DAC
User Guide

Returns Management

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Returns Management

Returns Management, an optional DAC module, is used to handle the return of items from customers to the warehouse. This includes return requests initially created at the customer site using remote communication by a sales representative, and those entered at the warehouse on the request of a customer or sales rep.

If the UST Credits Import optional module is used to process the returns from the distributor's customers to US Tobacco, a return request is automatically generated for creating the customer's credit memo. Refer to Appendix E: UST Credits Import of the Billing document for information about this DAC optional module.

The following tasks must be completed before using the Returns Management applications:

- Add a DAMAGE location. Refer to Adding Location Records of the Warehousing document for additional information.
- Enter values for the fields of the SYS045 (Returns Management) default system option as necessary. Refer to the DAC Default System Options document for additional information.
- Add new billing reason records for designating how returned inventory is handled when credits are processed through Returns Management. Refer to Adding Billing Reasons below.
- Use the **Product Audit Method** field of vendors' spoils policy records as necessary. Refer to Defining A Vendor's Spoil Policy below.

These steps are followed when working with returns:

Step 1: Enter a return request with or without the use of a scanner. When a return request is entered for items that must be picked up for return, its status will be *OPEN*, and users continue with Step 2. When a return request is entered for items which have already been returned to the warehouse (with or without the use of a scanner), the request will have a status of *PUTAWAY*, and users continue with Step 6 below.
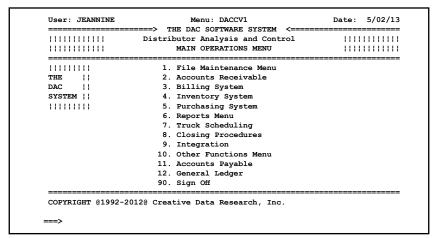
If the UST Credits Import module is used, return requests with an *OPEN* status will automatically appear on the Work With Returns screen, and users continue with Step 5 below.

Step 2: Users can manually print a pickup request document, or wait until an invoice is printed for the customer. Pickup request documents are automatically printed for return requests (with an *OPEN* status) the next time any invoice is printed for the customer. In both instances, the request's status changes from *OPEN* to *PICKUP*.

Step 3: Check in the returned items of a return request with a *PICKUP* status. The return request's status changes from *PICKUP* to *PUTAWAY.*

Step 4: Exceptions in a return request with a *PUTAWAY* status must be accepted by the user when the request includes a item that was never returned; otherwise, a credit request cannot be created for the return.

Step 5: Receive return requests with an *OPEN* status which are automatically created when the UST Credits Import module is used. This step changes their status to *PUTAWAY*.

Step 6: Print a putaway document, and change the return request from *PUTAWAY* TO *CRREADY.* This should never be done until the returned items are ready to be returned to inventory because on-hand inventories are adjusted at the same time.

Step 7: Print a credit ready report if desired.

Step 8: Create a credit memo which is ready for invoicing. This step changes the return request from *CRREADY* to *CRMEMO.*

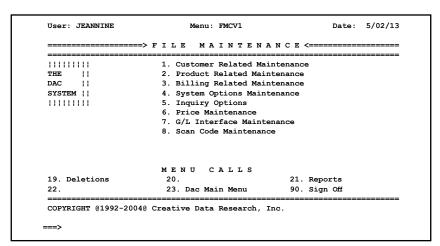**Step 9**: Print a returns exception report if desired.

Adding Billing Reasons

New billing reason records should be added for use exclusively with credits that are processed through the Returns Management module. To "keep it simple," it is recommended that a minimum number new billing reasons be added (see samples below).

The instructions below describe how the **Inven Affect** and the **Non Guarnt Credit** fields affect inventory when used with Returns Management. Before these fields can be used, *Y* must be entered for the **Display Inventory Effect?** field of the SYS045 (Returns Management) default system option. Refer to the DAC Default System Options document for additional information.

```
User: JEANNINE                  Menu: DACCV1                Date:  5/02/13
=====================>  THE DAC SOFTWARE SYSTEM  <=====================
!!!!!!!!!!!!!           Distributor Analysis and Control        !!!!!!!!!!!!!
!!!!!!!!!!!!!                 MAIN OPERATIONS MENU               !!!!!!!!!!!!!

======================================================================
!!!!!!!!!!              1. File Maintenance Menu
THE    !!               2. Accounts Receivable
DAC    !!               3. Billing System
SYSTEM !!               4. Inventory System
!!!!!!!!!!              5. Purchasing System
                        6. Reports Menu
                        7. Truck Scheduling
                        8. Closing Procedures
                        9. Integration
                       10. Other Functions Menu
                       11. Accounts Payable
                       12. General Ledger
                       90. Sign Off
======================================================================
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===>
```

1. Select option 1 (File Maintenance Menu) from the Main Operations Menu screen. The File Maintenance screen appears.

```
User: JEANNINE                  Menu: FMCV1                 Date:  5/02/13

==================> F I L E   M A I N T E N A N C E <==================
======================================================================
!!!!!!!!!!              1. Customer Related Maintenance
THE    !!               2. Product Related Maintenance
DAC    !!               3. Billing Related Maintenance
SYSTEM !!               4. System Options Maintenance
!!!!!!!!!!              5. Inquiry Options
                        6. Price Maintenance
                        7. G/L Interface Maintenance
                        8. Scan Code Maintenance



                     M E N U   C A L L S
19. Deletions          20.                      21. Reports
22.                    23. Dac Main Menu         90. Sign Off
======================================================================
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===>
```

2. Select option 3 (Billing Related Maintenance) from the File Maintenance screen. The Billing File Maintenance #1 screen appears.

```
User: JEANNINE              Menu: BFM1CV1              Date:  5/02/13

========>  B I L L I N G   F I L E   M A I N T E N A N C E  #1  <=========
==========================================================================
!!!!!!!!!    1. Work with Customer Contracts      12. Contract Overview
THE    !!    2. Work with Billing Matrix Contracts 13. Product Eligibility
DAC    !!    3. Work with Retail Contracts        14. PAR Item Inventory
SYSTEM !!    4. Work with Selling Allowances
!!!!!!!!!    5. Work with Commissions
             6. Edit Minimum Order Charges
             7. Work with Customer/Item Flags
             8. Work with Rebates
             9. Work with Advance Disposal Fee
            10. Edit Order Header Codes
            11. Work with Qty Break Pricing
                    M E N U   C A L L S
19. BF Maintenance #2   20. Billing System      21. Billing Reports
22. File Maintenance    23. Dac Main Menu        90. Sign Off
==========================================================================
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==>
```

3. Select option 19 (BF Maintenance #2) from the Billing File Maintenance #1 screen. The Billing File Maintenance #2 screen appears.

```
User: JEANNINE              Menu: BFM2CV1              Date:  5/02/13

========>  B I L L I N G   F I L E   M A I N T E N A N C E  #2  <=========
==========================================================================
!!!!!!!!!        1. Work With Customer Category Descs.
THE    !!        2. Work With Customer Categories
DAC    !!        3. Update C/I File With Customer Categories
SYSTEM !!        4. Create/Update Authorized Item Records
!!!!!!!!!        5. Edit Billing Reasons
                 6. Work With Invoice Boxes
                 7. Define Invoice Boxes
                 8. Define Invoice Messages
                 9. Order Status Change(Caution!!!)
                10. Work With Customer Invoice Options
                11. Work With Special Billing Charges
                    M E N U   C A L L S
19. VoCollect Maint    20. Billing System      21. Billing Reports
22. File Maintenance   23. Dac Main Menu        90. Sign Off
==========================================================================
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===>
```

4. Select option 5 (Edit Billing Reasons) from the Billing File Maintenance #2 screen. The Edit Billing Reasons screen appears with the billing reason records previously entered for use when entering credits (and cancelling orders) with the Billing System.

```
BSC6EFR     CHANGE   CDR Customer Conference          5/02/13 12:37:07
                        Edit Billing Reasons

Billing Reason .  _     Note: Restock option applies to credit memos
                              and canceling orders.

Type options, press Enter.
D=Delete request

? R   Billing Reason Desc.      Restock Inventory/     Restk  Inven  Non
                                Apply Restock Fee      Pct.   Affect Guarnt
                                                                     Credit
_ C Cancelled Order             Y Restock/Apply Fee    _____  _     _
_ D Damaged                     N No Restock/Apply Fee _____  _     _
_ G Good Merchandise            Y Restock/Apply Fee    _____  _     _
_ M Merged with another order   D No Restock/Dont Apply Fee _____  _  _
_ N Not guaranteed              N No Restock/Apply Fee _____  _     _
_ O Out Of Date                 N No Restock/Apply Fee _____  _     _
_ R Rebate Credit               D No Restock/Dont Apply Fee _____  _  _
_ S Customer Overstocked        Y Restock/Apply Fee    _____  _     _
_ W Wrong Item Shipped          R Restock/Don't Apply Fee _____  _  _  +

F3=Exit   F6=Print   F9=Go to 'Add' mode
```

5. Press F9 (Go to 'Add' mode).

```
BSC6EFR     ADD      CDR Customer Conference              5/02/13 12:41:53
                              Edit Billing Reasons

                        Note: Restock option applies to credit memos
                              and canceling orders.

Type options, press Enter.
D=Delete request

? R   Billing Reason Desc.     Restock Inventory/        Restk  Inven   Non
                               Apply Restock Fee          Pct.  Affect Guarnt
                                                                       Credit

_ _ _____ _                               _____   _      _
_ _ _____ _                               _____   _      _
_ _ _____ _                               _____   _      _
_ _ _____ _                               _____   _      _
_ _ _____ _                               _____   _      _
_ _ _____ _                               _____   _      _
_ _ _____ _                               _____   _      _
_ _ _____ _                               _____   _      _ +
_ _ _____ _                               _____   _      _

F3=Exit    F6=Print    F9=Go to 'Change' mode
```

6. Enter a unique billing reason code for the **R** (1,a) field, and a description for the **Billing Reason Desc.** (25,a) field (see examples below). Using numbers for the reason code is recommended to more clearly designate the new Returns Management billing reasons from the Billing System billing reasons.

7. Enter one of the following for the **Restock Inventory/Apply Restock Fee** (1,a) field to designate if a restocking fee is charged:
   • *D* - no fee applied.
   • *N* - fee is applied.

8. If necessary, enter the percentage of the billing price used to calculate the restocking fee for the **Restk Pct.** (5.2,n) field. A restocking fee can only charged if *N* is entered for the **Restock Inventory/Apply Restock Fee** field. If *100* is entered for the the **Restk Pct.** field, no credit will be given for a returned item when the billing reason is used.

9. Enter *Y* for the **Inven Affect** (1,a) field to designate that an item is returned to inventory when the reason is used.

10. Enter *Y* for the **Non Guarnt Credit** (1,a) field to designate that credit is given for items which are not guaranteed for return when the reason is used. Refer to Working With Item Records of the Item File Maintenance document for additional information.

11. Enter *P* for the **Non Guarnt Credit** (1,a) field of a one (and only one) billing reason for use when mis-picked items are picked up and no credit is given. Inventory is never affected when this reason is used.

12. Repeat the previous steps to continue adding billing reason records for use with Returns management.

13. Press <Enter> when data entry is complete. The following descriptions appear for the **Restock Inventory/Apply Restock Fee** field:
   • *No Restock/Dont Apply Fee* for *D*
   • *No Restock/Apply Fee* for *N*

14. Press <Enter> when prompted to comfirm. The Edit Billing Reasons screen is redisplayed without the previously entered data. To display the new billing reason records, press <F9> (Go to 'Change' mode), and use <Page Down> if necessary.

```
BSC6EFR    CHANGE  CDR Customer Conference                    5/02/13 16:36:05
                             Edit Billing Reasons

Billing Reason .        Note: Restock option applies to credit memos
                              and canceling orders.

Type options, press Enter.
D=Delete request

? R   Billing Reason Desc.     Restock Inventory/        Restk  Inven   Non
                               Apply Restock Fee          Pct.  Affect Guarnt
                                                                       Credit
_ 1 Ship Error Return to Inv  D No Restock/Dont Apply Fee _____    Y     _
_ 2 Damaged NOT back to Inv   D No Restock/Dont Apply Fee _____    N     _
_ 3 Order Error Return to Inv D No Restock/Dont Apply Fee _____    Y     _
_ 4 Refused Return to Inv     N No Restock/Apply Fee      _____    Y     _
_ 5 Mis-pick                  D No Restock/Dont Apply Fee _____    _     P




F3=Exit    F6=Print    F9=Go to 'Add' mode
```

15. Press <F3> to exit.

Defining A Vendor's Spoils Policy

A vendor's spoils policy can be used to designate how the return of unsellable items are handled.

Refer to the DAC Default System Options document for information about using the **Default Damage Placement** field of SYS045 (Returns Management) to designate how inventory is handled when a spoils policy is not used.
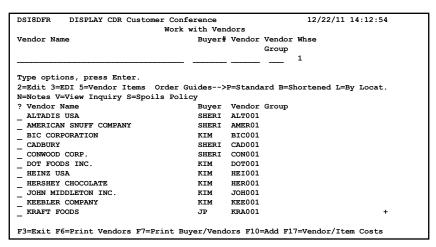
1. Select option 5 (Purchasing System) from the Main Operations Menu screen. The Purchasing screen appears.

```
 User: JEANNINE              Menu: PUCV1              Date: 12/22/11

 ====================> P U R C H A S I N G <=====================
 ================================================================
 !!!!!!!!!!   1. Work With Purchase Orders      12. Import Costs
 THE    !!   2. Work With Vendors
 DAC    !!   3. Work With Items
 SYSTEM !!   4. Work With Buyer Control File
 !!!!!!!!!!   5. Work With Buying Allowances
             6. Work With Dock Receiving
             7. Work With A/P Transfers
             8. Work With RF Receiving
             9. Work With Buyer Messages
            10. Vendor Receivables
            11. Work With Vendor Groups
                      M E N U   C A L L S
 19. Truck Scheduling    20. A/P Menu          21. Purchasing Reports
 22. Inventory Menu      23. Dac Main Menu      90. Sign Off
 ================================================================
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 ==>
```

2. Select option 2 (Work With Vendors) from the Purchasing screen. The Work With Vendors screen appears.

```
 DSI8DFR    DISPLAY CDR Customer Conference          12/22/11 14:12:54
                        Work with Vendors
 Vendor Name                     Buyer# Vendor Vendor Whse
                                               Group
                                                 1
 _____  _____ _____  ___
 Type options, press Enter.
 2=Edit 3=EDI 5=Vendor Items  Order Guides-->P=Standard B=Shortened L=By Locat.
 N=Notes V=View Inquiry S=Spoils Policy
 ? Vendor Name                   Buyer  Vendor Group
 _ ALTADIS USA                   SHERI  ALT001
 _ AMERICAN SNUFF COMPANY        SHERI  AMER01
 _ BIC CORPORATION               KIM    BIC001
 _ CADBURY                       SHERI  CAD001
 _ CONWOOD CORP.                 SHERI  CON001
 _ DOT FOODS INC.                KIM    DOT001
 _ HEINZ USA                     KIM    HEI001
 _ HERSHEY CHOCOLATE             KIM    HER001
 _ JOHN MIDDLETON INC.           KIM    JOH001
 _ KEEBLER COMPANY               KIM    KEE001
 _ KRAFT FOODS                   JP     KRA001                     +

 F3=Exit F6=Print Vendors F7=Print Buyer/Vendors F10=Add F17=Vendor/Item Costs
```

3. Enter *S* (Spoils Policy) in the selection column next to the desired vendor, and press <Enter>. The Edit Spoils Policy Details screen appears.

```
GWD6E1R     CHANGE  CDR Customer Conference              12/22/11 14:14:44
                            Edit Spoils Policy Details

 Vendor RJR100 R.J. REYNOLDS TOBACCO INC.

Type changes, press Enter.


  Product Audit Method .   _  (H=Hold, D=Destroy)

                                POLICY DESCRIPTION
 _____
 _____
 _____
 _____




F3=Exit   F11=Delete   F12=Key screen
```

4. Enter one of the following values for the **Product Audit Method** (1,a) field:

   - *D* (Destroy) designates that unsellable items returned by customers are not returned to the vendor. When the vendor's items are returned with a billing reason that specifies no restocking, *DESTROY* appears on the Putaway Document, and on-hand quantities are unchanged.

   - *H* (Hold) designates that unsellable items returned by customers are returned to the vendor. When the vendor's items are returned with a billing reason that specifies no restocking, the vendor's code appears on the Putaway Document, and the on-hand quantity of the *DAMAGE* location is changed.

   If the **Product Audit Method** field is blank, and a valid value is not entered for the **Default Damage Placement** field of SYS045 when the vendor's items are returned with a billing reason that specifies no restocking, the vendor's code appears on the Putaway Document, and the on-hand quantity of the *DAMAGE* location is changed.

5. Press <Enter> twice. The Work With Vendors screen appears.

6. Repeat the steps above to continue defining vendors' spoils policies, or press <F3> to exit.

Adding A Return Request For Unreturned Items

The instructions below describe adding a return request without the use of a scanner. When complete, the request will have an OPEN status, and users can print a pickup request document for it.
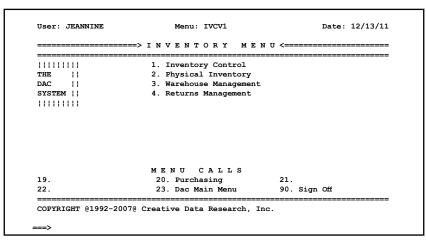
```
User: JEANNINE                Menu: DACCV1                 Date: 12/13/11
==================> THE DAC SOFTWARE SYSTEM <===================
¦¦¦¦¦¦¦¦¦¦¦¦        Distributor Analysis and Control        ¦¦¦¦¦¦¦¦¦¦¦¦
¦¦¦¦¦¦¦¦¦¦¦¦             MAIN OPERATIONS MENU               ¦¦¦¦¦¦¦¦¦¦¦¦
=================================================================
¦¦¦¦¦¦¦¦¦              1. File Maintenance Menu
THE    ¦¦              2. Accounts Receivable
DAC    ¦¦              3. Billing System
SYSTEM ¦¦              4. Inventory System
¦¦¦¦¦¦¦¦¦              5. Purchasing System
                      6. Reports Menu
                      7. Truck Scheduling
                      8. Closing Procedures
                      9. Integration
                     10. Other Functions Menu
                     11. Accounts Payable
                     12. General Ledger
                     90. Sign Off
=================================================================
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===>
```

1. Select option 4 (Inventory System) from the Main Operations Menu screen. The Inventory Menu screen appears.

```
User: JEANNINE                Menu: IVCV1                   Date: 12/13/11

==================> I N V E N T O R Y   M E N U <==================
=================================================================
¦¦¦¦¦¦¦¦¦              1. Inventory Control
THE    ¦¦              2. Physical Inventory
DAC    ¦¦              3. Warehouse Management
SYSTEM ¦¦              4. Returns Management
¦¦¦¦¦¦¦¦¦



                      M E N U   C A L L S
19.                   20. Purchasing          21.
22.                   23. Dac Main Menu       90. Sign Off
=================================================================
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===>
```

2. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```
User: JEANNINE                    Menu: RACV1                    Date: 12/13/11

        =============== R E T U R N S   M A N A G E M E N T ==================
        ====================================================================
        !!!!!!!!!!              1. Work with Returns
        THE    !!              2. Create Credits
        DAC    !!              3. Print Exceptions
        SYSTEM !!              4. UST Returns Import
        !!!!!!!!!!




                              M E N U   C A L L S
        19.                    20.                        21.
        22.                    23. Dac Main Menu          90. Sign Off
        ====================================================================
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          ===>
```

3. Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```
GWL8DFR    DISPLAY CDR Customer Conference              12/13/11 14:16:03
                            Work with Returns
Batch    Cust#   Date    Originator  Sts  W.H.
_____   _____  _____  _____      _         1

Type options, press Enter.
P=Print  Z=Edit Header Info.   2=Edit   5=Display  O=Reopen
?     Batch Cust#      Customer Name              Date      Status  WH
_         175 100301 THREE RIVERS CHEVRON        12/13/11   OPEN    1
  Originator 10     Checker       Msg
_         171 100002 DIANNE'S GROCERY            11/29/11   PICKUP  1
  Originator TIM    Checker       Msg BTN: LASD00996122










F3=Exit   F6=Print Putaway  F8=Check in Returns    F10=Add New Record
```

4. Press <F10> (Add New Record). The Start New Request screen appears.

```
GWMCPVR     ENTER   CDR Customer Conference              12/13/11 14:16:53
                            Start New Request

Type choices, press Enter.
WH 1       Entered JEANNI

Cust# _____        Order # _____  (Optional. For Pricing.)


Driver RTN = Y     _


Msg _____






F3=Exit  F4=Search  F10=Continue
```
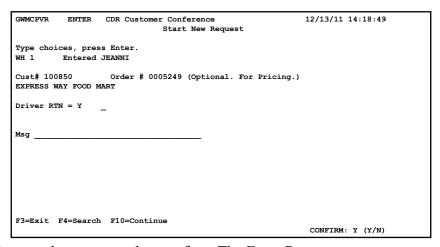
5. Enter a customer number for the **Cust#** (6,n) field, or press <F4> to select a customer from the Select Customer Master screen.

6. If necessary, enter the invoice number of the customer's order for the **Order #** (7,n) field, and press <Field Exit>. This ensures the correct pricing of the items, and prohibits the return of items not included in the designated order.

```
GWMCPVR     ENTER   CDR Customer Conference            12/13/11 14:18:49
                            Start New Request

Type choices, press Enter.
WH 1        Entered JEANNI

Cust# 100850        Order # 0005249 (Optional. For Pricing.)
EXPRESS WAY FOOD MART

Driver RTN = Y      _


Msg _____




F3=Exit  F4=Search  F10=Continue
```

Tip: If no message is required as described below, press <F10> to continue, and skip to step 9.

7. To print a message on the pickup request document, tab to the **Msg** (35,n) field to enter it. The message will also appear on the Credit Ready Report, the credit memo, and the Returns Exceptions report.

8. Press <F10> (Continue).

```
GWMCPVR     ENTER   CDR Customer Conference            12/13/11 14:18:49
                            Start New Request

Type choices, press Enter.
WH 1        Entered JEANNI

Cust# 100850        Order # 0005249 (Optional. For Pricing.)
EXPRESS WAY FOOD MART

Driver RTN = Y      _


Msg _____




F3=Exit  F4=Search  F10=Continue
                                          CONFIRM: Y (Y/N)
```

9. Press <Enter> when prompted to confirm. The Enter Returns screen appears with the *No data to display* message.

```
GWMDDFR     DISPLAY CDR Customer Conference                12/13/11 14:49:35
                              Enter Returns
_____
  Qty          U M   Rsn      Batch #  Order #
_____        _     _           186     5249 (For Pricing)
EXPRESS WAY FOOD MART

Type options, press Enter.
2=Edit  D=Delete










F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
No data to display.
```
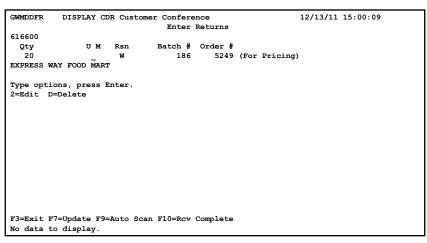
10. Enter a billing reason code for the Rsn (1,a) field, or press <F4> to select a reason code from the Select Billing Reasons screen.

11. Enter the item number of the item, or press <F4> to select the item from the Select Item By Description screen.

12. Enter the return quantity in the **Qty** (5,n) field, and press <Field Exit>.

```
GWMDDFR     DISPLAY CDR Customer Conference                12/13/11 15:00:09
                              Enter Returns
616600
  Qty          U M   Rsn      Batch #  Order #
   20         _     W           186     5249 (For Pricing)
EXPRESS WAY FOOD MART

Type options, press Enter.
2=Edit  D=Delete










F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
No data to display.
```
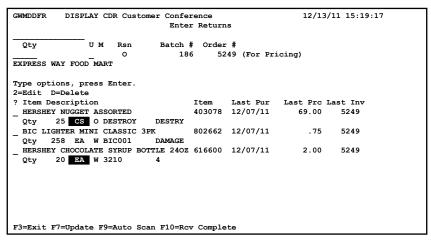
13. Enter the unit of measure of the item for the **U M** (1,n) field, and press <Enter>.

```
GWMDDFR     DISPLAY CDR Customer Conference                12/13/11 15:03:00
                              Enter Returns
_____
  Qty          U M   Rsn      Batch #  Order #
_____        _     W           186     5249 (For Pricing)
EXPRESS WAY FOOD MART

Type options, press Enter.
2=Edit  D=Delete
? Item Description                    Item    Last Pur  Last Prc Last Inv
_ HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ 616600  12/07/11     2.00    5249
  Qty    20  EA  W 3210      4






F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
```

14. Repeat the previous steps to continue adding items.

```
GWMDDFR    DISPLAY CDR Customer Conference             12/13/11 15:19:17
                         Enter Returns
_____
  Qty          U M   Rsn      Batch #  Order #
_____          _      O         186     5249 (For Pricing)
EXPRESS WAY FOOD MART

Type options, press Enter.
2=Edit  D=Delete
? Item Description                     Item    Last Pur   Last Prc Last Inv
_ HERSHEY NUGGET ASSORTED              403078  12/07/11      69.00    5249
  Qty    25  CS  O DESTROY    DESTRY
_ BIC LIGHTER MINI CLASSIC 3PK         802662  12/07/11        .75    5249
  Qty   258  EA  W BIC001     DAMAGE
_ HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ  616600  12/07/11       2.00    5249
  Qty    20  EA  W 3210       4




F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
```
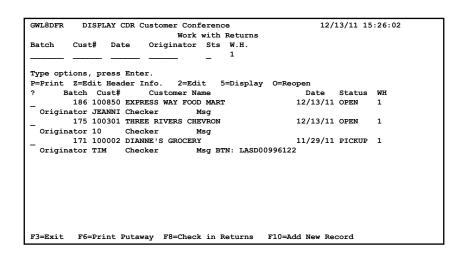
As illustrated above:
- All unit of measure abbreviations are highlighted except those of the lowest (U/M1).
- *DESTRY* appears when (1) an item is not guaranteed for return and the billing reason designates the item will not be restocked, and (2) the vendor's spoil policy method is destroy and the billing reason designates the item will not be restocked.
- *DAMAGE* appears when (1) the unit of measure is not sold by the distributor, and (2) vendor's spoil policy method is <u>not</u> destroy and the billing reason designates the item will not be restocked.

If an item was not previously purchased by the customer, its description will appear in a different color, and no values appear for the **Last Pur** and **Last Inv** fields on the Enter Returns screen.
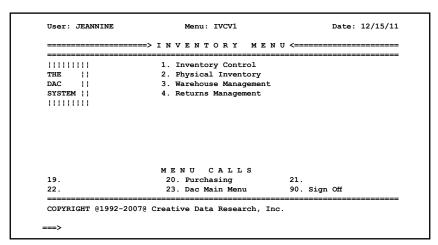
15. When data entry is complete, press <F3> to exit. The Work With Returns screen appears, and the return request's status is *OPEN*.

```
GWL8DFR    DISPLAY CDR Customer Conference             12/13/11 15:26:02
                         Work with Returns
Batch    Cust#   Date    Originator  Sts  W.H.
_____  _____  _____   _____      _    1

Type options, press Enter.
P=Print  Z=Edit Header Info.   2=Edit   5=Display  O=Reopen
?      Batch Cust#       Customer Name              Date     Status  WH
_        186 100850 EXPRESS WAY FOOD MART          12/13/11 OPEN      1
  Originator JEANNI Checker        Msg
_        175 100301 THREE RIVERS CHEVRON           12/13/11 OPEN      1
  Originator 10     Checker        Msg
_        171 100002 DIANNE'S GROCERY               11/29/11 PICKUP    1
  Originator TIM    Checker        Msg BTN: LASD00996122




F3=Exit   F6=Print Putaway  F8=Check in Returns   F10=Add New Record
```
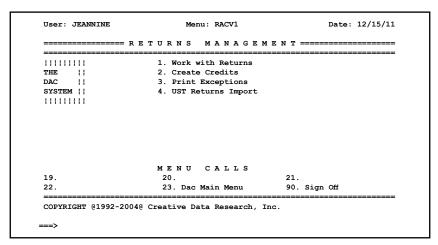
Adding A Request For Returned Items

The instructions below describe adding a return request without the use of a scanner. When complete, the request will have a PUTAWAY status, and a putaway document can be printed for it. If data entry is interrupted before the request is complete, it will have an ARRIVED status, and can be edited later to complete.

1. Select option 4 (Inventory System) from the Main Operations Menu screen. The Inventory Menu screen appears.

```
User: JEANNINE                Menu: IVCV1                Date: 12/15/11

==================> I N V E N T O R Y   M E N U <==================
==================================================================
!!!!!!!!!!          1. Inventory Control
THE     !!          2. Physical Inventory
DAC     !!          3. Warehouse Management
SYSTEM  !!          4. Returns Management
!!!!!!!!!!



                    M E N U   C A L L S
19.                 20. Purchasing          21.
22.                 23. Dac Main Menu       90. Sign Off
==================================================================
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===>
```

2. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```
User: JEANNINE                Menu: RACV1                Date: 12/15/11

================ R E T U R N S   M A N A G E M E N T ==================
==================================================================
!!!!!!!!!!          1. Work with Returns
THE     !!          2. Create Credits
DAC     !!          3. Print Exceptions
SYSTEM  !!          4. UST Returns Import
!!!!!!!!!!



                    M E N U   C A L L S
19.                 20.                     21.
22.                 23. Dac Main Menu       90. Sign Off
==================================================================
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===>
```

3. Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```
GWL8DFR    DISPLAY CDR Customer Conference               12/15/11 13:06:42
                              Work with Returns
Batch    Cust#   Date    Originator Sts  W.H.
_____   _____  _____  _____     _    1

Type options, press Enter.
P=Print  Z=Edit Header Info.    2=Edit   5=Display  O=Reopen
?      Batch Cust#      Customer Name              Date     Status   WH
_         187 800237 DANNY & CLYDE'S FOOD STORE #20    12/15/11 OPEN     1
  Originator 20     Checker       Msg
_         171 100002 DIANNE'S GROCERY                  11/29/11 PICKUP   1
  Originator TIM    Checker       Msg BTN: LASD00996122







F3=Exit   F6=Print Putaway  F8=Check in Returns    F10=Add New Record
```

4. Press <F10> (Add New Record). The Start New Request screen appears.

```
GWMCPVR      ENTER   CDR Customer Conference            12/15/11 13:07:54
                              Start New Request

Type choices, press Enter.
WH 1      Entered JEANNI

Cust# _____       Order # _____  (Optional. For Pricing.)


Driver RTN = Y    _


Msg _____




F3=Exit  F4=Search  F10=Continue
```

5. Enter a customer number for the **Cust#** (6,n) field, or press <F4> to select a customer from the Select Customer Master screen.

6. If necessary, enter the invoice number of the customer's order for the **Order #** (7,n) field, and press <Field Exit>. This ensures the correct pricing of the items, but also prohibits the return of items not included in the designated order.

7. Enter *Y* for the **Driver RTN = Y** (1,a) field, as illustrated below, to designate that the product has been returned to the warehouse.

```
GWMCPVR     ENTER   CDR Customer Conference              12/15/11 13:18:08
                             Start New Request

Type choices, press Enter.
WH 1       Entered JEANNI

Cust# 100850       Order #    5249 (Optional. For Pricing.)
EXPRESS WAY FOOD MART

Driver RTN = Y    Y


Msg _____





F3=Exit  F4=Search  F10=Continue
```

Tip: If no message is required as described below, press <F10> to continue, and skip to step 10.

8. To print a message on the pickup request document, tab to the **Msg** (35,n) field to enter it. The message will also appear on the Credit Ready Report, the credit memo, and the Returns Exceptions report.

9. Press <F10> (Continue).

```
GWMCPVR     ENTER   CDR Customer Conference              12/15/11 13:18:59
                             Start New Request

Type choices, press Enter.
WH 1       Entered JEANNI

Cust# 100850       Order #    5249 (Optional. For Pricing.)
EXPRESS WAY FOOD MART

Driver RTN = Y    Y


Msg _____





F3=Exit  F4=Search  F10=Continue
                                                CONFIRM: Y (Y/N)
```

10. Press <Enter> when prompted to confirm. The Enter Returns screen appears with the *No data to display* message.

```
GWMDDFR     DISPLAY CDR Customer Conference                12/15/11 13:20:15
                             Enter Returns
_____
  Qty           U M   Rsn      Batch #  Order #
_____        _    _           190     5249 (For Pricing)
EXPRESS WAY FOOD MART

Type options, press Enter.
2=Edit  D=Delete




F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
No data to display.
```
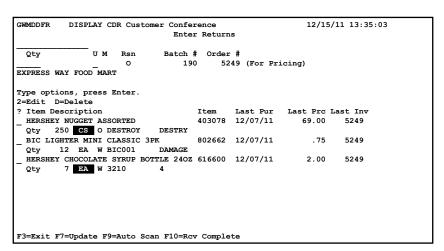
11. Enter a billing reason code for the Rsn (1,a) field, or press <F4> to select a reason code from the Select Billing Reasons screen.

12. Enter the item number of the item, or press <F4> to select the item from the Select Item By Description screen.

13. Enter the return quantity in the **Qty** (5,n) field, and press <Field Exit>.

```
GWMDDFR     DISPLAY CDR Customer Conference                12/15/11 13:20:15
                             Enter Returns
616600
  Qty           U M   Rsn      Batch #  Order #
   7           _    W           190     5249 (For Pricing)
EXPRESS WAY FOOD MART

Type options, press Enter.
2=Edit  D=Delete




F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
No data to display.
```

14. Enter the unit of measure of the item for the **U M** (1,n) field, and press <Enter>.

```
GWMDDFR     DISPLAY CDR Customer Conference                12/15/11 13:27:25
                             Enter Returns
_____
  Qty           U M   Rsn      Batch #  Order #
_____        _    W           190     5249 (For Pricing)
EXPRESS WAY FOOD MART

Type options, press Enter.
2=Edit  D=Delete
? Item Description                     Item     Last Pur   Last Prc Last Inv
_ HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ 616600  12/07/11      2.00     5249
  Qty     7  EA  W 3210      4




F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
```

15. Repeat the previous steps to continue adding items.

```
GWMDDFR    DISPLAY CDR Customer Conference                 12/15/11 13:35:03
                           Enter Returns

 _____
  Qty          U M   Rsn      Batch #  Order #
 _____        _     O          190     5249 (For Pricing)
EXPRESS WAY FOOD MART


Type options, press Enter.
2=Edit  D=Delete
? Item Description                  Item     Last Pur   Last Prc Last Inv
_ HERSHEY NUGGET ASSORTED           403078   12/07/11     69.00    5249
  Qty   250 CS  O DESTROY   DESTRY
_ BIC LIGHTER MINI CLASSIC 3PK      802662   12/07/11       .75    5249
  Qty    12 EA  W BIC001     DAMAGE
_ HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ 616600 12/07/11      2.00    5249
  Qty     7 EA  W 3210       4




F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
```

As illustrated above:

- All unit of measure abbreviations are highlighted except those of the lowest (U/M1).
- *DESTRY* appears when (1) an item is not guaranteed for return and the billing reason designates the item will not be restocked, and (2) the vendor's spoil policy method is destroy and the billing reason designates the item will not be restocked.
- *DAMAGE* appears when (1) the unit of measure is not sold by the distributor, and (2) vendor's spoil policy method is <u>not</u> destroy and the billing reason designates the item will not be restocked.

If an item was not previously purchased by the customer, its description will appear in a different color, and no values appear for the **Last Pur** and **Last Inv** fields on the Enter Returns screen.

16. If necessary, press <F3> (Exit) to save the request before it is complete. It will appear on the Work With Returns screen with an ARRIVED status, and can be edited later to complete.

17. When all the returned items are scanned, press <F7> (Update) to exit. The TOTALS: Display screen appears.

```
   TOTALS: Display

 Total Qty      269

 Total Items      3
```

18. Press <Enter>.

```
  End Scanning

  1=Yes 2=NO ?
         _
```
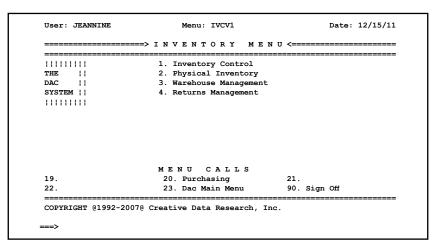
19. Enter *1* when the **End Scanning** message appears, and press <Enter>. The Work
     With Returns screen appears, and the return request's status is *PUTAWAY*.

```
GWL8DFR    DISPLAY CDR Customer Conference                12/15/11 13:48:22
                           Work with Returns
Batch    Cust#   Date    Originator  Sts  W.H.
_____  _____  _____   _____        _        1

Type options, press Enter.
P=Print  Z=Edit Header Info.   2=Edit   5=Display  O=Reopen
?      Batch  Cust#     Customer Name             Date    Status  WH
_ DR    190 100850 EXPRESS WAY FOOD MART          12/15/11 PUTAWAY 1
  Originator JEANNI  Checker JEANNI Msg
_       187 800237 DANNY & CLYDE'S FOOD STORE #20  12/15/11 OPEN    1
  Originator 20      Checker       Msg
_       171 100002 DIANNE'S GROCERY               11/29/11 PICKUP  1
  Originator TIM     Checker       Msg BTN: LASD00996122




F3=Exit    F6=Print Putaway  F8=Check in Returns   F10=Add New Record
```
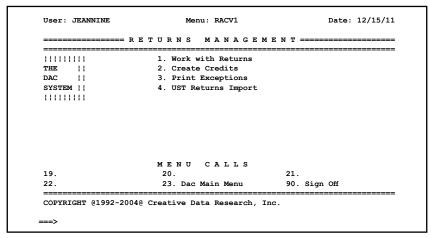
Adding A Request For Returned Items Using A Scanner

The instructions below describe adding a return request with the use of a scanner. When complete, the request will have a PUTAWAY status, and a putaway document can be printed for it.

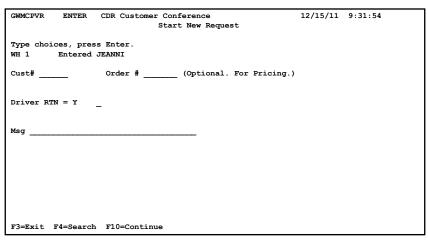1. Select option 4 (Inventory System) from the Main Operations Menu screen. The Inventory Menu screen appears.

```
User: JEANNINE              Menu: IVCV1              Date: 12/15/11

====================> I N V E N T O R Y   M E N U <====================
======================================================================
¦¦¦¦¦¦¦¦¦              1. Inventory Control
THE    ¦¦              2. Physical Inventory
DAC    ¦¦              3. Warehouse Management
SYSTEM ¦¦              4. Returns Management
¦¦¦¦¦¦¦¦¦



                      M E N U   C A L L S
19.                   20. Purchasing          21.
22.                   23. Dac Main Menu       90. Sign Off
======================================================================
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===>
```

2. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```
User: JEANNINE              Menu: RACV1              Date: 12/15/11

================ R E T U R N S   M A N A G E M E N T ==================
======================================================================
¦¦¦¦¦¦¦¦¦              1. Work with Returns
THE    ¦¦              2. Create Credits
DAC    ¦¦              3. Print Exceptions
SYSTEM ¦¦              4. UST Returns Import
¦¦¦¦¦¦¦¦¦



                      M E N U   C A L L S
19.                   20.                     21.
22.                   23. Dac Main Menu       90. Sign Off
======================================================================
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===>
```

3. Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```
GWL8DFR    DISPLAY CDR Customer Conference               12/15/11  9:29:27
                            Work with Returns
Batch   Cust#   Date    Originator  Sts  W.H.
_____  _____  _____    _____        _     1

Type options, press Enter.
P=Print  Z=Edit Header Info.    2=Edit    5=Display  O=Reopen
?     Batch  Cust#      Customer Name               Date    Status  WH
_        187 800237 DANNY & CLYDE'S FOOD STORE #20    12/15/11 OPEN    1
  Originator 20      Checker        Msg
_        171 100002 DIANNE'S GROCERY                  11/29/11 PICKUP  1
  Originator TIM     Checker        Msg BTN: LASD00996122




F3=Exit    F6=Print Putaway  F8=Check in Returns    F10=Add New Record
```

4. Press <F10> (Add New Record). The Start New Request screen appears.

```
GWMCPVR     ENTER   CDR Customer Conference            12/15/11  9:31:54
                          Start New Request

Type choices, press Enter.
WH 1       Entered JEANNI

Cust# _____        Order # _____   (Optional. For Pricing.)


Driver RTN = Y    _


Msg _____




F3=Exit  F4=Search  F10=Continue
```

5. Enter a customer number for the **Cust#** (6,n) field, or press <F4> to select a customer from the Select Customer Master screen.

6. If necessary, enter the invoice number of the customer's order for the **Order #** (7,n) field, and press <Field Exit>. This ensures the correct pricing of the items, but also prohibits the return of items not included in the designated order.

7. Enter *Y* for the **Driver RTN = Y** (1,a) field, as illustrated below, to designate that the product has been returned to the warehouse.

```
GWMCPVR       ENTER    CDR Customer Conference              12/15/11  9:31:54
                              Start New Request

Type choices, press Enter.
WH 1       Entered JEANNI

Cust# 100850         Order # 0005249 (Optional. For Pricing.)


Driver RTN = Y    Y


Msg _____




F3=Exit  F4=Search  F10=Continue
```

> **Tip:** If no message is required as described below, press <F10> to continue, and skip to step 10.

8. To print a message on the pickup request document, tab to the **Msg** (35,n) field to enter it. The message will also appear on the Credit Ready Report, the credit memo, and the Returns Exceptions report.

9. Press <F10> (Continue).

```
GWMCPVR       ENTER    CDR Customer Conference              12/15/11  9:47:14
                              Start New Request

Type choices, press Enter.
WH 1       Entered JEANNI

Cust# 100850         Order #    5249 (Optional. For Pricing.)
EXPRESS WAY FOOD MART

Driver RTN = Y    Y


Msg _____




F3=Exit  F4=Search  F10=Continue
                                                      CONFIRM: Y (Y/N)
```

10. Press <Enter> when prompted to confirm. The Enter Returns screen appears with the *No data to display* message.

```
GWMDDFR    DISPLAY CDR Customer Conference                    12/15/11  9:48:59
                                Enter Returns
_____
  Qty          U M   Rsn      Batch #  Order #
_____         _     _          188      5249 (For Pricing)
EXPRESS WAY FOOD MART

Type options, press Enter.
2=Edit  D=Delete








F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
No data to display.
```
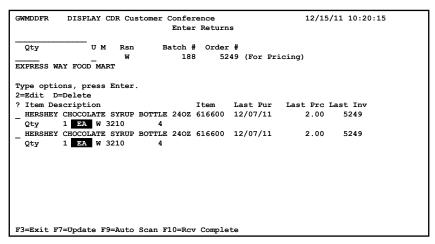
11. Enter a billing reason code for the Rsn (1,a) field, or press <F4> to select a reason code from the Select Billing Reasons screen.

12. Press <F9> (Auto Scan), and enter *1* when the **Auto Scan Mode ?** message appears.

```
  Auto Scan Mode ?

  1=Yes 2=NO 3=Enter Price
            1










```

13. Press <Enter>. The Enter Returns screen appears.

```
GWMDDFR    DISPLAY CDR Customer Conference                    12/15/11  9:55:48
                                Enter Returns
_____
  Qty          U M   Rsn      Batch #  Order #
_____         _     W          188      5249 (For Pricing)
EXPRESS WAY FOOD MART

Type options, press Enter.
2=Edit  D=Delete








F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
```

14. Begin scanning the UPCs of all the returned items.

```
GWMDDFR     DISPLAY CDR Customer Conference              12/15/11 10:20:15
                            Enter Returns

_____
  Qty           U M   Rsn      Batch #  Order #
_____        _       W          188     5249 (For Pricing)
EXPRESS WAY FOOD MART

Type options, press Enter.
2=Edit  D=Delete
? Item Description                    Item    Last Pur  Last Prc Last Inv
_  HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ 616600  12/07/11     2.00     5249
   Qty    1  EA  W 3210        4
_  HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ 616600  12/07/11     2.00     5249
   Qty    1  EA  W 3210        4




F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
```

When the same item is scanned repeatedly, multiple entries will appear with a return quantity of *1* for each. These entries will be combined into a single entry when the request is completed.

15. To enter items using a different reason code, tab to the **Rsn** (1,a) field *before* scanning the item, and enter the code.

```
GWMDDFR     DISPLAY CDR Customer Conference              12/15/11 10:20:15
                            Enter Returns

_____
  Qty           U M   Rsn      Batch #  Order #
_____        _       O          188     5249 (For Pricing)
EXPRESS WAY FOOD MART

Type options, press Enter.
2=Edit  D=Delete
? Item Description                    Item    Last Pur  Last Prc Last Inv
_  HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ 616600  12/07/11     2.00     5249
   Qty    1  EA  W 3210        4
_  HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ 616600  12/07/11     2.00     5249
   Qty    1  EA  W 3210        4




F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
```

Press <Enter> and resume scanning items.

```
GWMDDFR    DISPLAY CDR Customer Conference                12/15/11 10:27:45
                              Enter Returns
_____
  Qty            U M   Rsn      Batch #  Order #
_____           _       O         188    5249 (For Pricing)
EXPRESS WAY FOOD MART


Type options, press Enter.
2=Edit  D=Delete
? Item Description                      Item    Last Pur   Last Prc Last Inv
_ HERSHEY NUGGET ASSORTED               403078  12/07/11     69.00    5249
  Qty        1  CS  O DESTROY    DESTRY
_ BIC LIGHTER MINI CLASSIC 3PK          802662  12/07/11       .75    5249
  Qty        1  EA  O BIC001     DAMAGE
_ HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ 616600  12/07/11       2.00    5249
  Qty        1  EA  W 3210       4
_ HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ 616600  12/07/11       2.00    5249
  Qty        1  EA  W 3210       4




F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
```

As illustrated above:

- All unit of measure abbreviations are highlighted except those of the lowest (U/M1).
- *DESTRY* appears when (1) an item is not guaranteed for return and the billing reason designates the item will not be restocked, and (2) the vendor's spoil policy method is destroy and the billing reason designates the item will not be restocked.
- *DAMAGE* appears when (1) the unit of measure is not sold by the distributor, and (2) vendor's spoil policy method is <u>not</u> destroy and the billing reason designates the item will not be restocked.

If an item was not previously purchased by the customer, its description will appear in a different color, and no values appear for the **Last Pur** and **Last Inv** fields on the Enter Returns screen.

16. When all the returned items are scanned, press <F7> (Update) to exit. The TOTALS: Display screen appears.

```
  TOTALS: Display

Total Qty        4

Total Items      3
```

17. Press <Enter>.

```
End Scanning

1=Yes 2=NO ?
     _
```

18. Enter *1* when the **End Scanning** message appears, and press <Enter>. The Work
     With Returns screen appears, and the return request's status is *PUTAWAY*.

```
GWL8DFR   DISPLAY CDR Customer Conference                12/15/11 10:31:36
                             Work with Returns
Batch    Cust#   Date    Originator  Sts  W.H.
_____   _____  _____  _____      _    1

Type options, press Enter.
P=Print  Z=Edit Header Info.   2=Edit   5=Display  O=Reopen
?      Batch Cust#      Customer Name              Date     Status  WH
_ DR     188 100850 EXPRESS WAY FOOD MART          12/15/11 PUTAWAY 1
  Originator JEANNI  Checker JEANNI Msg
         187 800237 DANNY & CLYDE'S FOOD STORE #20 12/15/11 OPEN    1
  Originator 20      Checker        Msg
         171 100002 DIANNE'S GROCERY               11/29/11 PICKUP  1
  Originator TIM     Checker        Msg BTN: LASD00996122




  F3=Exit   F6=Print Putaway  F8=Check in Returns    F10=Add New Record
```

Editing A Return Request

The instructions below describe changing the reason code, unit of measure, and return quantity of an item; deleting items from a return request; and adding items to a return request.

```
     User: JEANNINE              Menu: RACV1                Date: 12/13/11

     ================= R E T U R N S    M A N A G E M E N T ==================
     =======================================================================
     !!!!!!!!!!            1. Work with Returns
     THE    !!            2. Create Credits
     DAC    !!            3. Print Exceptions
     SYSTEM !!            4. UST Returns Import
     !!!!!!!!!!




                           M E N U    C A L L S
     19.                  20.                    21.
     22.                  23. Dac Main Menu       90. Sign Off
     =======================================================================
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     ===>
```

1. Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```
GWL8DFR    DISPLAY CDR Customer Conference              12/13/11 10:05:23
                          Work with Returns
Batch    Cust#   Date    Originator  Sts  W.H.
_____  _____  _____  _____       _    1

Type options, press Enter.
P=Print  Z=Edit Header Info.   2=Edit    5=Display  O=Reopen
?      Batch  Cust#      Customer Name              Date     Status  WH
_        175 100301 THREE RIVERS CHEVRON           12/13/11 OPEN     1
  Originator 10     Checker        Msg
_        171 100002 DIANNE'S GROCERY               11/29/11 PICKUP   1
  Originator TIM    Checker        Msg BTN: LASD00996122








F3=Exit    F6=Print Putaway   F8=Check in Returns    F10=Add New Record
```

2. Locate the desired return request, enter 2 (Edit) in the selection column next to its Batch number, and press <Enter>. The Enter Returns screen appears.

```
GWMDDFR      DISPLAY CDR Customer Conference            12/13/11 10:06:09
                              Enter Returns

  _____
   Qty          U M   Rsn      Batch #
  _____         _     _          175
  _____
THREE RIVERS CHEVRON


Type options, press Enter.
2=Edit  D=Delete
? Item Description                   Item    Last Pur   Last Prc Last Inv
_ HERSHEY HUGS  12 OZ                439397  12/12/11     34.10    5246
  Qty     1  BAG W
_ HERSHEY KISSES  12 OZ              439394   3/21/11     70.20    3602
  Qty    10  CSE W








F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
```

3. To edit an item, enter *2* in the selection column next to its description.

```
GWMDDFR      DISPLAY CDR Customer Conference            12/13/11 10:06:09
                              Enter Returns

  _____
   Qty          U M   Rsn      Batch #
  _____         _     _          175
  _____
THREE RIVERS CHEVRON


Type options, press Enter.
2=Edit  D=Delete
? Item Description                   Item    Last Pur   Last Prc Last Inv
2 HERSHEY HUGS  12 OZ                439397  12/12/11     34.10    5246
  Qty     1  BAG W
_ HERSHEY KISSES  12 OZ              439394   3/21/11     70.20    3602
  Qty    10  CSE W








F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
```

4. Press <Enter>. The Edit Detail screen appears.

```
GWPTE1R      CHANGE  CDR Customer Conference            12/13/11 10:13:04
                              Edit Detail

Line      2

Type changes, press Enter.
Reason Code   W
Qty to Return      1
U/M to Return 2















F3=Exit    F11=Delete    F12=Key screen
```

5. Enter data for the following fields as necessary to make changes to the item:
    - **Reason Code** (1,a) - billing reason code.
    - **Qty to Return** (5,n) - return quantity.
    - **U/M to Return** (1,n) - unit of measure of the item.

6. Press <Enter> when data entry is complete.

```
GWPTE1R     CHANGE  CDR Customer Conference              12/13/11 10:14:12
                              Edit Detail

Line      2


Type changes, press Enter.
Reason Code   W
Qty to Return      2
U/M to Return 2

















F3=Exit    F11=Delete    F12=Key screen
                                                     CONFIRM: Y (Y/N)
```

7. Press <Enter> when prompted to confirm. The Enter Returns screen appears.

```
GWMDDFR     DISPLAY CDR Customer Conference             12/13/11 10:16:09
                              Enter Returns
_____
  Qty            U M   Rsn      Batch #
_____     _    _                 175
THREE RIVERS CHEVRON

Type options, press Enter.
2=Edit  D=Delete
? Item Description                   Item    Last Pur  Last Prc Last Inv
_ HERSHEY HUGS  12 OZ                439397  12/12/11    34.10    5246
  Qty     2  BAG W
_ HERSHEY KISSES  12 OZ              439394   3/21/11    70.20    3602
  Qty    10  CSE W







F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
```

8. To delete an item, enter *D* in the selection column next to its description.

```
GWMDDFR     DISPLAY CDR Customer Conference             12/13/11 10:31:53
                              Enter Returns
_____
  Qty            U M   Rsn      Batch #
_____     _    _                 175
THREE RIVERS CHEVRON

Type options, press Enter.
2=Edit  D=Delete
? Item Description                   Item    Last Pur  Last Prc Last Inv
_ HERSHEY HUGS  12 OZ                439397  12/12/11    34.10    5246
  Qty     2  BAG W
D HERSHEY KISSES  12 OZ              439394   3/21/11    70.20    3602
  Qty    10  CSE W







F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
```

9. Press <Enter>.

```
GWMDDFR     DISPLAY CDR Customer Conference                12/13/11 10:35:21
                          Enter Returns
_____
  Qty           U M   Rsn      Batch #
_____          _     _            175
THREE RIVERS CHEVRON

Type options, press Enter.
2=Edit  D=Delete
? Item Description                      Item    Last Pur   Last Prc Last Inv
_ HERSHEY HUGS  12 OZ                   439397  12/12/11     34.10    5246
  Qty     2  BAG W




F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
```

10. To add an item, enter the item number of the item, and data for the following fields:
    - **Qty** (5,n) - return quantity.
    - **U M** (1,n) - unit of measure of the item.
    - **Rsn** (1,a) - billing reason code.

```
GWMDDFR     DISPLAY CDR Customer Conference                12/13/11 10:35:21
                          Enter Returns
439336_____
  Qty           U M   Rsn      Batch #
1____          2     W            175
THREE RIVERS CHEVRON

Type options, press Enter.
2=Edit  D=Delete
? Item Description                      Item    Last Pur   Last Prc Last Inv
_ HERSHEY HUGS  12 OZ                   439397  12/12/11     34.10    5246
  Qty     2  BAG W




F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
```

11. Press <Enter> when data entry is complete.

```
GWMDDFR     DISPLAY CDR Customer Conference                12/13/11 10:42:07
                          Enter Returns
_____
  Qty           U M   Rsn      Batch #
_____          _     W            175
THREE RIVERS CHEVRON

Type options, press Enter.
2=Edit  D=Delete
? Item Description                      Item    Last Pur   Last Prc Last Inv
_ HERSHEY PLAIN GIANT BAR               439336   5/03/11     38.40    3795
  Qty     1  BOX W 3229       4
_ HERSHEY HUGS  12 OZ               .   439397  12/12/11     34.10    5246
  Qty     2  BAG W 3220       4




F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
```

12. Repeat the previous steps to continue editing the return request, or press <F3> to exit. The Work With Return screen appears.

Printing A Pickup Request Document

The instructions below describe manually printing a pickup request document after entering a return request when the items must be picked up for return to the warehouse.

Pickup request documents will be automatically printed for return requests (with an *OPEN* status) the next time any invoice is printed for the customer.

As illustrated in the example following the instructions:

- *Brk* appears next to the pickup quantity (**Qty** column) when the unit of measure returned is the lowest (U/M1).
- *CURRENT* appears in the **Date** column when pricing is derived from the item record, not from billing history, because it was not sold to this customer.
- *T* appears next to the extended price of an item to designate that sales tax was levied on the item.

```
User: JEANNINE                Menu: IVCV1                 Date:  9/14/07

==================> I N V E N T O R Y   M E N U <====================
=====================================================================
¦¦¦¦¦¦¦¦¦             1. Inventory Control
THE     ¦¦            2. Physical Inventory
DAC     ¦¦            3. Warehouse Management
SYSTEM ¦¦             4. Returns Management
¦¦¦¦¦¦¦¦¦



                       M E N U   C A L L S
19.                 20. Purchasing           21.
22.                 23. Dac Main Menu        90. Sign Off
=====================================================================
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===>
```

1. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```
User: JEANNINE                Menu: RACV1                 Date:  9/14/07

================= R E T U R N S   M A N A G E M E N T ==================
=====================================================================
¦¦¦¦¦¦¦¦¦             1. Work with Returns
THE     ¦¦            2. Create Credits
DAC     ¦¦            3. Print Exceptions
SYSTEM ¦¦
¦¦¦¦¦¦¦¦¦



                       M E N U   C A L L S
19.                 20.                      21.
22.                 23. Dac Main Menu        90. Sign Off
=====================================================================
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===>
```

2. Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```
GWL8DFR     DISPLAY Creative Data Research, Inc.            9/14/07  8:51:40
                              Work with Returns
Batch    Cust#   Date    Originator  Sts  W.H.
                                            1

Type options, press Enter.
P=Print  Z=Edit Header Info.   2=Edit   5=Display
?     Batch  Cust#       Customer Name               Date    Status  WH
        58 900300 USA CONVENIENCE STORE #300        9/14/07 OPEN     1
  Originator JEANNI Checker        Msg Pickup in front office
        57 100801 BARON EXPRESS #2 BP               9/13/07 OPEN     1
  Originator JEANNI Checker        Msg
DR      42 320001 BIG P MINI MART                   9/12/07 ARRIVED 1
  Originator JEANNI Checker        Msg
        12 770060 PACKS FOOD STORE                  9/10/07 PICKUP  1
  Originator JEANNI Checker        Msg




 F3=Exit   F6=Print Putaway  F8=Check in Returns    F10=Add New Record
```

3. Locate the desired return request with an *OPEN* status, and enter *P* (Print) in the selection column next to its Batch number. **Tip:** *P* can be entered for more than one request to print multiple documents.

```
GWL8DFR     DISPLAY Creative Data Research, Inc.            9/14/07  8:51:40
                              Work with Returns
Batch    Cust#   Date    Originator  Sts  W.H.
                                            1

Type options, press Enter.
P=Print  Z=Edit Header Info.   2=Edit   5=Display
?     Batch  Cust#       Customer Name               Date    Status  WH
P       58 900300 USA CONVENIENCE STORE #300        9/14/07 OPEN     1
  Originator JEANNI Checker        Msg Pickup in front office
        57 100801 BARON EXPRESS #2 BP               9/13/07 OPEN     1
  Originator JEANNI Checker        Msg
DR      42 320001 BIG P MINI MART                   9/12/07 ARRIVED 1
  Originator JEANNI Checker        Msg
        12 770060 PACKS FOOD STORE                  9/10/07 PICKUP  1
  Originator JEANNI Checker        Msg




 F3=Exit   F6=Print Putaway  F8=Check in Returns    F10=Add New Record
```

4. Press <Enter>. The status of the request changes to *PICKUP*.

```
GWL8DFR     DISPLAY Creative Data Research, Inc.            9/14/07  8:52:45
                              Work with Returns
Batch    Cust#   Date    Originator  Sts  W.H.
                                            1

Type options, press Enter.
P=Print  Z=Edit Header Info.   2=Edit   5=Display
?     Batch  Cust#       Customer Name               Date    Status  WH
        58 900300 USA CONVENIENCE STORE #300        9/14/07 PICKUP  1
  Originator JEANNI Checker        Msg Pickup in front office
        57 100801 BARON EXPRESS #2 BP               9/13/07 OPEN     1
  Originator JEANNI Checker        Msg
DR      42 320001 BIG P MINI MART                   9/12/07 ARRIVED 1
  Originator JEANNI Checker        Msg
        12 770060 PACKS FOOD STORE                  9/10/07 PICKUP  1
  Originator JEANNI Checker        Msg




 F3=Exit   F6=Print Putaway  F8=Check in Returns    F10=Add New Record
```
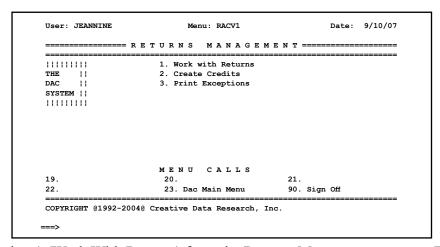
Pickup Request

Creative Data Research, Inc.   JEANNINE   9/14/07   8:52:45

GWM0PFR

Page 1   P I C K U P   R E Q U E S T

Request#   Message
58 Pickup in front office   Route   Stop

Cust#   Name
900300 USA CONVENIENCE STORE #300
25800 HWY 190
COVINGTON   LA 70433

Reason	Item#	Description	Size	Pack U/M	Qty	UPC	Invoice	Date	Retail	Extended Retail	Price	Extended
D Damaged	125800	DORAL FF MENT 100		10 CTN	1	125800	251	08/07/07	4.39	43.90	29.57	29.57 T
G Good Merchandis	130585	GPC 100 ULTRA BOX		10 CTN	2	130585	123	04/13/07	3.39	67.80	24.30	48.60 T
D Damaged	770130	BLACKJACK FULL FLAVOR 16OZ		1 EA	3	770130	251	08/07/07	11.60	34.80	6.02	18.06 T
G Good Merchandis	930030	CAPTAIN BLACK GOLD POUCH	6 PK	1 EA	4 Brk	930030	251	08/07/07	5.99	23.96	3.08	12.32 T
D Damaged	403078	HERSHEY NUGGET ASSORTED		12 CS	5	403078	*CURRENT		6.75	405.00	59.61	298.05 T
G Good Merchandis	101300	CARLTON MENTHOL		10 CTN	6	101300	123	04/13/07	4.99	299.40	36.71	220.26 T

Total Qty 21   Subtotal   626.86

Tax   25.06

Batch ID   58 Date_____ Signature_____   Memo total   874.86   651.92

End of Report

Checking In Returned Items

The instructions below describe checking in returned items with and without the use of a scanner.

```
User: JEANNINE              Menu: IVCV1              Date:  9/10/07

==================> I N V E N T O R Y   M E N U <==================
==================================================================
!!!!!!!!!!                    1. Inventory Control
THE     !!                    2. Physical Inventory
DAC     !!                    3. Warehouse Management
SYSTEM  !!                    4. Returns Management
!!!!!!!!!!




                        M E N U   C A L L S
19.                     20. Purchasing          21.
22.                     23. Dac Main Menu       90. Sign Off
==================================================================
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===>
```

1. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```
User: JEANNINE              Menu: RACV1              Date:  9/10/07

================= R E T U R N S   M A N A G E M E N T ==================
==================================================================
!!!!!!!!!!                    1. Work with Returns
THE     !!                    2. Create Credits
DAC     !!                    3. Print Exceptions
SYSTEM  !!
!!!!!!!!!!




                        M E N U   C A L L S
19.                     20.                     21.
22.                     23. Dac Main Menu       90. Sign Off
==================================================================
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===>
```

2. Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```
GWL8DFR    DISPLAY Creative Data Research, Inc.            9/10/07 13:20:16
                              Work with Returns
Batch    Cust#   Date    Originator  Sts   W.H.
                                      1

Type options, press Enter.
P=Print  Z=Edit Header Info.    2=Edit    5=Display
?      Batch  Cust#       Customer Name              Date    Status  WH
  DR       10 100222 TODD'S COUNTRY CORNER          9/10/07 ARRIVED 1
  Originator JEANNI Checker        Msg
           5 100222 TODD'S COUNTRY CORNER          9/06/07 OPEN    1
  Originator JEANNI Checker        Msg
           4 900400 USA CONVENIENCE STORE #400     9/06/07 PUTAWAY 1
  Originator JEANNI Checker JEANNI Msg




 F3=Exit   F6=Print Putaway  F8=Check in Returns   F10=Add New Record
```

3. Press <F8> (Check In Returns). The Check In Returns screen appears.

```
GWNGPVR    ENTER   Creative Data Research, Inc.            9/10/07 12:39:51
                              Check in Returns

Type choices, press Enter.

Returns ID


Customer












 F3=Exit   F4=Search
```

4. Enter data for the following, and press <Enter>:
    • **Returns ID** (7,n) - the batch number on the Work With Returns screen, and the Request# on the Pickup Request document.
    • **Customer** (6,n) - customer number. If necessary, press <F4> to select a customer from the Select Customer Master screen.

```
GWNGPVR    ENTER   Creative Data Research, Inc.            9/10/07 13:21:30
                              Check in Returns

Type choices, press Enter.

Returns ID        5
TODD'S COUNTRY CORNER

Customer   100222









 F3=Exit   F4=Search
                                                        CONFIRM: Y (Y/N)
```

5. Press <Enter>.

```
AUTO




No data to display.
```

6. Users with scanners may begin scanning returned items; otherwise, item numbers or UPCs may be entered by users without scanners.

   The *ITEM NOT IN RTRN* message appears when the item is not included in the return request.

```
AUTO
                          1




   403078              G
HERSHEY NUGGET      1 CS
   02820016220        G
BASIC FF 100 BO     1 CTN
```

7. To edit a returned item, enter *2* next to the item's number or UPC. Use the <Page Down> and <Page Up> keys if necessary to scroll through the items.

```
AUTO




   403078              G
HERSHEY NUGGET      1 CS
2 02820016220        G
BASIC FF 100 BO     1 CTN
```

8. Press <Enter>. The Edit Details screen appears.

```
Edit Details

02820016220

Item 131761
BASIC FF 100 BOX
Reason G

U/M 2  CTN

Qty   1

Loc 1012
```

9. Enter data for the following fields as necessary to make changes to the item:
   - **Reason** (1,a) - billing reason code.
   - **U/M** (1,n) - unit of measure of the item.
   - **Qty** (5,n) - return quantity.
   - **Loc** (9,a) - warehouse location code.
10. Press <Enter> when data entry is complete.

```
Edit Details

02820016220

Item 131761
BASIC FF 100 BOX
Reason G

U/M 2  CTN

Qty   9

Loc 1012




                                      CONFIRM: Y (Y/N)
```

11. Press <Enter> when prompted to confirm.

```
AUTO




    403078        G
HERSHEY NUGGET   1 CS
    02820016220   G
BASIC FF 100 BO  9 CTN
```

If necessary an item can be deleted from the request by entering *D* next to the item's number or UPC, and pressing <Enter>.

12. Repeat the steps above to continue checking in item, or press <F7> to exit. The Totals: End Entry screen appears.

```
 TOTALS: End Entry

Batch        5

    Scanned Expected

Qty       10    10

  Items    2     2

  Lines    2     2
```

13. Press <Enter>. The End Scanning screen appears.

```
 End Scanning

   1=Yes 2=NO ?
```

14. Enter *1* when prompted to confirm, and press <Enter>. The Work With Returns screen appears, and the status of the request changes to *PUTAWAY*.

Accepting Exceptions

Return request exceptions may be reviewed after items are checked in. Exceptions include the failure to return an item; the return of a different quantity; and the return of a different unit of measure of an item. A return request will appear with a status of a different color on the Work With Returns screen when one or more items of the request has a return quantity less than the expected pickup quantity (short or missing).

The instructions below describe accepting a return request with exceptions. Accepting exceptions is only required when the request includes an item that was never returned. If accepting such exceptions is not completed, a credit request cannot be created for the return request.

```
User: JEANNINE              Menu: RACV1              Date:  9/13/07

================ R E T U R N S    M A N A G E M E N T ==================
======================================================================
!!!!!!!!!!                    1. Work with Returns
THE      !!                   2. Create Credits
DAC      !!                   3. Print Exceptions
SYSTEM !!
!!!!!!!!!!




                          M E N U   C A L L S
      19.                   20.                    21.
      22.                   23. Dac Main Menu       90. Sign Off
======================================================================
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      ==>
```

1. Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```
GWL8DFR    DISPLAY Creative Data Research, Inc.              9/13/07  8:28:50
                              Work with Returns
Batch    Cust#   Date    Originator  Sts  W.H.
                                          1

Type options, press Enter.
P=Print  Z=Edit Header Info.   2=Edit   5=Display
?     Batch  Cust#        Customer Name              Date      Status  WH
         44 100857 JR FOOD MART - FOLSOM             9/12/07 OPEN     1
  Originator JEANNI Checker        Msg
DR       43 771230 B & D FOOD STORE                  9/12/07 PUTAWAY 1
  Originator JEANNI Checker JEANNI Msg
DR       42 320001 BIG P MINI MART                   9/12/07 ARRIVED 1
  Originator JEANNI Checker        Msg
DR       41 100900 JR FOOD MART - ABITA              9/12/07 PUTAWAY 1
  Originator JEANNI Checker JEANNI Msg
DR       40 100003 BOB'S SHELL                       9/12/07 PUTAWAY 1
  Originator JEANNI Checker JEANNI Msg
         39 800237 DANNY & CLYDE'S FOOD STORE #20    9/12/07 PUTAWAY 1
  Originator JEANNI Checker JEANNI Msg                                    +


F3=Exit   F6=Print Putaway  F8=Check in Returns   F10=Add New Record
```

Tip: Enter *4* (PUTAWAY) for the **Sts** (1,n) restrictor field, and press <Enter> to limit the requests appearing on the screen to those which are checked in.

```
GWL8DFR    DISPLAY Creative Data Research, Inc.            9/13/07  8:29:10
                              Work with Returns
Batch   Cust#   Date    Originator  Sts  W.H.
                                      4    1


Type options, press Enter.
P=Print  Z=Edit Header Info.   2=Edit   5=Display
?       Batch Cust#       Customer Name            Date     Status  WH
  DR       43 771230 B & D FOOD STORE             9/12/07  PUTAWAY  1
  Originator JEANNI Checker JEANNI Msg
  DR       41 100900 JR FOOD MART - ABITA         9/12/07  PUTAWAY  1
  Originator JEANNI Checker JEANNI Msg
  DR       40 100003 BOB'S SHELL                  9/12/07  PUTAWAY  1
  Originator JEANNI Checker JEANNI Msg
           39 800237 DANNY & CLYDE'S FOOD STORE #20  9/12/07  PUTAWAY  1
  Originator JEANNI Checker JEANNI Msg
           36 100900 JR FOOD MART - ABITA         9/12/07  PUTAWAY  1
  Originator JEANNI Checker JEANNI Msg
           11 320033 KINGS GROCERY                9/10/07  PUTAWAY  1
  Originator JEANNI Checker JEANNI Msg                                  +


F3=Exit   F6=Print Putaway  F8=Check in Returns   F10=Add New Record
```

2. Enter 5 (Display) in the selection column next to the desired return request, and press <Enter>. The Display Returns screen appears.

```
GWMADFR    DISPLAY Creative Data Research, Inc.           9/13/07  8:30:09
                              Display Returns
Line  Item   Cust#      Name                       Batch
      Number
             320033 KINGS GROCERY                     11


Type options, press Enter.

? Line  Item   Loc                   Rsn  Qty    U/M Sts   Date
     1 125800  1008            Pickup->  G     1   2
DORAL FF MENT 100               Receive-> G     1   2   R   9/12/07
 H  Price     27.76  Retail    4.39  Net    26.22 Base    26.41


     2 130585  1007            Pickup->  G     1   2
GPC 100 ULTRA BOX               Receive->       0   0
 H  Price     22.49  Retail          Net    20.89 Base    21.14


     3 111700  1006            Pickup->  G     1   2
KOOL MENT 100 MILD              Receive-> G     1   2   R   9/12/07
 H  Price     30.37  Retail    4.75  Net    28.86 Base    29.02
                                                                    +

 F2=Show All/Excpt   F3=Exit  F8=Accept Exceptions
```

3. To limit the items appearing on the Display Returns screen, press F2 (Show All/ Excpt).

```
GWMADFR    DISPLAY Creative Data Research, Inc.              9/13/07 10:17:52
                             Display Returns
Line  Item   Cust#       Name                          Batch
      Number
            320033 KINGS GROCERY                          11   EXCEPT

Type options, press Enter.

? Line  Item    Loc                        Rsn  Qty    U/M Sts   Date
        2 130585  1007                Pickup-> G      1    2
GPC 100 ULTRA BOX                     Receive->        0    0
 H  Price       22.49  Retail            Net     20.89  Base      21.14

        5 930030  2105                Pickup-> G      1    1
CAPTAIN BLACK GOLD POUCH              Receive-> G      1    2   R   9/12/07
 H  Price        3.48  Retail            Net      2.81  Base       2.90

        7 101300  1009                Pickup-> C     20    2
CARLTON MENTHOL                       Receive-> D     20    2   R   9/12/07
 H  Price       34.90  Retail    4.99  Net     33.32  Base      33.55


  F2=Show All/Excpt    F3=Exit  F8=Accept Exceptions
```

As illustrated above, *H* appears next to **Price** to indicate pricing is derived from billing history. If the item was never sold to this customer, pricing is derived from the item record.
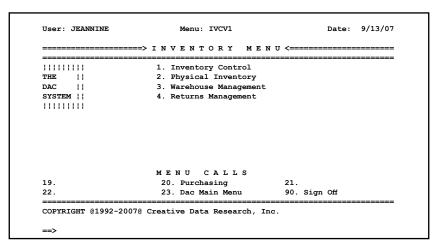
The following values appear in the screen's **Sts** column to indicate:
- *R* - the item is ready for putaway.
- *A* - the unreceived item is accepted.
- *P* - the item was previously included in a putaway document.

4. If changes, such as changing the reason code, are necessary, press <F3> to exit, and use the 2=Edit option of the Work With Returns screen. Refer to Editing A Return Request above for additional information.

5. When review of the exceptions is complete, press <F8> (Accept Exceptions).

6. When the *Except Acceptions Y/N?* message appears, enter *Y* and press <Enter>. The Work With Returns screen appears.

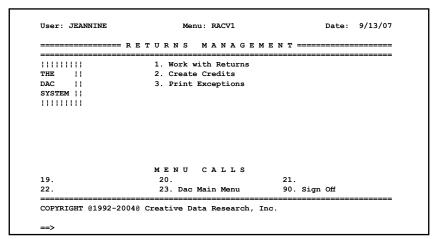7. Press <F3> to exit. The Work With Returns screen appears.

Printing A Putaway Document

Putaway documents should not be printed until the user is ready to immediately return the items to inventory, because on-hand quantities of item and location records are adjusted at the same time.

The instructions below describe printing putaway documents for all the returned items that are checked in, or only the returned items of a specific warehouse area that are checked in.

```
User: JEANNINE              Menu: IVCV1              Date:  9/13/07

==================> I N V E N T O R Y   M E N U <==================
===================================================================
!!!!!!!!!!              1. Inventory Control
THE     !!              2. Physical Inventory
DAC     !!              3. Warehouse Management
SYSTEM  !!              4. Returns Management
!!!!!!!!!!




                       M E N U   C A L L S
19.                    20. Purchasing          21.
22.                    23. Dac Main Menu        90. Sign Off
===================================================================
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==>
```

1. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```
User: JEANNINE              Menu: RACV1              Date:  9/13/07

================ R E T U R N S   M A N A G E M E N T ================
===================================================================
!!!!!!!!!!              1. Work with Returns
THE     !!              2. Create Credits
DAC     !!              3. Print Exceptions
SYSTEM  !!
!!!!!!!!!!




                       M E N U   C A L L S
19.                    20.                     21.
22.                    23. Dac Main Menu        90. Sign Off
===================================================================
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==>
```

2. Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```
GWL8DFR    DISPLAY Creative Data Research, Inc.            9/13/07 15:47:51
                            Work with Returns
Batch    Cust#   Date    Originator  Sts  W.H.
                                           1

Type options, press Enter.
P=Print  Z=Edit Header Info.   2=Edit    5=Display
?       Batch  Cust#      Customer Name                 Date    Status  WH
           56 771230 B & D FOOD STORE                 9/13/07 PUTAWAY 1
  Originator JEANNI Checker JEANNI Msg
  DR       53 800237 DANNY & CLYDE'S FOOD STORE #20    9/13/07 PUTAWAY 1
  Originator JEANNI Checker JEANNI Msg
           52 771230 B & D FOOD STORE                 9/13/07 PUTAWAY 1
  Originator JEANNI Checker JEANNI Msg
  DR       51 100003 BOB'S SHELL                       9/13/07 PUTAWAY 1
  Originator JEANNI Checker JEANNI Msg
  DR       42 320001 BIG P MINI MART                   9/12/07 ARRIVED 1
  Originator JEANNI Checker         Msg
           12 770060 PACKS FOOD STORE                 9/10/07 PICKUP  1
  Originator JEANNI Checker         Msg


  F3=Exit   F6=Print Putaway  F8=Check in Returns   F10=Add New Record
```

3. Press <F6> (Print Putaway). The Print Putaway Document screen appears.

```
GWOFPVR    ENTER   Creative Data Research, Inc.          9/13/07 15:48:29
                            Print Putaway Document

Type choices, press Enter.

W.H. 1        MAIN WAREHOUSE

W.H. Area        (Blank for all)













  F3=Exit   F6=Print
```

4. Enter a warehouse area code for the **W.H. Area** (6,a) field, or press <F4> to select an area from the Select Warehouse Area screen. If the **W.H. Area** field is left blank, a putaway document will be printed for all the returned items.

5. Press <F6> (Print), and press <Enter> when prompted to confirm. The Work With Returns screen appears.

```
GWL8DFR    DISPLAY Creative Data Research, Inc.            9/13/07 16:49:04
                            Work with Returns
Batch    Cust#   Date    Originator  Sts  W.H.
                                           1

Type options, press Enter.
P=Print  Z=Edit Header Info.   2=Edit    5=Display
?       Batch  Cust#      Customer Name                 Date    Status  WH
           56 771230 B & D FOOD STORE                 9/13/07 PUTAWAY 1
  Originator JEANNI Checker JEANNI Msg
  DR       42 320001 BIG P MINI MART                   9/12/07 ARRIVED 1
  Originator JEANNI Checker         Msg
           12 770060 PACKS FOOD STORE                 9/10/07 PICKUP  1
  Originator JEANNI Checker         Msg






  F3=Exit   F6=Print Putaway  F8=Check in Returns   F10=Add New Record
```

A return request with a *PUTAWAY* status will no longer appear on the Work With Returns screen after putaway documents are printed unless:
- Any of the received items of the request are not checked in.
- Any of the unreceived items of the request are not accepted (see below).
- The putaway documents were not printed for a warehouse area in which the items of the request are located.

```
GWMADFR    DISPLAY Creative Data Research, Inc.              9/13/07 16:49:27
                             Display Returns
Line  Item   Cust#       Name                          Batch
      Number
              771230 B & D FOOD STORE                        56

Type options, press Enter.

? Line  Item    Loc                       Rsn  Qty    U/M Sts   Date
    1 120200  1106              Pickup->  C      4    2
WINSTON 100 LIGHT                Receive-> C      2    2  P   9/13/07
 H  Price        38.67  Retail       Net     37.16  Base     37.32

    2 108300  1013              Pickup->  C      4    2
B&H MENT 100 LT                  Receive-> C      4    2  P   9/13/07
 H  Price        45.20  Retail  4.99 Net     43.61  Base     43.85

    3 125800  1008              Pickup->  C      4    2
DORAL FF MENT 100               Receive->        0    0
 H  Price        40.06  Retail  4.39 Net     38.52  Base     38.71


 F2=Show All/Excpt    F3=Exit  F8=Accept Exceptions
```

As illustrated above, the Doral item has not been received or accepted. After pressing <F8> (Accept Exceptions) and <F3> (Exit), the Work With Returns screen appears without this return request (see below), and appears as a credit request on the Work With Credit Requests screen.

```
GWL8DFR    DISPLAY Creative Data Research, Inc.              9/13/07 16:54:09
                           Work with Returns
Batch    Cust#  Date    Originator Sts  W.H.
                                         1

Type options, press Enter.
P=Print  Z=Edit Header Info.   2=Edit   5=Display
?     Batch Cust#       Customer Name                Date    Status  WH
  DR     42 320001 BIG P MINI MART                 9/12/07 ARRIVED 1
  Originator JEANNI Checker        Msg
         12 770060 PACKS FOOD STORE                9/10/07 PICKUP  1
  Originator JEANNI Checker        Msg









 F3=Exit   F6=Print Putaway  F8=Check in Returns   F10=Add New Record
```

Putaway Document

```
Creative Data Research, Inc.          Putaway Document          JEANNINE   GWN9PFR   9/12/07 14:01:51 Page      1

W.H. 1        MAIN WAREHOUSE

  Area DAMAGE
              Qty  U/M   Item         Description
  Location                Number

  HER001        1 BOX    418950 HERSHEY ALMOND 36CT

  HER001        1 CS     403078 HERSHEY NUGGET ASSORTED

  RJR100        2 CTN    100500 CAMEL FILTER 85 BOX
```

```
Creative Data Research, Inc.          Putaway Document          JEANNINE   GWN9PFR   9/12/07 14:01:51 Page      2

W.H. 1        MAIN WAREHOUSE

  Area DESTRY
              Qty  U/M   Item         Description
  Location                Number

  DESTROY       3 CTN    108300 B&H MENT 100 LT
```

```
Creative Data Research, Inc.          Putaway Document          JEANNINE   GWN9PFR   9/12/07 14:01:51 Page      3

W.H. 1        MAIN WAREHOUSE

  Area 1        Cigarettes
              Qty  U/M   Item         Description
  Location                Number

  1001          1 CTN    108300 B&H MENT 100 LT

  1009          2 CTN    101300 CARLTON MENTHOL

  1012          3 CTN    131761 BASIC FF 100 BOX

 Final totals

** END OF REPORT **
```

Deleting A Return Request

```
User: JEANNINE                Menu: RACV1              Date: 9/11/07

================ R E T U R N S   M A N A G E M E N T ==================
======================================================================
!!!!!!!!!!              1. Work with Returns
THE     !!              2. Create Credits
DAC     !!              3. Print Exceptions
SYSTEM  !!
!!!!!!!!!!




                        M E N U   C A L L S
19.                     20.                    21.
22.                     23. Dac Main Menu      90. Sign Off
======================================================================
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==>
```

1. Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```
GWL8DFR     DISPLAY Creative Data Research, Inc.          9/11/07  9:26:23
                           Work with Returns
Batch    Cust#    Date    Originator  Sts  W.H.
                                            1

Type options, press Enter.
P=Print  Z=Edit Header Info.   2=Edit   5=Display
?      Batch  Cust#       Customer Name              Date     Status   WH
          12 770060 PACKS FOOD STORE              9/10/07 PICKUP  1
  Originator JEANNI Checker       Msg
          11 320033 KINGS GROCERY                 9/10/07 OPEN    1
  Originator JEANNI Checker       Msg
  DR      10 100222 TODD'S COUNTRY CORNER         9/10/07 ARRIVED 1
  Originator JEANNI Checker       Msg






F3=Exit   F6=Print Putaway  F8=Check in Returns    F10=Add New Record
```

2. Locate the desired return request, enter Z (Edit Header Info) in the selection column next to its Batch number, and press <Enter>. The Display Return Info screen appears.

```
GWM3PVR     ENTER   Creative Data Research, Inc.          9/11/07  9:27:24
                           Display Return Info

Type choices, press Enter.

RA#      10 Status 3

Message

Cust# 100222 TODD'S COUNTRY CORNER

Whs#  1      Juris. LA0001 Route        Stop

Origination JEANNI Checked By
Created  9/10/07






F3=Exit    F11=Delete
```

3. Press <F11> (Delete), and press <Enter> when prompted to confirm.

4. When the **Confirm Delete?** message appears, enter *Y* and press <Enter>. The Work With Returns screen appears.
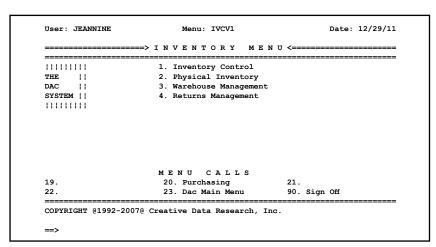
Printing A Credit Ready Report

As described below, Credit Ready Reports can be printed for:
- One or more selected credit requests.
- All credit requests.
- Only "driver returned" requests (no pickup request document was printed). Refer to Adding A Request For Returned Items above for additional information.

Credit Ready Reports cannot be printed for credit requests with a *CRMEMO* status.

As illustrated in the examples following the instructions:
- *Brk* appears next to the unit of measure (**U/M** column) when the unit of measure returned is the lowest (U/M1).
- **CURRENT* appears in the **Date** column when pricing is derived from the item record, not from billing history, because it was not sold to this customer.
- *T* appears next to the extended price of a product to designate that sales tax was levied on the item.

```
   User: JEANNINE              Menu: IVCV1              Date: 12/29/11

   ===================> I N V E N T O R Y   M E N U <===================
   =====================================================================
   !!!!!!!!!!              1. Inventory Control
   THE     !!              2. Physical Inventory
   DAC     !!              3. Warehouse Management
   SYSTEM  !!              4. Returns Management
   !!!!!!!!!!




                          M E N U   C A L L S
   19.                    20. Purchasing          21.
   22.                    23. Dac Main Menu        90. Sign Off
   =====================================================================
   COPYRIGHT @1992-2007@ Creative Data Research, Inc.

   ==>
```

1. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```
User: JEANNINE                      Menu: RACV1                    Date: 12/29/11

================ R E T U R N S   M A N A G E M E N T ==================
=====================================================================
!!!!!!!!!!             1. Work with Returns
THE    !!              2. Create Credits
DAC    !!              3. Print Exceptions
SYSTEM !!              4. UST Returns Import
!!!!!!!!!!




                        M E N U   C A L L S
19.                    20.                      21.
22.                    23. Dac Main Menu        90. Sign Off
=====================================================================
COPYRIGHT @1992-2004@ Creative Data Research, Inc.

==>
```

2. Select option 2 (Create Credits) from the Returns Management screen. The Work With Credit Requests screen appears.

```
GWQ9DFR    DISPLAY CDR Customer Conference              12/29/11 12:58:19
                        Work with Credit Requests
Batch     Driver Cust#  Date    Checked By  Originator  W.H.
          Return
                                                         1
_____   _    _____   _____    _____     _____

Type options, press Enter.
S=Select U=Unselect P=Print  Z=Edit Header 5=Display H=Hold
?      Batch Cust#      Customer Name                Date    Status  WH
_          196 500121 ABC STORE                    12/29/11 CRREADY 1
_ DR       195 100801 BARON EXPRESS #2 BP          12/29/11 CRREADY 1
_ DR       191 771230 B & D FOOD STORE.            12/16/11 CRREADY 1






F2=Toogle Status   F3=Exit   F6=Print  F10=Create Credits
```
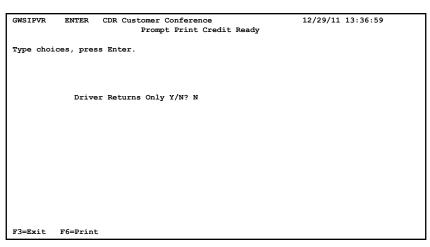
Credit requests will appear with a status of a different color on the Work With Credit Requests screen when one or more items of the request has a return quantity less than the expected pickup quantity (short or missing), or when a different unit of measure was returned for an item.

3. To print reports for one or more select requests, enter *P* (Print) in the selection column next to the Batch numbers, and press <Enter>.

Tip: Enter *Y* (yes) for the **Driver Return** restrictor field, and press <Enter> to limit the requests appearing on the screen to those which were returned without a pickup request document.

```
GWQ9DFR    DISPLAY CDR Customer Conference                  12/29/11 12:58:19
                         Work with Credit Requests
Batch     Driver Cust#   Date    Checked By  Originator  W.H.
          Return
                                                            1
_____    _    _____   _____    _____       _____
Type options, press Enter.
S=Select U=Unselect P=Print  Z=Edit Header 5=Display H=Hold
?       Batch Cust#       Customer Name                   Date    Status  WH
_         196 500121 ABC STORE                          12/29/11 CRREADY 1
_ DR      195 100801 BARON EXPRESS #2 BP                12/29/11 CRREADY 1
_ DR      191 771230 B & D FOOD STORE.                  12/16/11 CRREADY 1








F2=Toogle Status   F3=Exit   F6=Print   F10=Create Credits
```

4. To print a single report detailing all the credit requests, press <F6> (Print). The Prompt Print Credit Ready screen appears.

```
GWSIPVR    ENTER   CDR Customer Conference                  12/29/11 13:36:59
                        Prompt Print Credit Ready

Type choices, press Enter.




          Driver Returns Only Y/N? N












F3=Exit   F6=Print
```

5. To limit the report to "driver returned" requests, enter *Y* for the **Driver Returns Only Y/N?** field.

6. Press <F6> (Print), and press <Enter> when prompted to confirm. The Work With Credit Requests screen appears.

Credit Ready Report

Creative Data Research, Inc.   Credit Ready Report   JEANNINE GWSHPFR   9/14/07 12:15:15 Page 1

BatchID   Date   Cust#   Name
   58   9/14/07 900300 USA CONVENIENCE STORE #300

Pickup in front office

Accepted Reason	Item#	Description	Size	Pack	Qty Accpt	U/M		Invoice	Date	Retail	Price	Extended
D Damaged	125800	DORAL FF MENT 100		10	1	CTN		251	08/07/07	4.39	29.57	29.57 T
G Good Merchandis	130585	GPC 100 ULTRA BOX		10	2	CTN		123	04/13/07	3.39	24.30	48.60 T
D Damaged	770130	BLACKJACK FULL FLAVOR 16OZ		1	6	EA		251	08/07/07	11.60	6.02	36.12 T
G Good Merchandis	930030	CAPTAIN BLACK GOLD POUCH	6 PK	1	4	EA	Brk	251	08/07/07	5.99	3.08	12.32 T
D Damaged	403078	HERSHEY NUGGET ASSORTED		12	10	CS		*CURRENT		6.75	59.61	596.10 T
G Good Merchandis	101300	CARLTON MENTHOL		10	6	CTN		123	04/13/07	4.99	36.71	220.26 T

Total Qty   29

                                                        Subtotal   942.97
                                                             Tax   37.70
                                        Memo total 1314.66   980.67

****

** END OF REPORT **

Creative Data Research, Inc.   Credit Ready Report   JEANNINE GWSHPFR   9/14/07 12:46:45 Page 1

BatchID   Date   Cust#   Name
   41   9/12/07 100900 JR FOOD MART - ABITA

Driver Return Y

Accepted Reason	Item#	Description	Size	Pack	Qty Accpt	U/M		Invoice	Date	Retail	Price	Extended
C CANCEL ORDER	100500	CAMEL FILTER 85 BOX		10	4	CTN		370	08/30/07	4.75	32.18	128.72 T
C CANCEL ORDER	108300	B&H MENT 100 LT	20PK	1	3	EA	Brk	370	08/30/07	4.99	3.47	10.41 T

Total Qty   7

                                                        Subtotal   139.13
                                                             Tax   5.57
                                         Memo total 204.97   144.70

****

** END OF REPORT **

Creating A Credit Memo

The instructions below describe using credit requests with a *CRREADY* status to generate credit memos ready for printing at the Select Orders For Processing-Invoices screen (option 5 of the Billing System screen). When complete, the credit requests will have a *CRMEMO* status.
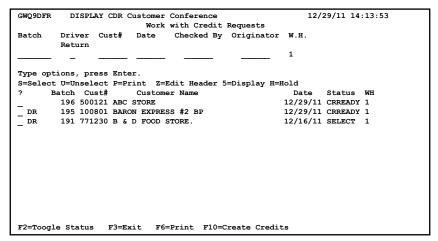
1. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```
User: JEANNINE              Menu: RACV1               Date: 12/29/11

================ R E T U R N S   M A N A G E M E N T ==================
======================================================================
!!!!!!!!!!              1. Work with Returns
THE    !!              2. Create Credits
DAC    !!              3. Print Exceptions
SYSTEM !!              4. UST Returns Import
!!!!!!!!!!



                    M E N U   C A L L S
19.                   20.                    21.
22.                   23. Dac Main Menu      90. Sign Off
======================================================================
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==>
```

2. Select option 2 (Create Credits) from the Returns Management screen. The Work With Credit Requests screen appears.

```
GWQ9DFR    DISPLAY CDR Customer Conference            12/29/11 13:58:19
                          Work with Credit Requests
Batch    Driver Cust#   Date    Checked By  Originator  W.H.
         Return                                          1
_____   _    _____  _____   _____      _____

Type options, press Enter.
S=Select U=Unselect P=Print  Z=Edit Header 5=Display H=Hold
?     Batch Cust#      Customer Name                Date    Status  WH
_         196 500121 ABC STORE                    12/29/11 CRREADY 1
_ DR      195 100801 BARON EXPRESS #2 BP          12/29/11 CRREADY 1
_ DR      191 771230 B & D FOOD STORE.            12/16/11 CRREADY 1






F2=Toogle Status   F3=Exit   F6=Print  F10=Create Credits
```

One or more of the restrictor fields at the top of the screen can be used to locate the desired credit requests. For example, enter *Y* (yes) for the **Driver Return** field, and press <Enter> to limit the requests appearing on the screen to those which were returned without a pickup request document.

Credit requests will appear with a status of a different color on the Work With Credit Requests screen when one or more items of the request has a return quantity less than the expected pickup quantity (short or missing), or when a different unit of measure was returned for an item.
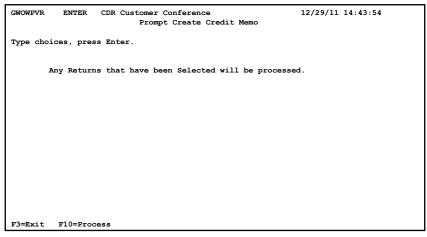
3. Enter *S* (Select) in the selection column next to the Batch number of the desired credit requests (with a *CRREADY* status), and press <Enter>.

```
GWQ9DFR     DISPLAY CDR Customer Conference                12/29/11 14:13:53
                        Work with Credit Requests
Batch    Driver  Cust#   Date    Checked By  Originator  W.H.
         Return
_____   _     _____   _____    _____     _____        1

Type options, press Enter.
S=Select U=Unselect P=Print  Z=Edit Header 5=Display H=Hold
?      Batch  Cust#      Customer Name               Date    Status  WH
_        196 500121 ABC STORE                      12/29/11 CRREADY 1
_ DR     195 100801 BARON EXPRESS #2 BP            12/29/11 CRREADY 1
_ DR     191 771230 B & D FOOD STORE.              12/16/11 SELECT  1




    F2=Toogle Status   F3=Exit   F6=Print  F10=Create Credits
```

The status of the request changes to *SELECT*.

If necessary, enter *U* (Unselect) and press <Enter> to unmark a request. The status of the request changes to *CRREADY*.

4. Press <F10> (Create Credits). The Prompt Create Credit Memos screen appears.

```
GWOWPVR     ENTER   CDR Customer Conference                 12/29/11 14:43:54
                        Prompt Create Credit Memo

Type choices, press Enter.


           Any Returns that have been Selected will be processed.










F3=Exit   F10=Process
```

5. Press <F10> (Process), and press <Enter> when prompted to confirm. The Work With Credit Requests screen appears.

```
GWQ9DFR    DISPLAY CDR Customer Conference                12/29/11 14:45:11
                        Work with Credit Requests
Batch      Driver Cust#   Date    Checked By  Originator  W.H.
           Return
_____    _      _____   _____   _____      _____           1
_____
Type options, press Enter.
S=Select U=Unselect P=Print  Z=Edit Header 5=Display H=Hold
?      Batch Cust#      Customer Name                    Date    Status  WH
_        196 500121 ABC STORE                           12/29/11 CRREADY 1
_ DR     195 100801 BARON EXPRESS #2 BP                 12/29/11 CRREADY 1




F2=Toogle Status    F3=Exit    F6=Print   F10=Create Credits
```
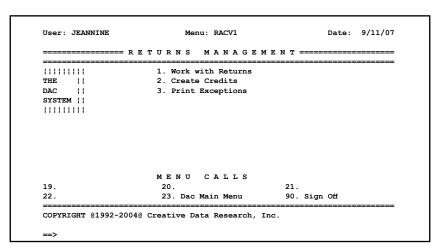
6. Use <F2> (Toggle Status) to toggle between the display of requests with a
    CRREADY and *SELECT* status, and all the credit requests including those with the
    CRMEMO status.

```
GWQ9DFR    DISPLAY CDR Customer Conference                12/29/11 15:00:11
                        Work with Credit Requests
Batch      Driver Cust#   Date    Checked By  Originator  W.H.
           Return
_____    _      _____   _____   _____      _____           1
_____
Type options, press Enter.
S=Select U=Unselect P=Print  Z=Edit Header 5=Display H=Hold
?      Batch Cust#      Customer Name                    Date    Status  WH
_        196 500121 ABC STORE                           12/29/11 CRREADY 1
_ DR     195 100801 BARON EXPRESS #2 BP                 12/29/11 CRREADY 1
_        194  99000 99 MART PLUS                        12/19/11 CRMEMO  1
_ DR     191 771230 B & D FOOD STORE.                   12/16/11 CRMEMO  1
_ DR     190 100850 EXPRESS WAY FOOD MART               12/15/11 CRMEMO  1
_ DR     188 100850 EXPRESS WAY FOOD MART               12/15/11 CRMEMO  1
_        186 100850 EXPRESS WAY FOOD MART               12/13/11 CRMEMO  1
_        175 100301 THREE RIVERS CHEVRON                12/13/11 CRMEMO  1
_        174 800333 KINGS FOREST EXXON                  12/10/11 CRMEMO  1
_        173 100003 BOB'S SHELL                         11/29/11 CRMEMO  1
_        172 100001 STOP 'N SHOP                        11/29/11 CRMEMO  1
_        171 100002 DIANNE'S GROCERY                    11/29/11 CRMEMO  1   +
F2=Toogle Status    F3=Exit    F6=Print   F10=Create Credits
```
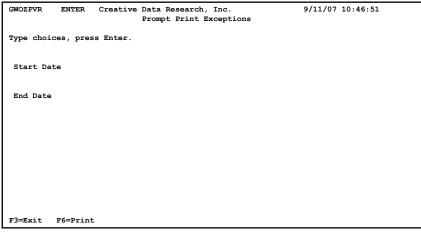
Printing A Returns Exceptions Report

```
User: JEANNINE                  Menu: IVCV1                  Date:  9/11/07

      ====================> I N V E N T O R Y   M E N U <===================
      ===================================================================
      !!!!!!!!!!              1. Inventory Control
      THE    !!              2. Physical Inventory
      DAC    !!              3. Warehouse Management
      SYSTEM !!              4. Returns Management
      !!!!!!!!!!




                         M E N U   C A L L S
      19.                   20. Purchasing          21.
      22.                   23. Dac Main Menu        90. Sign Off
      ===================================================================
      COPYRIGHT @1992-2007@ Creative Data Research, Inc.

      ==>
```

1. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```
User: JEANNINE                  Menu: RACV1                  Date:  9/11/07

      ================ R E T U R N S   M A N A G E M E N T ==================
      ===================================================================
      !!!!!!!!!!              1. Work with Returns
      THE    !!              2. Create Credits
      DAC    !!              3. Print Exceptions
      SYSTEM !!
      !!!!!!!!!!




                         M E N U   C A L L S
      19.                   20.                     21.
      22.                   23. Dac Main Menu        90. Sign Off
      ===================================================================
      COPYRIGHT @1992-2004@ Creative Data Research, Inc.

      ==>
```

2. Select option 3 (Print Exceptions). The Prompt Print Exceptions screen appears.

```
GWOZPVR     ENTER    Creative Data Research, Inc.        9/11/07 10:46:51
                         Prompt Print Exceptions

Type choices, press Enter.


 Start Date


 End Date










F3=Exit    F6=Print
```

3. Enter a range of dates for the **Start Date** and **End Date** (6,n) fields, and press <F6> (Print).

```
GWOZPVR     ENTER   Creative Data Research, Inc.              9/11/07 11:20:06
                            Prompt Print Execptions

Type choices, press Enter.



 Start Date  90107



 End Date    91007










F3=Exit    F6=Print
                                                          CONFIRM: Y (Y/N)
```

4. Press <Enter> when prompted to confirm. The Returns Management screen
    appears.

Returns Exceptions Report

```
CDR Customer Conference              Print Returns Exceptions        JEANNINE   GWOYPFR   12/28/11 16:08:12 Page     1
Employee JEANNI

        Date  BatchID Cust#         Name                    Return Message

    12/13/11      186 100850 EXPRESS WAY FOOD MART

     Item#    UPC            Description              Qty   U/M  Qty   Orig Rtn      Exception
                                                     Reqest      Accept Rsn  Rsn

     403078 403078           HERSHEY NUGGET ASSORTED      25 CS      25   O        Non Guaranted Item

    12/15/11      188 100850 EXPRESS WAY FOOD MART

     Item#    UPC            Description              Qty   U/M  Qty   Orig Rtn      Exception
                                                     Reqest      Accept Rsn  Rsn

     403078 03400001688      HERSHEY NUGGET ASSORTED       1 CS       1   O        Non Guaranted Item

    12/15/11      190 100850 EXPRESS WAY FOOD MART

     Item#    UPC            Description              Qty   U/M  Qty   Orig Rtn      Exception
                                                     Reqest      Accept Rsn  Rsn

     403078 403078           HERSHEY NUGGET ASSORTED     250 CS     250   O        Non Guaranted Item
Employee 10     SAM CARRINGTON

        Date  BatchID Cust#         Name                    Return Message

    12/13/11      175 100301 THREE RIVERS CHEVRON

     Item#    UPC            Description              Qty   U/M  Qty   Orig Rtn      Exception
                                                     Reqest      Accept Rsn  Rsn

     439397            HERSHEY HUGS  12 OZ                 2 BAG      4   W    W    Quantity Diff
Final totals

** END OF REPORT **
```