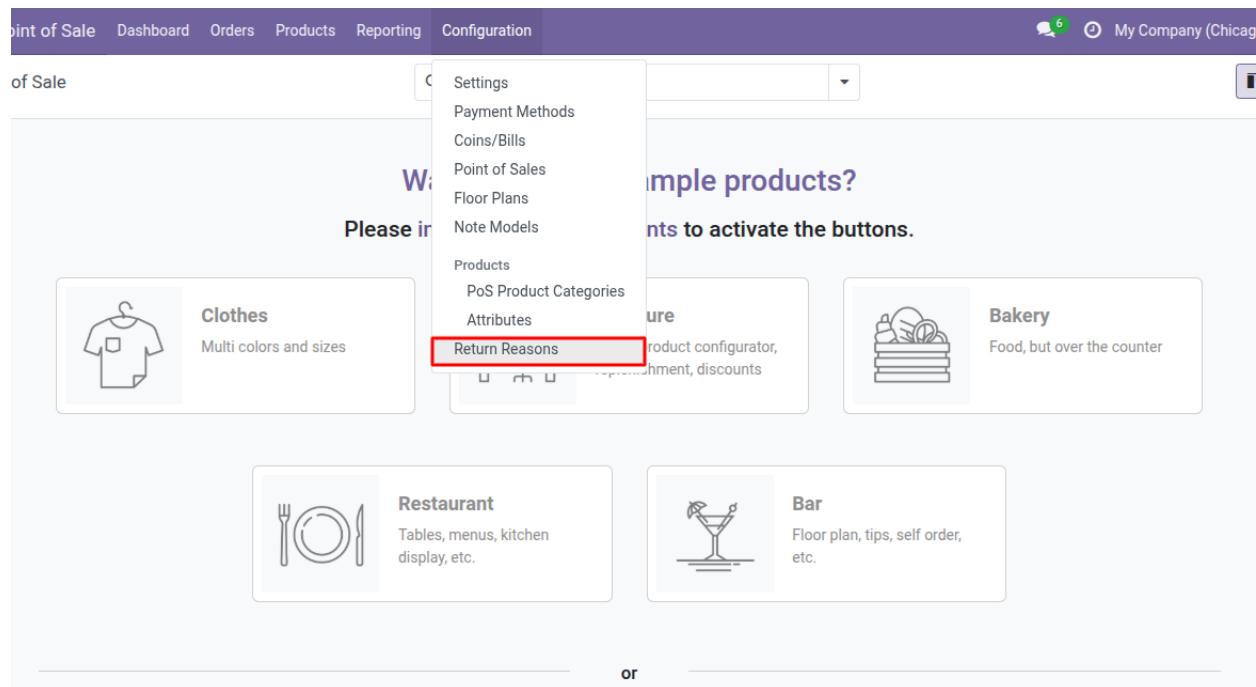
- **Mandatory Return Reason Selection:** When performing a return or refund in POS, the cashier must select a reason (e.g., Damaged Product, Customer Dissatisfaction, Incorrect Item, etc.) before confirming the operation.
- **Configurable Return Reasons:** Create and manage a predefined list of return reasons in the backend.
- **Linked with POS Orders:** Each return reason is stored and linked to its corresponding POS order and order lines, ensuring traceability at both the product and transaction level.
- **User Access Control:** Only authorized roles (e.g., POS Manager) can add, modify, or delete available return reasons, ensuring standardized reporting.
- **Return Analytics Dashboard:** Visualize total returns, most frequent return reasons, and return percentages by product, store, or cashier in a real-time dashboard.
- **Easy Installation:** Install and configure the module seamlessly with zero coding required.
- **Audit and Compliance Reporting:** Generate detailed reports on returns, including the responsible user, timestamp, and justification, for management and auditing.

- **Multi-Session & Multi-Company Support:** Works seamlessly across different stores, POS terminals, and company environments.
- **Integration with Inventory Adjustments:** Automatically sync returned product quantities with inventory and include return reasons in adjustment records.
- **100% Native Odoo Integration:** Developed using Odoo's native POS framework for perfect compatibility and smooth performance.

3. Screenshots

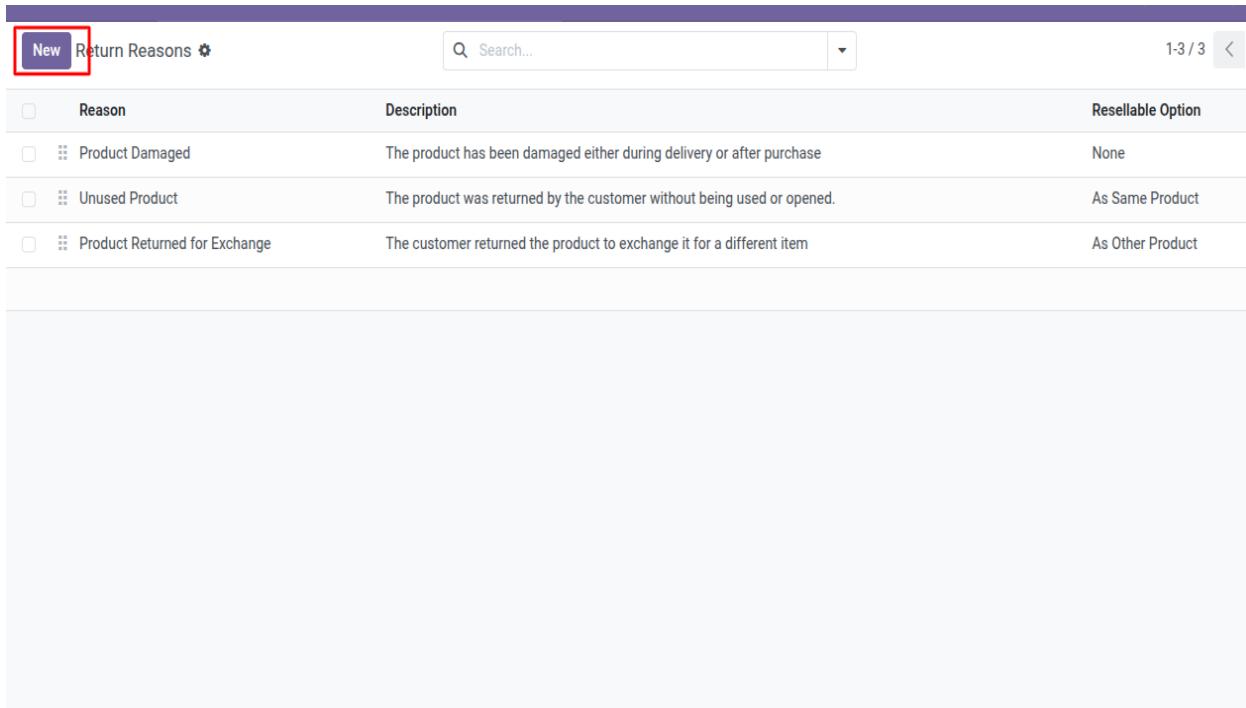
Screenshot 1: POS Return Resale Management - Return Reasons Menu

- Navigate to **Point of Sale** in Odoo.
- Navigate to **Configuration** menu
- Select **Return Reasons**.



Screenshot 2: POS Return Resale Management - List of Return Reasons

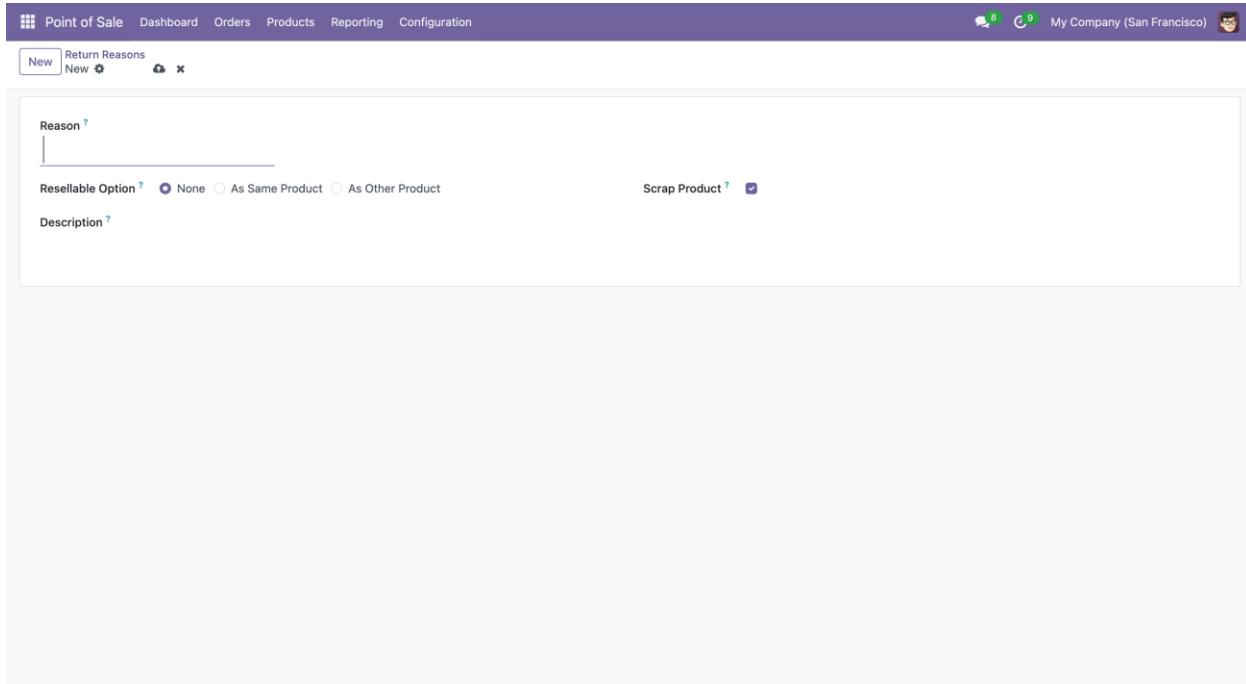
- The list of configured **Return Reasons** will be displayed.
- Click the “**New**” button to create a new return reason.



Return Reasons		
<input type="checkbox"/>	Reason	Description
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
<input type="checkbox"/>	Product Damaged	The product has been damaged either during delivery or after purchase
<input type="checkbox"/>	Unused Product	The product was returned by the customer without being used or opened.
<input type="checkbox"/>	Product Returned for Exchange	The customer returned the product to exchange it for a different item

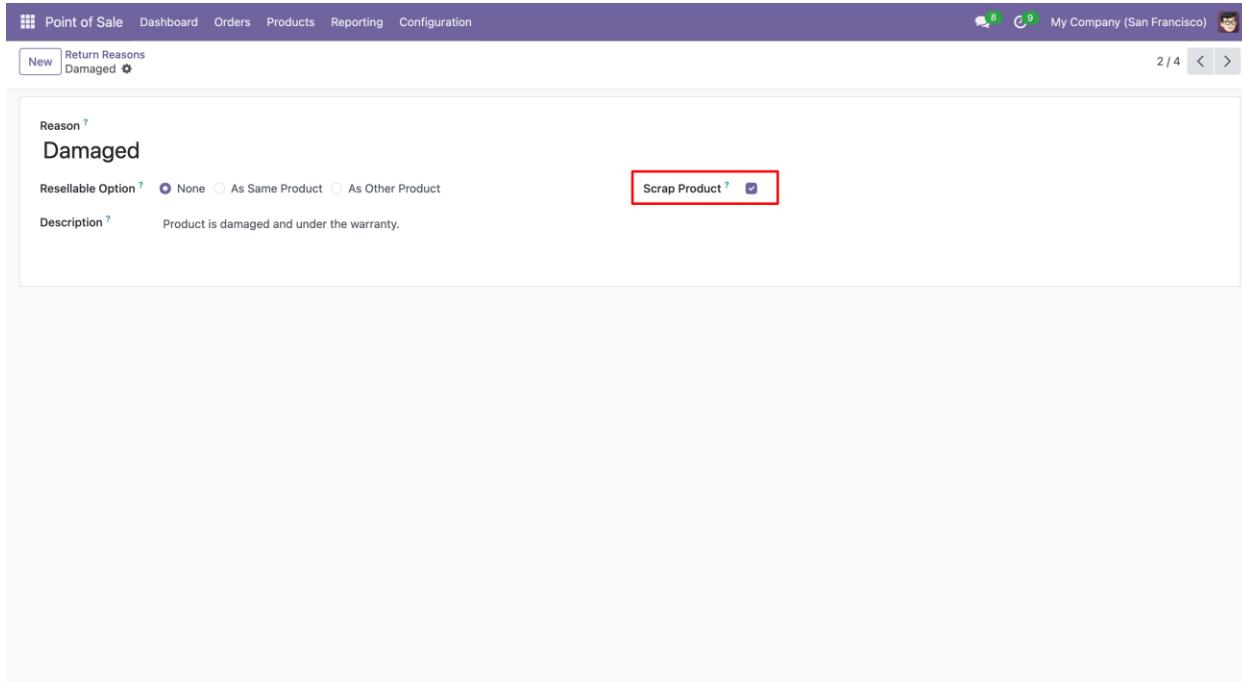
Screenshot 3: POS Return Resale Management - Create a New Return Reason

- Enter the **Reason** title and a short **Description** for the return.
- Select the appropriate **Resellable Option**:
 - None
 - As Same Product
 - As Other Product
- Click **Save** to add the new return reason to the list.



Screenshot 4: POS Return Resale Management – Resellable Option: None

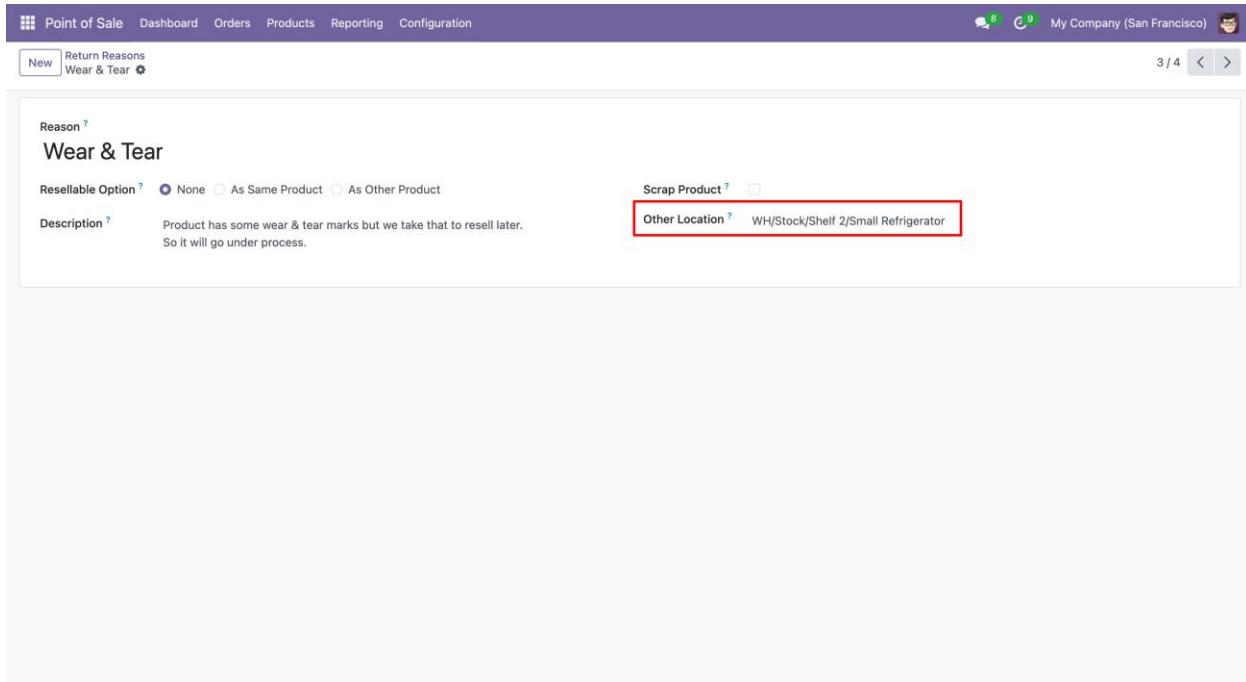
- Select **None** from the Resellable Option.
- Scrap product option will be there.
- Enable this option, and a scrap order would be generated for the product.



Screenshot 5: POS Return Resale Management – Resellable Option: None

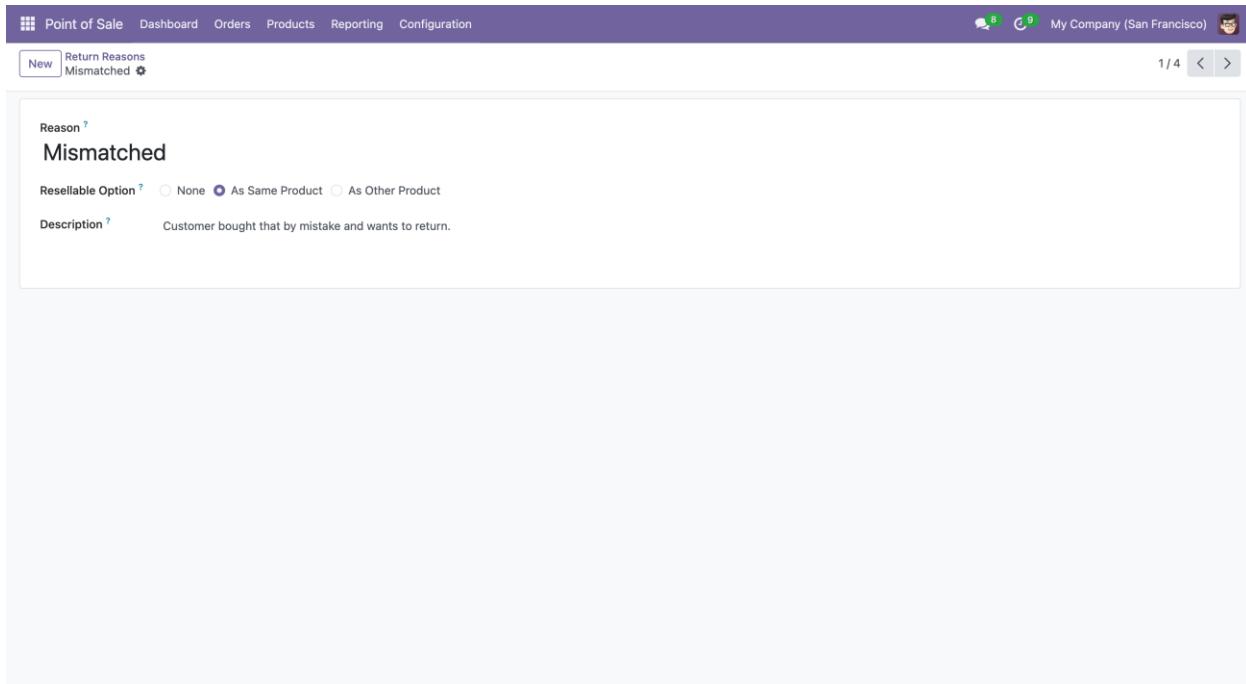
- Select **None** from the Resellable Option.
- Scrap product option will be there.
- Disable this option then a new field Location would appear.
- Select the location on which product would be transferred.

Note: Internal transfer should be enabled otherwise scrap order would be generated.



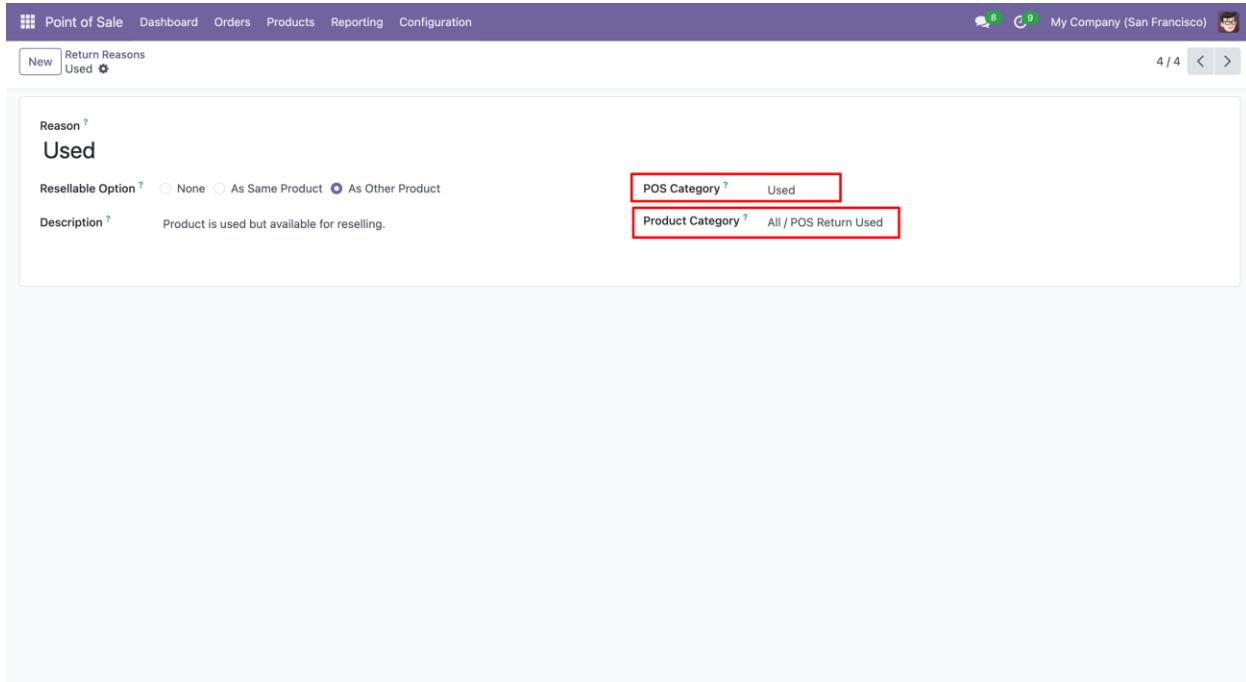
Screenshot 6: POS Return Resale Management – Resellable Option: As Same Product

- Select **As Same Product** from the Resellable Option.
- Same product would be returned to the inventory.



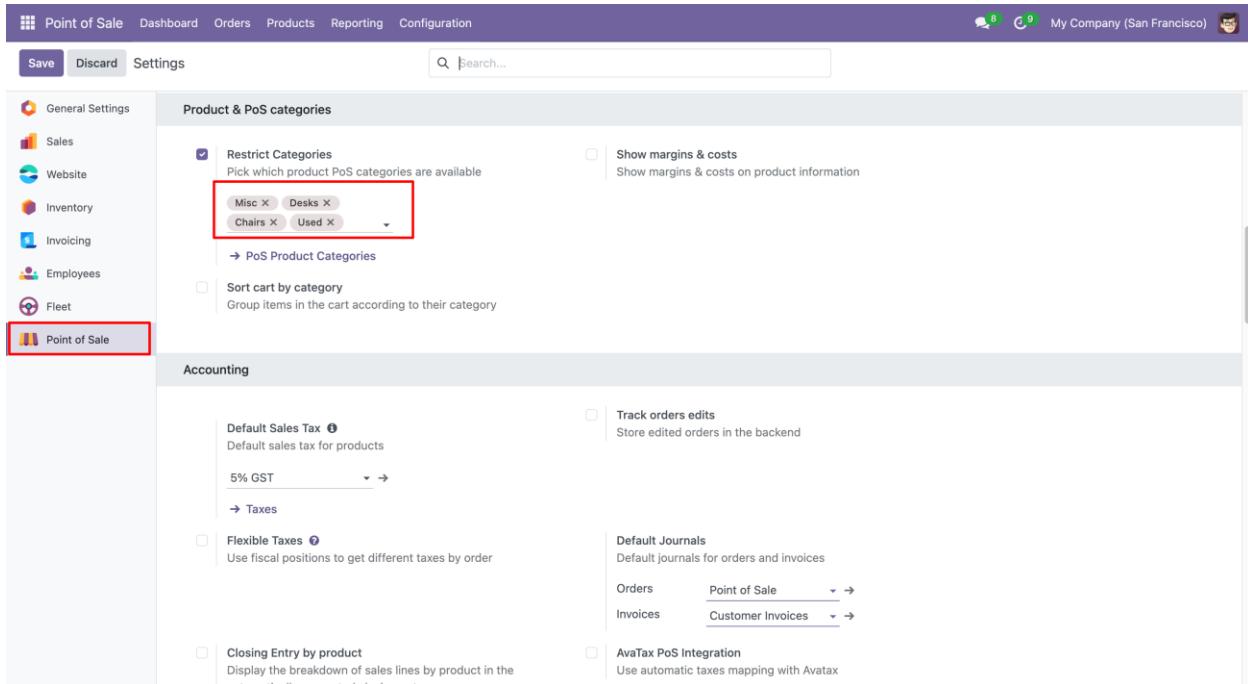
Screenshot 7: POS Return Resale Management - As Other Product

- Select **As Other Product** from the Resellable Option.
- A new field, **POS Category** would appear.
- It would be selected on new product to differentiate in Shop.
- A new field, **Product Category** will appear.
- It would be selected for a new product to define the pricing on the pricelist.



Screenshot 7.1: POS Return Resale Management – Enable POS Category

- Add selected POS category if Restrict category option is enabled in the shop configuration.
- Go to Settings -> Point of Sale -> Product & PoS categories.
- Select the same category added in return reason.



Screenshot 7.2: POS Return Resale Management – Add category in Pricelist

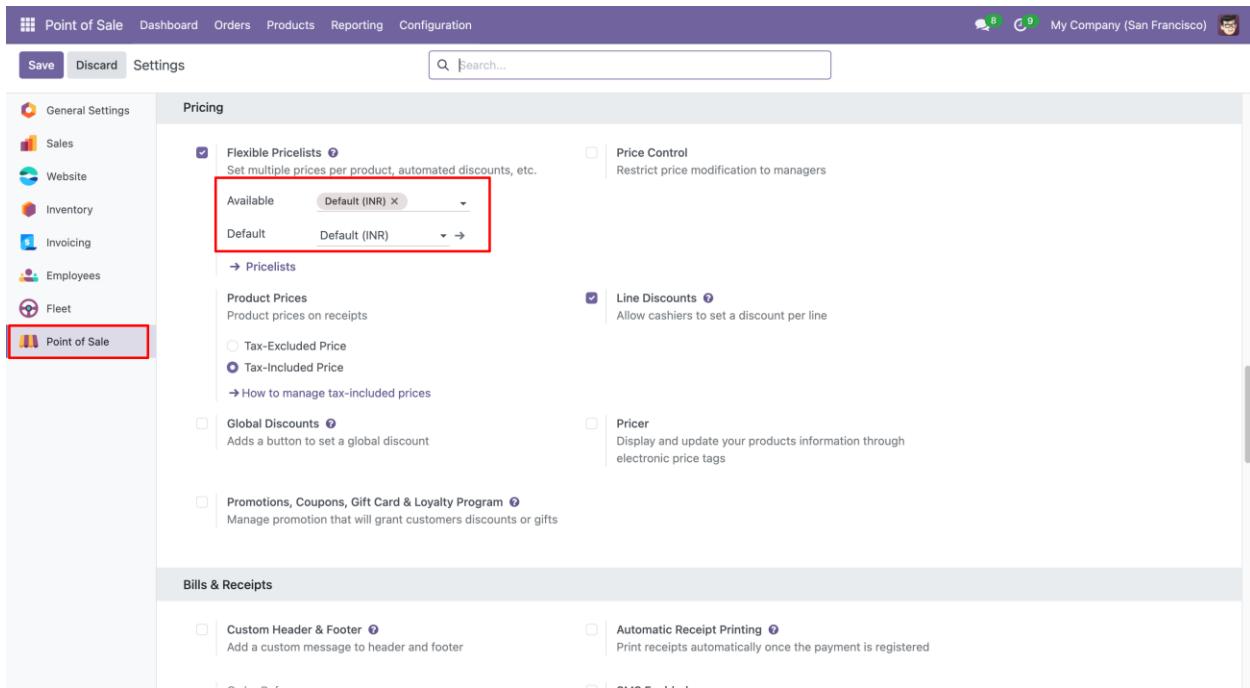
- Open the Pricelists.
- Add a new line and apply the rule on the selected category.
- Apply the desired discount.

The screenshot shows the Odoo POS Return Resale Management interface. The top navigation bar includes 'Point of Sale', 'Dashboard', 'Orders', 'Products', 'Reporting', and 'Configuration'. The top right shows notifications (8 messages, 9 emails) and the company 'My Company (San Francisco)'. The main content area is titled 'Default' and shows a 'Price Rules' section. A new rule is being added, with the 'Category' field set to 'All / POS Return Used' and the 'Price' field set to '20 % discount on sales price'. The table has columns for 'Apply on', 'Price', 'Min. Quantity', 'Start Date', and 'End Date'. The bottom of the screen shows a message from 'Mitchell Admin' on Dec 23, 12:29 PM: 'Pricelist created'.

Screenshot 7.3: POS Return Resale Management – Enable Pricelist on POS

- Add selected Pricelist on available and default pricelists.

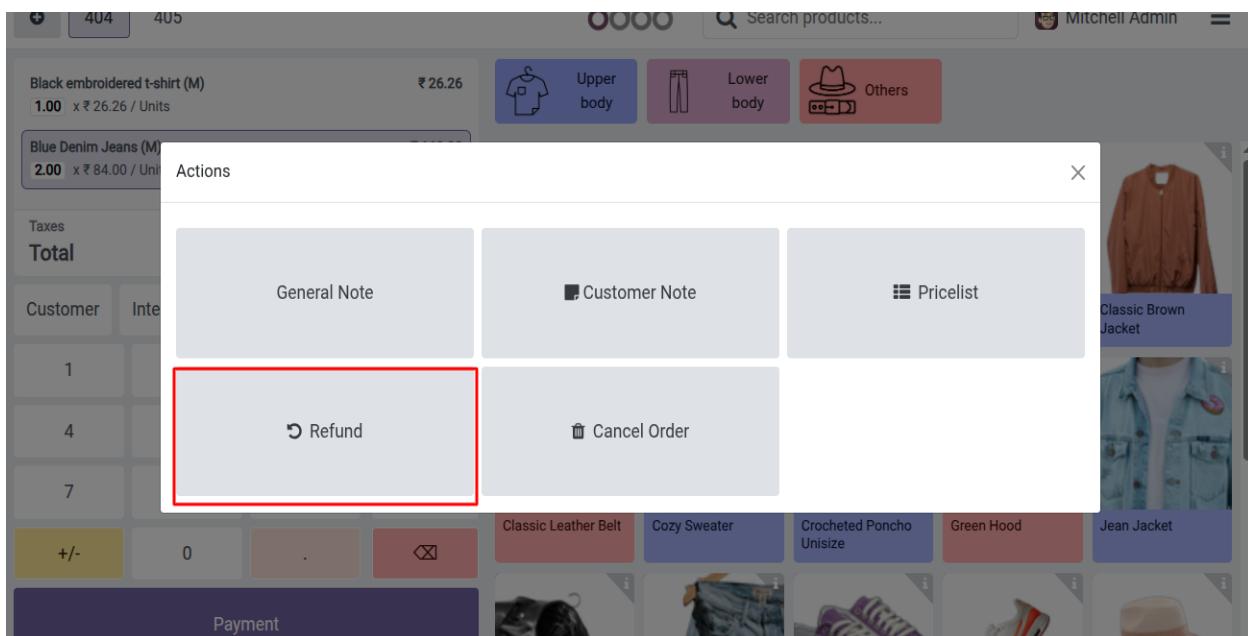
Note: pricelist changes should be made before the session starts.



The screenshot shows the Odoo POS Settings page under the 'Pricing' tab. The left sidebar is visible with various modules: General Settings, Sales, Website, Inventory, Invoicing, Employees, Fleet, and Point of Sale, with 'Point of Sale' highlighted by a red box. The main content area is titled 'Pricing' and contains several configuration options. Under 'Flexible Pricelists', the 'Available' and 'Default' dropdowns are highlighted with a red box. Other sections include 'Price Control', 'Line Discounts', 'Product Prices', 'Global Discounts', 'Promotions, Coupons, Gift Card & Loyalty Program', and 'Bills & Receipts'. The 'Available' dropdown is set to 'Default (INR)' and the 'Default' dropdown is also set to 'Default (INR)'. The 'Line Discounts' checkbox is checked.

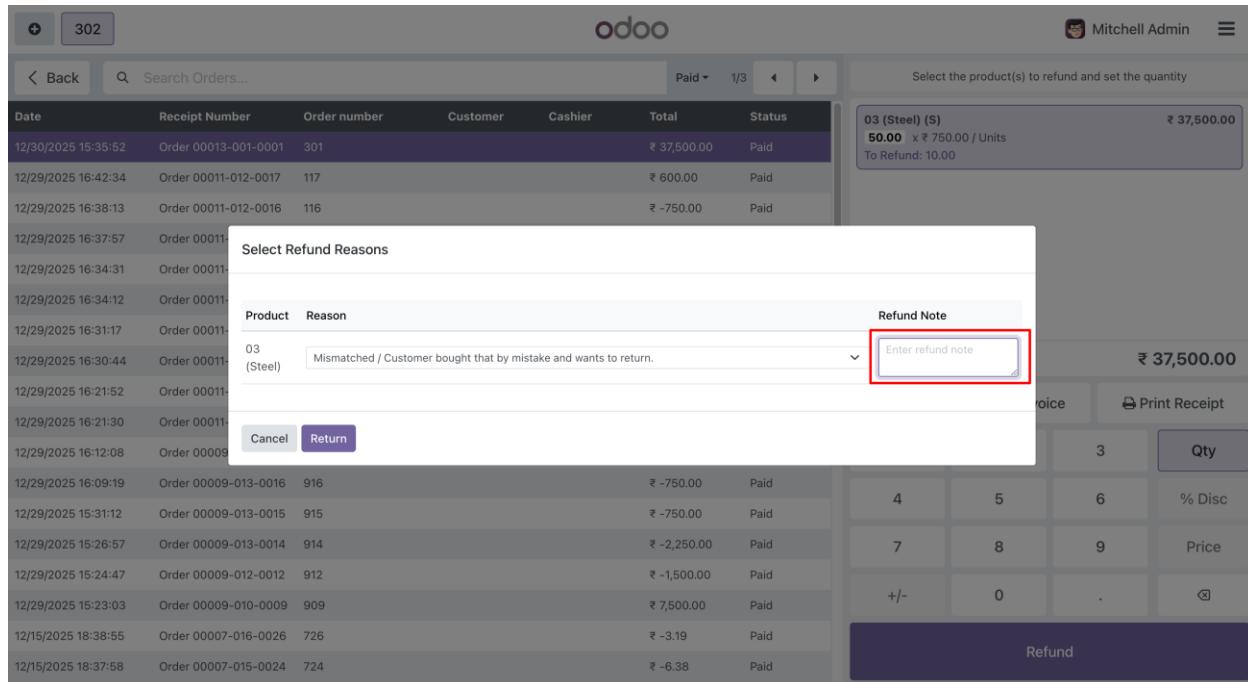
Screenshot 8: POS Return Resale Management – Go to Refund Option

- Navigate to **Dashboard** in Point of Sale.
- Open the Register from the Dashboard.
- Go to Actions and select the **Refund** option



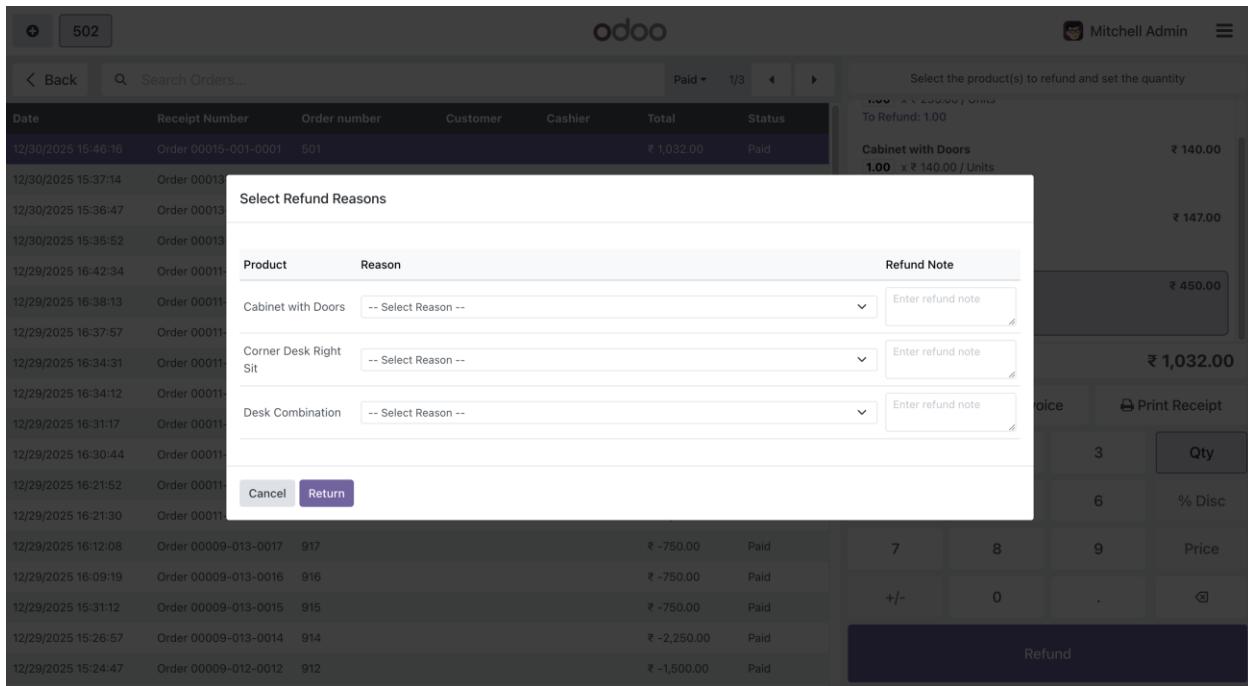
Screenshot 9: POS Return Resale Management – Return Product with Refund Note

- Select the Order Number and the Quantity of the Refunded Product.
- Click on the **Refund** button.
- **Select Refund Reasons** popup will appear.
- Select an appropriate **Reason & Refund Note** for product.
- Click **Return** to complete the refund process.



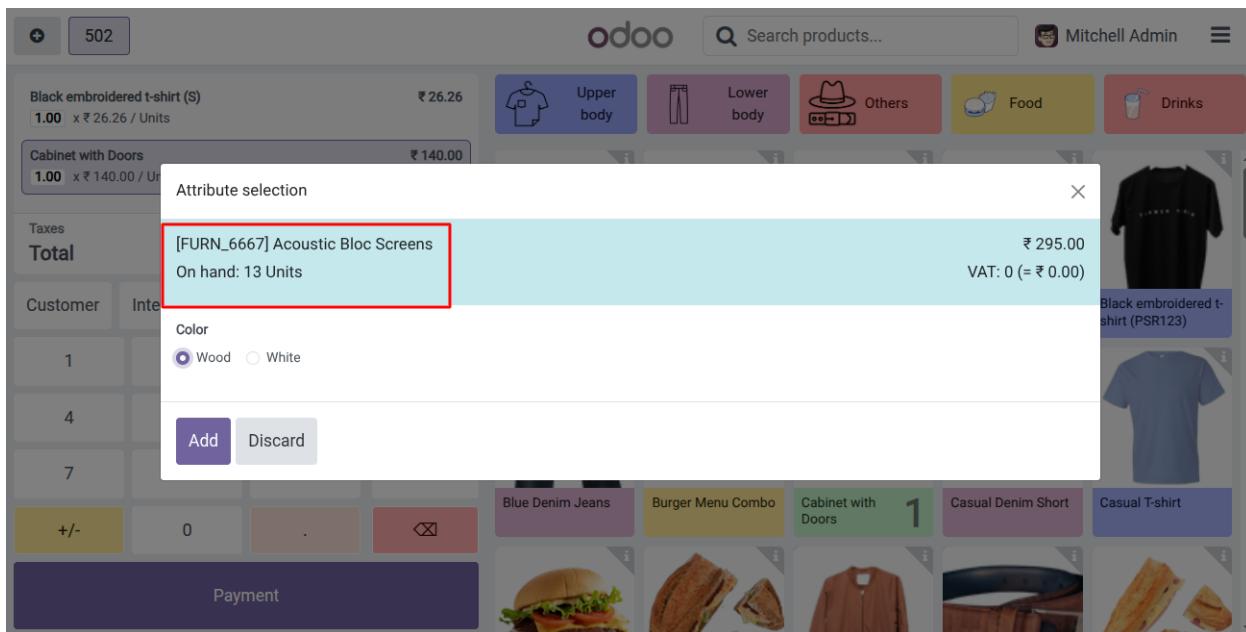
Screenshot 10: POS Return Resale Management – Return Multiple Products with Different Reasons

- Select the Order Number and the Quantity of the Refunded Product.
- Click on the **Refund** button.
- **Select Refund Reasons** popup will appear.
- Select an appropriate **Reason & Refund Note** for each product listed.
- Click **Return** to complete the refund process.



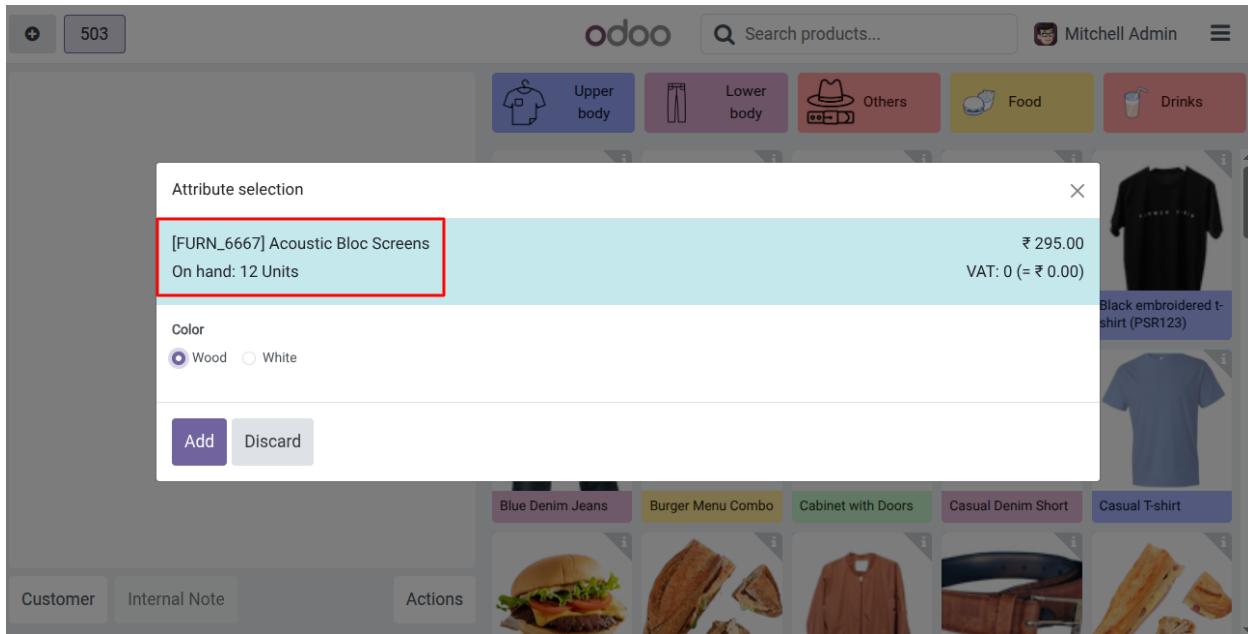
Screenshot 11: POS Return Resale Management – Before the Order

- Select the **Ordered Product**.
- Check the **on-hand quantity** of the product.



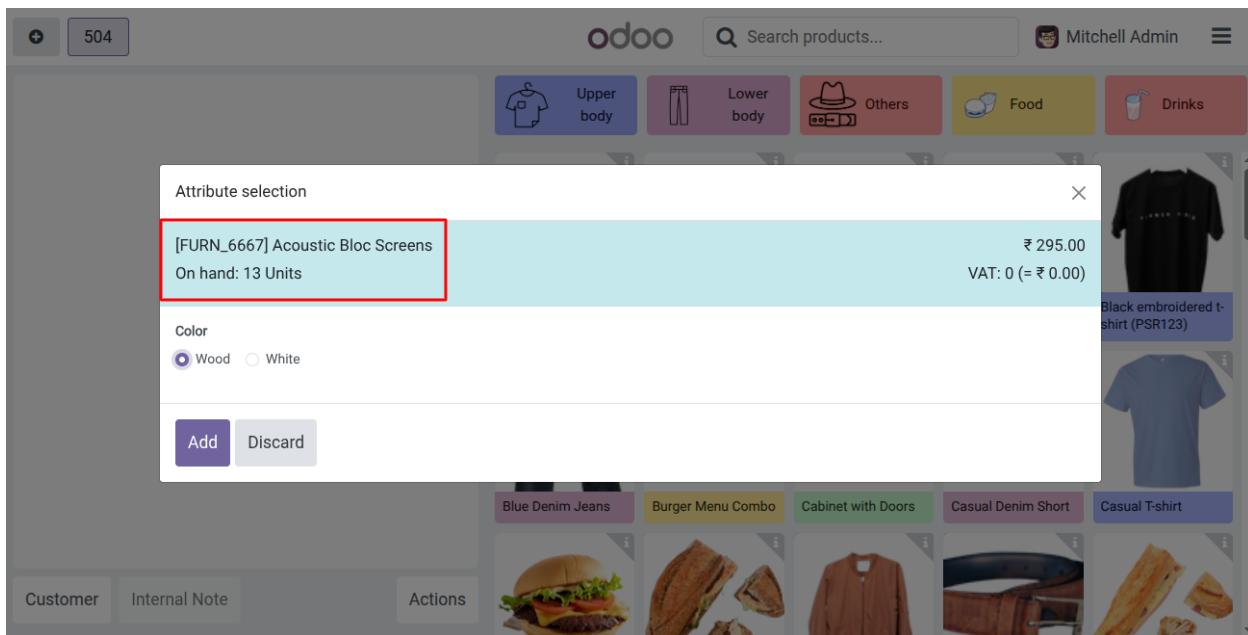
Screenshot 12: POS Return Resale Management – After the Order

- After the **Order** is confirmed.
- The product's **on-hand** quantity is reduced.



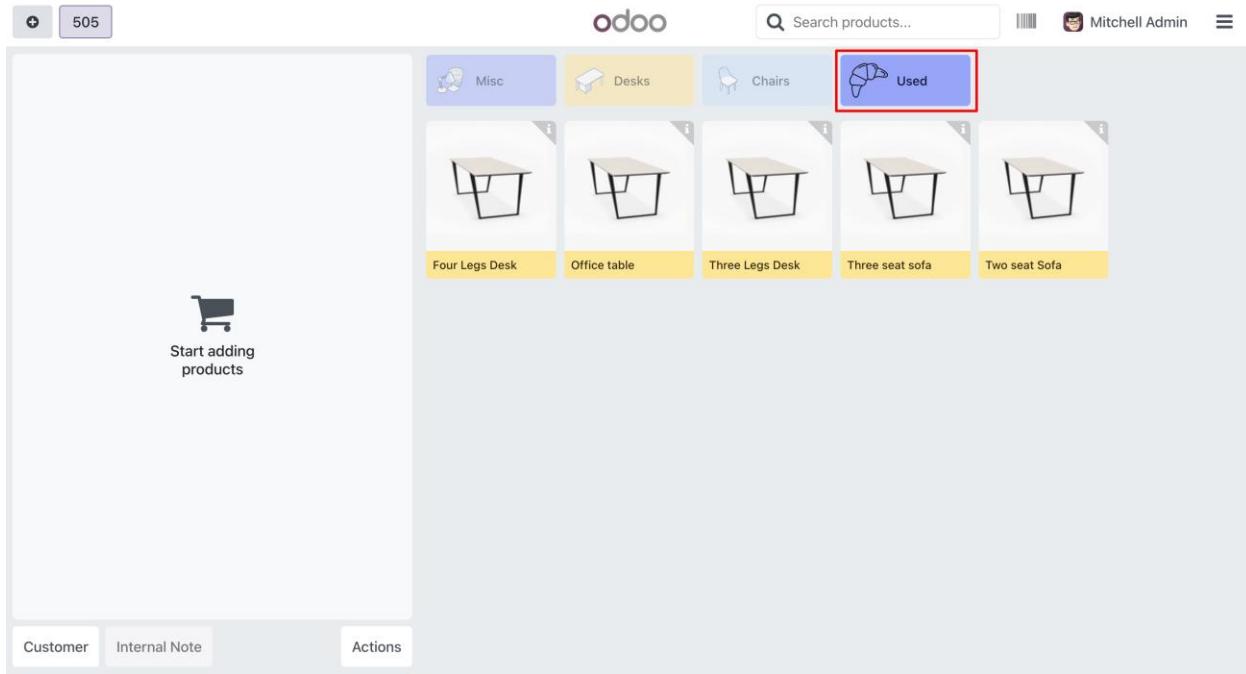
Screenshot 13: POS Return Resale Management – After Refund the Order (AS Same Product)

- If the refund reason has **Resellable Option = As Same Product**
- Returned products are **added back to inventory**.
- The **product quantity automatically updates** in real time.
- This ensures **accurate stock tracking** and resellable inventory management.



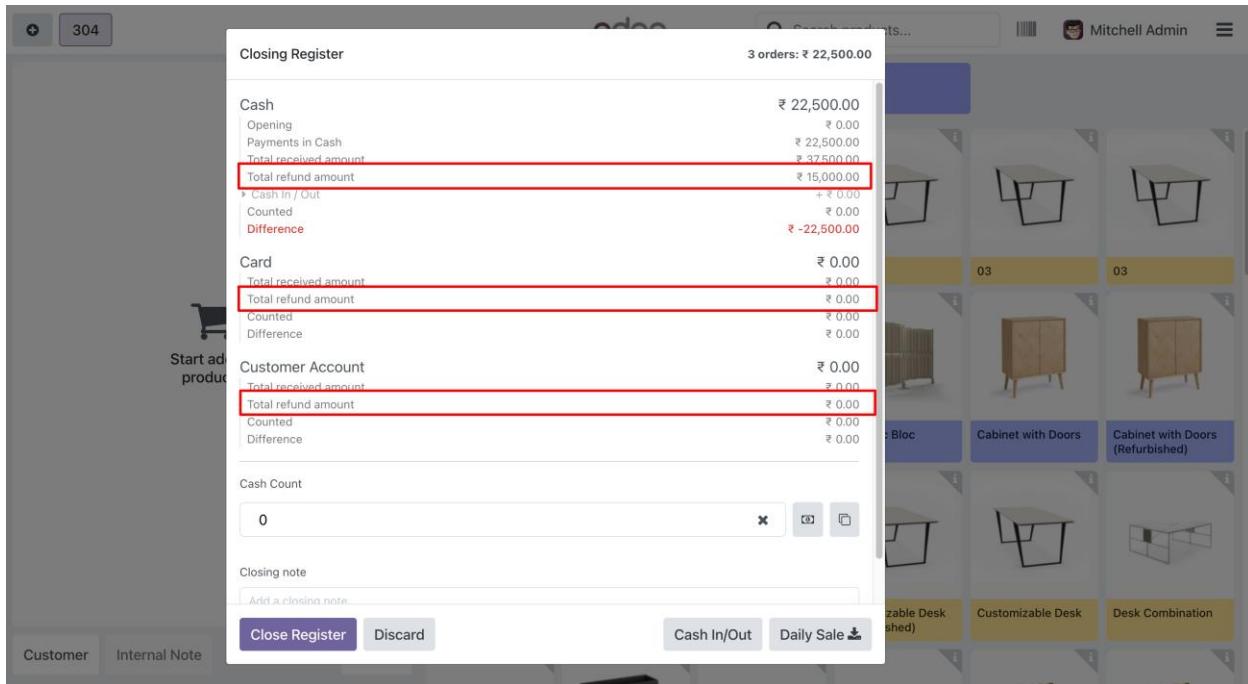
Screenshot 14: POS Return Resale Management – After Refund the Order (AS Other Product)

- If the refund reason has Resellable Option = As Other Product.
- A new product will be created in selected category.



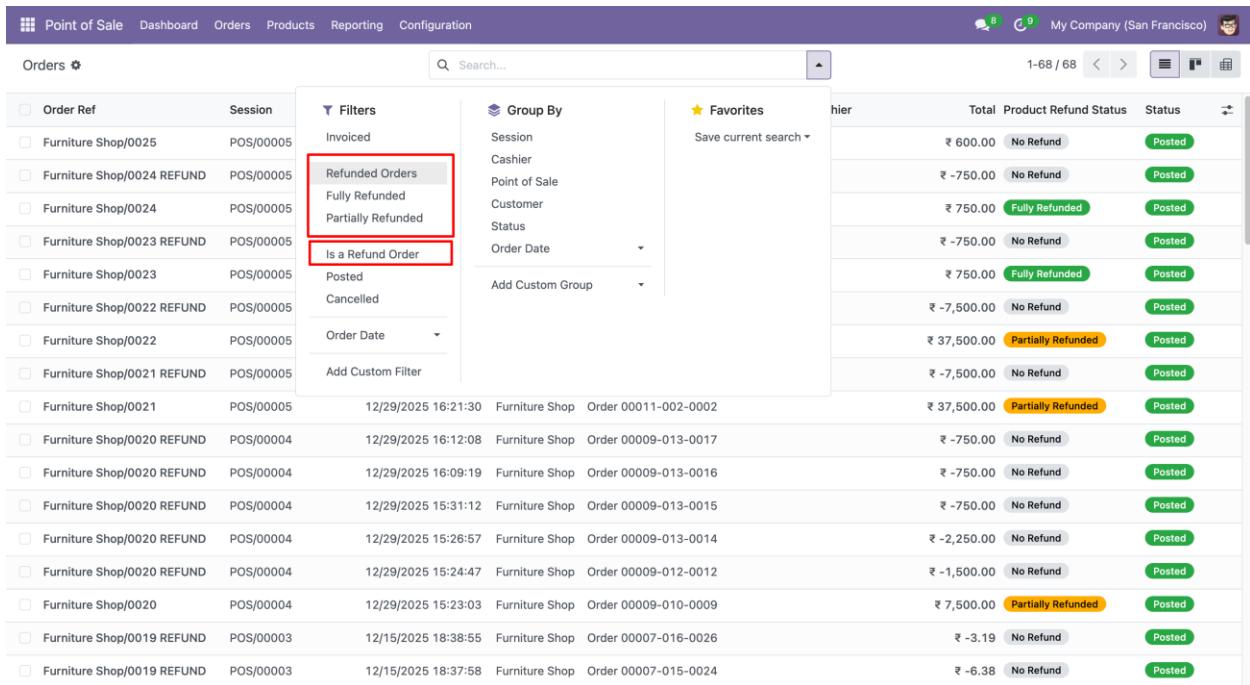
Screenshot 15: POS Return Resale Management – Close Register

- When the shop register is closed.
- The refund amount will be shown properly.



Screenshot 16: POS Return Resale Management – View POS Orders

- Refund Order filters are available on POS Orders.
- Navigate to **Point of Sale** in Odoo.
- Go to **Orders**.

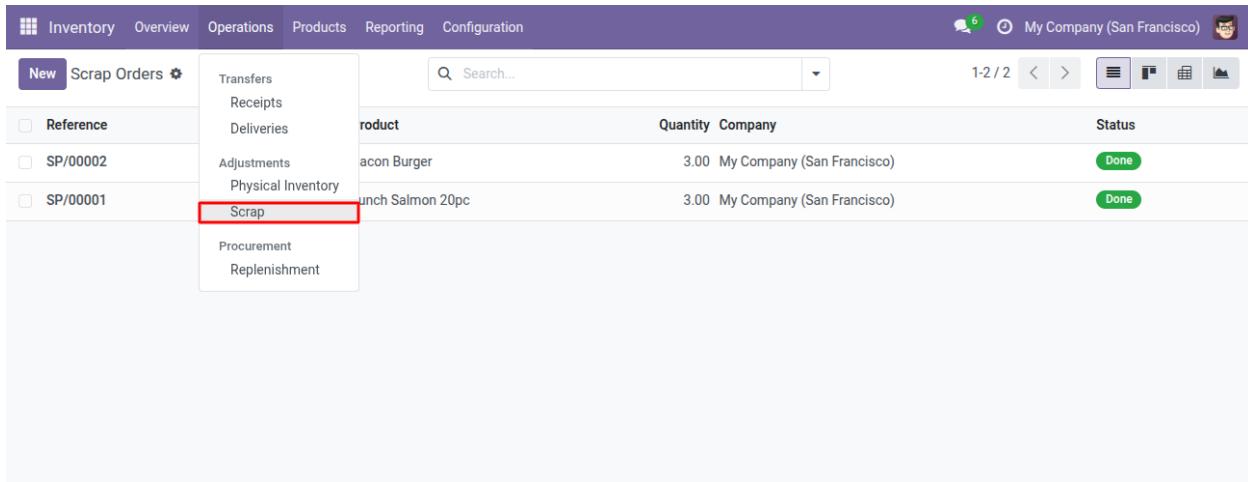


The screenshot shows the Odoo Point of Sale interface for managing POS Orders. The top navigation bar includes 'Point of Sale', 'Dashboard', 'Orders', 'Products', 'Reporting', and 'Configuration'. The 'Orders' tab is selected. The main area displays a list of orders with columns for 'Order Ref', 'Session', 'Total', 'Product', 'Refund Status', and 'Status'. A search bar at the top right is set to 'Search...'. The 'Filters' section on the left is expanded, showing 'Refunded Orders' (highlighted with a red box) and 'Is a Refund Order' (also highlighted with a red box). Other filter options include 'Invoiced', 'Posted', 'Cancelled', and 'Order Date'. The 'Group By' section includes 'Session', 'Cashier', 'Point of Sale', 'Customer', 'Status', and 'Order Date'. The 'Favorites' section allows saving current searches.

Order Ref	Session	Total	Product	Refund Status	Status
Furniture Shop/0025	POS/00005	₹ 600.00	No Refund	Posted	
Furniture Shop/0024 REFUND	POS/00005	₹ -750.00	No Refund	Posted	
Furniture Shop/0024	POS/00005	₹ 750.00	Fully Refunded	Posted	
Furniture Shop/0023 REFUND	POS/00005	₹ -750.00	No Refund	Posted	
Furniture Shop/0023	POS/00005	₹ 750.00	Fully Refunded	Posted	
Furniture Shop/0022 REFUND	POS/00005	₹ -7,500.00	No Refund	Posted	
Furniture Shop/0022	POS/00005	₹ 37,500.00	Partially Refunded	Posted	
Furniture Shop/0021 REFUND	POS/00005	₹ -7,500.00	No Refund	Posted	
Furniture Shop/0021	POS/00005	₹ 37,500.00	Partially Refunded	Posted	
Furniture Shop/0020 REFUND	POS/00004	₹ -750.00	No Refund	Posted	
Furniture Shop/0020 REFUND	POS/00004	₹ -750.00	No Refund	Posted	
Furniture Shop/0020 REFUND	POS/00004	₹ -2,250.00	No Refund	Posted	
Furniture Shop/0020 REFUND	POS/00004	₹ -1,500.00	No Refund	Posted	
Furniture Shop/0020	POS/00004	₹ 7,500.00	Partially Refunded	Posted	
Furniture Shop/0019 REFUND	POS/00003	₹ -3.19	No Refund	Posted	
Furniture Shop/0019 REFUND	POS/00003	₹ -6.38	No Refund	Posted	

Screenshot 17: POS Return Resale Management – View Scrap Product

- If the refund reason has **Resellable Option = None** and scrap product enabled
- Return Item is moved to Scrap.
- Navigate to **Inventory** in Odoo.
- Go to **Operation** in **Inventory**.
- Click on **Scrap**.

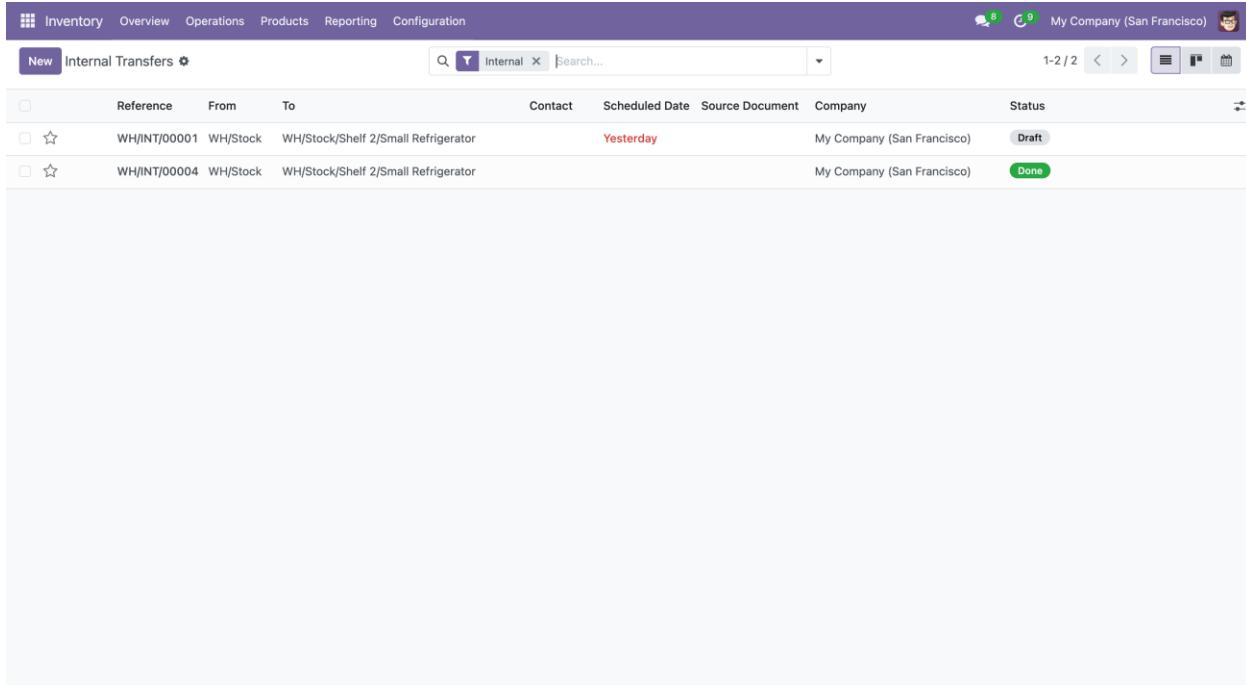


The screenshot shows the Odoo Inventory Operations interface. The top navigation bar includes 'Inventory', 'Overview', 'Operations', 'Products', 'Reporting', and 'Configuration'. On the right, there are notifications (6), a user icon for 'My Company (San Francisco)', and a search bar. The main area is titled 'Scrap Orders' with a 'New' button. A sidebar on the left lists 'Transfers', 'Receipts', 'Deliveries', 'Adjustments', 'Physical Inventory', and 'Scrap', with 'Scrap' highlighted by a red box. The main table lists two scrap entries:

Product	Quantity	Company	Status
acon Burger	3.00	My Company (San Francisco)	Done
unch Salmon 20pc	3.00	My Company (San Francisco)	Done

Screenshot 18: POS Return Resale Management – View Internal Transfers

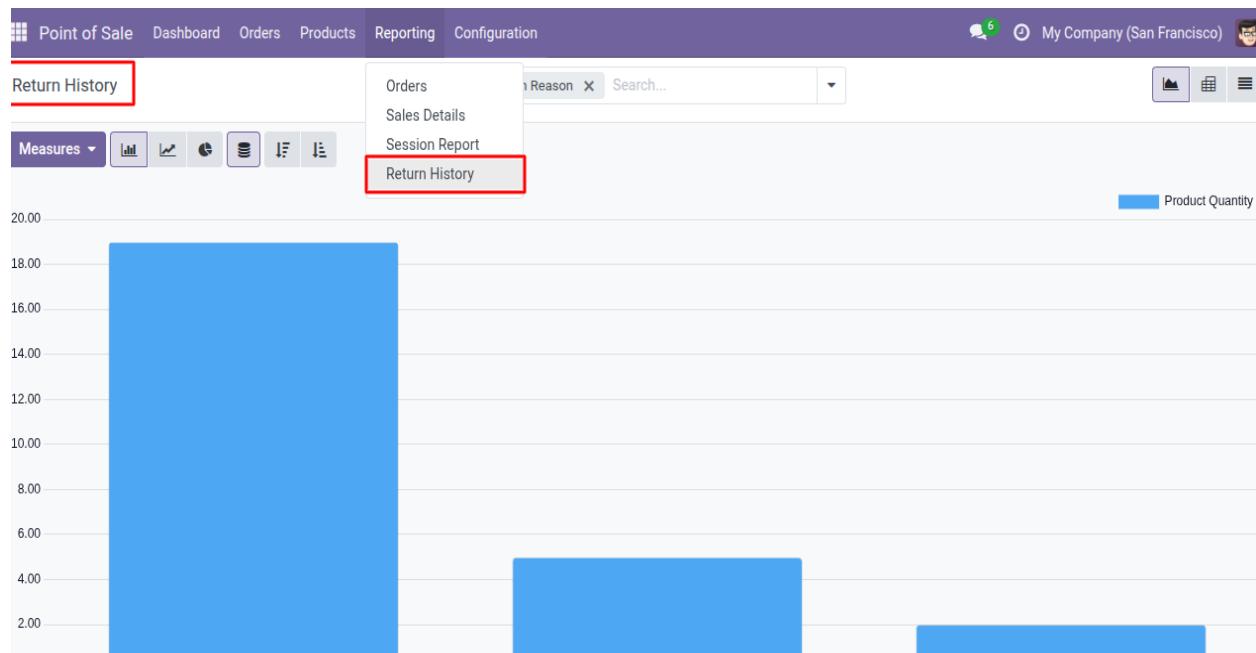
- If the refund reason has **Resellable Option = None** and **product needs to transfer on different location**.
- Return Item will be moved to selected location.
- Navigate to **Inventory** in Odoo.
- Go to **Operation in Inventory**.
- Click on Internal.



	Reference	From	To	Contact	Scheduled Date	Source Document	Company	Status
<input type="checkbox"/>	WH/INT/00001	WH/Stock	WH/Stock/Shelf 2/Small Refrigerator		Yesterday		My Company (San Francisco)	Draft
<input type="checkbox"/>	WH/INT/00004	WH/Stock	WH/Stock/Shelf 2/Small Refrigerator				My Company (San Francisco)	Done

Screenshot 19: POS Return Resale Management - Return History

- Navigate to the **Point of Sale** module in Odoo.
- Go to the **Reporting** menu.
- From the dropdown list, select **Return History**.



4. Brief Description

This module introduces new features to the Point-of-Sale system, specifically designed for managing product returns efficiently. It enables users to record, categorize, and process returned products with greater accuracy and control. Each return is linked to a specific **reason** and **resellable option**, ensuring proper handling based on product condition.

The module supports three types of return actions:

- **None** – Non-resellable products are marked as scrap or sent to other location.
- **As Same Product** – Returned products are restocked into inventory.
- **As Other Product** – Returns are linked to a revised or alternative product using a **POS category and main category for reselling pricing**.

Step-by-Step Explanation

1. Install the POS Return Resale Management Module:

Begin by installing the POS Return Resale Management module in your Odoo system to enable enhanced return handling features in the Point of Sale.

2. Access the Return Reasons Configuration:

Navigate to **Point of Sale** → **Configuration** → **Return Reasons** to define and manage various reasons for product returns.

3. Create Return Reasons:

Enter the reason title, description, and select the appropriate **Resellable Option**.

4. Resellable Options Configuration:

- **None:** Product is considered damaged or non-resellable and will be moved to Scrap or different location.
- **As Same Product:** Product is resellable and quantity is updated in inventory.
- **As Other Product:** Product is replaced with another product version using a **POS category and main category for reselling price**.

5. Refund Process in POS:

From the **Point of Sale Dashboard**, open the required register and select **Actions** → **Refund** to begin the return process.

6. Select Orders for Refund:

Choose the **Order Number** and select the **Products** and **Quantities** that need to be refunded.

7. Choose Return Reasons:

In the refund popup, select an appropriate **Return Reason** for each product being returned.

8. Automatic Action Based on Resellable Option:

Depending on the resellable option chosen, the system automatically updates inventory or moves items to scrap.

9. Scrap Handling:

If the return reason type is **None with scrap product enabled** the product will be moved to the **Inventory** → **Scrap** section for tracking.

10. Internal Transfers:

If the return reason type is **None with scrap product disabled**, the product will be moved to the **Inventory** → **Internal Transfers** for tracking.

11. Inventory Update for Same Product:

If the return reason type is **As Same Product**, the returned item will be added back into the inventory, and the product quantity will be updated automatically.

12. Product Revision for Other Product:

When **As Other Product** is selected, a **POS category** field appears to record the reference of the new or updated product.

13. Reselling Management:

When **As Other Product** is selected, a **main category** field appears to record the reference for reselling the new or updated product at a discounted price.

14. Return History Report:

Navigate to **Point of Sale → Reporting → Return History** to review all refund records, including reason, quantity, and resellable option.

15. Data Transparency and Tracking:

All return transactions are stored in the system, ensuring accurate product movement tracking and complete visibility for supervisors and managers.

5. Technical Requirements / Compatible With:

- Technical Requirements: Odoo Point of Sale, Inventory, Products.
- Compatible with: Odoo v18.0 Community & Enterprise Editions

6. Change Log / Release Notes.

- Version 1.0.1: February 2026
 - Includes minor enhancements and improvements
- Version 1.0.0: January 2026
 - Initial release.

7. Support

If you have questions, use our contact form at webshopextension.com or email at support@webshopextension.com.