How to automatically import Returned Volumes from your ERP system

This guide shows you how to automatically import Returned Volumes from your ERP system to effectmanager Sales Tables.

This guide is only of relevance if you have the Promotion Module in effectmanager.

By importing Returned Volumes from your ERP system, you will have a clearer picture of what is actually sold when returned volumes are subtracted from both Sales In and Sales Out in your Promotion Finance Report.

Among the advantages of importing your returned volumes, is more accurate Sales, Inventory, and Stock for each promotion. Including returned volumes provides you with indebt insight into your promotion planning process and forecasting volumes for future promotions.

> *If you want to know more about how key figures are calculated in the promotion reports, please look at* [KPI Calculations for Sales Out](#) *and* [KPI Calculations for Sales In](#)*.*

👍 **Pro tip:** Your returned volumes can automatically be updated on **completed** promotions if they are imported to the Sales In tables in effectmanager. Returned volumes will be automatically imported with the job that also imports Sales In on **completed promotions.**

See here how to automatically update Returned Volumes on promotions.

Importing Returned Volumes from ERP

Returned Volumes are imported to effectmanager from the same file as Sales In and Net Sales.
The below criteria are described based on all 3 volumes being in the import file.

⚠️ **OBS!** Returned Volumes are maintained on Consumer Units. In the import file, you must insert Product EAN for lines with Returned Volumes.

Volumes from ERP must be imported to our FTP server: consit.effectmanager.dk (credentials is provided by effectmanager)

Volumes exported from your ERP system must be in this format:

File Format: CSV with semicolon separator
Sales In Number Format: 1000
Returned Volumes Number Format: 1000
Net Sales Number Format: 1,000.00
File Name Format: SalesIn_PlanID_YYYYMMDD (PlanID is provided by effectmanager)
Date Format: YYYYMMDD

TEMPLATE for Sales In from ERP: Find it in the effectmanager knowledge base

⚠️ **OBS!** If you do not which to import Sales In or Net Sales, the columns must still be in the file for effectmanager to accept it. But volumes must equal 0 or be empty.

1. Returned Volumes are imported to the effectmanager FTP server from your ERP system every night and must contain Sales In, Returned Volumes, and Net Sales from the last 7 days.

2. When your volume file is imported to the effectmanager you will receive an email notification to the contact provided to effectmanager. This mail will inform you if the file was successful or unsuccessful.

NB! If the file was unsuccessful you must react to the errors in the email, because your Sales In, Returned Volume, and Net Sales are not imported.

Returned Volumes are imported to the effectmanager Returned Volumes database on a daily level and mapped to consumer units in effectmanager using the Product EAN, as Returned Volumes are always updated on promotions using the Consumer Unit.

3. When Returned Volumes are imported to effectmanager, you can have the volumes imported to completed promotions in effectmanager.

If you need a guide on how to use Returned Volumes on promotion in effectmanager, please see our guide How to use Returned Volumes on promotions
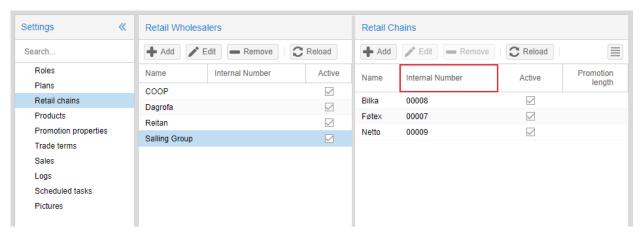
If you need a guide for setting up automatic update of returned volumes, please see our guide How Sales are automatically updated on completed promotions
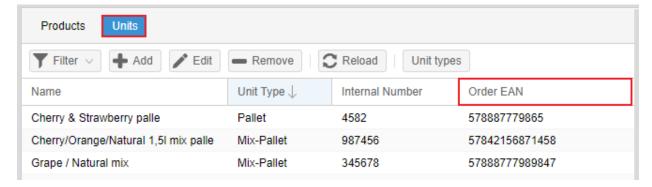
Sales In file format - Column description

TEMPLATE_-_SalesIn_PlanID_YYYYMMDD.csv

```
1  CHAINID;DATE;EAN;QUANTITY;RETURNED_QUANTITY;NET_SALES
2  00008;20200418;579988776655443;10;2;1,369.59
3  00008;20200419;579988776655443;15;0;258.36
4  00008;20200420;579988776655443;7;1;26.98
5  00008;20200418;578887779865;13;0;12,3226.89
6  00008;20200419;578887779865;3;0;25,659.50
7  00008;20200420;578887779865;5;0;52.69
```

Column A: ChainID - corresponds to the Internal Number from Retail Chains Settings in effectmanager.

Column B: Date

Column C: EAN - corresponds to the Unit Order EAN in effectmanager.

Column D: Quantity in Order Units.

Column E: Returned Quantity in Consumer Units

Column F: Net Sales in Liters