# Nota Fácil - Como criar um documento de devolução.

<br/> Ouça este artigo: <audio src="/download/attachments/326765673/Áudio - Nota Fácil - Como criar um documento de devolução.mp3" controls> Your browser does not support the HTML5 audio element </audio>  <hr/> <br/> <h3 class="auto-cursor-target" id="NotaFácilComocriarumdocumentodedevolução.-SaibacomofazerumadevoluçãonoNotaFácil:">Saiba como fazer uma devolução no Nota Fácil:</h3><ol><li>Acesse o Nota Fácil e clique sobre o ícone <img class="confluence-embedded-image confluence-thumbnail" draggable="false" height="72" src="/download/thumbnails/326765673/image2022-11-17_9-54-48.png?version=1&modificationDate=1772632768728&api=v2" data-image-src="/download/attachments/326765673/image2022-11-17_9-54-48.png?version=1&modificationDate=1772632768728&api=v2" data-unresolved-comment-count="0" data-linked-resource-id="326765681" data-linked-resource-version="1" data-linked-resource-type="attachment" data-linked-resource-default-alias="image2022-11-17_9-54-48.png" data-base-url="https://ajuda.alterdata.com.br" data-linked-resource-content-type="image/png" data-linked-resource-container-id="326765673" data-linked-resource-container-version="1" alt="">.</li><li>Após abrir a tela, informe o número do documento no campo <img class="confluence-embedded-image" draggable="false" height="31" src="/download/attachments/326765673/image2022-11-17_9-55-16.png?version=1&modificationDate=1772632768710&api=v2" data-image-src="/download/attachments/326765673/image2022-11-17_9-55-16.png?version=1&modificationDate=1772632768710&api=v2" data-unresolved-comment-count="0" data-linked-resource-id="326765680" data-linked-resource-version="1" data-linked-resource-type="attachment" data-linked-resource-default-alias="image2022-11-17_9-55-16.png" data-base-url="https://ajuda.alterdata.com.br" data-linked-resource-content-type="image/png" data-linked-resource-container-id="326765673" data-linked-resource-container-version="1" alt="">.</li><li>Caso não saiba o número do documento, clique sobre a <img class="confluence-embedded-image confluence-thumbnail" draggable="false" height="26" src="/download/thumbnails/326765673/image2022-11-17_9-57-11.png?version=1&modificationDate=1772632768690&api=v2" data-image-src="/download/attachments/326765673/image2022-11-17_9-57-11.png?version=1&modificationDate=1772632768690&api=v2" data-unresolved-comment-count="0" data-linked-resource-id="326765679" data-linked-resource-version="1" data-linked-resource-type="attachment" data-linked-resource-default-alias="image2022-11-17_9-57-11.png" data-base-url="https://ajuda.alterdata.com.br" data-linked-resource-content-type="image/png" data-linked-resource-container-id="326765673" data-linked-resource-container-version="1" alt="">e poderá localizar o documento informando a data, chave de acesso, cliente/fornecedor/funcionário e vendedor. </li><li>Após inserir o número do documento, será exibida a mensagem se deseja listar todos os itens, clique em <img class="confluence-embedded-image confluence-thumbnail" draggable="false" height="30" src="/download/thumbnails/326765673/image2022-11-17_10-0-25.png?version=1&modificationDate=1772632768648&api=v2" data-image-src="/download/attachments/326765673/image2022-11-17_10-0-25.png?version=1&modificationDate=1772632768648&api=v2" data-unresolved-comment-count="0" data-linked-resource-id="326765677" data-linked-resource-version="1" data-linked-resource-type="attachment" data-linked-resource-default-alias="image2022-11-17_10-0-25.png" data-base-url="https://ajuda.alterdata.com.br" data-linked-resource-content-type="image/png" data-linked-resource-container-id="326765673" data-linked-resource-container-version="1" alt="">.</li><li>Serão listados todos os itens e o cliente.</li><li>Caso tenha algum item da listagem que não será devolvido, basta selecionar o item e clicar no ícone <img class="confluence-embedded-image confluence-thumbnail" draggable="false" height="28" src="/download/thumbnails/326765673/image2022-11-17_10-1-1.png?version=1&modificationDate=1772632768630&api=v2" data-image-src="/download/attachments/326765673/image2022-11-17_10-1-1.png?version=1&modificationDate=1772632768630&api=v2" data-unresolved-comment-count="0" data-linked-resource-id="326765676" data-linked-resource-version="1" data-linked-resource-type="attachment" data-linked-resource-default-alias="image2022-11-17_10-1-1.png" data-base-url="https://ajuda.alterdata.com.br" data-linked-resource-content-type="image/png" data-linked-resource-container-id="326765673" data-linked-resource-container-version="1" alt=""> para removê-lo da listagem.</li><li>Logo após, clique em <img class="confluence-embedded-image confluence-thumbnail" draggable="false" height="34" src="/download/thumbnails/326765673/image2022-11-17_9-59-13.png?version=1&modificationDate=1772632768667&api=v2" data-image-src="/download/attachments/326765673/image2022-11-17_9-59-13.png?version=1&modificationDate=1772632768667&api=v2" data-unresolved-comment-count="0" data-linked-resource-id="326765678" data-linked-resource-version="1" data-linked-resource-type="attachment" data-linked-resource-default-alias="image2022-11-17_9-59-13.png" data-base-url="https://ajuda.alterdata.com.br" data-linked-resource-content-type="image/png" data-linked-resource-container-id="326765673" data-linked-resource-container-version="1" alt="">.<br/></li><li>Será aberta uma tela com os títulos do documento, onde você poderá excluí-los ou mantê-los inalterados.</li><li>Caso o documento não tenha títulos, basta confirmar. </li><li>Em seguida, será aberta a tela para informar a forma de pagamento.</li><li> Após informar, clique em CONFIRMAR (F10). </li></ol> <br/> Caso não tenha o número do cupom para a Devolução, poderá ser feita manualmente na mesma tela selecionando o cliente <img class="confluence-embedded-image confluence-thumbnail" draggable="false" height="41" src="/download/thumbnails/326765673/image2022-11-17_10-12-36.png?version=1&modificationDate=1772632768536&api=v2" data-image-src="/download/attachments/326765673/image2022-11-17_10-12-36.png?version=1&modificationDate=1772632768536&api=v2" data-unresolved-comment-count="0" data-linked-resource-id="326765674" data-linked-resource-version="1" data-linked-resource-type="attachment" data-linked-resource-default-alias="image2022-11-17_10-12-36.png" data-base-url="https://ajuda.alterdata.com.br" data-linked-resource-content-type="image/png" data-linked-resource-container-id="326765673" data-linked-resource-container-version="1" alt=""> e os itens da devolução no campo <img class="confluence-embedded-image confluence-thumbnail" draggable="false" height="28" src="/download/thumbnails/326765673/image2022-11-17_10-12-6.png?version=1&modificationDate=1772632768592&api=v2" data-image-src="/download/attachments/326765673/image2022-11-17_10-12-6.png?version=1&modificationDate=1772632768592&api=v2" data-unresolved-comment-count="0" data-linked-resource-id="326765675" data-linked-resource-version="1" data-linked-resource-type="attachment" data-linked-resource-default-alias="image2022-11-17_10-12-6.png" data-base-url="https://ajuda.alterdata.com.br" data-linked-resource-content-type="image/png" data-linked-resource-container-id="326765673" data-linked-resource-container-version="1" alt="">. <br/> <br/> <table class="relative-table confluenceTable" style="width: 37.4718%;"><colgroup><col style="width: 100.0%;"/></colgroup><tbody><tr><th class="confluenceTh"><img class="emoticon emoticon-light-on" src="/s/-497tp/9012/1ca6q62/_/images/icons/emoticons/lightbulb_on.svg" data-emoticon-name="light-on" alt="(ideia)" data-emoji-short-name=":light-on:" /> Para saber como Gerar NFe desse documento - <a href="https://ajuda.alterdata.com.br/pages/viewpage.action?pageId=73236939" rel="nofollow">Clique Aqui</a></th></tr></tbody></table> <br/><br/> Autor do artigo: Caroline.sup.shop <br/> <br/> <br/>       <!-- Global site tag (gtag.js) - Google Analytics --> <script async src="https://www.googletagmanager.com/gtag/js?id=UA-

193974933-1"></script> <script> window.dataLayer = window.dataLayer || []; function gtag2(){dataLayer.push(arguments);} gtag2('js', new Date()); gtag2('config', 'UA-193974933-1'); function gtagevents (action,category) { console.log(category + ':' + action); gtag2('event',action,{event_category: category,event_label: document.title}); }; </script> <script src="https://player.vimeo.com/api/player.js"></script> <script> (function(){ // RASTREIO DE USO DO VÍDEO function gtagvideo(action){ gtagevents(action,'Video') } var iframe = document.querySelector('iframe'); var player = new Vimeo.Player (iframe); var seeking = false; var priorTime = 0; var currentTime = 0; var reportouFinalDoConteudo = false; // se pausar o play é acionado também. player.on('play', function(data) { if(data.seconds == 0){ gtagvideo('video-iniciado'); } priorTime = data.seconds; }); player.on('ended', function() { gtagvideo('video-finalizado'); }); //seeking e timeupdate são disparados juntos, logo o tempo dos 2 é atualizado também. Preciso garantir que a variavel starttime seja atualizada ordenadamente (sempre antes ou após o seeking). // pra isso preciso setar uma variavel no timeupdate e ler no seeking para garantir a ordem. Se ela estiver false será alterada na próxima iteração. player.on('seeking', function(data) { seeking = true; }); player.on ('pause',function(data){ gtagvideo('video-pausado'); }); player.on('timeupdate', function(data) { if(seeking){ if(currentTime < priorTime){ gtagvideo ('video-voltando'); } if(currentTime > priorTime){ gtagvideo('video-avancando') } seeking = false; } priorTime = currentTime; currentTime = data. seconds; var finalDoConteudo = (data.duration - data.seconds) < 5; if(finalDoConteudo && !reportouFinalDoConteudo){ gtagvideo('conteudo-finalizado') reportouFinalDoConteudo = true; } }); player.on('fullscreenchange', function() { gtagvideo('video-fullscreen'); }); })(); </script> <script> // RASTREIO DO USO DE AUDIO (function(){ function gtagaudio(action){ gtagevents(action,'Audio') } var audio = document.querySelector("audio"); var seeking = false; var priorTime = 0; var currentTime = 0; audio.addEventListener('play',function(){ if(audio.currentTime == 0){ gtagaudio('audio-iniciado'); } priorTime = audio.currentTime; }); audio.addEventListener('ended',function(){ gtagaudio('audio-finalizado'); }); audio.addEventListener ('pause',function(){ gtagaudio('audio-pausado'); }); audio.addEventListener('seeking', function(data) { seeking = true; }); audio.addEventListener ('timeupdate', function(data) { if(seeking){ if(currentTime < priorTime){ gtagaudio('audio-voltando'); } if(currentTime > priorTime){ gtagaudio('audio-avancando') } seeking = false; } priorTime = currentTime; currentTime = audio.currentTime; }); })(); </script> <script> (function(){ var terminou = false; //RASTREIO DE LEITURA ATÉ O FINAL DA PÁGINA document.addEventListener('scroll',() => { if(document.getElementById('text-end'). getBoundingClientRect().top < window.innerHeight){ if(!terminou){ terminou = true; gtagevents('artigo-lido','Pagina') } }else{ terminou = false; } }); })(); < /script>       </body> </html>