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User Manual

POS Return Resale Management Plugin for Odoo v19.0

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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

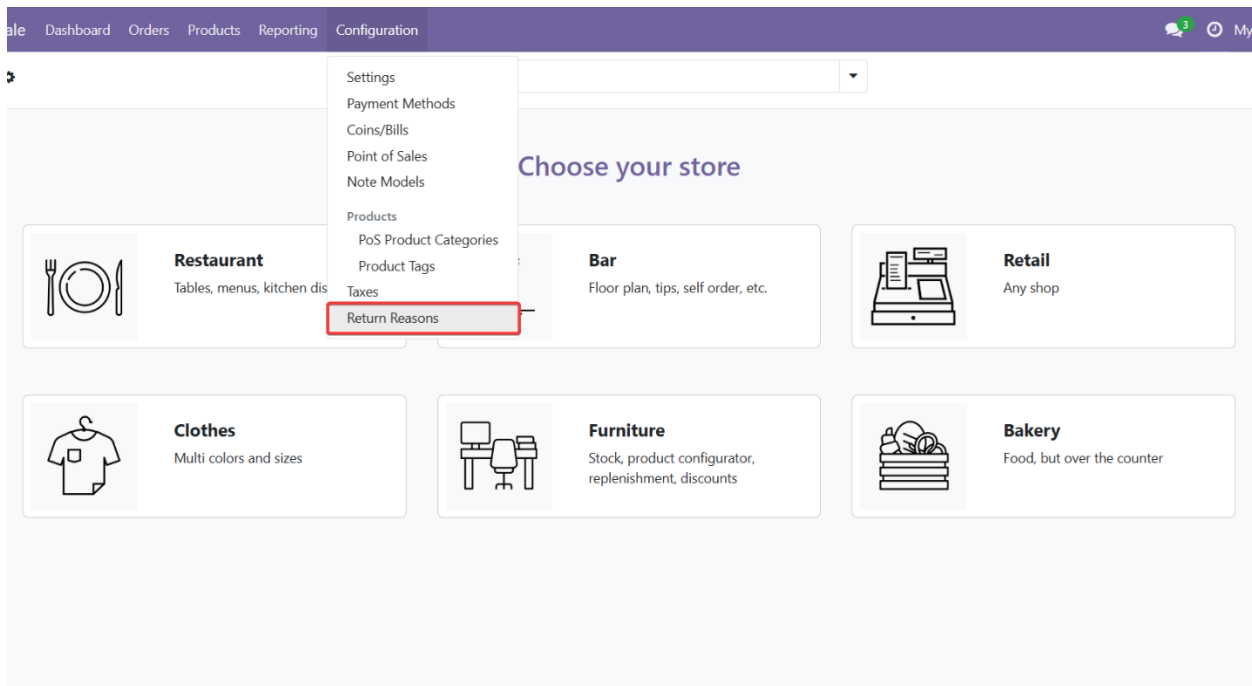
- **Mandatory Return Reason Selection:** When performing a return or refund in POS, the cashier must select a reason (e.g., Damaged Product, Customer Dissatisfaction, Incorrect Item, etc.) before confirming the operation.
- **Configurable Return Reasons:** Create and manage a predefined list of return 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

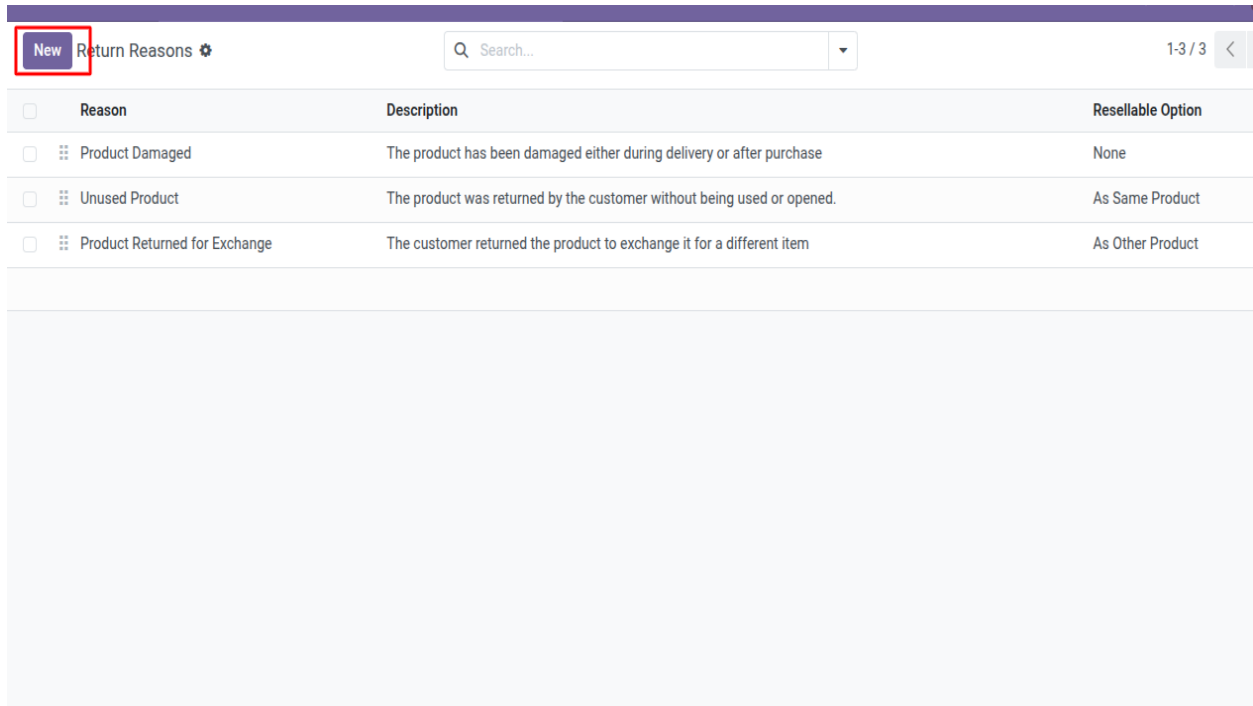
#### Screenshot 1: POS Return Resale Management - Return Reasons Menu

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



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

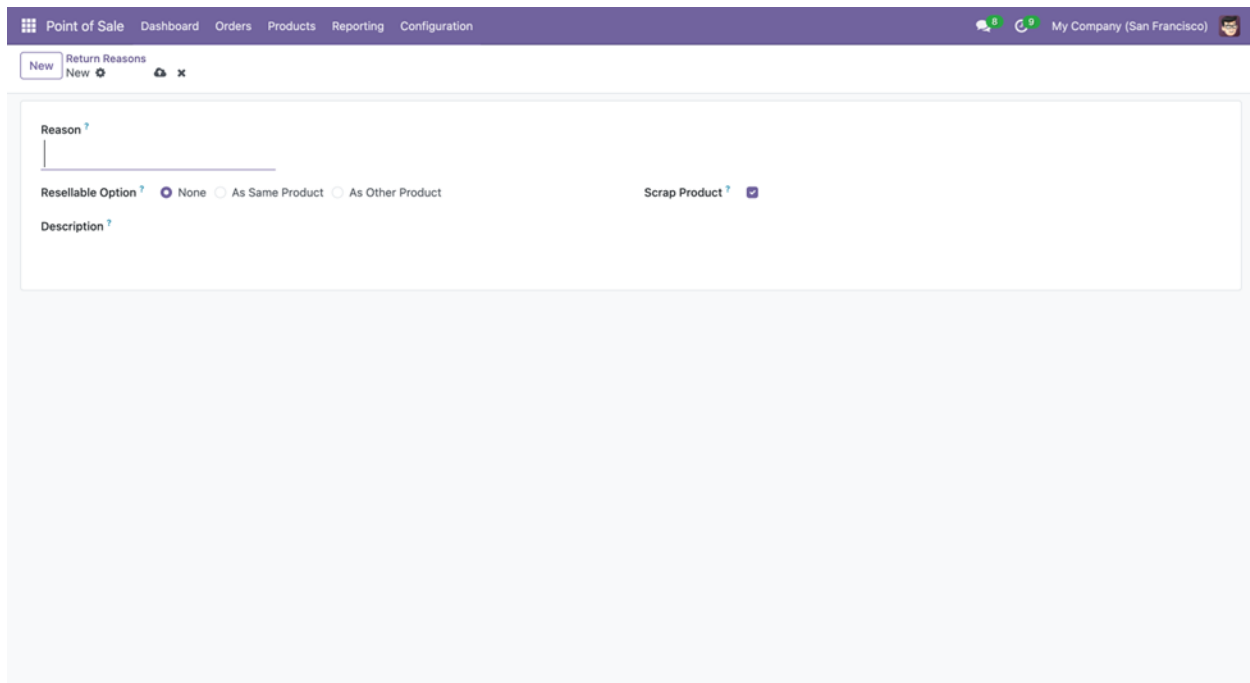
- The list of configured **Return Reasons** will be displayed.
- Click the “**New**” button to create a new return reason.



<input type="checkbox"/>	Reason	Description	Resellable Option
<input type="checkbox"/>	Product Damaged	The product has been damaged either during delivery or after purchase	None
<input type="checkbox"/>	Unused Product	The product was returned by the customer without being used or opened.	As Same Product
<input type="checkbox"/>	Product Returned for Exchange	The customer returned the product to exchange it for a different item	As Other Product

### 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.

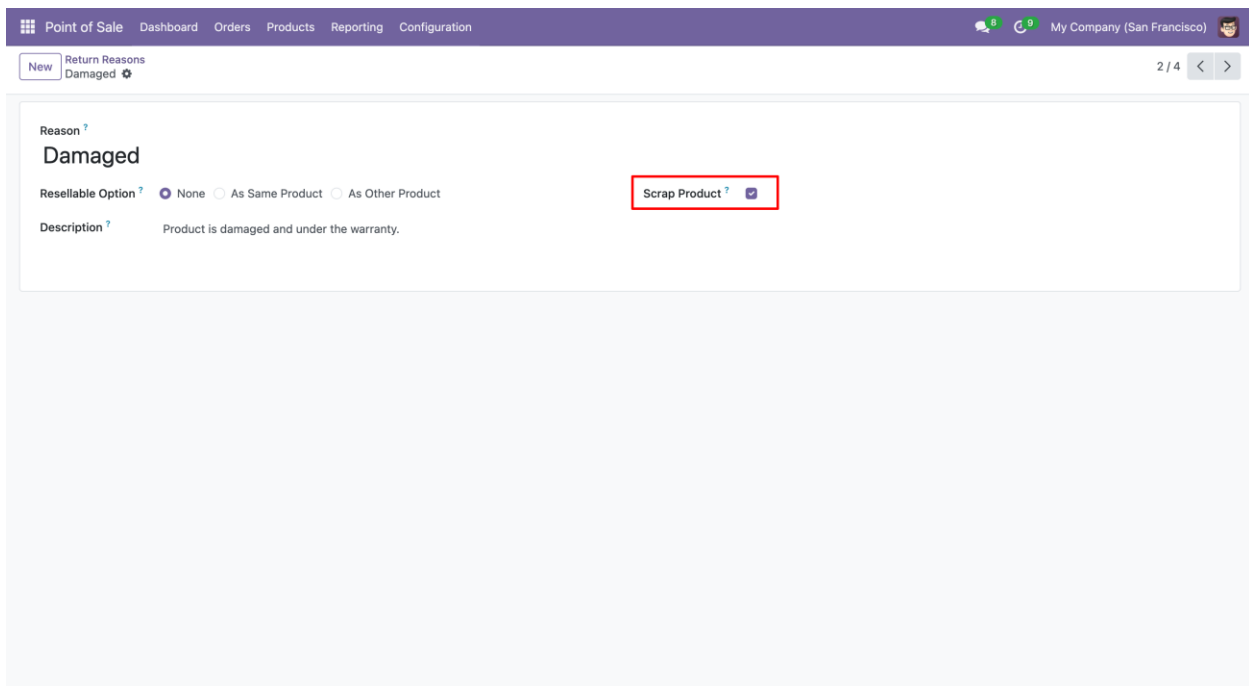


The screenshot displays the Odoo Point of Sale interface for creating a new return reason. The top navigation bar includes 'Point of Sale', 'Dashboard', 'Orders', 'Products', 'Reporting', and 'Configuration'. The user is logged in as 'My Company (San Francisco)'. The main content area shows a 'New' form for 'Return Reasons'. The form contains the following fields and options:

- Reason ?**: A text input field for the title.
- Resellable Option ?**: Radio buttons for 'None' (selected), 'As Same Product', and 'As Other Product'.
- Scrap Product ?**: A checked checkbox.
- Description ?**: A text input field for a short description.

#### 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.



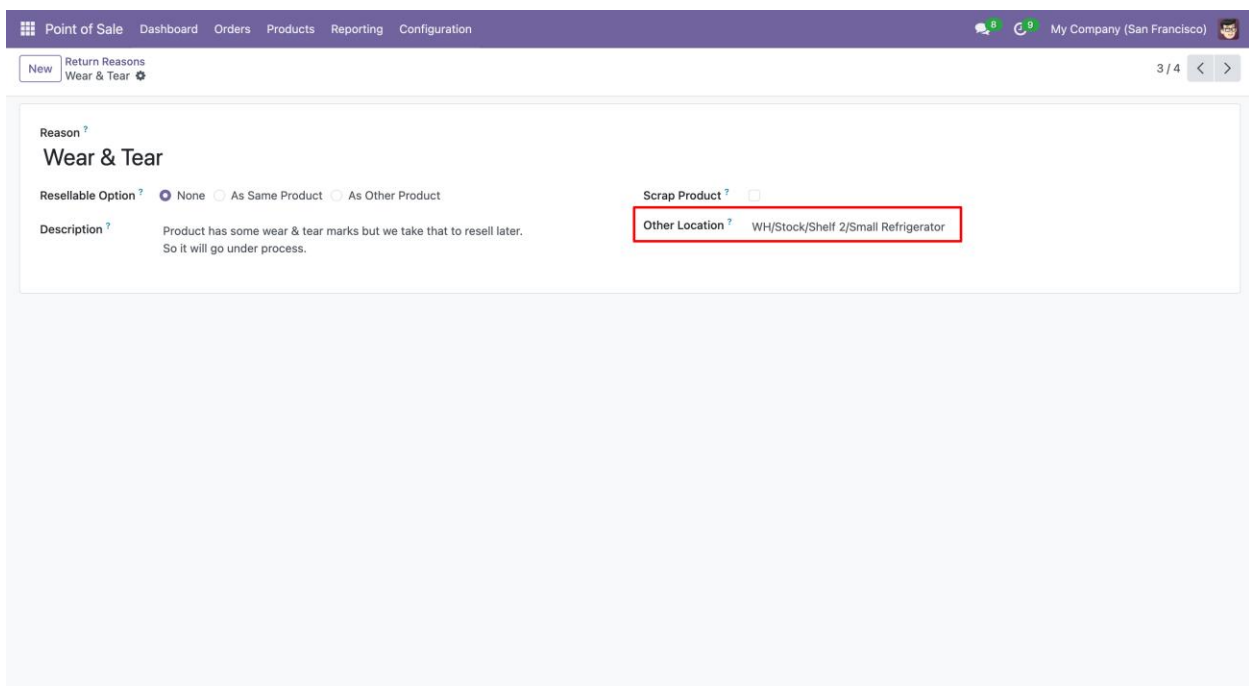
The screenshot shows the Odoo POS interface for creating a return reason. The breadcrumb trail is: Point of Sale > Dashboard > Orders > Products > Reporting > Configuration. The user is logged in as 'My Company (San Francisco)'. The current view is 'Return Reasons' with a 'New' button and a search icon. The list shows one item: 'Damaged'. The form for this item is displayed, showing the following fields:

- Reason**: Damaged
- Resellable Option**:  None  As Same Product  As Other Product
- Scrap Product**:  (This checkbox is highlighted with a red box in the original image)
- Description**: Product is damaged and under the warranty.

### 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.

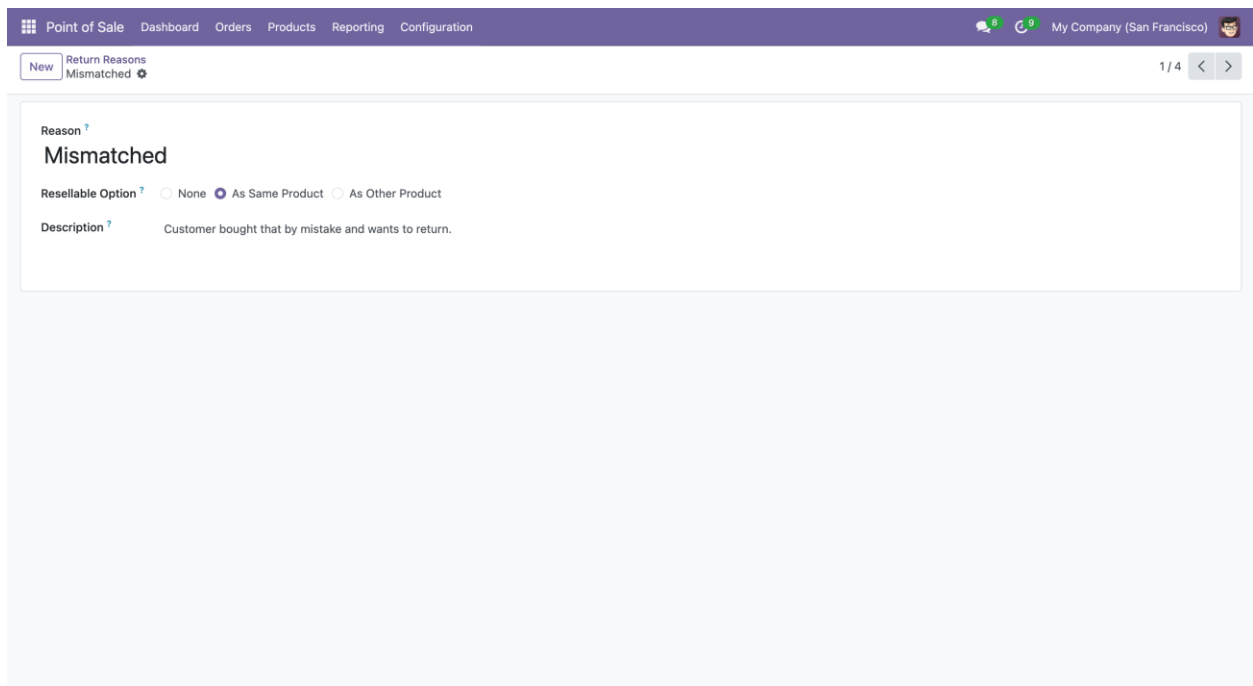


The screenshot shows the Odoo POS interface for creating a new return reason. The breadcrumb trail is: Point of Sale > Dashboard > Orders > Products > Reporting > Configuration. The user is logged in as 'My Company (San Francisco)'. The current form is titled 'Return Reasons' and 'Wear & Tear'. The 'Reason' field is set to 'Wear & Tear'. The 'Resellable Option' is set to 'None' (selected with a radio button). The 'Scrap Product' checkbox is unchecked. The 'Description' field contains the text: 'Product has some wear & tear marks but we take that to resell later. So it will go under process.' The 'Other Location' dropdown menu is open, showing the selected location: 'WH/Stock/Shelf 2/Small Refrigerator'. The page number '3/4' and navigation arrows are visible in the top right corner.



### 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.

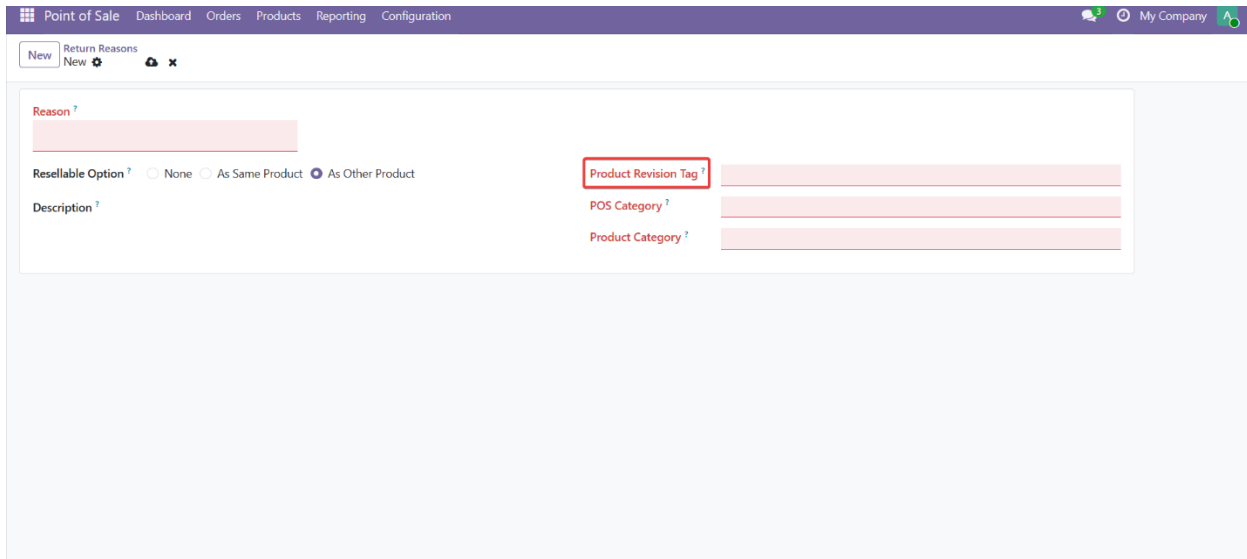


The screenshot shows the Odoo POS interface for creating a new return reason. The breadcrumb trail is: Point of Sale > Dashboard > Orders > Products > Reporting > Configuration. The user is logged in as 'My Company (San Francisco)'. The current view is 'Return Reasons' with a sub-view of 'Mismatched'. The form contains the following fields:

- Reason**: Mismatched
- Resellable Option**: Radio buttons for 'None', 'As Same Product' (selected), and 'As Other Product'.
- Description**: Customer bought that by mistake and wants to return.

## Screenshot 7: POS Return Resale Management - As Other Product

- Select **As Other Product** is from the Resellable Option.
- A new field named **Product Revision Tag** will appear.
- Enter the appropriate **Product Revision Tag** for the returned item.
- Click **Save** to store the new return reason with the selected revision tag.

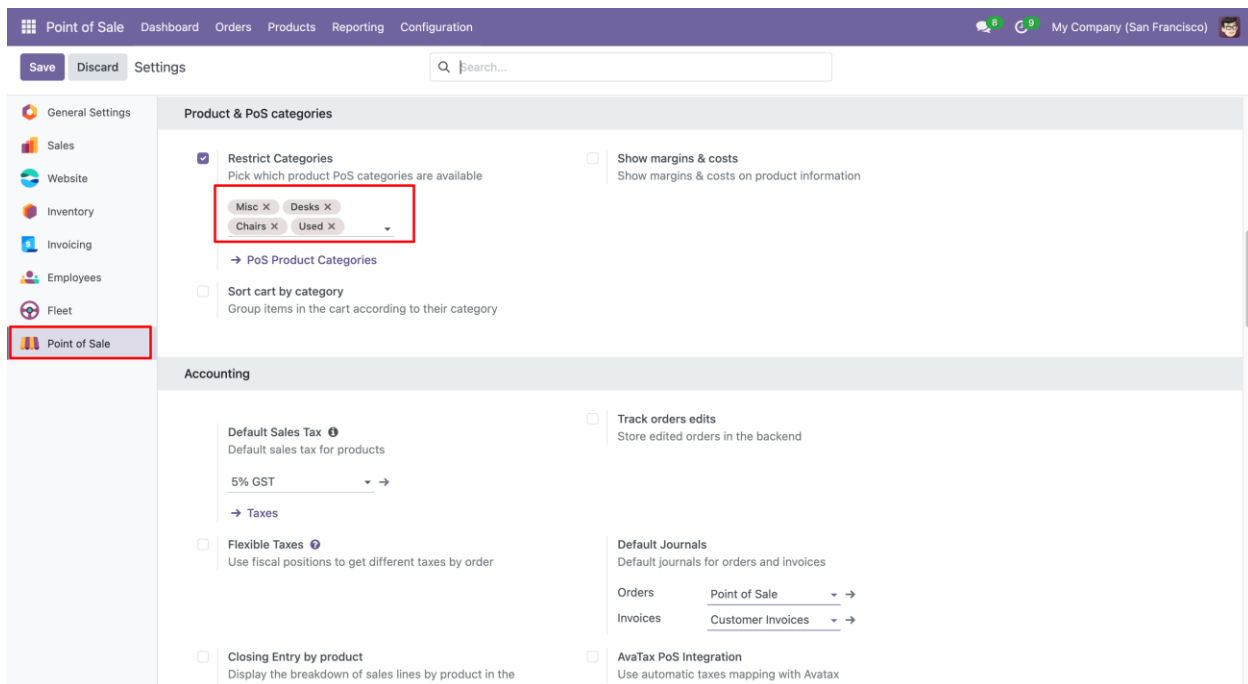


The screenshot shows the Odoo POS interface for creating a new return reason. The breadcrumb trail at the top reads: Point of Sale > Dashboard > Orders > Products > Reporting > Configuration. The current page title is 'Return Reasons' with a 'New' button and a search icon. The form contains the following fields and options:

- Reason ?**: A text input field.
- Resellable Option ?**: Radio buttons for 'None', 'As Same Product', and 'As Other Product'. The 'As Other Product' option is selected.
- Description ?**: A text input field.
- Product Revision Tag ?**: A text input field, highlighted with a red box.
- POS Category ?**: A dropdown menu.
- Product Category ?**: A dropdown menu.

## Screenshot 7.1: POS Return Resale Management – Enable POS Category

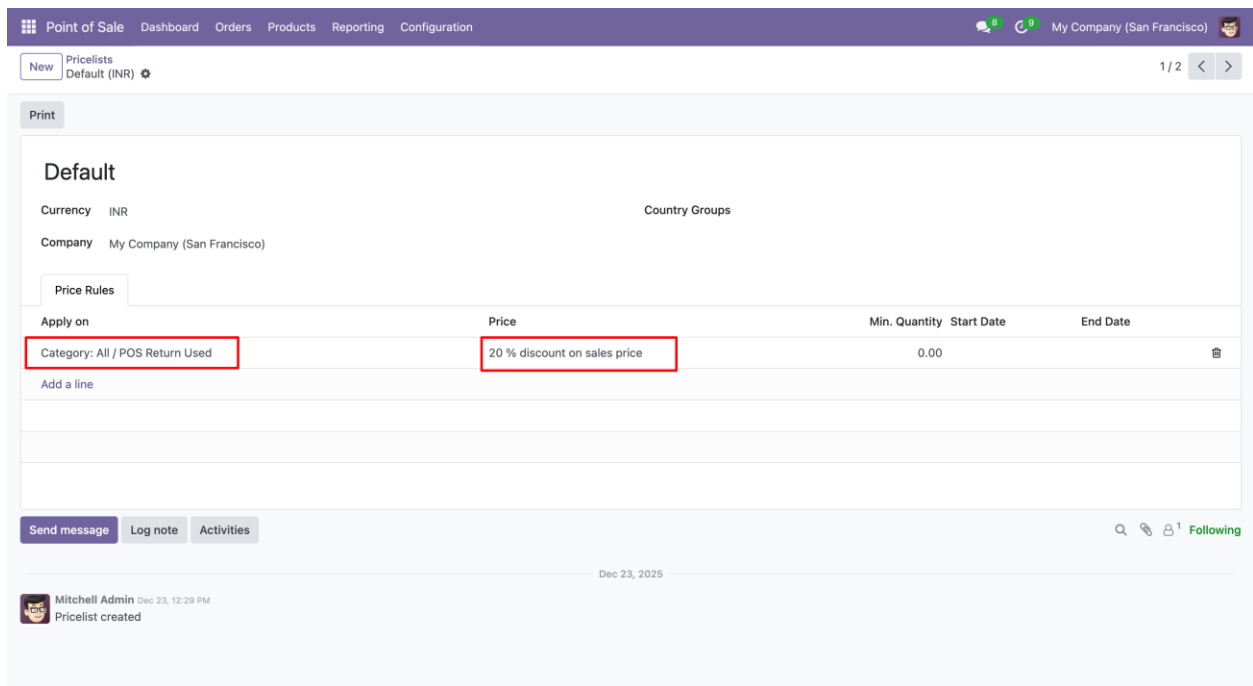
- Add selected POS category if Restrict category option is enabled in the shop configuration.
- Go to Settings -> Point of Sale -> Product & PoS categories.
- Select the same category added in return reason.



The screenshot displays the Odoo POS settings interface. The top navigation bar includes 'Point of Sale', 'Dashboard', 'Orders', 'Products', 'Reporting', and 'Configuration'. The user is logged in as 'My Company (San Francisco)'. The 'Settings' page is active, with a search bar and 'Save' and 'Discard' buttons. The left sidebar shows various settings categories, with 'Point of Sale' highlighted. The main content area is divided into sections: 'Product & PoS categories' and 'Accounting'. In the 'Product & PoS categories' section, the 'Restrict Categories' checkbox is checked, and the 'Show margins & costs' checkbox is unchecked. Below these, a dropdown menu is open, showing selected categories: 'Misc X', 'Desks X', 'Chairs X', and 'Used X'. The 'Accounting' section includes options for 'Default Sales Tax' (set to 5% GST), 'Flexible Taxes', 'Closing Entry by product', 'Track orders edits', and 'Default Journals' (with 'Orders' set to 'Point of Sale' and 'Invoices' set to 'Customer Invoices').

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

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



The screenshot shows the Odoo POS Return Resale Management interface for adding a category to a pricelist. The top navigation bar includes 'Point of Sale', 'Dashboard', 'Orders', 'Products', 'Reporting', and 'Configuration'. The user is logged in as 'My Company (San Francisco)'. The main content area is titled 'Default' and shows the following details:

- Currency: INR
- Country Groups
- Company: My Company (San Francisco)

The 'Price Rules' section is active, displaying a table with the following data:

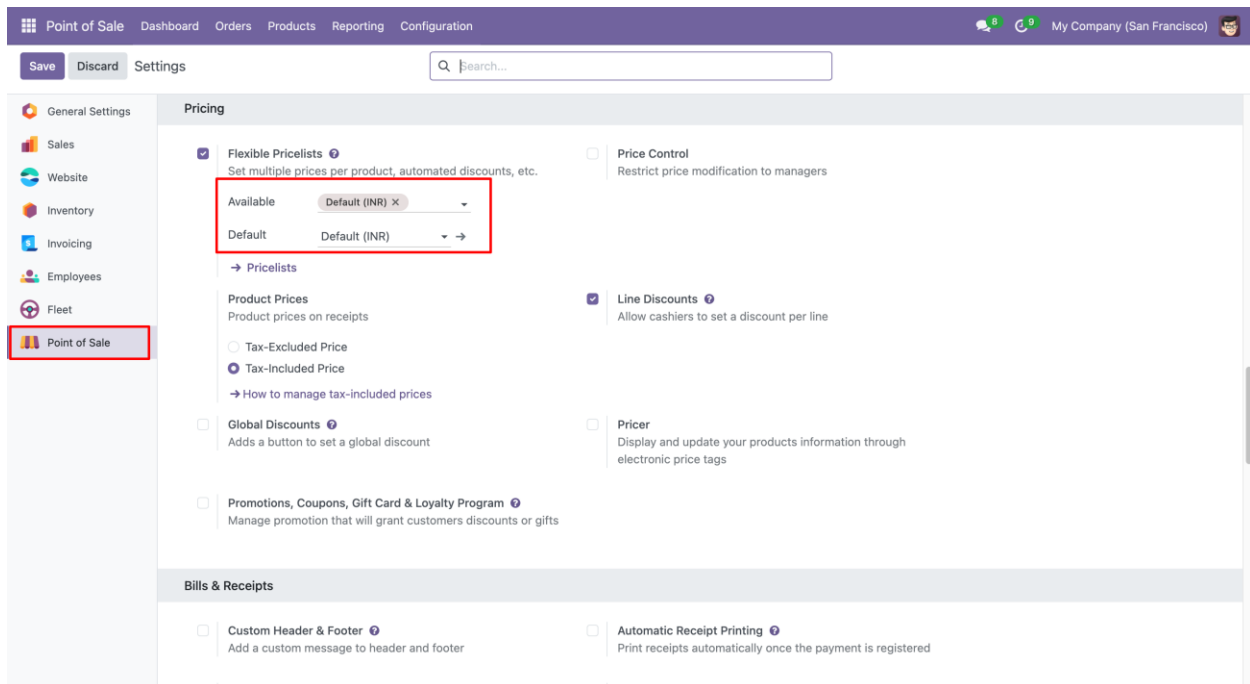
Apply on	Price	Min. Quantity	Start Date	End Date
Category: All / POS Return Used	20 % discount on sales price	0.00		

Below the table, there is an 'Add a line' button. At the bottom of the interface, there are buttons for 'Send message', 'Log note', and 'Activities'. A notification from 'Mitchell Admin' dated 'Dec 23, 12:29 PM' states '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 displays the Odoo Point of Sale (POS) settings interface. The top navigation bar includes 'Point of Sale', 'Dashboard', 'Orders', 'Products', 'Reporting', and 'Configuration'. The user is logged in as 'My Company (San Francisco)'. The 'Settings' page is open, with a search bar and 'Save' and 'Discard' buttons. The left sidebar shows various settings categories, with 'Point of Sale' highlighted. The main content area is titled 'Pricing' and contains several configuration options:

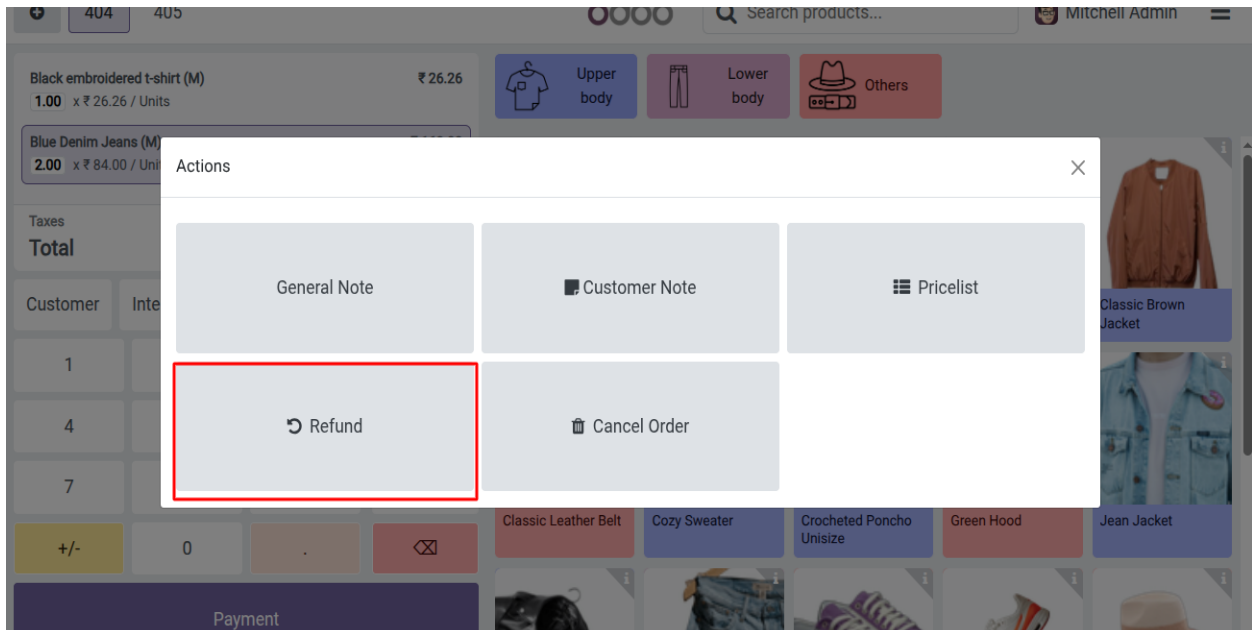
- Flexible Pricelists** (Info icon): Set multiple prices per product, automated discounts, etc.
  - Available: **Default (INR)** (dropdown menu)
  - Default: **Default (INR)** (dropdown menu)
  - Pricelists
- Price Control**: Restrict price modification to managers
- Line Discounts** (Info icon): Allow cashiers to set a discount per line
- Global Discounts** (Info icon): Adds a button to set a global discount
- Promotions, Coupons, Gift Card & Loyalty Program** (Info icon): Manage promotion that will grant customers discounts or gifts
- Product Prices** (Info icon): Product prices on receipts
  - Tax-Excluded Price
  - Tax-Included Price**
  - How to manage tax-included prices
- Pricer**: Display and update your products information through electronic price tags

The 'Bills & Receipts' section is partially visible at the bottom:

- Custom Header & Footer** (Info icon): Add a custom message to header and footer
- Automatic Receipt Printing** (Info icon): Print receipts automatically once the payment is registered

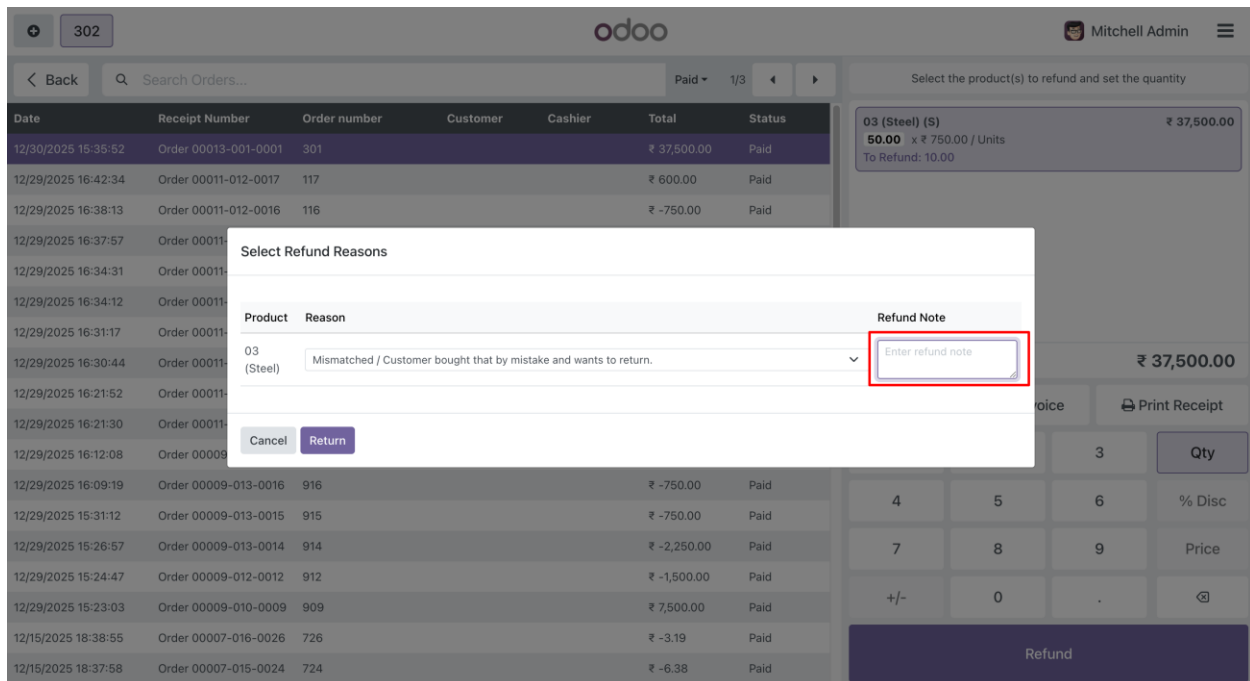
### Screenshot 8: POS Return Resale Management – Go to Refund Option

- 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.



The screenshot displays the Odoo POS interface. A modal window titled "Select Refund Reasons" is open, allowing the user to choose a reason and enter a refund note for a product. The background shows a list of orders and a product selection screen.

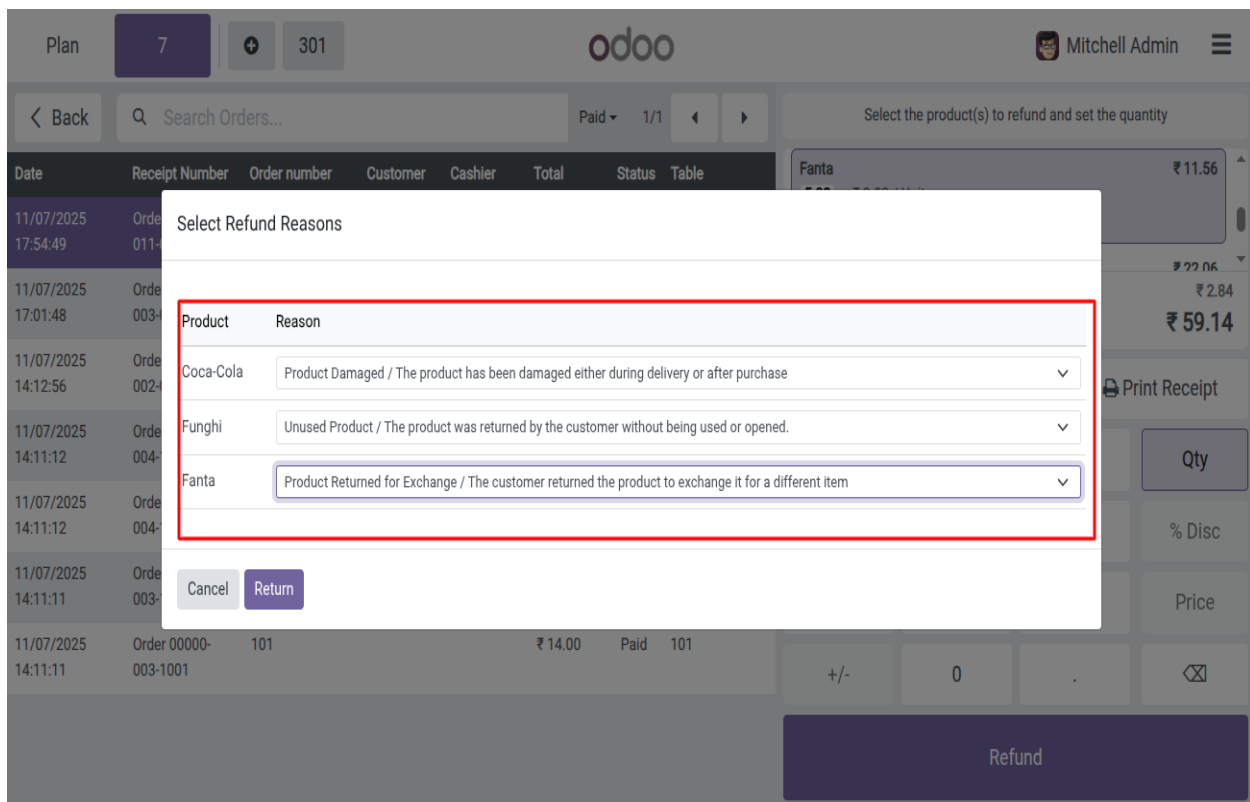
Date	Receipt Number	Order number	Customer	Cashier	Total	Status
12/30/2025 15:35:52	Order 00013-001-0001	301			₹ 37,500.00	Paid
12/29/2025 16:42:34	Order 00011-012-0017	117			₹ 600.00	Paid
12/29/2025 16:38:13	Order 00011-012-0016	116			₹ -750.00	Paid
12/29/2025 16:37:57	Order 00011-					
12/29/2025 16:34:31	Order 00011-					
12/29/2025 16:34:12	Order 00011-					
12/29/2025 16:31:17	Order 00011-					
12/29/2025 16:30:44	Order 00011-					
12/29/2025 16:21:52	Order 00011-					
12/29/2025 16:21:30	Order 00011-					
12/29/2025 16:12:08	Order 00009-					
12/29/2025 16:09:19	Order 00009-013-0016	916			₹ -750.00	Paid
12/29/2025 15:31:12	Order 00009-013-0015	915			₹ -750.00	Paid
12/29/2025 15:26:57	Order 00009-013-0014	914			₹ -2,250.00	Paid
12/29/2025 15:24:47	Order 00009-012-0012	912			₹ -1,500.00	Paid
12/29/2025 15:23:03	Order 00009-010-0009	909			₹ 7,500.00	Paid
12/15/2025 18:38:55	Order 00007-016-0026	726			₹ -3.19	Paid
12/15/2025 18:37:58	Order 00007-015-0024	724			₹ -6.38	Paid

The "Select Refund Reasons" popup contains the following table:

Product	Reason	Refund Note
03 (Steel) (S)	Mismatched / Customer bought that by mistake and wants to return.	Enter refund note

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

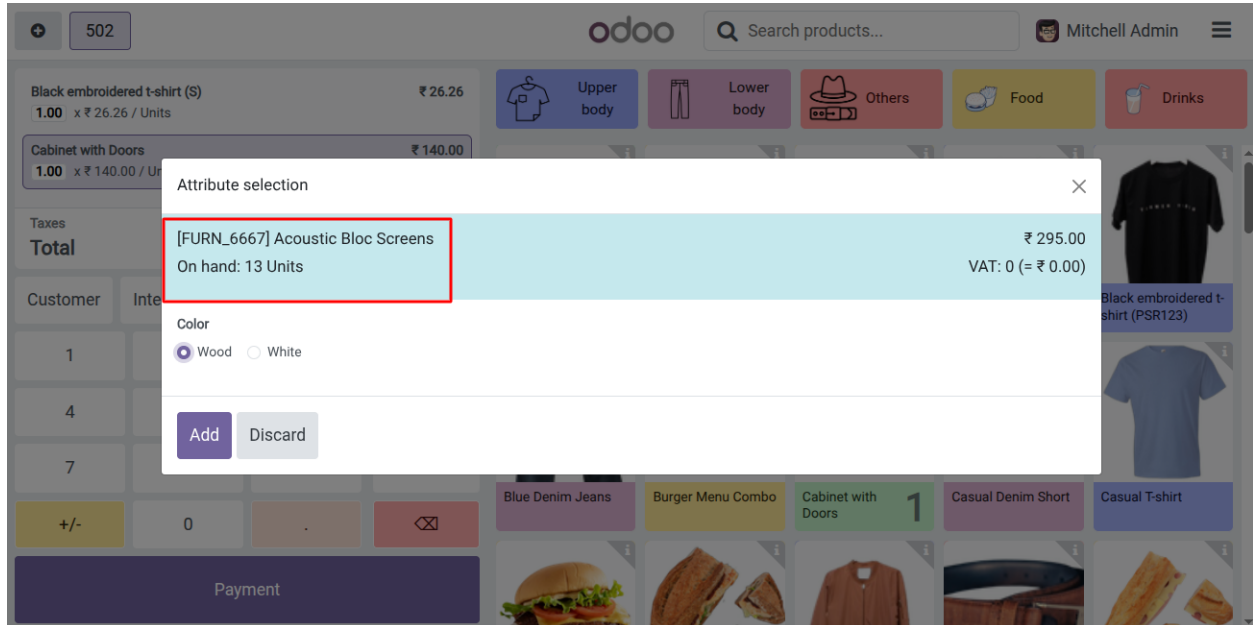
- Select the Order Number and the Quantity of the Refunded Product.
- Click on the **Refund** button.
- **Select Refund Reasons** popup will appear.
- Select an appropriate **Reason** for each product listed.
- Click **Return** to complete the refund process.





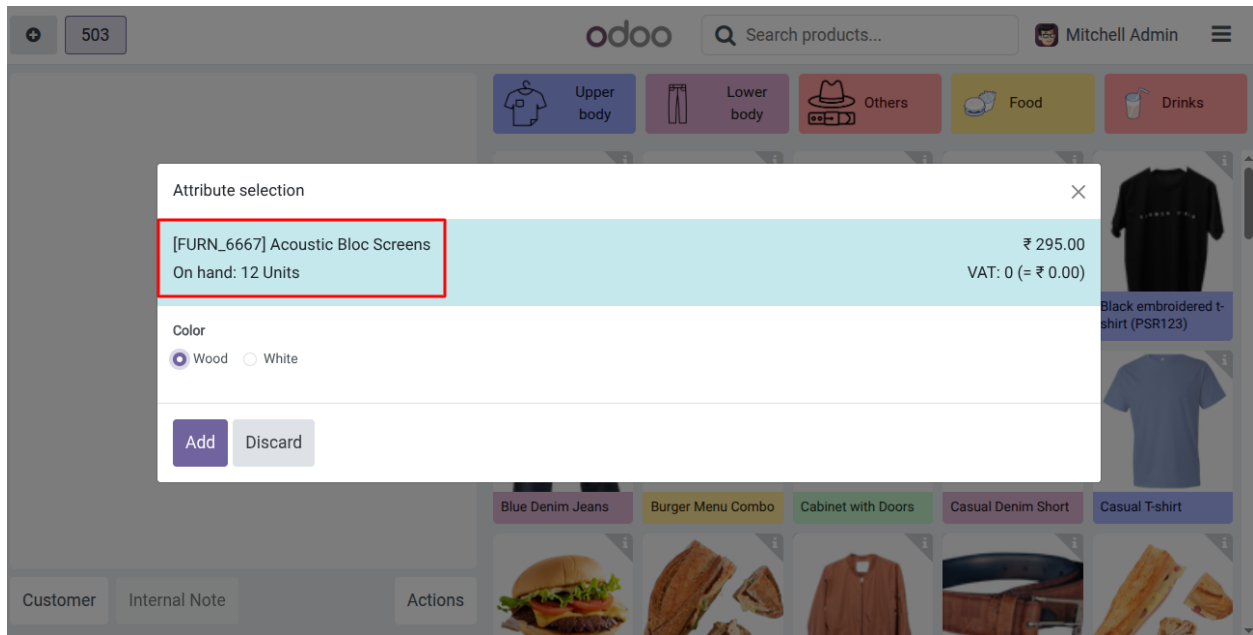
### Screenshot 11: POS Return Resale Management – Before the Order

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



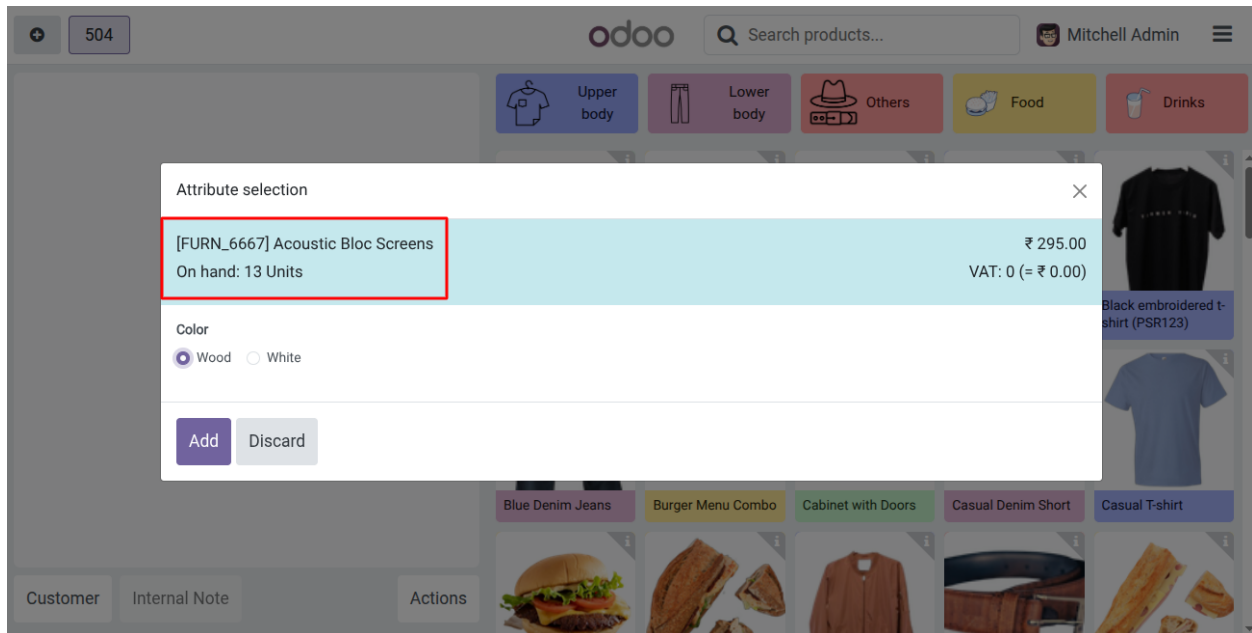
## Screenshot 12: POS Return Resale Management - After the Order

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



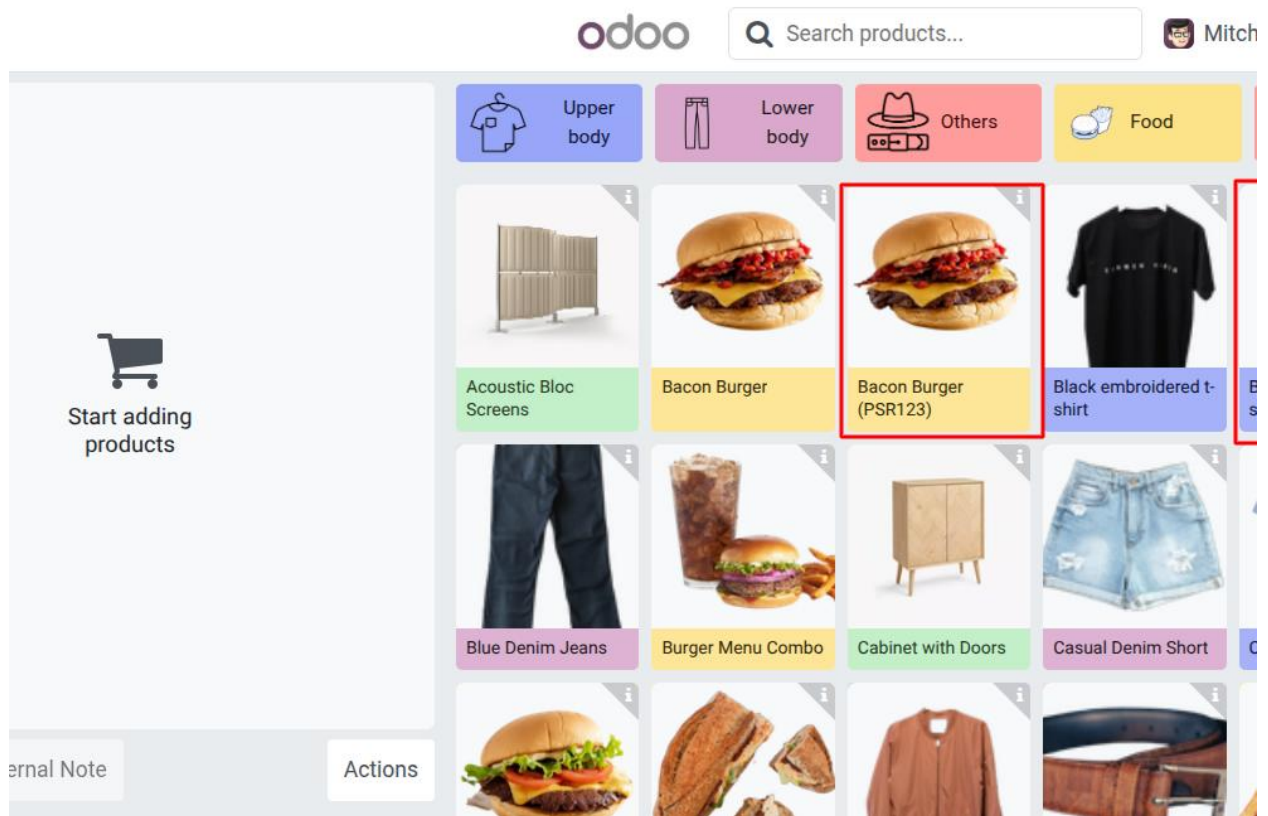
### Screenshot 13: POS Return Resale Management – After Refund the Order (AS Same Product)

- 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.



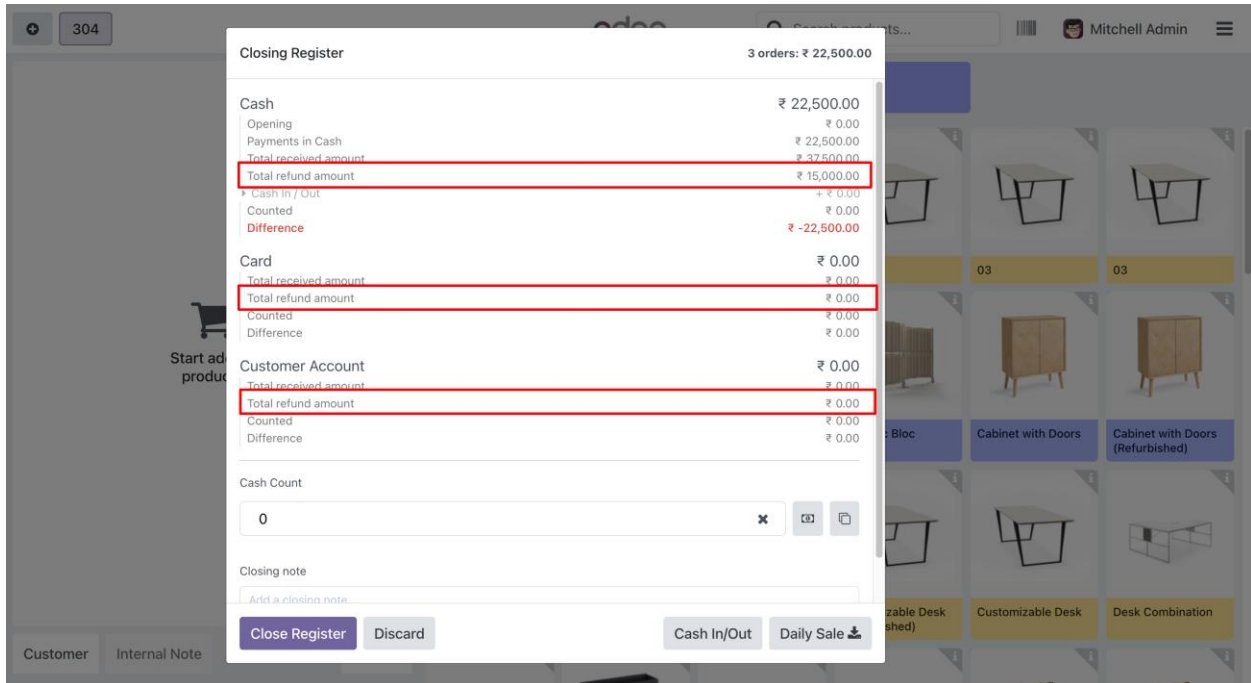
### Screenshot 14: POS Return Resale Management – After Refund the Order (AS Other Product)

- If the refund reason has **Resellable Option = As Other Product**.
- A **Product Revision Tag** field appears.
- The system logs this as a **new or revised product** in the inventory.



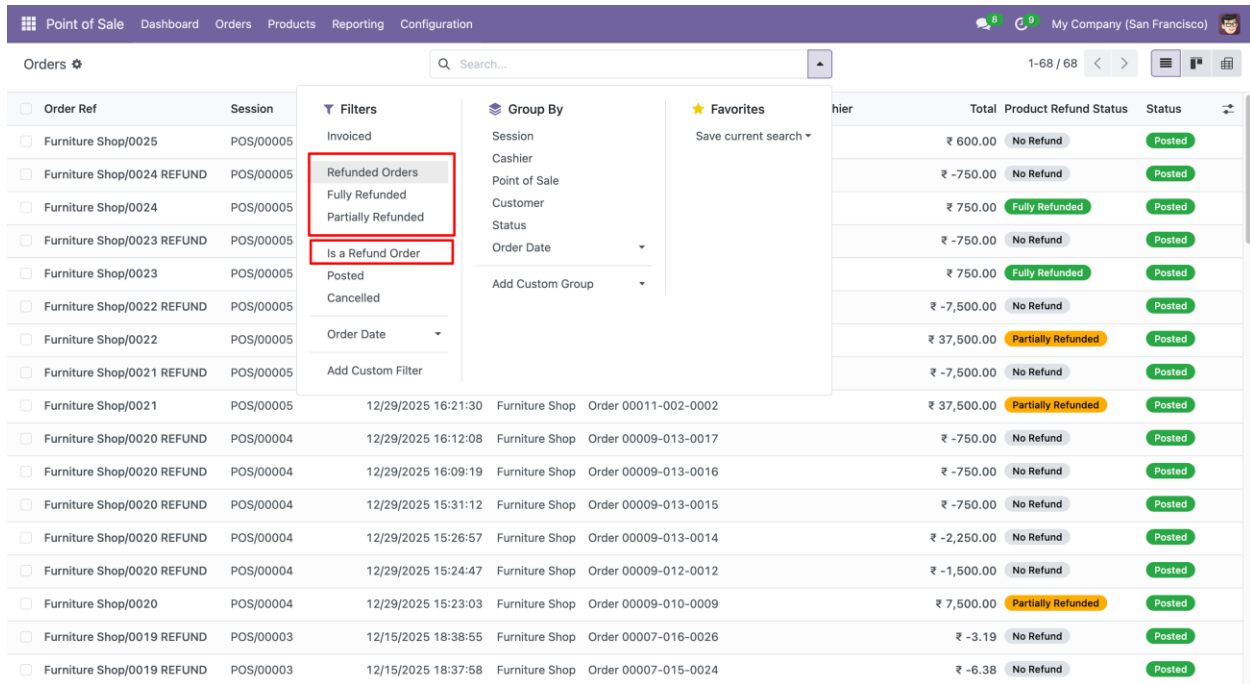
### Screenshot 15: POS Return Resale Management – Close Register

- 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**.

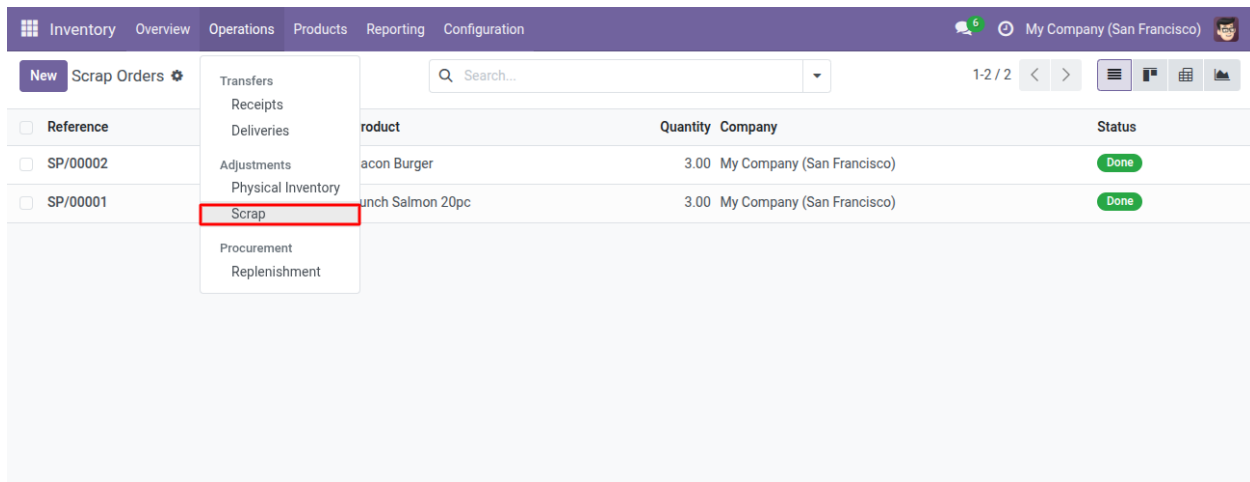


The screenshot shows the Odoo POS Orders interface. A 'Filters' sidebar is open, highlighting 'Refunded Orders', 'Fully Refunded', and 'Partially Refunded'. The main table displays a list of orders with columns for Order Ref, Session, Date, Time, Shop, Order ID, Total, Product Refund Status, and Status.

Order Ref	Session	Date	Time	Shop	Order ID	Total	Product Refund Status	Status
Furniture Shop/0025	POS/00005	12/29/2025	16:21:30	Furniture Shop	Order 00011-002-0002	₹ 37,500.00	Partially Refunded	Posted
Furniture Shop/0020 REFUND	POS/00004	12/29/2025	16:12:08	Furniture Shop	Order 00009-013-0017	₹ -750.00	No Refund	Posted
Furniture Shop/0020 REFUND	POS/00004	12/29/2025	16:09:19	Furniture Shop	Order 00009-013-0016	₹ -750.00	No Refund	Posted
Furniture Shop/0020 REFUND	POS/00004	12/29/2025	15:31:12	Furniture Shop	Order 00009-013-0015	₹ -750.00	No Refund	Posted
Furniture Shop/0020 REFUND	POS/00004	12/29/2025	15:26:57	Furniture Shop	Order 00009-013-0014	₹ -2,250.00	No Refund	Posted
Furniture Shop/0020 REFUND	POS/00004	12/29/2025	15:24:47	Furniture Shop	Order 00009-012-0012	₹ -1,500.00	No Refund	Posted
Furniture Shop/0020	POS/00004	12/29/2025	15:23:03	Furniture Shop	Order 00009-010-0009	₹ 7,500.00	Partially Refunded	Posted
Furniture Shop/0019 REFUND	POS/00003	12/15/2025	18:38:55	Furniture Shop	Order 00007-016-0026	₹ -3.19	No Refund	Posted
Furniture Shop/0019 REFUND	POS/00003	12/15/2025	18:37:58	Furniture Shop	Order 00007-015-0024	₹ -6.38	No Refund	Posted

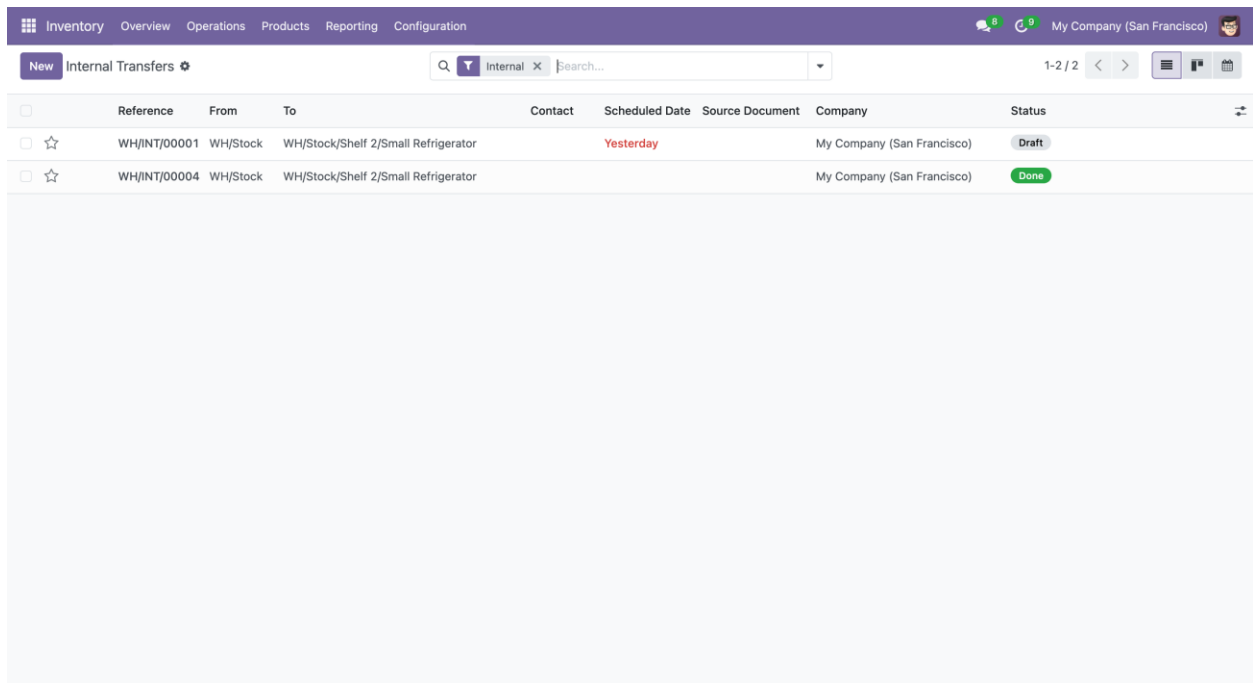
### Screenshot 17: POS Return Resale Management – View Scrap Product

- 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.



### 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**.



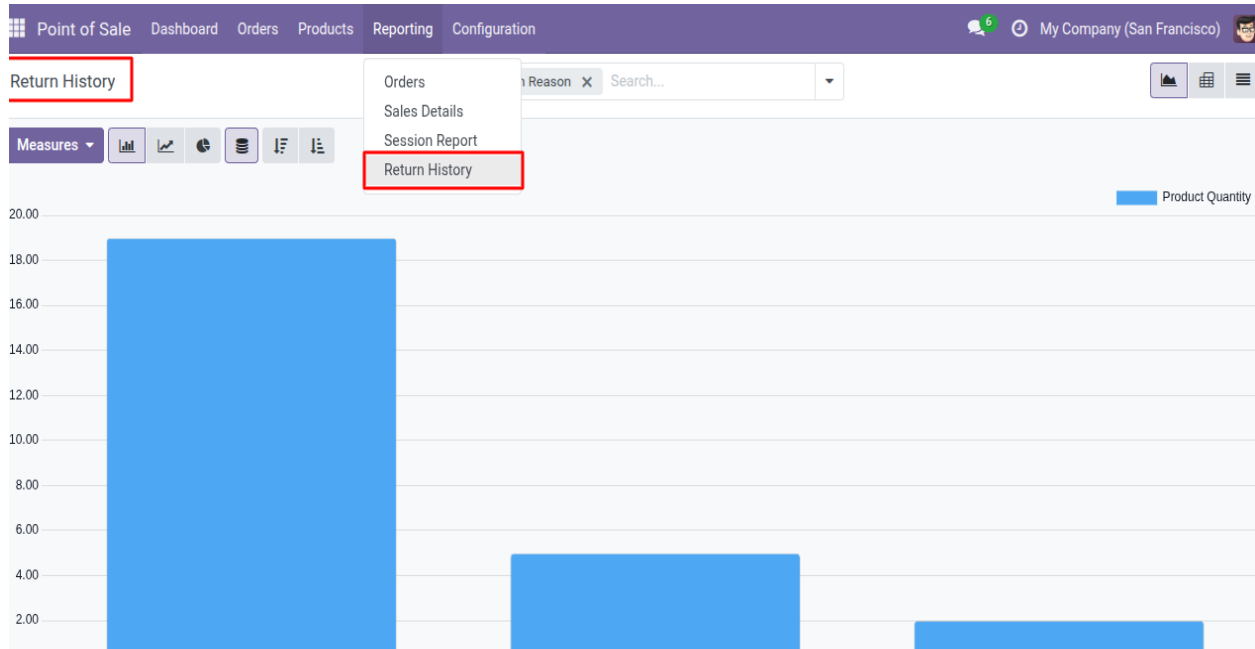
The screenshot shows the Odoo Inventory Internal Transfers view. The interface includes a navigation bar with 'Inventory', 'Overview', 'Operations', 'Products', 'Reporting', and 'Configuration'. The current view is 'Internal Transfers' with a search bar and a 'New' button. The table below lists two internal transfer records.

	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.
- **As Same Product** – Returned products are restocked into inventory.
- **As Other Product** – Returns are linked to a revised or alternative product using a **Product Revision Tag**.

### 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.
- **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**, 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 **Product Revision Tag** 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 the 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 / Compatibility

- This module requires Odoo's Point of Sale, Inventory, and Products applications to function properly.
- Compatible with: Odoo v19.0 Community & Enterprise Editions

### 6. Change Log / Release Notes

- Version 1.0.0: February 2026
  - Initial release.

### 7. Support

If you have questions, use our contact form at [webshopextension.com](https://webshopextension.com) or email at [support@webshopextension.com](mailto:support@webshopextension.com).