

V5.70 Goods Return Handover Document

Revision control:-	V1.0	12/06/2005
	V1.1	15/06/2005
	V1.2	15/07/2005

Returns Module Primer

Glossary of terms:-

For the purposes of this handover document the following terms apply from the perspective of an Exchequer User (E U). For illustrative purposes our mythical Exchequer user is an electrical wholesaler purchasing supplies from various manufacturers, reselling them on to their own customers.

Customer: The Exchequer users customer.

Manufacturer: The Exchequer users supplier.

Sales Return: The process of managing items previously sold to a *customer* and subsequently returned to the Exchequer user for replacement, credit, or repair.

Purchase Return: The process of managing items previously supplied to the Exchequer user by their *manufacturer* and subsequently returned by the Exchequer user to the *manufacturer* for replacement, credit, or repair.

Back to Back Repair: The processes of receiving *Sales Return* Stock from a *customer*, sending the returned stock back to the *manufacturer* via a *Purchase Return* for repair and upon receipt of it, returning it back to the *customer*.

Module Objective

The returns module has been designed to manage Sales and Purchase returned stock, which falls outside the normal selling, and buying operation of Enterprise. Its primary objective is to manage the return of faulty/damaged goods and help effect their replacement or recompense.

The management of returned stock, can be from three perspectives.

- The first is the effective management of goods between an Enterprise user and their Customer.
- The second is the effective management of the returned goods from a Customer, to the Enterprise user, but then on to the Enterprise users' original Manufacturer/Wholesaler of the goods.
- The third is the effective management of goods between an Enterprise user and their Wholesaler/Manufacturer.

Versions of Exchequer Enterprise

The returns module will be designed to function in conjunction with the following module mixes of Exchequer Enterprise.

- Stock control ONLY with NO Sales/Purchase Order processing
- Stock control WITH Sales/Purchase Order processing
- Description ONLY Stock

Returns and Project/Job Costing Module

The design of the returns module will not include any direct relationships with the Project/Job costing module (and related modules), which is available within the Exchequer Enterprise module portfolio.

Returns and Stock Control Module

Although not documented specifically throughout this guidance document, the returns module will operate within the existing structure of the stock control module. This encompasses functional behaviour such as

- Product valuation methods
- Serial/Batch Tracking
- Multi-Bins
- Stock Take

- Description Only Stock types

Returns and the Financial modules

Although not documented specifically throughout this guidance document, the returns module will operate within the existing structure of the following features:

- Transaction matching
- Multi-currency
- VAT/GST

Integration with Exchequer Enterprise

Returns will be accessible as documents via the Form Designer, Report Writer, SDK Toolkits, Import Module, CSV Converter and Sentimail.

Core concepts and assumptions

A prior knowledge of the Exchequer core and stock systems is assumed for the Returns module as a basic pre-requisite. Additionally knowledge of the Serial/Batch, Multi location stock, Multi bins and Works Order Processing modules will also be required where those features are to be used with the Returns module.

During the design of the Returns module a core principle was observed in terms of the stock valuation treatment during the Returns cycle:-

The Returns module supports either Sales Returns, Purchase Returns, or both as defined in the glossary of terms. Although the operation the Sales and Purchase Returns sub systems is very similar, there is one subtle, but very significant difference in terms of the stock handling of the respective modules.

The Purchase Returns module handles the Exchequer users own stock. Ownership (Title) and therefore valuation of the Purchase Returned stock is retained by the Exchequer user until it is credited or replaced by the manufacturer, or written off by the Exchequer user. Therefore in terms of stock valuation Purchase Returned stock is to all intents and purposes still regarded in valuation terms as included in the overall stock value of the Exchequer user.

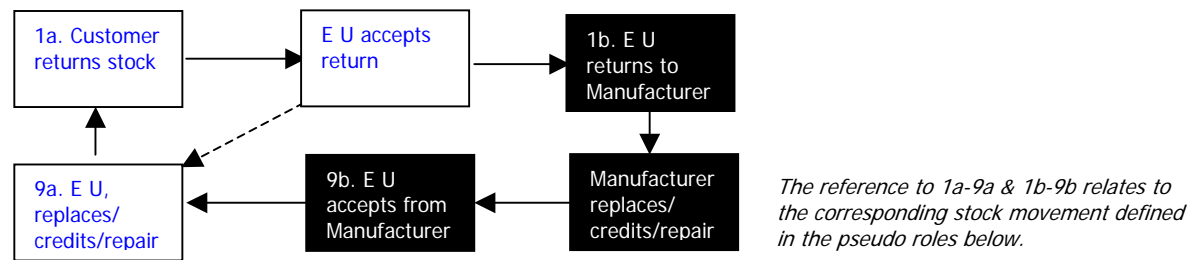
The Sales Return module handles the Exchequer users' customers stock. Ownership (Title) and therefore valuation of the Sales Returned stock is still retained by the customer until it is credited or replaced by the Exchequer user, or written off by the customer. Therefore in terms of stock valuation Sales Returned stock does not form part of the Exchequer users stock valuation.

It is important to grasp this core principle in order to understand how the Returns module interacts with the various stock levels and stock valuation methodologies supported by Exchequer, as well as its integration with the Exchequer's General Ledger.

Typical Returns Choreography

The Returns module will fulfil either the role of Customer, Supplier (Enterprise User) or Manufacturer, or all roles combined.

The diagram below outlines a simplified process flow. In this case the Enterprise User (E U) is acting as a middleman/ distributor and including the manufacturer in the process, which is a worst case scenario. The dashed line indicates that the action of the Supplier with relation to the Customer may not depend on the manufacturers return process, which is subject to the contractual relationship between the Supplier and Manufacturer.



Clearly there are numerous steps between these actions, which the Returns module will need to cope with. The Enterprise User may well have to replace the goods if they are within warranty, but not be able to demand the same action from their manufacturer. For this reason the Returns module has separate Sales and Purchase Return elements.

In addition to tracking the status of a return, the system will also maintain a returned Sales & Purchase stock level that will be reconciled back to the Returns module.

There are two basic stages of operation for either the Sales or Purchase Return modules. The initial stage is the creation (raising) of the Sale or Purchase Return Note (SRN/PRN) detailing the stock and quantity expected to be returned. If appropriate at the same time as setting expected stock, the actual quantity of stock returned may also be set, or it can be left until later. A Sale or Purchase Return Note can be based on a corresponding Sale or Purchase transaction (or Works Order in the case of a Purchase Return) as the basis for it, or it can be raised stand alone.

After setting the quantity of returned stock, the Sales/Purchase Return Note has effectively either been sent in the case of a Purchase return, or received in the case of a Sales Return the returned stock, and the status of the stock is marked accordingly.

The second stage is to action the return following its sending or receiving. There are a number of possible actions as follows:-

Purchase Return Possible Actions	Module Action	Effect on Physical Stock Level
Manufacturer accepts Returned stock, agrees basis of return and offers to credit returned stock.	Raise Purchase Credit Note, allocate to original invoice as appropriate.	Quantity in stock reduced by amount returned.
Manufacturer accepts Returned stock, agrees basis of return and offers to credit returned stock, <u>and</u> sends replacement stock.	Raise Purchase Credit Note, allocate to original invoice as appropriate. Raise either Purchase Invoice (PIN) or Purchase Delivery Note (PDN) to cover replacement stock.	Quantity in stock initially reduced by amount returned, and then increased by amount replaced.
Manufacturer accepts Returned stock, but only offers to repair and return the stock.	Raise Purchase repair invoice to cover receipt of same stock back. Often this will be zero priced if items repaired FOC/under warranty.	Quantity in stock initially reduced by amount returned, and then increased by amount repaired.
Manufacturer does not accept returned stock/ not economical to repair	Write off returned stock	Quantity in stock reduced by amount returned.

Sales Return Possible Actions	Module Action	Effect on Physical Stock Level
E U accepts Returned stock, agrees basis of return and offers to credit returned stock.	Raise Sales Credit Note, allocate to original invoice as appropriate.	None
E U accepts Returned stock, agrees basis of return and offers to credit returned stock, and sends replacement stock.	Raise Sales Credit Note, allocate to original invoice as appropriate. Raise either Sales Invoice (SIN) or Sales Order (SOR) to cover replacement stock.	Quantity in stock reduced by amount replaced.
E U accepts Returned stock, but only offers to repair and return the stock.	Raise Sales repair invoice to cover despatch of same stock back. Often this will be zero priced if items repaired FOC/under warranty.	None
E U does not accept returned stock/ not economical to repair	Write off returned stock	None
E U accepts returned stock back into stock.	Issue returned stock back into stock. No other financial implications.	Quantity in stock increased by returned stock.

There is a final scenario which transcends both Purchase and Sales Return modules, and that is the back to back repair of a customers stock via the manufacturer. In this scenario the E U will receive returned stock from the customer, and decide to send it back to the manufacturer for repair before returning the same repaired stock back to the customer.

This is by far the most complex of the scenarios especially if it involves Serial/Batch or Multi Bin stock when you consider the core principles upon which the two modules have been built. A separate section has been dedicated to covering this as a separate topic since it involves concepts contained in both Sales and Purchase Return modules which must be understood before this scenario will make sense.

Outlined below is a more detailed the effect on physical and returned stock levels each Return step will have for a particular scenario.

ROLE Pseudo-Task		Stock Movements from Customer to EU (Supplier), and onto Manufacturer					
		Customer - Stk Qty	Customer - Returns Qty	EU - Stk Qty	EU - Returns Qty	Manufacturer - Stk Qty	Manufacturer - Returns Qty
1a	Customer	Wishes to return goods and requires immediate replacement, contacts EU (Supplier)	10				
2a	EU (Supplier)	EU (Supplier) requests original customer SOR/SDN/SIN ref and issues SRN number to cover transit of goods which are matched back to original SOR					
3a	Customer	Raises own PRN, with SRN as Your Ref for supplier and sends goods back to EU (Supplier)	-4	+4			
4a	EU (Supplier)	EU (Supplier) raises an SOR via SDN, for replacement goods and sends them to customer.		-4			
5a	Customer	Replacement goods received via normal goods in procedure, which may require a POR being created from the PRN to allow the goods to be received via a PDN. Alternatively, it may be preferable to create a PDN directly from a PRN.	+4				
6a	EU (Supplier)	Goods received by EU (Supplier) and verified as being faulty. (SRN Status upgraded, and Qty Received completed.			+4		
7a	EU (Supplier)	Credit note raised against customer, value only and matched to SRN					
8a	Customer	Credit note received and matched against PRN. Goods are written off. PRN Marked as completed/ returned to history.		-4			
9a	EU (Supplier)	Goods repaired and put back into stock. SRN Status updated.		+4	-4		
	OR						
1b	EU	Goods need to go back to manufacturer, so EU contacts manufacturer					
2b	Manufacturer	Manufacturer requests original EU POR ref, or own SDN if available and issues an SRN number to cover the transit of the goods, which are matched against the original sales order					
3b	EU	Raises own PRN with SRN as your ref and sends goods back		-4	+4		
4b	Manufacturer	Manufacturer raises an SOR for replacement goods, and sends them back to EU. Other than being matched to SRN, this SOR would follow normal SOR processing/sequence and be invoiced accordingly				-4	
5b	EU	EU receives replacement items received under normal goods in procedure which may require a POR being created from the PRN to allow the goods to be received via a PDN.		+4			
6b	Manufacturer	Goods received by manufacturer and verified as being faulty					+4
7b		Credit note raised against EU, value only, also matched to SRN					
8b	EU	Credit note received and matched to PRN. Goods are written off.			-4		
9b	Manufacturer	Goods repaired and placed back into stock				+4	-4

Initial Setting up of the Returns Module

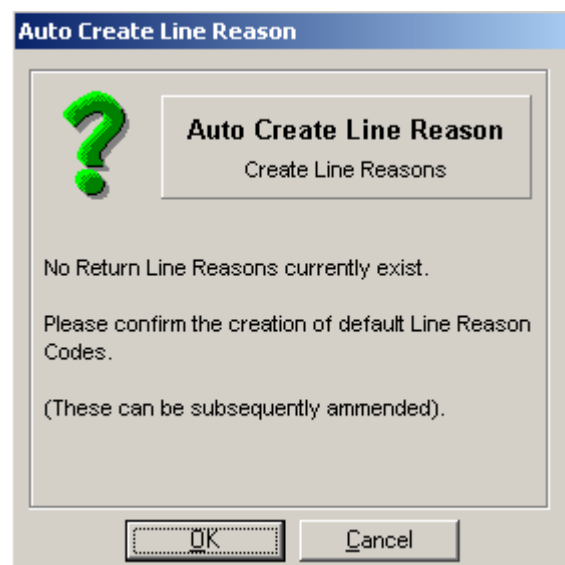
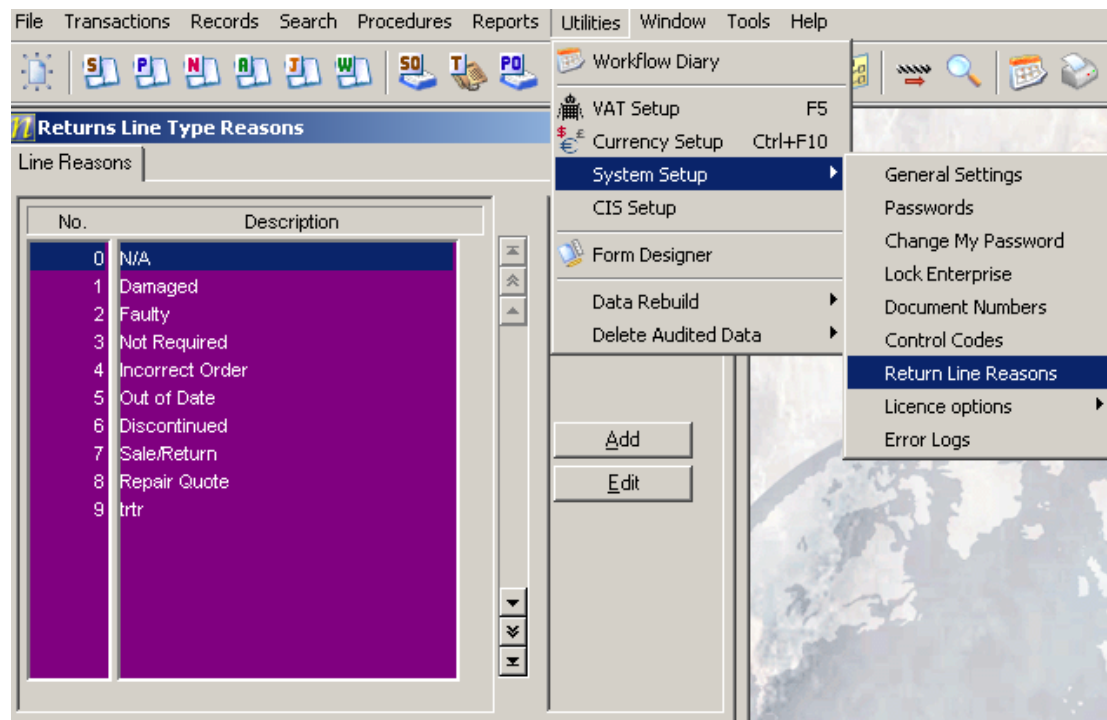
General Ledger Control Codes		
Description	G/L Code	Stored Description
VAT Input	33020	VAT Input Control Account
VAT Output	33010	VAT Output Control Account
Debtors Control A/C (AR)	21010	Debtors Control Account
Creditors Control A/C (AP)	31010	Creditors Control Account
Settlement Disc Given	599910	Settlement Discounts Given
Settlement Disc Taken	699910	Settlement Discounts Taken
Line Discounts Given	599900	Line Discounts Given
Line Discounts Taken	699900	Line Discounts Taken
Profit/Loss brought fwd	91060	Profit/Loss Retained (Auto)
Currency Variance	76040	Currency Variance (Realised)
Unrealised Currency Diff	990	Suspense Account
Profit & Loss A/C Start	40	Profit & Loss
Profit & Loss A/C Finish	90	Financed By
Freight/Uplift Control	22110	BOM - Hardware
Sales Accrual Control	22220	Sales Accruals
Purch Accrual Control	34030	Purchase Accruals
Returns Restock charge	55025	Recharge on returns
Job Costing Time Sheet Control Accounts		
Overhead	71010	Salaries Production
Production	71010	Salaries Production
Sub-Contract	71010	Salaries Production

OK Cancel

When the Returns module is enabled, an additional G/L control code is required to cover the raising of re-stocking charges. (See *section stock set up for more information on recharges*).

Return Line Reasons.

Each line of a Purchase or Sales Return document can be assigned a Return Line Reason. These are maintained via System Set-up and need to be created prior to any Returns being generated.



When this option is first accessed, Enterprise will detect that no Return Line Reasons currently exist, and offer to create a set of defaults.

Note: Because the Return lines store the Return Line Reason codes by number, it is not possible to delete the Return Line Reasons, only amend them once created otherwise their meaning on historical Returns will be altered. If a Return Line Reason is no longer required, simply set the Reason text to blank.

Stock Record Set-up for Returns

77 Stock Record BAT-1.5-AA-AK, 1.5 AA Battery 4 Pack. Consolidatd GBP

Main Defaults VAT/Web WOP **Returns** Notes Qty Breaks Ledger Build

Warranty & G/L

Sales Warranty 0 Days

Manufact. Warranty 0 Days

Sales Return G/L 22095 Stock Sales Return

Purchase Return G/L 22097 Stock Purch Return

Restock

Restock Charge 1.00%

Sales Returned 93.00

Purchase Returned 28.00

A Returns Tab is available on the stock record to cover the additional stock details required to support the Returns module.

Days

Days

Weeks

Months

Years

When a Sales Return is based on a sales transaction, The **Sales Warranty** determines if Sales Returned stock is within the E U's warranty period by comparing today's date with the original sales transaction date to determine if it falls within the Sales Warranty period defined in the individual stock record of the item.

If the item is within warranty the E U has the option of raising a zero priced Sales Returned note so that in turn any replacement stock or further action will also be zero priced.

When a Purchase Return is based on a purchase transaction, The **Purchase Warranty** determines if Purchase Returned stock is within the manufacturers warranty period by comparing today's date with the original purchase transaction date to determine if it falls within the Purchase Warranty period defined in the individual stock record of the item.

If the item is within warranty the E U has the option of raising a zero priced Purchase Returned note so that in turn any replacement stock or further action will also be zero priced.

In either case a zero warranty indicates no warranty period for that particular stock item.

Sales & Purchase Return G/L codes: Although as discussed previously there is no real impact on overall stock valuation for returned stock, the returns module has provision for generating an accrual for Purchase and Sales Returned stock. The G/L codes for these accruals are set up here.

Restock Charge: In some cases an E U may have terms of trading which include the right to charge a restocking fee for returning stock. A percentage of the original price can be set up within the returns tab, and any Sales Credit note sent against a Sales Return can optionally apply the restocking surcharge against it. A zero % indicates no restock charge will be applied for this particular stock item. Restocking charges only apply to Sales Returns.

Sales & Purchase Return Levels: These show the current returned quantities still outstanding on Sale & Purchase Return notes.

In addition the stock ledger screen is extended to show the movements of both Sales and Purchase Returns.

77 Stock Record BAT-1.5-AA-AK, 1.5 AA Battery 4 Pack. Consolidatd GBP

MainDefaultsVAT/WebWOPReturnsNotesQty BreaksLedgerBuild

Ref	Date	A/C Code	Qty In	Qty Out	Allocated	On Order	Alloc WOR	Issud WOR	Sales Ret.	Purch Ret.	Unit Price
ADJA	19/04/2005		200.000								GBP2.50
SIN99	09/06/2005	BAXT01		50.000							GBP5.00
SRN0	09/06/2005	BAXT01									GBP5.00
SRN0	11/06/2005	BAXT01									GBP5.00
SRN0	13/06/2005	BAXT01							48.000		GBP5.00
ADJA	13/06/2005		2.000						45.000		GBP2.50
PRN0	13/06/2005	ASHF01		30.000						28.000	GBP2.50-

EditFindPrintViewCopyCheckPropertiesSave Coordinates

AccountSales Orders O/SPurchase Orders O/SAll O/S OrdersPicked OrdersSales OrdersPurchase OrdersWorks OrdersAll OrdersSales Delivery NotePurchase Delivery NoteAll Delivery NotesSales ReturnPurchase ReturnAll ReturnsSales TransactionsPurchase TransactionsAdj Transactions

Note too, the ability to filter the stock ledger by Sales or Purchase Return

Where Multi location stock is enabled, both the master location and stock location records have been extended to support the Returns module.

Location Record

Locn Code: **DE1** Name: **London Depot**

Address: **The Street** Contact: **Mr A. Curuthers**
The Town Telephone: **01788 23323**
The County Fax: **01788 23323**
The Post Code Modem: **01788 44432**
The Country Email: **Acuruthers@internet.com**

Override Sales Prices ☐ Cost Price ☐ Re-order Price ☐ Sales G/L
 Override CC/Dept ☒ Cost of Sales G/L
 Default CC/Dept **AAA** **ADM** Closing Stk/Write Offs G/L
 Override Supplier ☐ Stock Value G/L
 Override GL Accounts ☐ BoM/Finished Goods G/L
 WOP/Work in progress G/L
 Sales & Purch. Return G/L

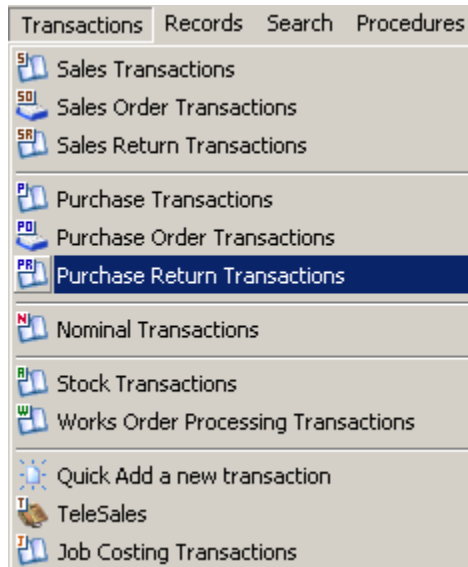
Stock Location Record for Locn : DE1, BAT-1.5-AA-AK, 1.5 AA Battery 4 Pack

Min Stock: **0.000** Pref. Supplier: **Sales & Purch Return**
 Max Stock: **0.000** CC/Dep: **AAA** **ADM** WOP/Work in progress
 In Stock: **152.000** Bin Location: BoM/Finished Goods
 (Posted): **0.000** Cost Price: **GBP** **2.500** Stock Value
 Allocated: **0.000** Re-Order: **GBP** **2.500** Closing Stk/Write Offs
 Picked: **0.000** Currency: Value: Margin%: Cost of Sales
 Free Stock: **152.000** Sales Price: **GBP** **5.00** **A** **50.0** Sales
 On Order: **0.000**
 Alloc WOP: **0.00**
 Iss. WOP: **0.00**
 Pick WOP: **0.00**
 Sales Ret.: **93.00**
 Purch Ret.: **28.00**

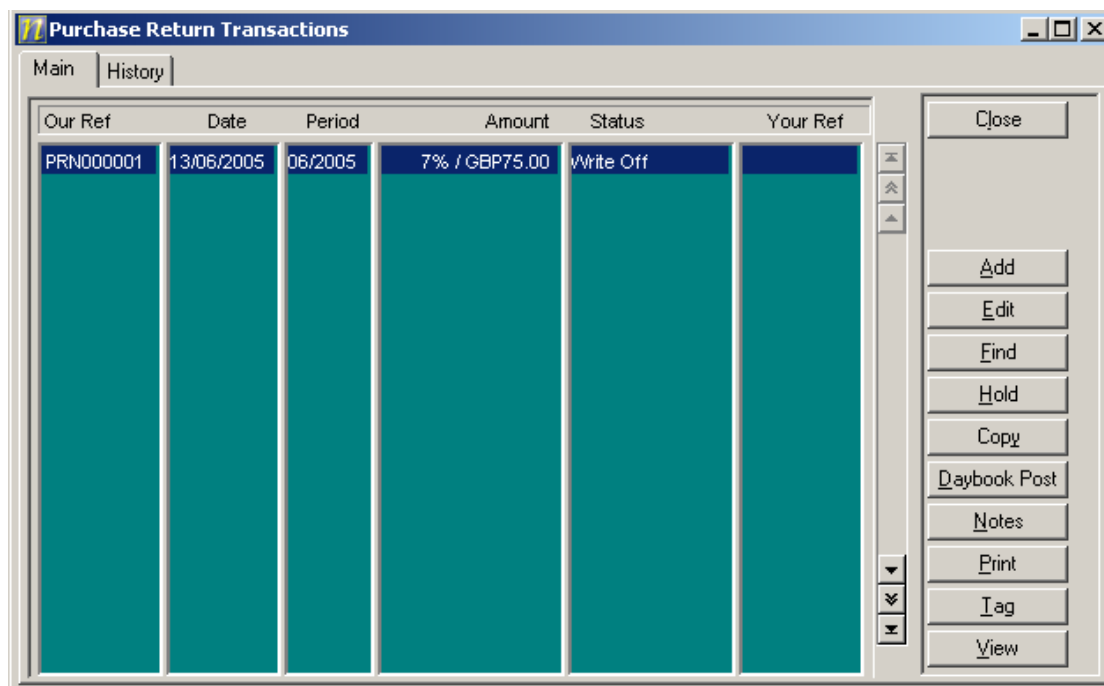
Using the Purchase Return Module

A Purchase Return Note (PRN) can be created manually as a stand-alone document, or by basing it on an existing Purchase Invoice (PIN), Purchase Delivery Note (PDN), directly from a Serial or Batch item, Works Order line, or Sales Return Note (SRN). (*Creation of a PRN from an SRN is covered in the Sales Return Section*).

Creating a manual Purchase Return Note



The Purchase Return daybook is accessed via the Transactions menu option on the Exchequer main menu.



Add: Allows the ability to add a stand alone Purchase Return Note. (See adding a Purchase Return Note later).

Edit: Says what it does on the tin!

Find: Gives the ability to search on the daybook via various methods.

Hold: Gives the normal hold options of most daybooks.

Copy: Says what it does on the tin! (Reverse not an option for Returns)

Daybook Post. Allows you to action the currently highlighted Return, or all returns applying various filters. It is also possible to re-print a previous Sales run via this option.

Notes, Tag, Print, View : Says what it does on the tin!

Adding a Purchase Return Note

Having selected **Add** from the Purchase Return Daybook, the following Purchase Return Note Screen is displayed.

Pending action for PRN

Quarantined for inspection on PRN

Credit & Write off PRN

PDN generated for replacement goods from PRN

PIN generated for replacement goods based on PRN

Repair PIN generated based on PRN

Write Off PRN

Return complete

The **Stat** field shows the current status of the Return.

The first two options, Pending Action, and Quarantined are manual options which may be controlled by the user. The remainder will be controlled by the module as the Return is progressed through various actions until completed.

The **Returned total** at the bottom shows the financial value of the Return. The **Repaired total** shows what value of the return has been repaired as opposed to written off.

The **% Complete** shows the percentage of the overall returned quantity, which has either been repaired or written off.

Adding a Purchase Return Note Line

The screenshot shows the 'PRN000003 Transaction Line' window. It contains several input fields and sections:

- Top Section:** Fields for Stock Code, Locn., Expected Qty (0.000), Qty Returned (0.000), Qty Repaired (0.000), Tot. Repaired (0.00), Qty W.Off (0.000), and Tot. W.Off (0.00).
- Stock Description:** A large text area for describing the stock item.
- Unit Price:** A field showing 0.000.
- Discount:** A field.
- Total:** A field showing 0.00.
- G/L Code:** A field showing 0.
- VAT:** A dropdown menu.
- CC:** A field.
- Dept:** A field.
- Reason:** A dropdown menu showing 'N/A'.
- User Def 1, User Def 2, User Def 3, User Def 4:** Four fields for user-defined data.
- Buttons:** 'OK' and 'Cancel' buttons.

Although usually each line will be for a stock item, it is possible to add in description lines for narrative if required.

The **Locn.** field determines from which location the stock is being returned from in systems where multi location stock is enabled.

The Return line has two distinct quantity sections. Those that deal with the initial creation of the return i.e. **Expected Qty**, **Qty. Returned**, and those that deal with the actioning of the return i.e. **Qty Repaired**, **Qty W.Off**. It is only possible to access one or other of the quantities during the editing of a line. The other quantity fields will be grayed out as soon as the Returns module detects which operation - set-up or action is being performed.

The **Expected Qty** is the quantity of stock we are expecting to return to our manufacturer and is set initially to create the Purchase Return in the first instance. Normally that actual **Qty. Returned** is set at the same time unless there is a physical break in time between the raising of the PRN and its physical despatch to the manufacturer. It is also normal for these two quantities to match, but it is not mandatory and there may be a need to track any discrepancies as a separate reporting exercise.

The **Expected Qty** has no effect on any stock levels and it is purely notational. On a PRN, the **Qty. Returned** will immediately reduce the physical stock level, and increase the Purchase Returned stock level.

The screenshot shows the 'PRN000003 Transaction Line' window with the following data:

- Stock Code:** BAT-1.5-AA-AK
- Locn.:** DE1
- Expected Qty:** 12.000
- Qty Returned:** 12.000
- Qty Repaired:** 0.000
- Tot. Repaired:** 0.00
- Qty W.Off:** 0.000
- Tot. W.Off:** 0.00
- Stock Description:** 1.5 AA Battery 4 Pack
- Unit Price:** 2.500
- Discount:**
- Total:** 30.00
- G/L Code:** 22097
- VAT:** S
- CC:** AAA
- Dept:** ADM
- Reason:** N/A (with a dropdown menu open showing options: Damaged, Faulty, Not Required, Incorrect Order, Out of Date, Discontinued, Sale/Return)
- User Def 1, User Def 2, User Def 3, User Def 4:** Empty fields.
- Buttons:** 'OK' and 'Cancel' buttons.

During the setting of the Expected quantity or the Qty Returned, the action quantities are grayed out.

Note also the line reasons. These are set-up via System Set-up for subsequent analysis.

On a stand alone Return the other default fields are all derived from

the account and stock master records as they would be on any other account and stock based transaction.

Note also the ability to enter multiple lines of description.

77 Stock Record - Locn : DE1. BFRAME, Frame. Consolidatd GBP

Serial

Serial Number	Batch No.	In Doc.	Out Doc.	Out Dat
05		ADJA00001		dd/mm/yy
06		ADJA00001		dd/mm/yy
07		ADJA00001		dd/mm/yy
08		ADJA00001		dd/mm/yy
09		ADJA00001		dd/mm/yy
10		ADJA00001		dd/mm/yy
01		ADJA00001	PRN000003	13/07/200
02		ADJA00001	PRN000003	13/07/200
03		ADJA00001	PRN000003	13/07/200

Items Required: 1.000-

Close

Add

Edit

Find

Use

Add Range

Notes

Once the line is completed in terms of Expected and Returned quantities it can be stored, and additional lines entered as required.

In the case of Serial/Batch items the completion of the **Qty Returned** also necessitates the specification of which serial/batch items are being returned to the manufacturer from the usual list of serial numbers available for sale.

77 Stock Record - Locn : DE1. BBELL, Bell. Consolidatd GBP

Bins

Bin Code	Qty	Date	In Doc.	Out Doc.
G222	Avl :34.000	09/05/2005	ADJA00001	
G222	6.000 Used.	09/05/2005	ADJA00001	PRN000003

Items Required: 0.000

Close

Add

Edit

Find

Sort

Use

Location

In the case of multi bin items, the completion of the **Qty Returned** also necessitates the specification of which bin the stock is being sent from, just as you would from any transaction that depletes bin stock.

As soon as all the lines have been completed with their Qty Returned set, the Purchase Return is now ready for actioning once the user knows what fate awaits the returned stock.

77 Purchase Return Record

Return Analysis Footer Notes

British Telecom
Telecom House
High Street
BOURNEMOUTH
BH17 8RW

A/C BRIT01

Date 13/06/2005

Stat Pending

Per/Yr 06/2005

Your Ref

Alt. Ref

Our Ref PRN000003

Currency GBP

Ex. Rate 1.000000

MANAGE

Delivery

Stock Code / Description	Expcd Qty	Returned	Repaired	O/S	Type	Line Total	Unit Price	TC
BAT-1.5-AA-AK, 1.5 AA Batt	12.000	12.000		12.000	Faulty	30.00	2.500	\$
BFRAME, Frame	4.000	4.000		4.000	Damaged	60.00	15.000	\$
BBELL, Bell	6.000	6.000		6.000	Incorrect Or	3.00	0.500	\$

CC: AAA Dep: ADM

Returned: 93.00

Repaired: 0.00

%Complete: 0%

OK

Cancel

Close

Add

Edit

Delete

Insert

Auto

Check

Raising a Purchase Return Note based on a prior Purchase Transaction

It will be more typical to raise a Purchase Return Note (PRN) from an existing Purchase Transaction or Works Order than stand alone. When basing a PRN on an existing transaction the user has the option to base the PRN on the entire transaction, or on a single line of a transaction.

Based on entire transaction

If a PRN is based on an entire transaction, the original quantities are assumed to be the Returned quantities. Any variation to this, or exclusion of lines which are not to be required will need to take place within the PRN after it has been created.

Our Ref	Date	Period	A/C	Amount
PIN999999	13/06/2005	06/2005	BRIT01	GBP528.76

To base the PRN on an entire transaction you must first locate the transaction from its daybook, or daybook history or Supplier Ledger list. Having located it, you can select the **Return** Button/right click Menu option.

Having chosen the Return option, the Return Creation Wizard is

displayed.

Generate Purchase Return Step 1 of 1

In Warranty zero price

Date: 13/06/2005 Period: 04/2005

Your Ref: Credit Return Loc.: DE1

Reason: N/A Set Returned Qty ☒

Add to existing Return ☐

Finish Cancel

In Warranty zero price

Maintain original price

In Warranty zero price

It is at the Return creation stage you can determine to set the value of the PRN to be zero by checking for the individual warranty status of each line. Checking the warranty is the default option. (See *Stock record set-up for more details of warranty rules*)

The Date and Period of the PRN can be set as well as a Your Ref. The longer your ref will automatically be set to the originating transactions OurRef.

The location from which the Returned stock will be taken, and subsequently returned if applicable is also set here.

N/A
 Damaged
Faulty
 Not Required
 Incorrect Order
 Out of Date
 Discontinued
 Sale/Return

Each of the returned lines can be marked with a reason for the return. As we are returning an entire transaction all lines will be marked with the same line reason.

The **Set Returned Qty** option will determine if the actual Returned Qty will be set at the same time as the Expected Qty. In the case of PRN's this defaults to ticked as usually these quantities are set at the same time.

It is also possible to append this Return to an existing PRN by supplying a valid PRN number. The PRN to be appended to must share the same account code and currency, and must still be outstanding.

Once all the settings are complete, **Finish** may be clicked and a completed PRN will be displayed.

Purchase Return Record - PRN000005

Return | Analysis | Footer | Notes

British Telecom
 Telecom House
 High Street
 BOURNEMOUTH
 BH17 8RW

A/C: **BRIT01** Per/Yr: 04/2005 Our Ref: PRN000005 MANAGE
 Date: 13/06/2005 Your Ref: Credit Currency: GBP
 Stat: Pending Alt. Ref: PIN999999 Ex.Rate: 1.000000 Delivery

Stock Code / Description	Expcd Qty	Returned	Repaired	O/S	Type	Line Total	Unit Price	TC
BAT-1.5-AA-AK, 1.5 AA Batt	90.000	90.000		90.000	N/A	225.00	2.500	S
BAT-1.5-AA-AK-12, 1.5 AA B	30.000	30.000		30.000	N/A	225.00	7.500	S

CC: AAA Dep: ADM Returned: 450.00 Repaired: 0.00 %Complete: 0%


Had this return contained any Serial/Batch or multi bin items, the appropriate Serial/Batch/Multu bin selection lists would have been displayed for each applicable line and would have needed to be completed as the PRN was being created.

Once the PRN is complete any variation in quantity or actual items can take place. Additional items or more narrative may also be added.

If a Return line is under warranty it will be shown underlined. A Bold line indicates the line is still outstanding.

Stock Code / Description	Expcd Qty	Returned	Repaired	O/S	Type	Line Total	Unit Price	TC
<u>BAT-1.5-AA-AK, 1.5 AA Batt</u>	<u>90.000</u>	<u>90.000</u>		<u>90.000</u>	<u>Faulty</u>	<u>0.00</u>	<u>0.000</u>	<u>S</u>
<u>BAT-1.5-AA-AK-12, 1.5 AA B</u>	<u>30.000</u>	<u>30.000</u>		<u>30.000</u>	<u>Faulty</u>	<u>0.00</u>	<u>0.000</u>	<u>S</u>

Please note

 **Please note**
 Warranty Line

This item has been returned within warranty and so is zero priced.

Please confirm you want to override the warranty status.

OK Cancel

A warranty line can have it price overridden, but by so doing will loose its warranty status.

Date	Notes	User
13/06/2005	PRN000005 was created from PIN999999 /	

The notes on the Return are updated accordingly.

The effect on the Stock ledger is as shown.

Stock Record BAT-1.5-AA-AK-12, 1.5 AA Battery 12 Pack. Consolidatd GBP											
Ref	Date	A/C Code	Qty In	Qty Out	Allocated	On Order	Alloc W/O	Issud W/O	Sales Ret.	Purch Ret.	Unit Price
ADJA	19/04/2005		300.000								GBP7.50
PIN99	13/06/2005	BRIT01	30.000								GBP7.50-
PRND	13/06/2005	BRIT01		30.000						30.000	GBP0.00
PRND	13/06/2005	BRIT01		30.000						30.000	GBP7.50-

As soon as the Return quantity is completed, the physical stock goes down by the same amount, and the Qty on Purchase Return increased by the same amount.

Creating a Purchase Return Note from a single line

The procedure for creating a Purchase Return Note from a single line of an existing transaction is almost identical for that of an entire transaction. The main difference is from where it is executed. For a single line, all that is required is the location of the original transaction and then viewing it in its entirety. When the Returns module is enabled an additional **Return** button becomes available from within the transactions in all modes except when the transaction is being initially added. It is also possible to raise a Return for a single line from within the Stock Ledger of any given stock item.

Purchase Invoice Record - PIN999999

Data Entry | Analysis | Job-View | Footer | Notes

British Telecom
Telecom House
High Street
BOURNEMOUTH
BH17 8RW

A/C: BRIT01 Per/Yr: 06/2005 Our Ref: PIN999999 MANAGE

Date: 13/06/2005 Your Ref: Currency: GBP

Due: 20/08/2005 Alt. Ref: Ex.Rate: 1.000000 Delivery

Stock Code	Qty	Description	Line Total	VAT
BAT-1.5-AA-AK	90.000	1.5 AA Battery 4 Pack	225.00	S
BAT-1.5-AA-AK-12	30.000	1.5 AA Battery 12 Pack	225.00	S

G/L Account CC Dept Locn GBP Net Total VAT Content Total

Stock Miscellaneous AAA ADM DE1 450.00 78.76 528.76

Buttons: OK, Cancel, Close, Add, Edit, Insert, Delete, Find, Return (circled in red)

Having selected **Return** against the desired line, the Return Creation Wizard is displayed. In this version the item being returned is shown, and it is possible to vary the quantity to be returned. A check is made to ensure that original transaction quantity is not exceeded.

Generate Return from PIN999999

Generate Purchase Return Step 1 of 1

BAT-1.5-AA-AK-12, 1.5 AA Battery 12 Pack

Quantity: 25.00 Maintain original price

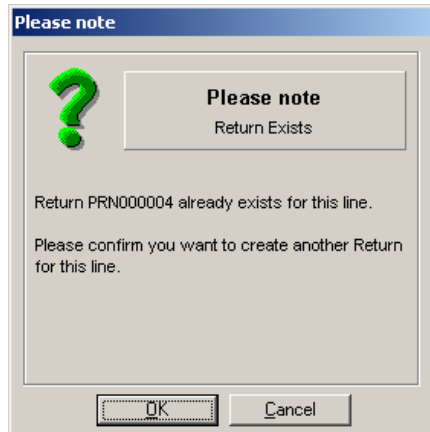
Date: 13/06/2005 Period: 04/2005

Your Ref: Return Loc: DE1

Reason: Damaged Set Returned Qty: ☒

Add to existing Return: ☐ PRN000004

Buttons: Finish, Cancel

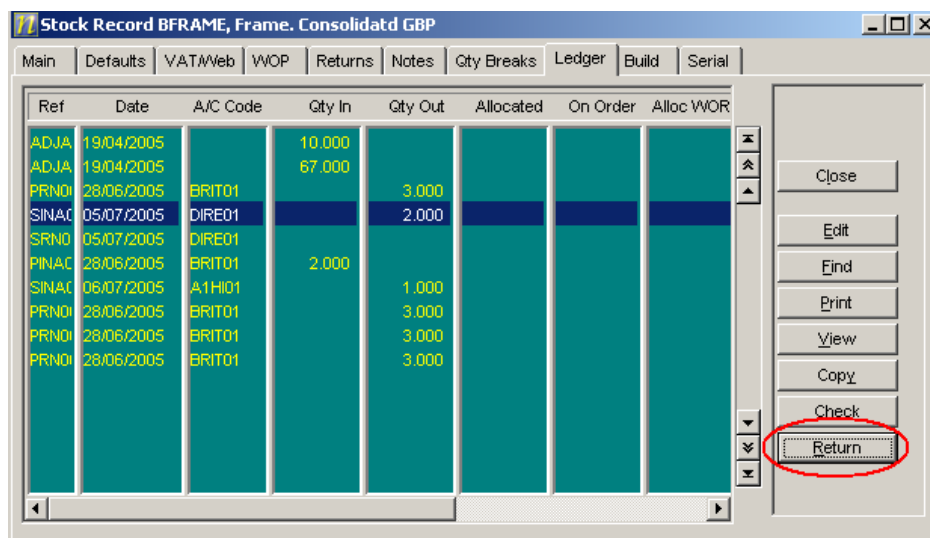


At any time a Return is created from an original transaction, a check is made for an existing Return against that transaction and an appropriate warning given.



A matching link is also established between the Return and its originating transaction.

Creating a Purchase Return Note via the Stock Ledger



Another way to create a Return Note is via the Stock Ledger itself. This is achieved by simply highlighting a valid line, and choosing the Return option.

The originating transaction type will automatically determine if a Sales or Purchase

Return is raised.

Creating a Purchase Return Note from a Serial/Batch record

It is possible to generate a Purchase Return Note directly from a Serial/Batch Record. To achieve this, the required Serial/Batch record needs to be located. Within the Serial/Batch list screen is a **Return** button.

Serial Number	Batch No.	In Doc.	Out Doc.	Out Dat
Avl :67.000 /67.000	BDE21	ADJA00001		dd/mm/y
05		ADJA00001		dd/mm/y
06		ADJA00001		dd/mm/y
07		ADJA00001		dd/mm/y
08		ADJA00001		dd/mm/y
09		ADJA00001		dd/mm/y
10		ADJA00001		dd/mm/y
01		ADJA00001	PRN000003	13/07/200
02		ADJA00001	PRN000003	13/07/200
03		ADJA00001	PRN000003	13/07/200
04		ADJA00001	PRN000003	13/07/200

Please Note

Invalid basis for a Return

Neither ADJA00001 nor PRN000003 is not a valid transaction from which to base a Return upon.

A Return can only be based on an account code based transaction where the Serial/Batch item is unsold in the case of a Purchase Return, or sold/on another Return in the case of a Sales Return.

OK

In the case of a Purchase Return Note, a Serial/Batch item must be unsold in order to raise a PRN against it. It must also have originated from an account based transaction. If any of these conditions are not met, then this warning is shown.

Creating a Purchase Return Note from a Works Order

It is possible to raise a Purchase Return Note for a component line of a Works Order that has unissued stock against it. The assumption being that the Returns module can only return stock still freely available rather than stock already absorbed within the assembly of a Bill of Material.

Stock Code	Description	Qty Per	Reqd	+/-	Issued	O/S	Picked	Fre
BWHEEL	Wheel	1.000	1.000		0.000	1.000		
BTYRE	Tyre	1.000	1.000			1.000		00.00
BRIM	Rim	1.000	1.000			1.000		00.00
BHUB	Wheel Hub	1.000	1.000			1.000		00.00
BSPOKES	Spokes	24.000	24.000		10.000	14.000		16.00
BFRAME	Frame	2.000	2.000		1.000	1.000		10.00

To Return unissued component stock from a Works Order, open the Works Order, and highlight the desired component line.

Generate Purchase Return Step 1 of 1

BSPOKES, Spokes

Quantity: 14.00 In Warranty zero price: [dropdown]

Date: 14/06/2005 Period: 06/2005

Your Ref: [] Return Loc: DE1

Reason: N/A Set Returned Qty: []

Add to existing Return: []

Auto Pick WOR: [] Supplier: RALI01

The Return Creation Wizard will be displayed, automatically suggesting the remaining unissued qty as the expected return quantity.

Optionally, the Returns module can be set to auto pick the stock on the Works Order once replacement stock, or repaired stock is received.

In addition it is necessary to specify the supplier the Purchase Return Note will be sent to. By default the supplier from the items stock record is suggested.

If the Purchase Return Note is set to auto pick the works order, and the returned stock is repaired, the returns module will automatically try to reassign any Serial/Batch or Multi Bin stock back to the Works Order, if however the Return is replacing stock, manual allocation of Serial/Batch and Mutli Bin stock will need to take place.

Actioning a Purchase Return Note

There will normally be a physical break in time before we are able to action the Purchase Return Note since the action depends very much on the E U's desired outcome from the manufacturer, and the actual response of the manufacturer.

Referring back to the list of possible actions let us examine how each would be handled by the Returns module. (Also bear in mind that different actions may well apply to different lines of the same Return, for instance one item may be returned, another repaired, and indeed the same line may be split into different actions. Some stock returned, some replaced, some written off etc. These are all perfectly legitimate scenarios).

Purchase Return Possible Actions	Module Action	Effect on Physical Stock Level
Manufacturer accepts Returned stock, agrees basis of return and offers to credit returned stock.	Raise Purchase Credit Note, allocate to original invoice as appropriate.	Quantity in stock reduced by amount returned.
Manufacturer accepts Returned stock, agrees basis of return and offers to credit returned stock, <u>and</u> sends replacement stock.	Raise Purchase Credit Note, allocate to original invoice as appropriate. Raise either Purchase Invoice (PIN) or Purchase Delivery Note (PDN) to cover replacement stock.	Quantity in stock initially reduced by amount returned, and then increased by amount replaced.
Manufacturer accepts Returned stock, but only offers to repair and return the stock.	Raise Purchase repair invoice to cover receipt of same stock back. Often this will be zero priced if items repaired FOC/under warranty.	Quantity in stock initially reduced by amount returned, and then increased by amount repaired.
Manufacturer does not accept returned stock/ not economical to repair	Write off returned stock	Quantity in stock reduced by amount returned.

Our Ref	Date	Period	Amount	Status
PRN000001	13/06/2005	06/2005	7% / GBP75.00	Q/SM/Write Off
PRN000002	13/06/2005	06/2005	7% / GBP75.00	Notes/Write Off
PRN000003	13/06/2005	06/2005	0% / GBP93.00	

The Daybook will reflect what percentage of the Return is complete.

Manufacturer accepts Returned stock, agrees basis of return and offers to credit returned stock.

All of the actions must be considered with respect to the effect on stock the action will have. In this case the manufacturer is saying they will be keeping the returned stock, and sending us a financial credit note to cover the stock returned.

From the perspective of the returned stock, this action in effect is writing it off as far as we, the owner of it are concerned. To reflect this in the Returns module we need to set the lines that are being credited to be written off.

PRN000005 Transaction Line

Stock Code	Locn.	Expected Qty	Qty Returned	Qty Repaired	Tot. Repaired	Qty W.Off	Tot. W.Off
BAT-1.5-AA-AK	DE1	90.000	90.000	0.000	0.00	90.000	0.00

Stock Description: 1.5 AA Battery 4 Pack

Unit Price: 2.500 Discount: Total: 225.00

G/L Code: 22097 Stock Purch Return VAT: S CC: AAA Dept: ADM

Reason: N/A

User Def 1: User Def 2: User Def 3: User Def 4: OK Cancel

This is achieved by editing the appropriate line in the PRN and setting the Qty Written off.

At this stage we have not written anything off, merely marked those lines we

intend to write off once we action the PRN. Note that the Expected and Returned quantities are grayed out as now we are dealing with the action side of the line.

The two total quantity fields **Tot. Repaired**, and **Tot. W.Off** track the cumulative totals of the amounts to date repaired and written off. These values are only updated as part of the Return action process.

Having set the quantity written off, we are now ready to action the Return. If the module detects either the Written off, or Repaired quantities have been set it will automatically display the Return Action Wizard (passwords permitting). Alternately it is possible to manually instigate an Action by highlighting the desired Return in the Return

Action this Return
Action all Returns

Daybook, and choosing **Daybook Process**|Action this Return

Action Wizard

Purchase Return Action Wizard.... Step 1 of 1

Action: Generate Credit Note & Write Off

Replacement Stock Received via: PIN - Purchase Invoice

Allocate Credit to Orig. Doc ☒

Finish Cancel

However called the Action Wizard looks like this.

Generate Credit Note & Write Off
Generate Credit Note & Receive Replacement Stock
Generate Repair Invoice & Re-Stock
Write Off Return

The first option determines what action we wish to perform. The options are these.

The actions are constrained by which quantity boxes are filled in on the Return

line.

Generate Credit Note & Write Off. Will generate a non Stock credit note based on the Quantity Written off on the Return line.

Generate Credit Note & Receive Replacement Stock. Acts as above, but in addition will generate a new transaction with replacement stock.

Generate Repair Invoice & Re-Stock. Expects the quantity set as Repaired on the Return line to be returned back to us, and so will generate a stock coded PIN for that quantity thus booking the stock back.

Write Off Return. Will simply write off the Return line by the Quantity Written off, and take no further action.

For this first example scenario we need to choose **Generate Credit Note & Write Off**, as the manufacturer has agreed to simply credit the stock without replacing it.

Note we also have the option to allocate the credit note against the original invoice which created it. This will default to ticked if the Returns module detects the Return originated from another transaction.

To complete the action choose **Finish**. This will generate the non stock Purchase Credit and display it on screen.

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Purchase Credit Note Record - PCR999999

Data Entry

Analysis

Job-View

Footer

Notes

British Telecom
Telecom House
High Street
BOURNEMOUTH
BH17 8RW

A/C

BRIT01

Per/Yr

04/2005

Our Ref

PCR999999

MANAGE

Date

13/06/2005

Your Ref

CREDIT

Currency

GBP

Due

20/08/2005

Alt. Ref

PIN999999

Ex.Rate

1.000000

Delivery

Stock Code	Qty	Description	Line Total	VAT
	90.000	1.5 AA Battery 4 Pack	225.00	S

ObjectDrill

PCR999999

Account

BRIT01, British Telecom

Matching Information

PRN000005, GBP264.38

PIN999999, GBP264.38

Close

STATUS:
Allocated

Close

Edit

Find

Links

Net Total

VAT Content

Total

225.00

39.38

264.38

Note also the matching information has been updated, and we can see it has been allocated.

Date	Notes	User
13/06/2005	PCR999999 was created from PRN000005 / CREDIT PIN999999	
13/06/2005	PRN000005 was created from PIN999999 /	

The notes on the transaction are also updated accordingly.

PRN000005	13/06/2005	04/2005	75% / GBP450.00	Credit/WVO
-----------	------------	---------	-----------------	------------

updated, as has the % completed.

On the Purchase Return Daybook the status of the Return has been

Confidential

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19/07/2005

Looking at the Return inside we can see this change of status reflected as well.

Purchase Return Record - PRN000005

Return Analysis Footer Notes

British Telecom
Telecom House
High Street
BOURNEMOUTH
BH17 8RW

A/C: BRIT01 Per/Yr: 04/2005 Our Ref: PRN000005 MANAGE

Date: 13/06/2005 Your Ref: CREDIT Currency: GBP

Stat: Credit/WO Alt. Ref: PIN999999 Ex. Rate: 1.000000 Delivery

Stock Code / Description	Expcd Qty	Returned	Repaired	Written Off	Type	Cost Price	GL Code	CC	Dept
BAT-1.5-AA-AK, 1.5 AA Batte	90.000	90.000		90.000	N/A	2.500	22097	AAA	ADM
BAT-1.5-AA-AK-12, 1.5 AA B	30.000	30.000			N/A	7.500	22097	AAA	ADM

CC: AAA Dep: ADM Returned: 450.00 Repaired: 0.00 %Complete: 75%

PRN000005 Transaction Line

Stock Code	Locn.	Expected Qty	Qty Returned	Qty Repaired	Tot. Repaired	Qty VV Off	Tot. VV Off
BAT-1.5-AA-AK	DE1	90.000	90.000	0.000	0.00	0.000	90.00

Stock Description: 1.5 AA Battery 4 Pack

Unit Price: 2.500 Discount: Total: 225.00

GL Code: 22097 Stock Purch Return VAT: S CC: AAA Dept: ADM

Reason: N/A

User Def 1 User Def 2 User Def 3 User Def 4

OK Cancel

Note in order to see the Written Off status we need to use the Analysis Tab on the Return. The line is also displayed in normal font rather than bold now, as it is no longer outstanding.

Manufacturer accepts Returned stock, agrees basis of return and offers to credit returned stock, and sends replacement stock.

In the case of the second line of our Return, the manufacturer has agreed to credit us, and send us the equivalent replacement stock.

The action sequence is very similar to the previous one. In the first instance we need to set the Written off qty as the original stock we sent back is being written off and credited and new replacement stock sent.

However rather than edit the line individually, for this example we can use the **Auto** button from within the Return Note. The **Auto** button gives us the following options:-

Return

Return with Serial Nos

Undo Return

Undo Return with Serial Nos

Repair

Repair with Serial Nos

Undo Repair

Undo Repair with Serial Nos

Write Off

Undo Write Off

These apply to all the lines and offer a quick way to set and unset the various quantities including the Return quantities. There is also an undo option for each of them that sets them back to zero.

In this case we will choose **Write Off**. This will set all the outstanding lines to have their Qty Write Off set to whatever remains outstanding.

We can then action the Return either from the Daybook Post menu, or automatically as we leave the transaction.

We choose

Generate Credit Note & Receive Replacement Stock.

Choosing this option forces us to complete the **Replacement Stock via** option since if we are using Purchase Order processing, there are two ways in which we could receive the

replacement stock.

PIN - Purchase Invoice
PDN - Purchase Delivery Note

Via PIN or PDN.

We will choose PIN.

Note also the checkbox which allows is to apply new pricing to the replacement stock rather than the original price. This can often happen if there is a time lag from when the original items were purchased, and is another reason why the warranty feature is there. Lines marked as warranty lines will not have their prices (zero price) overwritten even if this option is checked.

On this occasion as part of the action process, as well as generating the PCR and allocating it to the original invoice, we will also see the PIN created for the replacement stock. This is stock coded as we are receiving new stock. Had there been Serial/Batch or multi bin items replaced we would have had to add in new Serial/Batch records to cover them, and in the case of multi bins specify in which bin they were booked..

Purchase Return Transactions				
Main History				
Our Ref	Date	Period	Amount	Status
PRN000005	13/06/2005	04/2005	GBP528.76	Complete

This particular Return is now in history as all lines are complete.

In terms of the stock ledger we can see the returned stock still remains going out of physical stock, but the Purchase Returned stock quantity is now zero as the items were written off, and the replacement stock invoice has booked the new stock in.

Stock Record BAT-1.5-AA-AK-12, 1.5 AA Battery 12 Pack. Consolidatd GBP											
Main Defaults VATAWeb WOP Returns Notes Qty Breaks Ledger Build											
Ref	Date	A/C Code	Qty In	Qty Out	Allocated	On Order	Alloc WOP	Issud WOP	Sales Ret.	Purch Ret.	Unit Price
ADJA	19/04/2005		300.000								GBP7.50
PIN99	13/06/2005	BRIT01	30.000								GBP7.50-
PRND	13/06/2005	BRIT01		30.000						30.000	GBP0.00
PRND	13/06/2005	BRIT01		30.000							GBP7.50-
PINAC	13/06/2005	BRIT01	30.000								GBP7.50-

Manufacturer accepts Returned stock, but only offers to repair and return the stock.

In this scenario we are accepting some or all of the same returned stock back albeit repaired.

PRN000003 Transaction Line

Stock Code	Locn.	Expected Qty	Qty Returned	Qty Repaired	Tot. Repaired	Qty W.Off	Tot. W.Off
BFRAME	DE1	4.000	4.000	4.000	0.00	0.000	0.00

Stock Description: Frame

Unit Price: 15.000 Discount: Total: 60.00

G/L Code: 56010 Sales Ladies bikes VAT: S CC: AAA Dept: ADM

Reason: Damaged

User Def 1 User Def 2 User Def 3 User Def 4

OK Cancel

To action a repair instead of setting the **Qty Written Off**, we have to set the **Qty Repaired**.

Because this is a serial item we have to un-use the Serial items previously returned in order to tell Exchequer

which of the returned Serial items are being repaired and returned.

We then call the action wizard in the normal way, but this time Choose **Generate Repair Invoice & Re-Stock**.

Action Wizard

Purchase Return Action Wizard.... Step 1 of 1



Action: Generate Repair Invoice & Re-Stock

Replacement Stock Received via: PIN - Purchase Invoice

Finish Cancel

Upon finishing, this will generate a stock coded repair invoice, which will credit physical stock back with the returned stock. ObjectPrint can be used if a printout of this transaction is required.

Purchase Invoice Record - PINA00001

Data Entry | Analysis | Job-View | Footer | Notes

British Telecom
Telecom House
High Street
BOURNEMOUTH
BH17 8RW

A/C: BRIT01 Per/Yr: 06/2005 Our Ref: PINA00001
Date: 13/06/2005 Your Ref: Currency: GBP
Due: 13/07/2005 Alt. Ref: Ex.Rate: 1.000000

MANAGE Delivery

Stock Code	Qty	Description	Line Total	VAT
BFRAME	4.000	Frame	60.00	S

ObjectDrill

- PINA00001
 - Account
 - BRIT01, British Telecom
 - Matching Information
 - PRN000003: GBP70.50
 - Stock Details
 - BFRAME, Frame
 - Supplier: RALI01, Ralieg Bikes
 - Location: DE1, London Depot
 - Serial & Batch Numbers: 4.000

Net Total: 60.00 VAT Content: 10.50 Total: 70.50

Buttons: OK, Cancel, Close, Add, Edit, Insert, Delete, Find, Return

Drill down to the Serial numbers will not be available from this transaction as they have been returned to unused status, and so have reverted to their original In transaction, however a note against the Serial item is created to explain its return/repair cycle.

Stock Record BFRAME, Frame. Consolidatd GBP

Main | Defaults | VAT/Web | WOP | Returns | Notes | Qty Breaks | Ledger | Build | Serial

Serial Number	Batch No.	In Doc.	Out Doc.	Out Dat.
01	BDE21	ADJA00001		dd/mm/yy
02		ADJA00001		dd/mm/yy
03		ADJA00001		dd/mm/yy
04		ADJA00001		dd/mm/yy
05		ADJA00001		dd/mm/yy
06		ADJA00001		dd/mm/yy
07		ADJA00001		dd/mm/yy
08		ADJA00001		dd/mm/yy
09		ADJA00001		dd/mm/yy
10		ADJA00001		dd/mm/yy

Buttons: Close, Add, Edit, Delete, Find, View, Return, Add Range, Notes

Notes for S/No : MANAGER RALI01Btm

Date	Notes	From
13/06/2005	Serial Item Returned via PRN000003 /	

Manufacturer does not accept returned stock/ not economical to repair

In this scenario we are simply going to write off the returned stock and take no further action by choosing **Write Off Return**. Inside the Action Wizard.

Upon finishing the wizard will simply update the Total Qty Written off on the Return and place it in history if appropriate.

Processing the Returns as a batch

It is possible to set up the action quantities on individual Returns and then process them all in a batch. This is achieved by choosing the **Daybook Post | Action all Returns** option off the Returns Daybook screen.

This option will then display a two stage wizard. The first stage is the same as processing a Return individually except that the option to replace or repair returned stock will not be available for Serial/Batch or Multi bin items, and any Returns containing these items will be excluded from the run due to the need for manual allocation of Serial/Batch/Multi bin items.

Action Wizard
Purchase Return Action Wizard.... Step 1 of 2

Action
Generate Credit Note & Receive Replacement Stock

Replacement Stock Received via
PIN - Purchase Invoice

Allocate Credit to Orig. Doc ☒

Apply current price to replacement stock ☐

Next > Cancel

Action Wizard
Purchase Return Action Wizard.... Step 2 of 2

Process only tag No : 0 (0 includes all) Run No. : 1,000,0

Generate for Location :

< Back Finish Cancel

step two of the wizard allows for the filtering of Returns by tag no. and location.

Once complete, the individual transactions created as a result are not displayed, and must be sought in the Purchase Daybook.

Using the Sales Return Module

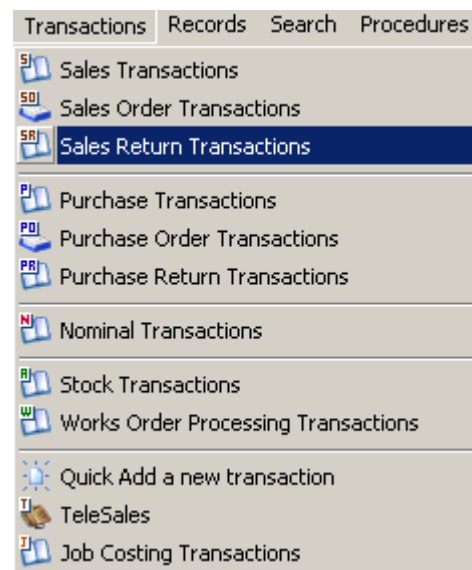
A Sales Return Note (SRN) can be created manually as a stand alone document, or by basing it on an existing Sales Invoice (SIN), Sales Delivery Note (SDN), or directly from a Serial or Batch item.

Although the operation of the Sales Return Module is very similar to that of the Purchase Return Module, there is the small but significant difference of the stock treatment as defined by the core design principle:-

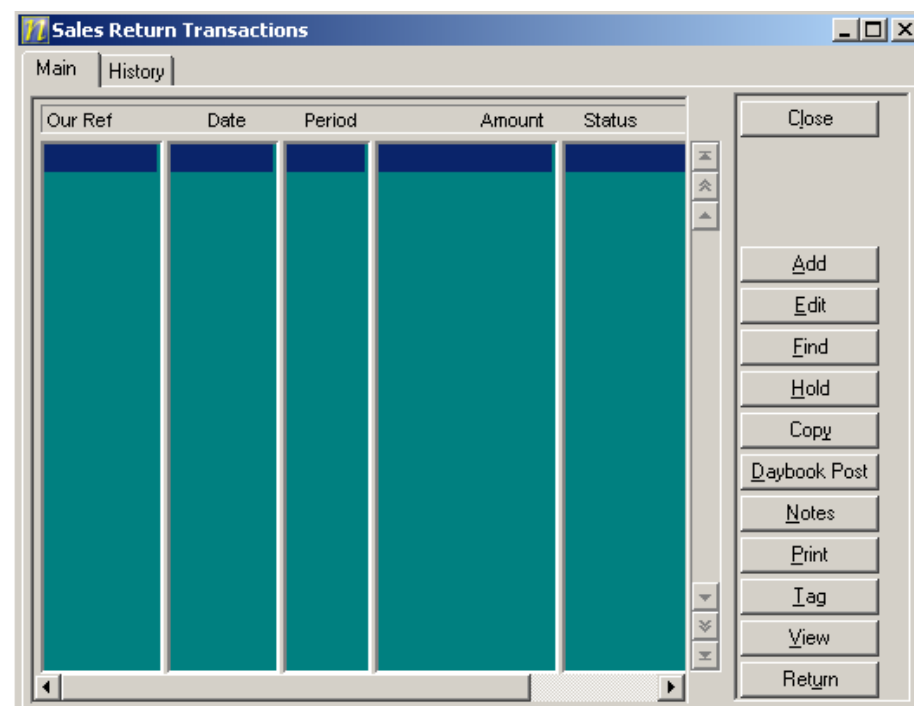
The Sales Return module handles the Exchequer users' customers stock. Ownership (Title) and therefore valuation of the Sales Returned stock is still retained by the customer until it is credited or replaced by the Exchequer user, or written off by the customer. Therefore in terms of stock valuation Sales Returned stock does not form part of the Exchequer users stock valuation.

This principle adds additional considerations to handling customer stock especially when it comes to Serial/Batch and Multi Bin type stock, which needs to be covered in detail.

Creating a manual Sales Return Note



The Sales Return daybook is accessed via the Transactions menu option on the Exchequer main menu.



Add: Allows the ability to add a stand alone Sales Return Note. (See adding a Sales Return later).
Edit: Says what it does on the tin!

Find: Gives the ability to search on the daybook via various methods.

Hold: Gives the normal hold options or most daybooks.

Copy: Says what it does on the tin! (Reverse not an option for Returns)

Daybook Post. Allows you to action the currently highlighted Return, or all returns applying various filters. It is also possible to re-print a previous Sales run via this option.

Notes, Tag, Print, View : Says what it does on the tin!

Return: It is possible to create a back to back Purchase Return Note based upon a Sales Return Note which can be useful in a customer repair scenario where the customers stock is being sent back to the manufacturer for repair.

Adding a Sales Return Note

Having selected **Add** from the Sales Return Daybook, the following Sales Return Note Screen is displayed.

Pending action for SRN
Quarantined for inspection on SRN
Credit & Write off SRN
SOR generated for replacement goods from SRN
SOR <=> POR gen. for replacement goods from SRN
SIN generated for replacement goods based on SRN
Repair SIN generated based on SRN
Write Off SRN
Issue Stock SRN
Return complete

The **Stat** field shows the current status of the Return.

The first two options, Pending Action, and Quarantined are manual options which may be controlled by the user.

The remainder will be controlled by the module as the Return is progressed through various actions until completed.

The **Returned total** at the bottom shows the financial value of the Return. The **Repaired total** shows what value of the return has been repaired as opposed to written off.

The **% Complete** shows the percentage of the overall returned quantity, which has either been repaired or written off.

Adding a Sales Return Note Line

Although usually each line will be for a stock item, it is possible to add in description lines for narrative if required.

The **Locn.** field determines from which location the stock is being returned to if issued back to stock, in systems where multi location stock is enabled.

The Return line has two distinct quantity sections. Those that deal with the initial creation of the return i.e. **Expected Qty**, **Qty. Returned**, and those that deal with the actioning of the return. **Qty Repaired**, **Qty W.Off**. It is only possible to access one or other of the quantities during the editing of a line. The other quantity fields will be grayed out as soon as the Returns modules detects which operation - set-up or action is being performed.

The **Expected Qty** is the quantity of stock we are expecting from our customer after initial contact regarding the return and is set initially to create the Sales Return Note in the first instance so the customer can return the goods under cover of this SRN number enabling the E U to match them up when received.

Normally that actual **Qty. Returned** on an SRN is set at the time the actual returned stock is received rather than when it is created. It is also normal for these two quantities to match, but it may well not always be the case and there may be a need to track any discrepancies as a separate reporting exercise.

The **Expected Qty** has no effect on any stock levels and it is purely notational. On an SRN, the **Qty. Returned** will increase the Sales Returned stock level.

SRN000003 Transaction Line

Stock Code	Locn.	Expected Qty	Qty Returned	Qty Repaired	Tot. Repaired	Qty W.Off	Tot. W.Off
BAT-1.5-AA-AK	DE1	25.000	25.000	0.000	0.00	0.000	0.00

Stock Description	Unit Price	Discount	Total
1.5 AA Battery 4 Pack	5.00	A	125.00

G/L Code	VAT	CC	Dept
22095	Stock Sales Return	S	AAA

Reason	Cost
N/A	2.50

User Def 1	User Def 2	User Def 4

During the setting of the Expected quantity or the Qty Returned, the action quantities are grayed out.

Note also the line reasons. These are set-up via System Set-up for subsequent analysis. On a stand alone Return the other default fields are all derived from the account and stock

master records as they would be on any other account and stock based transaction.

Note also the ability to enter multiple lines of description.

Once the line is completed in terms of Expected and Returned quantities it can be stored, and additional lines entered as required.

Stock Record - Locn : DE1, BFRAME, Frame. Consolidatd GBP

Serial	Serial Number	Batch No.	In Doc.	Out Doc.	Out Dat
01			ADJA00001	ADJA00006	09/06/200
04			ADJA00001	PRN000001	22/06/200


Items Required: 1.000

In the case of Serial/Batch items the completion of the **Qty Returned** also necessitates the specification of which serial/batch items are being returned by the customer.

The suggested list of possible serial numbers are those that have been marked as sold only.

When these are selected by the Returns Module, they are marked as being on Return, but remain sold. (Shown as bold).

Warning

 This Serial item has been booked as Returned stock, and cannot be used as normal stock until it has been issued back into stock from the Returns system!

user/process. If an attempt is made to "unsell/Unuse" these items during a normal sales process, the warning above is displayed.

This is a fundamental point underpinning the principle that Sales Returned stock is still owned by the customer and does not form part of the E U stock holding hence why it is never included in the stock system.

The effect of marking them as being on Return is to prevent them being "unused" back for sale by another

77 Stock Record - Locn : DE1. BBELL, Bell. Consolidatd GBP						
Bins						
Bin Code	Qty	Date	In Doc.	Out Doc.	Locn	Auto Pick Mode
G222	Avl:38.000	09/05/2005	ADJA00001		DE1	
B222	Avl:4.000	08/06/2005	SRN000001		DE1	
RT01	Avl:4.000	14/06/2005	SRN000003		DE1	Quarantined
G222	2.000 Used.	09/05/2005	ADJA00001	PRN000001	DE1	
R222	Avl:0.000	08/06/2005	ADJA00004		DE1	Quarantined
R222	4.000 Used.	08/06/2005	ADJA00004	SRN000001	DE1	

In the case of multi bin items, the completion of the **Qty Returned** also necessitates the specification of which bin the stock is being stored in whilst in the E U's possession, just as you would from any transaction which increases bin stock.

In this instance though as it is Sales Returned stock, it is automatically marked as Quarantined, thus preventing its inclusion in any auto picking routines, and also preventing its sale by another user/process.

This is a fundamental point underpinning the principle that Sales Returned stock is still owned by the customer and does not form part of the E U stock holding hence why it is never included in the stock system, but in the case of Multi Bins the E U still needs to track its physical location whilst in their possession.

As soon as all the lines have been completed with their Qty Returned set, the Sales Return is now ready for actioning once the user decides what fate awaits the returned stock.

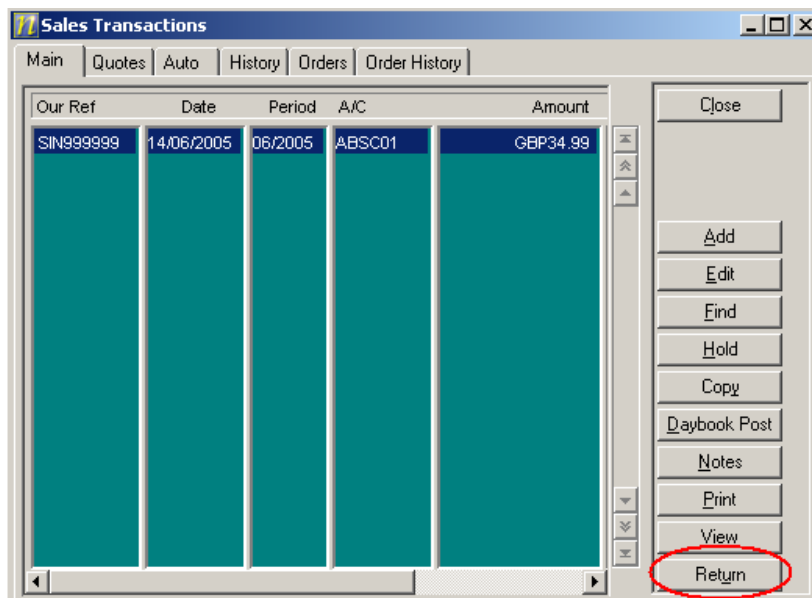
77 Sales Return Record						
Return		Analysis		Footer		Notes
ABS Computer Systems Ltd 183 The Broadway Broadstone Dorset BH18 8DH		A/C: <input type="text" value="ABSC01"/>	Per/Yr: <input type="text" value="06/2005"/>	Our Ref: <input type="text" value="SRN000003"/> <input type="button" value="MANAGE"/>		
Date: <input type="text" value="14/06/2005"/>		Your Ref: <input type="text"/>	Currency: <input type="text" value="GBP"/>			
Stat: <input type="text" value="Pending"/>		Alt. Ref: <input type="text"/>	Ex. Rate: <input type="text" value="1.000000"/> <input type="button" value="Delivery"/>			
Stock Code / Description	Exptd Qty	Returned	Repaired	O/S	Type	
BAT-1.5-AA-AK, 1.5 AA Batt	25.000	25.000		25.000	Faulty	<input type="button" value="OK"/> <input type="button" value="Cancel"/> <input type="button" value="Close"/> <input type="button" value="Add"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/> <input type="button" value="Insert"/> <input type="button" value="Auto"/> <input type="button" value="Check"/>
BFRAME, Frame	2.000	2.000		2.000	Damaged	
BBELL, Bell	4.000	4.000		4.000	Damaged	
<div> <div>CC: AAA Dep: ADM</div> <div>Returned: 309.00 Repaired: 0.00 %Complete: 0%</div> </div>						

Raising a Sales Return Note based on a prior Sales Transaction

It will be more typical to raise a Sales Return Note (SRN) from an existing Sales Transaction than stand alone. When basing an SRN on an existing transaction the user has the option to base the SRN on the entire transaction, or on a single line of a transaction.

Based on entire transaction

If a SRN is based on an entire transaction, the original quantities are assumed to be the Returned quantities. Any variation to this, or exclusion of lines which are not to be required will need to take place within the SRN after it has been created.

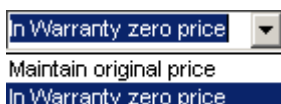


To base the SRN on an entire transaction you must first locate the transaction from its daybook, or daybook history or Customer Ledger list.

Having located it, you can select the **Return** Button/right click Menu option.



Having chosen the Return option, the Return Creation Wizard is displayed.



It is at the Return creation stage you can determine to set the value of the SRN to be zero by checking for the individual warranty status of each line. Checking the warranty is the default option. (See *Stock record set-up for more details of warranty rules*)

The Date and Period of the SRN can be set as well as a Your Ref. The longer your ref will automatically be set to the originating transactions OurRef.

The location to which the Returned stock will be sent if issued back to stock is also set here.

N/A
 Damaged
Faulty
 Not Required
 Incorrect Order
 Out of Date
 Discontinued
 Sale/Return

Each of the returned lines can be marked with a reason for the return. As we are returning an entire transaction all lines will be marked with the same Return Line reason.

The **Set Returned Qty** option will determine if the actual Returned Qty will be set at the same time as the Expected Qty. In the case of SRN's this defaults to unticked as usually these quantities are set at different times.

It is also possible to append this Return to an existing SRN by supplying a valid SRN number. The SRN to be appended to must share the same account code and currency, and must still be outstanding.

Once all the settings are complete, **Finish** may be clicked and a completed SRN will be displayed.

Note matching has been set up.

Date	Notes	User
14/06/2005	SRN000004 was created from SIN999999 /	

The notes on the Return are updated accordingly.

Had this return contained any Serial/Batch or Multi Bin items, the appropriate Serial/Batch/Multu bin selection lists would have been displayed for each applicable line and would have needed to be completed as the SRN was being created.

Once the SRN is complete any variation in quantity or actual items can take place. Additional items or more narrative may also be added.

If a Return line is under warranty it will be shown underlined. A Bold line indicates the line is still outstanding.

Stock Code / Description	Exptd Qty	Returned	Repaired	O/S	Type	Line Total	Unit Price	TC
BAT-1.5-AA-AK, 1.5 AA Battu	<u>90.000</u>	<u>90.000</u>		<u>90.000</u>	Faulty	<u>0.00</u>	<u>0.000</u>	<u>S</u>
BAT-1.5-AA-AK-12, 1.5 AA B	<u>30.000</u>	<u>30.000</u>		<u>30.000</u>	Faulty	<u>0.00</u>	<u>0.000</u>	<u>S</u>

A warranty line can have it price overridden, but by so doing will loose its warranty status.

The effect on the Stock ledger is as shown.

77 Stock Record BAT-1.5-AA-AK-12, 1.5 AA Battery 12 Pack. Consolidatd GBP											
Main	Defaults	VAT/Web	WOP	Returns	Notes	Qty Breaks	Ledger	Build			
Ref	Date	A/C Code	Qty In	Qty Out	Allocated	On Order	Alloc WOP	Issud WOP	Sales Ret.	Purch Ret.	Unit Price
ADJA	19/04/2005		300.000								GBP7.50
SIN99	14/06/2005	ABSC01		30.000							GBP15.00
SRN0	14/06/2005	ABSC01							30.000		GBP0.00

As soon as the Return quantity is completed, the Qty on Sales Return increased by the same amount. No other effect on stock is seen, and the Sales Return stock does not form part of the E U stock valuation.

Creating a Sales Return Note from a single line

The procedure for creating a Sales Return Note from a single line is identical for that of a Purchase Return Note. Please refer to that section, bearing in mind the distinct treatment of Serial/Batch and Multi Bin items on Sales Returns.

Creating a Sales Return Note via the Stock Ledger

77 Stock Record BFRAME, Frame. Consolidatd GBP

MainDefaultsVAT/WebWOPReturnsNotesQty BreaksLedgerBuildSerial

Ref	Date	A/C Code	Qty In	Qty Out	Allocated	On Order	Alloc WOP
ADJA	19/04/2005		10.000				
ADJA	19/04/2005		67.000				
PRND	28/06/2005	BRIT01		3.000			
SINAC	05/07/2005	DIRE01		2.000			
SRND	05/07/2005	DIRE01					
PINAC	28/06/2005	BRIT01	2.000				
SINAC	06/07/2005	A1HI01		1.000			
PRND	28/06/2005	BRIT01		3.000			
PRND	28/06/2005	BRIT01		3.000			
PRND	28/06/2005	BRIT01		3.000			

CloseEditFindPrintViewCopyCheckReturn

Another way to create a Return Note is via the Stock Ledger itself. This is achieved by simply highlighting a valid line, and choosing the Return option.

The originating transaction type will automatically determine if a Sales or Purchase

Return is raised.

Creating a Sales Return Note from a Serial/Batch record

It is possible to generate a Sales Return Note directly from a Serial/Batch Record. To achieve this, the required Serial/Batch record needs to be located. Within the Serial/Batch list screen is a **Return** button.

Serial Number	Batch No.	In Doc.	Out Doc.	Out Dat
Avl :67.000 /67.000	BDE21	ADJA00001		dd/mm/yy
05		ADJA00001		dd/mm/yy
06		ADJA00001		dd/mm/yy
07		ADJA00001		dd/mm/yy
08		ADJA00001		dd/mm/yy
09		ADJA00001		dd/mm/yy
10		ADJA00001		dd/mm/yy
01		ADJA00001	PRN000003	13/07/200
02		ADJA00001	PRN000003	13/07/200
03		ADJA00001	PRN000003	13/07/200
04		ADJA00001	PRN000003	13/07/200

In the case of a Sales Return, a Serial/Batch item must be sold in order to raise a SRN against it. It must also have originated from an account based transaction.

Please Note

Invalid basis for a Return

Neither ADJA00001 nor PRN000003 is not a valid transaction from which to base a Return upon.

A Return can only be based on an account code based transaction where the Serial/Batch item is unsold in the case of a Purchase Return, or sold/on another Return in the case of a Sales Return.

OK

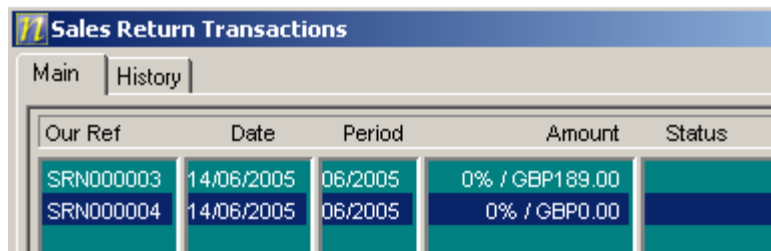
If any of these conditions are not met, then this warning is shown.

Actioning a Sales Return Note

There will normally be a physical break in time before we are able to action the Sales Return Note since the action depends very much on the customers desired outcome from the E U, and the actual response of the E U.

Referring back to the list of possible actions let us examine how each would be handled by the Returns module. (Also bear in mind that different actions may well apply to different lines of the same Return, for instance one item may be returned, another repaired, and indeed the same line may be split into different actions. Some stock returned, some replaced, some written off etc. These are all perfectly legitimate scenarios).

Sales Return Possible Actions	Module Action	Effect on Physical Stock Level
E U accepts Returned stock, agrees basis of return and offers to credit returned stock.	Raise Sales Credit Note, allocate to original invoice as appropriate.	None
E U accepts Returned stock, agrees basis of return and offers to credit returned stock, <u>and</u> sends replacement stock.	Raise Sales Credit Note, allocate to original invoice as appropriate. Raise either Sales Invoice (SIN) or Sales Order (SOR) to cover replacement stock.	Quantity in stock reduced by amount replaced.
E U accepts Returned stock, but only offers to repair and return the stock.	Raise Sales repair invoice to cover despatch of same stock back. Often this will be zero priced if items repaired FOC/under warranty.	None
E U does not accept returned stock/ not economical to repair	Write off returned stock	None
E U accepts returned stock back into stock.	Issue returned stock back into stock. No other financial implications.	Quantity in stock increased by returned stock.



Our Ref	Date	Period	Amount	Status
SRN000003	14/06/2005	06/2005	0% / GBP189.00	
SRN000004	14/06/2005	06/2005	0% / GBP0.00	

The Daybook will reflect what percentage of the Return is complete.

E U accepts Returned stock, agrees basis of return and offers to credit returned stock.

All of the actions must be considered with respect to the effect on stock the action will have. In this case the E U is saying they will be keeping the returned stock, and sending the customer a financial credit note to cover the stock returned.

Although the E U is going to credit the customer financially without further stock implications as far as the customer is concerned, the E U needs to make an internal decision what to do with the Returned Stock. The options are to either scrap it/ write it off, or repair and/or issue it back into normal stock. Both the decision regarding the customer and stock needs to be made at the time of actioning the Sales Return Note because that will determine which quantity field is completed on the SRN.

If the Stock is to be subsequently written off/scrapped, then the Qty Written off on the Return Line must be completed prior to actioning the SRN.

If the Stock is going to be repaired and/ or re-issued back to stock, then the Qty Repaired on the Return Line must be completed prior to actioning the SRN.

We will follow both paths and see what difference it makes.

Returned Sales Stock is to be Written Off/ Scrapped.

Stock Code	Locn.	Expected Qty	Qty Returned	Qty Repaired	Tot. Repaired	Qty W.Off	Tot. W.Off
BAT-1.5-AA-AK	DE1	6.000	6.000	0.000	0.00	6.000	0.00

Stock Description	Unit Price	Discount	Total
1.5 AA Battery 4 Pack	5.00	A	30.00

G/L Code	VAT	CC	Dept
22095	S	AAA	ADM

Reason	Cost
N/A	2.50

This is achieved by editing the appropriate line in the SRN and setting the Qty Written off.

At this stage we have not written anything off, merely marked those lines we intend to write off once we action

the SRN. Note that the Expected and Returned quantities are grayed out as now we are dealing with the action side of the line.

The two total quantity fields **Tot. Repaired**, and **Tot. W.Off** track the cumulative totals of the amounts to date repaired and written off. These values are only updated as part of the Return action process.

Having set the quantity written off, we are now ready to action the Return. If the module detects either the Written off, or Repaired quantities have been set it will automatically display the Return Action Wizard. Alternately it is possible to manually instigate an Action by highlighting the desired Return in the Return Daybook, and choosing

Action this Return

Action all Returns

Daybook Process | Action this Return

Sales Return Action Wizard.... Step 1 of 1

Action: **Generate Credit Note & Write Off**

Replacement Stock Sent via: **SIN - Sales Invoice**

Returned Items: **Written Off**

Allocate Credit to Orig. Doc: ☒

Apply re-stocking charge: ☒

Buttons: Finish, Cancel

However called the Action Wizard looks like this.

Generate Credit Note & Write Off
 Generate Credit Note & Send Replacement Stock
 Generate Repair Invoice
 Write Off Return
 Issue Back to Stock (Qty Repaired)

The first option determines what action we wish to perform. The options are these.

The actions are constrained by which quantity boxes are filled in on the Return line.

Generate Credit Note & Write Off. Will generate a credit note based on the Quantity Written off on the Return line. The credit note will contain a stock code depending on the setting of the **Returned Items** option.

Generate Credit Note & Send Replacement Stock. Acts as above, but in addition will generate a new stock coded transaction for replacement stock.

Generate Repair Invoice. Expects the quantity set as Repaired on the Return line to be returned back to the customer, and so will generate a non stock coded SIN for that quantity thus simply charging the customer for the repair.

Write Off Return. Will simply write off the Return line by the Quantity Written off, and take no further action.

Issue Back to Stock (Qty Repaired). Will create an ADJ based on the Quantity Repaired issuing the returned stock back into normal stock. No further action regarding the customer is taken.

Returned Items

Written Off

Written Off

Issued Back to Stock

The Returned Items setting allows us to determine what action is taken regarding the returned stock. It will be automatically set/ enabled depending on the action chosen.

For this first example scenario we need to choose an action of **Generate Credit Note & Write Off**, as the E U has agreed to simply credit the customer without replacing any stock. Internally the E U has decided to write off the returned stock as it is beyond economical repair, so we also need to set the Returned items to **Written Off**.

Note we also have the option to allocate the credit note against the original invoice which created it. This will default to ticked if the Returns module detects the Return originated from another transaction.

As part of this process we can also elect to charge any applicable restocking charge since we are generating a credit note.

To complete the action choose **Finish**. This will generate the non stock Sales Credit Note and display it on screen.

Sales Credit Note Record - SCR999999

Data Entry | Analysis | Job-View | Footer | Notes

ABS Computer Systems Ltd
183 The Broadway
Broadstone
Dorset
BH18 8DH

A/C: ABSC01 Per/Yr: 06/2005 Our Ref: SCR999999 MANAGE

Date: 14/06/2005 Your Ref: XYZ Currency: GBP

Due: 29/06/2005 Alt. Ref: SIN999999 Ex.Rate: 1.000000 Delivery

Stock Code	Qty	Description	Line Total	VAT
	6.000	1.5 AA Battery 4 Pack	30.00	S
	1.000-	Re-stocking charge for returned stock	0.30-	S

STATUS: Allocated

Close

Edit

Find

Links

ObjectDrill

SCR999999

Account

ABSC01, ABS Computer Syst

Matching Information

SRN000003, GBP39.68

SIN999999, GBP34.69

Close

Net Total: 29.70 VAT Content: 9.98 Total: 39.68

Note the restocking charge has been deducted, and also the matching information has been updated, and we can see it has been allocated.

Date	Notes
14/06/2005	SCR999999 was created from SRN000003 / XYZ SIN999999
14/06/2005	SRN000003 was created from SIN999999 /

The notes on the transaction are also updated accordingly.

Our Ref	Date	Period	Amount	Status
SRN000003	14/06/2005	06/2005	17% / GBP480.00	Credit/WO

On the Sales Return Daybook the status of the Return has been updated, as has the % complete.

Nominal Transfer Record - NOM999999

Journal | Footer | Notes

Desc: **Stock Val. SRN000003** Our Ref: **NOM999999** Last edited by: **MANAGER**

Date: **14/06/2005** Self Balancing ☐ Auto Reversing ☐ Auto Calculate VAT ☐

Per/Yr: **06/2005** Balancing G/L Code: Base Equiv.: **15.00**

Description	G/L Code	G/L Description	Debit (+)	Credit (-)	TC	VA
Stock Val. SRN0000	73100	Written Off Stock	GBP15.00			
Stock Val. SRN0000	65020	Cost Of Sales Misc		GBP15.00		

CC: **AAA** Dep: **ADM** Dr Req'd: **0.00** Cr Req'd: **0.00** VAT:

STATUS: External Doc

Close Edit Links

The SCR has no stock code information as it is purely financial and so the original returned stock remains written off, however the original Sales Invoice upon which the SRN was based was a stock based invoice which would have caused an automatic G/L movement between Stock Value and Cost of Sales. Because the Stock is being written off we do not wish to affect the Stock Value, but we do need to correct the Cost of

Sales movement, or it will be overstated. At the same time as generating the SCR, the Returns Module also creates a Nominal Transfer to cover the Cost of Sales correction.

Looking at the Return inside we can see the change of status reflected as well.

Sales Return Record - SRN000003

Return Analysis Footer Notes

ABC Computer Systems Ltd
183 The Broadway
Broadstone
Dorset
BH18 8DH

A/C: ABC01 Per/Yr: 06/2005 Our Ref: SRN000003 MANAGE

Date: 14/06/2005 Your Ref: DD Currency: GBP

Stat: Credit/WO Alt. Ref: SIN999999 Ex. Rate: 1.000000 Delivery

Stock Code / Description	Expcd Qty	Returned	Repaired	Written Off	Type	Cost Price	G/L Code	CC
BAT-1.5-AA-AK, 1.5 AA Batte	6.000	6.000		6.000	N/A	2.500	22095	AAA
BAT-1.5-AA-AK-12, 1.5 AA B	20.000	20.000			N/A	7.500	22095	AAA

SRN000003 Transaction Line

Stock Code	Locn.	Expected Qty	Qty Returned	Qty Repaired	Tot. Repaired	Qty W. Off	Tot. W. Off
BAT-1.5-AA-AK	DE1	6.000	6.000	0.000	0.00	0.000	5.00

Stock Description: 1.5 AA Battery 4 Pack

Unit Price: 5.00 Discount: A Total: 30.00

G/L Code: 22095 Stock Sales Return VAT: S CC: AAA Dept: ADM

Reason: N/A Cost: 2.50

User Def 1 User Def 2 User Def 3 User Def 4

OK Cancel

Note in order to see the Written Off status we need to use the Analysis Tab on the Return. The line is also displayed normal rather than bold now, as it is no longer outstanding.

Returned Sales Stock is to be Issued back to stock.

SRN000003 Transaction Line

Stock Code	Locn.	Expected Qty	Qty Returned	Qty Repaired	Tot. Repaired	Qty W. Off	Tot. W. Off
BAT-1.5-AA-AK-12	DE1	20.000	20.000	20.000	0.00	0.000	0.00

Stock Description: 1.5 AA Battery 12 Pack

Unit Price: 15.00 Discount: A Total: 300.00

G/L Code: 22095 Stock Sales Return VAT: S CC: AAA Dept: ADM

Reason: N/A Cost: 7.50

User Def 1 User Def 2 User Def 3 User Def 4

OK Cancel

Issuing Returned Stock back is an almost identical procedure to scrapping it/writing it off. This is achieved by editing the appropriate line in the SRN and setting the Qty Repaired.

At this stage we have not issued

anything off, merely marked those lines we intend to issue once we action the SRN. Note that the Expected and Returned quantities are grayed out as now we are dealing with the action side of the line.

Action Wizard

Sales Return Action Wizard.... Step 1 of 1

Action: Generate Credit Note & Write Off

Replacement Stock Sent via: SIN - Sales Invoice

Returned Items: Issued Back to Stock

Allocate Credit to Orig. Doc: ☒

Apply re-stocking charge: ☒

Finish Cancel

This time when we action the SRN, we choose the following options:-

We still want to only issue a Credit Note to the customer, but at the same time we wish to issue the Returned stock back into main stock, so we have to choose the **Returned Items** setting to be **Issued Back to Stock**.

When we **Finish** this time, the Returns module generates a Stock coded Credit note.

Sales Credit Note Record - SCRA00000

Data Entry | Analysis | Job-View | Footer | Notes

ABS Computer Systems Ltd
183 The Broadway
Broadstone
Dorset
BH18 8DH

A/C: **ABSC01** Per/Yr: **06/2005** Our Ref: **SCRA00000** **MANAGE**

Date: **14/06/2005** Your Ref: **DD** Currency: **GBP**

Due: **29/06/2005** Alt. Ref: **SIN999999** Ex.Rate: **1.000000** **Delivery**

Stock Code	Qty	Description	Line Total	VAT
BAT-1.5-AA-AK-12	20.000	1.5 AA Battery 12 Pack	300.00	S

STATUS: Allocated

Close
Edit
Find
Links

G/L Account	CC	Dept	Locn	GBP	Net Total	VAT Content	Total
Sales Misc	A,A,A	ADM	DE1		300.00	49.88	349.88

Due to the stock code, the stock will be issued back, and there will be an automatic adjustment to Cost of Sales as part of the posting process, so no separate Nom is required.

If we are issuing returned stock back into main stock, there will be Serial/Batch and Multi Bin implications.

In the case of Serial/Batch items any Serial Numbers marked as on Sales Return, would have to be unmarked. These would then be transferred automatically as available for sale and so no drill down would be available to them from the SCR.

Stock Record - Locn : DE1. BBELL, Bell. Consolidatd GBP

Bins

Bin Code	Qty	Date	In Doc.	Out Doc.	Locn	Auto Pick Mode
G222	Avl :38.000	09/05/2005	ADJA00001		DE1	
B222	Avl :4.000	08/06/2005	SRN000001		DE1	
X222	Avl :4.000	14/06/2005	SRN000003		DE1	Quarantined
G222	2.000 Used.	09/05/2005	ADJA00001	PRN000001	DE1	
R222	Avl :0.000	08/06/2005	ADJA00004		DE1	Quarantined
R222	4.000 Used.	08/06/2005	ADJA00004	SRN000001	DE1	

Items Required: 4.000-

Close
Add
Edit
Find
Sort
Use
Location

In the case of Multi Bins, as the Return Line was marked as being repaired, we would need to tell the Returns system from which bins they are being sent from.

Stock Record - Locn : DE1. BBELL, Bell. Consolidatd GBP

Bins

Bin Code	Qty	Date	In Doc.	Out Doc.
G222	Avl :38.000	09/05/2005	ADJA00001	
B222	Avl :4.000	08/06/2005	SRN000001	
G222	2.000 Used.	09/05/2005	ADJA00001	PRN000001
R222	Avl :0.000	08/06/2005	ADJA00004	
R222	4.000 Used.	08/06/2005	ADJA00004	SRN000001
X222	Avl :0.000	14/06/2005	SRN000003	
X222	4.000 Used.	14/06/2005	SRN000003	SRN000003

Items Required: 4.000

Close
Add
Edit
Find
Sort
Use
Location

Bin Record : G222

Bin Code: **G222** Picking Priority:

	Orig. Qty	Available	Capacity
In Date: 09/05/2005	40.000	38.000	0.000

	In Locn	Currency	Unit Cost Price
In Doc.: ADJA00001	DE1	GBP	0.500

	Out Locn	Currency	Unit Sales Price
Out Doc.: 			0.00

	Use by Date	UoM	Add Qty	Auto Pick Mode	Tag
	dd/mm/yyyy	each	4.000	Normal	0

OK **Cancel**

As the SCR was created we would then have to tell the Returns system into which bins the newly issued stock was being booked.

E U accepts Returned stock, agrees basis of return and offers to credit returned stock, and sends replacement stock.

In this scenario E U has agreed to credit the customer, and send the customer the equivalent replacement stock.

The action sequence is very similar to simply issuing a Credit Note. In the first instance we need to decide the fate of the returned stock. In exactly the same way as simply crediting the stock, if we decide to scrap the stock, then we need to set the Written off qty as the original stock we received back is being written off. If the returned stock is to be issued back to main stock, then we must set the Qty Repaired on the Returned. Once this is done we can action the SRN and the SRN will be credited and new replacement stock sent.

We can then action the Return either from the Daybook Post menu, or automatically as we leave the transaction.

We choose

Generate Credit Note & Send Replacement Stock.

Choosing this option forces us to complete the **Replacement Stock sent via** option since if we are using Sales Order processing, there are several ways in which we could send the replacement stock.

SIN - Sales Invoice
 SOR - Sales Order
 SOR <-> POR - Sales Order with back to back Purchase Order

Via SIN or SOR. In addition we can elect to raise a back to back POR at the same time as raising a SOR.

We will choose SIN.

Note also the checkbox which allows is to apply new pricing to the replacement stock rather than the original price. This can often happen if there is a time lag from when the original items were purchased, and is another reason why the warranty feature is there. Lines marked as warranty lines will not have their prices (zero price) overwritten even if this option is checked.

As we have chosen to Issue the returned stock back into main stock the resultant SCR is stock coded.

On this occasion as part of the action process, as well as generating the SCR and allocating it to the original invoice, we will also see the SIN created for the replacement stock. This is stock coded as we are sending new stock. Had there been Serial/Batch or multi bin items replaced we would have had to specify which new Serial/Batch records to send, and in the case of multi bins specify from which bin they were being sent.

In terms of the stock ledger we can see the returned stock has been issued back into main stock via the SCR, but the Sales Returned stock quantity is now zero as the items were actioned, and the replacement stock invoice has taken the new stock out.

Ref	Date	A/C Code	Qty In	Qty Out	Allocated	On Order	Alloc W/O	Issud W/O	Sales Ret.	Purch Ret.	Unit Price
ADJA	19/04/2005		10.000								GBP15.00
ADJA	19/04/2005		67.000								GBP15.00
PRNO	23/05/2005	ASHF01		4.000						4.000	GBP15.00-
SRNO	08/06/2005	BSIQ01									GBP30.00-
ADJA	08/06/2005		1.000								GBP15.00
PRNO	08/06/2005	BRIT01		5.000						5.000	GBP15.00-
SRNO	08/06/2005	BSIQ01									GBP30.00-
ADJA	08/06/2005		5.000								GBP15.00
PRNO	08/06/2005	BSIQ01		5.000						5.000	GBP0.00
ADJA	08/06/2005		2.000								GBP22.50
WVOR	09/06/2005						1.000	1.000			GBP0.00
ADJA	09/06/2005			1.000							GBP15.00-
SIN99	14/06/2005	ABSC01		2.000							GBP30.00
SRNO	14/06/2005	ABSC01		2.000							GBP30.00
SCR9	14/06/2005	ABSC01		2.000							GBP30.00
SINAI	14/06/2005	ABSC01		2.000							GBP30.00

E U accepts Returned stock, but only offers to repair and return the stock.

In this scenario the E U is offering to repair the returned stock and send it back to the customer.

Stock Code	Locn.	Expected Qty	Qty Returned	Qty Repaired	Tot. Repaired	Qty W/O	Tot. W/O
BBELL	DE1	4.000	4.000	4.000	0.00	0.000	0.00

Stock Description	Unit Price	Discount	Total
Bell	1.00	A	4.00

G/L Code	VAT	CC	Dept
56010 Sales Ladies bikes	S	AAA	ADM

Reason	Cost
N/A	0.50

User Def 1	User Def 2	User Def 3	User Def 4

To action a repair instead of setting the **Qty Written Off**, we have to set the **Qty Repaired**.

Because this is a Multi Bin item we have to specify from which bin the Repaired stock is being taken. Had it been a Serial/Batch item, we would have had to

specify which Serial/Batch items were being sent back to the customer.

We then call the action wizard in the normal way, but this time Choose **Generate Repair Invoice**.

Sales Return Action Wizard....		Step 1 of 1
---------------------------------------	--	-------------

	Action	Generate Repair Invoice
	Replacement Stock Sent via	SIN - Sales Invoice
	Returned Items	Written Off
	<div>Finish</div> <div>Cancel</div>	

Because this is a customer repair all other options are disabled since we are sending the stock back we have no scope to issue it into main stock. Once **Finish** is chosen, a repair invoice is generated.

Sales Invoice Record - SINA00001

Data Entry | Analysis | Job-View | Footer | Notes

ABS Computer Systems Ltd
183 The Broadway
Broadstone
Dorset
BH18 8DH

A/C: **ABSC01** Per/Yr: **06/2005** Our Ref: **SINA00001** **MANAGE**

Date: **14/06/2005** Your Ref: Currency: **GBP**

Due: **29/06/2005** Alt. Ref: **SIN999999** Ex. Rate: **1.000000** **Delivery**

Stock Code	Qty	Description	Line Total	VAT
	4.000	Bell	4.00	S

OK
Cancel
Close
Add
Edit
Insert
Delete
Find
Return

G/L Account	CC	Dept	Locn	GBP	Net Total	VAT Content	Total
Sales Ladies bike	A,AA	ADM	DE1		4.00	0.67	4.67

Note the Invoice is not stock coded since we do not desire any effect on main stock, and are merely covering the transit of the items back.

If the item was being repaired under warranty, it would be zero value. ObjectPrint can be used if a printout of this transaction is required.

E U does not accept returned stock/ not economical to repair

In this scenario we are simply going to write off the returned stock and take no further action by choosing **Write Off Return**. Inside the Action Wizard.

Upon finishing the wizard will simply update the Total Qty Written off on the Return and place it in history if appropriate.

E U accepts returned stock back into stock.

In this scenario we are simply going to issue the returned stock back into main stock and take no further action by setting the **Qty Repaired** inside the Sales Return Note, and choosing **Issue Back to Stock (Qty Repaired)** Inside the

Action Wizard.

Stock Adjustment Record - ADJA00007

Issue/Adjust | Notes

Desc: **SRN000003 Return Adj** Our Ref: **ADJA00007** Last edited by: **MANAGER**

Your Ref: **SRN000003** Date: **14/06/2005** Per/Yr: **06/2005** In Loc Transfer:

Stock Code	Description	In (+)	Out (-)	Build	Unit Cost	Locat
BAT-1.5-AA-AK-12	1.5 AA Battery 12	3.000		No	7.500	DE1

ObjectDrill

- ADJA00007
 - Matching Information
 - SRN000003 GBP22.50-
 - Stock Details
 - BAT-1.5-AA-AK-12, 1.5 AA Batt
 - Location : DE1, London Depot

Close

CC: **AAA** Dep: **ADM** Unit Cost: **7.500** G/L Acc: **Stock Sales Return**

Upon finishing the wizard will generate a Stock Adjustment (ADJ), booking the stock back into main stock, and update the Total Qty Repaired on the Return and place it in history if appropriate.

Processing the Returns as a batch

It is possible to set up the action quantities on individual Returns and then process them all in a batch. This is achieved by choosing the **Daybook Post | Action all Returns** option off the Returns Daybook screen.

This option will then display a two stage wizard. The first stage is the same as processing a Return individually except that the option to replace or repair returned stock will not be available for Serial/Batch or Multi bin items, and any Returns containing these items will be excluded from the run due to the need for manual allocation of Serial/Batch/Multi bin items.

When processing a batch of Sales Returns, it is also not possible to select the SOR to POR back to back option due to the manual intervention required.

Action Wizard
Sales Return Action Wizard.... Step 1 of 2

Action: Generate Credit Note & Send Replacement Stock

Replacement Stock Sent via: SIN - Sales Invoice

Returned Items: Written Off

Allocate Credit to Orig. Doc: ☒

Apply re-stocking charge: ☒

Apply current price to replacement stock: ☐

Next > Cancel

Action Wizard
Sales Return Action Wizard.... Step 2 of 2

Process only tag No.: 0 (0 includes all) Run No.: 1,000,0

Generate for Location:

Print Credits: ☒ HP LaserJet 330

Print Invoice: ☒ HP LaserJet 330

Print to Screen: ☐

< Back Finish Cancel

step two of the wizard allows for the filtering of Returns by tag no. and location.

There is also provision to print any credit notes or invoices out produced as a result of running the batch.

Once complete, the individual transactions created as a result are not displayed, and must be sought in the Sales Daybook.

Each run is allocated a unique Run number. The Run number can then be used to reprint a batch of Return based transactions if necessary by choosing the **Reprint Return Action** option off the **Daybook Post** menu.

77 Reprint Sales Returns Action run

Process only tag No : 99 (0 includes all) Run No. : 1,000,0

Print Credits : ☒ HP LaserJet 3300

Print Invoice : ☒ HP LaserJet 3300

Print to Screen : ☐

OK Cancel

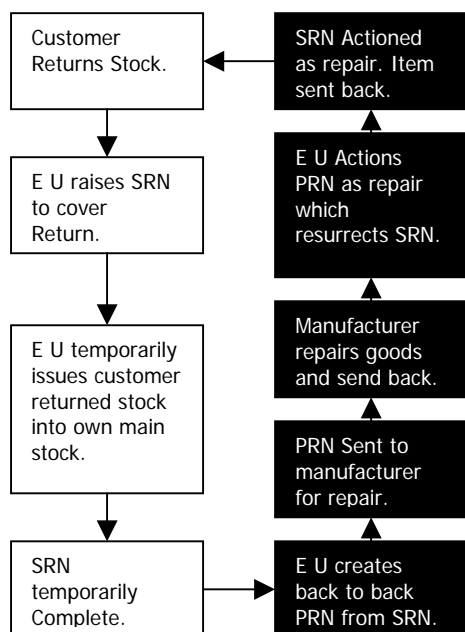
This option brings up a selection window allowing further sub filtering of which items to reprint.

Dealing with a Customer Back to Back Repair

In most cases the Sales and Purchase Return modules work independently of each other, and it's fair to say that the two different core principles which govern them are not mutually compatible. To recap:- Purchase Returns deal with the E U's own stock, the E U retaining ownership during the process. Sales Returns deal with the customer's own stock, the customer retaining ownership during the process.

In the situation of a back to back repair it is necessary to transcend the two systems. In this scenario the E U will receive returned stock from the customer, and decides to send it back to the manufacturer for repair before returning the same repaired stock back to the customer.

This is by far the most complex of the scenarios especially if it involves Serial/Batch or Multi Bin stock because it will involve the E U having to take temporary ownership of the customer's stock whilst it is being processed within the Purchase Return system, and then revert ownership back again to the customer in order to send it back.



The following section will run through the procedure step by step to illustrate how the Returns system deals with this scenario from both the Purchase and Sales perspectives.

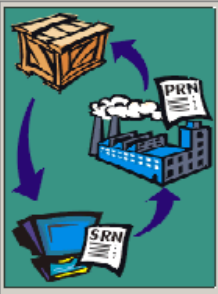
The background to the scenario is that the E U has sold 7 serial items (BFrame), and 4 Multi bin items (Bbell) to its customer A1 Hire & Sales who is returning 5 of the serial items, and 4 of the multi bin items. As these are high value items the E U decides to return them to the manufacturer for repair and intends to return them back to the customer once they have been repaired and returned by the manufacturer.

The image shows two screenshots of a software interface. The left screenshot is the 'Sales Invoice Record' window, displaying a sales invoice for A1 Hire and Sales Ltd. The invoice details include: A/C A1HI01, Per/Yr 06/2005, Our Ref SINA00000, ASO, Date 15/06/2005, Your Ref, Currency GBP, Due 15/07/2005, Alt. Ref, Ex. Rate 1.000000, and Delivery. The invoice table lists two items: BFRAME (7.000, Frame, 350.00, D) and BBELL (4.000, Bell, 268.00, D). The Net Total is 618.00, VAT Content is 0.00, and Total is 618.00. The right screenshot is the 'ObjectDrill' window, showing a tree view of the invoice details. The tree view includes: SINA00000, Account, A1HI01, A1 Hire and Sales Ltd, Stock Details, BFRAME, Frame, Supplier RALI01, Raleigh Bikes, Location: DE1, London Depot, Serial & Batch Numbers: 7.000, and General Ledger, 56010, Sales Ladies bikes, Department: ADM, Administration.

Generate Return from SINA00000

Generate Sales Return

Step 1 of 1



Maintain original price

Date: 15/06/2005 Period: 06/2005

Your Ref: Return Loc.: DE1

Reason: Faulty Set Returned Qty: ☐

Add to existing Return ☐

Having located the original invoice we can choose to return it in its entirety initially, and then edit the resultant SRN to reduce the list of serial numbers down to 5.

Note we have opted not to check for warranty, use DE1 as the default location, and set the reason code to be faulty.

We are also awaiting the receipt of the goods so elect not to set the Returned Qty at this time.

Sales Return Record - SRN000003

Return Analysis Footer Notes

A1 Hire and Sales Ltd
Old Wareham Road
Parkstone
Poole
Dorset

A/C: A1HI01 Per/Yr: 06/2005 Our Ref: SRN000003 ASO

Date: 15/06/2005 Your Ref: Currency: GBP

Stat: Pending Alt. Ref: SINA00000 Ex. Rate: 1.000000 Delivery

Stock Code / Description	Expctd Qty	Returned	Repaired	O/S	Type
BFRAME, Frame	7.000				Faulty
BBELL, Bell	4.000				Faulty

CC: AAA Dep: ADM Returned: 0.00 Repaired: 0.00 %Complete: 0%

SRN000003 Transaction Line

Stock Code	Locn.	Expected Qty	Qty Returned	Qty Repaired	Tot. Repaired	Qty W. Off	Tot. W. Off
BFRAME	DE1	7.000	5.000	0.000	0.00	0.000	0.00

Stock Description: Frame

Unit Price: 50.00 Discount: B Total: 250.00

G/L Code: 56010 Sales Ladies bikes VAT: D CC: AAA Dept: ADM

Reason: Faulty Cost: 15.00

User Def 1: User Def 2: User Def 3: User Def 4:

Once the goods are actually returned, we can set the returned quantity to the actual number received, in this case 5.

We will then have to identify which serial numbers the 5 are.

Stock Record - Locn : DE1. BFRAME, Frame. Consolidatd GBP

Serial	Serial Number	Batch No.	In Doc.	Out Doc.	Out Date
01			ADJA00001	ADJA00006	09/06/2005
02			ADJA00001	SINA00000	15/06/2005
03			ADJA00001	SINA00000	15/06/2005
04			ADJA00001	PRN000001	22/06/2005
05			ADJA00001	SINA00000	15/06/2005
06			ADJA00001	SINA00000	15/06/2005
07			ADJA00001	SINA00000	15/06/2005
08			ADJA00001	SINA00000	15/06/2005
09			ADJA00001	SINA00000	15/06/2005

Items Required: 0.000

Close

Add

Edit

Find

Use

Add Range

Notes

Note that we are only shown a list of sold serial numbers. When we choose **Use** the sold items are turned bold and the **Items Required** count is reduced.

These items are now marked as being on Sales Return, and during normal selling it will not be possible to return them to stock.

An attempt to do so will show a warning message as shown in the Sales Return section of this document.

SRN000003 Transaction Line

Stock Code	Locn	Expected Qty	Qty Returned	Qty Repaired	Tot. Repaired	Qty W.Off	Tot. W.Off
BBELL	DE1	4.000	4.000	0.000	0.00	0.000	0.00

Stock Description: Bell

Unit Price: 67.00 Discount: Total: 268.00

G/L Code: 56010 Sales Ladies bikes VAT: D CC: AAA Dept: ADM

Reason: Faulty Cost: 0.50

User Def 1: User Def 2: User Def 3: User Def 4:

OK Cancel

Stock Record - Locn : DE1. BBELL, Bell. Consolidatd GBP

Bin Code	Qty	Date	In Doc.	Out Doc.	Locn
G222	Avl :34.000	09/05/2005	ADJA00001		DE1
B222	Avl :3.000	08/06/2005	SRN000001		DE1
G222	2.000 Used.	09/05/2005	ADJA00001	PRN000001	DE1
G222	4.000 Used.	09/05/2005	ADJA00001	SINA00000	DE1
R222	Avl :0.000	08/06/2005	ADJA00004		DE1
R222	4.000 Used.	08/06/2005	ADJA00004	SRN000001	DE1

Items Required: 0.000

Add Bin Record

Bin Code: G222 Picking Priority:

In Date	Orig. Qty	Available	Capacity
15/06/2005	4.000	4.000	0.000

In Doc.	In Locn	Currency	Unit Cost Price
SRN000003	DE1	GBP	0.000

Out Doc.	Out Locn	Currency	Unit Sales Price
			0.00

Use by Date: dd/mm/yyyy UoM: each Auto Pick Mode: Tag: Quarantine B 0

OK Cancel

For the multi bin items we need to specify into which bin the items are being placed, whilst in the care of the E U.

Having booked in the Sales Returned stock, we now need to issue it into main stock so it can be picked up and sent back under the cover of a Purchase Return. This is done by setting the **Qty Repaired** on both lines of the SRN. Do save time we can use the **Auto: Repair with Sno.** Option.

Stock Record - Locn : DE1. BBELL, Bell. Consolidatd GBP

Bin Code	Qty	Date	In Doc.	Out Doc.
G222	Avl :34.000	09/05/2005	ADJA00001	
B222	Avl :4.000	08/06/2005	SRN000001	
G222	2.000 Used.	09/05/2005	ADJA00001	PRN000001
G222	4.000 Used.	09/05/2005	ADJA00001	SINA00000
R222	Avl :0.000	08/06/2005	ADJA00004	
R222	4.000 Used.	08/06/2005	ADJA00004	SRN000001
Q222	Avl :0.000	15/06/2005	SRN000003	
Q222	4.000 Used.	15/06/2005	SRN000003	SRN000003

Items Required: 0.000

Close Add Edit Find Sort Use Location

We have to specify which serial numbers are being repaired and from which bin they are being taken from.

Action Wizard

Sales Return Action Wizard.... Step 1 of 1

Action: Issue Back to Stock (Qty Repaired)

Replacement Stock Sent via: SIN - Sales Invoice

Returned Items: Issued Back to Stock

Finish Cancel

At this point we are ready to action the SRN but only want to issue the returned stock back into main stock.

Stock Adjustment Record - ADJA00007

Issue/Adjust Notes

Desc: SRN000003. Return Ad Our Ref: ADJA00007 Last edited by: ASO

Your Ref: SRN000003 Date: 15/06/2005 Per/Yr: 06/2005 In Loc Transfer:

Stock Code	Description	In (+)	Out (-)	Build	Unit Cost	Locat
BFRAME	Frame	5.000		No	15.000	DE1
BBELL	Bell	4.000		No	0.500	DE1

CC: AAA Dep: ADM Unit Cost: 15.000 G/L Acc: Sales Ladies bikes

STATUS: External Doc

Close Edit Find Links

During this process, the Sales Return module is generating an ADJ to book the stock back via.

The ADJ will need to be told into which bin the issued stock is being placed.

Sales Return Record - SRN000003

Return Analysis Footer Notes

A1 Hire and Sales Ltd
Old Wareham Road
Parkstone
Poole
Dorset

A/C: A1HI01 Per/Yr: 06/2005 Our Ref: SRN000003 ASO

Date: 15/06/2005 Your Ref: Currency: GBP

Stat: Complete Alt. Ref: SINA00000 Ex.Rate: 1.000000 Delivery

Stock Code / Description	Expctd Qty	Returned	Repaired	O/S	Type
BFRAME, Frame	7.000	5.000	5.000		Faulty
BBELL, Bell	4.000	4.000	4.000		Faulty

STATUS: Posted

Close

Generate Return from SRN000003

Generate Purchase Return Step 1 of 1

BFRAME, Frame

Quantity: 5.00 Maintain original price

Date: 15/06/2005 Period: 06/2005

Your Ref: Urgent! Return Loc: DE1

Reason: Faulty Set Returned Qty: ☒

Add to existing Return: ☐

Direct Customer repair: ☒ Supplier: RALI01

Finish Cancel

100%

ise

As we have issued all the lines, the SRN will now go into history. We now need to locate it from the history tab of the Sales Return Daybook, view it, and choose the **Return** option from inside it. Although it is possible to generate a Purchase Return Note for the entire SRN, in this mode you are restricted to one overall supplier, and only those lines with a **Qty Repaired** will be set as **Direct Customer repair**, otherwise it is better to instigate a customer repair on a line by line basis.

The Generate Return Wizard is displayed with two additional options. By default when a PRN is generated based on the line of an SRN the **Direct Customer repair** option defaults to ticked. We also have to complete the Supplier code reference, which by default is taken from the items stock record.

Purchase Return Record - PRN000006

Return | Analysis | Footer | Notes

Raleigh Bikes
23 High St
West Bromich
West Midlands
B122 JL2

A/C: **RALI01** Per/Yr: 06/2005 Our Ref: PRN000006 ASO

Date: 15/06/2005 Your Ref: URGENT! Currency: GBP

Stat: Pending Alt. Ref: SRN000003 Ex.Rate: 1.000000 Delivery

Stock Code / Description	Exptd Qty	Returned	Repaired	O/S	Type
BFRAME, Frame	5.000	5.000		5.000	Faulty

250.00 Repaired: 0.00 %Complete: 0%

ObjectDrill

- PRN000006
 - Account
 - RALI01, Raleigh Bikes
 - Matching Information
 - SRN000003, GBP250.00
 - Stock Details
 - BFRAME, Frame
 - Supplier RALI01, Raleigh Bikes
 - Location: DE1, London Depot
 - Serial & Batch Numbers: 5.00
 - SNo.: 09,
 - SNo.: 08,
 - SNo.: 07,
 - SNo.: 06,
 - SNo.: 05,

Close

Having chosen **Finish**, we can see the PRN generated.

Note the Serial numbers have been transferred across automatically.

We now also need to append the second item Bbell to this purchase Return.

Generate Return from SRN000003

Generate Purchase Return Step 1 of 1

BBELL, Bell

Quantity: 4.00 Maintain original price

Date: 15/06/2005 Period: 06/2005

Your Ref: Urgent! Return Loc: DE1

Reason: N/A Set Returned Qty: ☒

Add to existing Return: ☒ PRN000006

Direct Customer repair: ☒ Supplier: RALI01

Finish Cancel

This is achieved by locating the SRN once again, highlighting the second line, and choosing **Return** from within the SRN screen.

On this occasion we will elect to append it to the existing PRN rather than generate a new one.

Purchase Return Record - PRN000006

Return | Analysis | Footer | Notes

Raleigh Bikes
23 High St
West Bromich
West Midlands
B122 2L2

A/C: RALI01
Date: 15/06/2005
Stat: Pending

Per/Yr: 06/2005
Your Ref: URGENT1
Alt. Ref: SRN000003

Our Ref: PRN000006
Currency: GBP
Ex Rate: 1.000000

ASO

Delivery

Stock Code / Description	Exptd Qty	Returned	Repaired	O/S	Type
BFRAME, Frame	5.000	5.000		5.000	Faulty
BBELL, Bell	4.000	4.000		4.000	Faulty

OK
Cancel
Close
Add
Edit
Delete
Insert
Auto
Check

CC: AAA Dep: ADM
Returned: 518.00
Repaired: 0.00
%Complete: 0%

ObjectDrill

PRN000006

- Account
 - RALI01, Raleigh Bikes
- Matching Information
 - SRN000003. GBP250.00
 - SRN000003. GBP268.00
- Stock Details
 - BBELL, Bell
 - Supplier RALI01, Raleigh Bikes
 - Bin Locations : 4.000
 - Bin: Q222 x 4.000
 - Location : DE1, London Depot
- General Ledger
 - 56010, Sales Ladies bikes
 - Department: ADM, Administration
 - Cost Centre: AAA, Default

Close

Note that the Bins have also been automatically transferred across.

There will then be a time lag as we await the return of the PRN stock from the manufacturer. Once the stock has been received it will be accompanied by a repair invoice from the manufacturer. We therefore need to action the PRN by setting the quantity received back from the manufacturer as **Qty Repaired**, and then action the PRN.

Purchase Return Record - PRN000006

Return | Analysis | Footer | Notes

Raleigh Bikes
23 High St
West Bromwich
West Midlands
B122 2L2

A/C: RALI01 Per/Yr: 06/2005 Our Ref: PRN000006 MANAGE

Date: 15/06/2005 Your Ref: URGENT! Currency: GBP

Stat: Pending Alt. Ref: SRN000003 Ex. Rate: 1.000000 Delivery

Stock Code / Description	Exptd Qty	Returned	Repaired	O/S	Type
BFRAME, Frame	5.000	5.000	5.000	5.000	Faulty
BBELL, Bell	4.000	4.000	4.000	4.000	Faulty

CC: AAA Dep: ADM

Action Wizard

Purchase Return Action Wizard.... Step 1 of 1

Action: **Generate Repair Invoice & Re-Stock**

Replacement Stock Received via: PIN - Purchase Invoice

Finish Cancel

Stock Record - Locn : DE1. BBELL, Bell. Consolidatd GBP

Bins

Bin Code	Qty	Date	In Doc.	Out Doc.
G222	Avl :34.000	09/05/2005	ADJA00001	
B222	Avl :4.000	08/06/2005	SRN000001	
Q222	Avl :4.000	15/06/2005	ADJA00007	
G222	2.000 Used.	09/05/2005	ADJA00001	PRN000001
G222	4.000 Used.	09/05/2005	ADJA00001	SINA00000
R222	Avl :0.000	08/06/2005	ADJA00004	
R222	4.000 Used.	08/06/2005	ADJA00004	SRN000001
M222	Avl :0.000	15/06/2005	SRN000003	
M222	4.000 Used.	15/06/2005	SRN000003	PRN000006
Q222	4.000 Used.	15/06/2005	ADJA00007	SRN000003

Items Required: 0.000

Close Add Edit Find Sort Use Location

Once the PRN is actioned, we need to specify in which bin the PRN returned stock is to be stored.

Once this has been done several things will happen.

Purchase Invoice Record - PIN999999

Data Entry | Analysis | Job-View | Footer | Notes

Raleigh Bikes
23 High St
West Bromich
West Midlands
B122 JL2

A/C: RALI01 Per/Yr: 06/2005 Our Ref: PIN999999 MANAGE

Date: 15/06/2005 Your Ref: URGENT! Currency: GBP

Due: 15/07/2005 Alt. Ref: SRN000003 Ex.Rate: 1.000000 Delivery

Stock Code	Qty	Description	Line Total	VAT
BFRAME	5.000	Frame	250.00	S
BBELL	4.000	Bell	268.00	S

G/L Account CC Dept Locn GBP Net Total VAT Content Total

Sales Ladies bike AAA ADM DE1 518.00 90.65 608.65

Sales Return Record - SRN000003

Return | Analysis | Footer | Notes

A1 Hire and Sales Ltd
Old Wareham Road
Parkstone
Poole
Dorset

A/C: A1HI01 Per/Yr: 06/2005 Our Ref: SRN000003 ASO

Date: 15/06/2005 Your Ref: Currency: GBP

Stat: Pending Alt. Ref: SINA000000 Ex.Rate: 1.000000 Delivery

Stock Code / Description	Expcd Qty	Returned	Repaired	O/S	Type
BFRAME, Frame	7.000	5.000		5.000	Faulty
BBELL, Bell	4.000	4.000		4.000	Faulty

ObjectDrill

- SRN000003
 - Account
 - A1HI01, A1 Hire and Sales Ltd
 - Matching Information
 - SINA000000. GBP0.00
 - ADJA000007. GBP77.00
 - PRN0000006. GBP250.00-
 - PRN0000006. GBP268.00-
 - Stock Details
 - BFRAME, Frame
 - Supplier RALI01, Raleigh Bikes
 - Location: DE1, London Depot
 - Serial & Batch Numbers: 5.00
 - SNo.: 09,
 - SNo.: 08,
 - SNo.: 07,
 - SNo.: 06,

518.00 Repaired: 518.00 %Complete: 100%

The Repair Pin is generated. But as part of the action because the PRN lines were marked as Direct customer Repairs, the Actioning of the PRN has resurrected the SRN, and reset the corresponding lines ready for them to be set as repaired and despatched back to the customer. All Serial and Bin information has also been automatically transferred across to the SRN, hence there will be no serial no drill down from the Repair PIN.

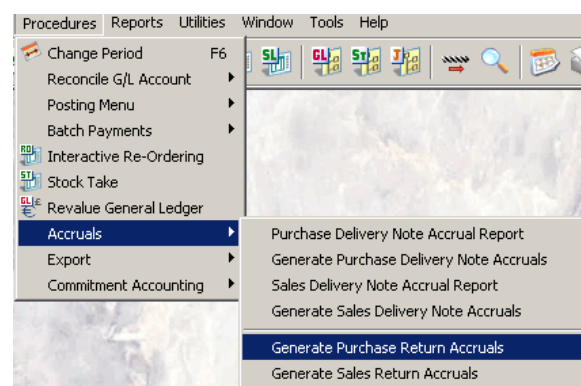
Returns Module – Effect on G/L

The Returns module has been designed to be integrated with the G/L following the two core design principles separating the two modules:-

The Purchase Returns module handles the Exchequer users own stock. Ownership (Title) and therefore valuation of the Purchase Returned stock is retained by the Exchequer user until it is credited or replaced by the manufacturer, or written off by the Exchequer user. Therefore in terms of stock valuation Purchase Returned stock is to all intents and purposes still regarded in valuation terms as included in the overall stock value of the Exchequer user.

The Sales Return module handles the Exchequer users' customers stock. Ownership (Title) and therefore valuation of the Sales Returned stock is still retained by the customer until it is credited or replaced by the Exchequer user, or written off by the customer. Therefore in terms of stock valuation Sales Returned stock does not form part of the Exchequer users stock valuation.

Purchase Returns



Although a Purchase Return will reduce the main Physical Qty, and at the same time increase the Purchase Return qty, by the amount of Purchase Stock returned, there is no effect on the G/L at that stage due to the ownership principle that title of the stock has not altered by this process. If required, the distribution of Purchase Returned stock can be reflected in the G/L by running the Purchase Return Accrual routine which will generate a self reversing accrual between the Purchase Return G/L code on the stock record, and stock valuation representing the value of outstanding Purchase Returns.

Operation	G/L Debit (+)	G/L Credit (-)	Effect on Physical Stock	Effect on Purchase Returned Stock
Raise PRN	NIL	NIL	- Decrease	+ Increase
Purchase Accrual	Purchase Return G/L	Stock Value/ Finished Goods for BOM	NIL	NIL
Purchase Returned Stock written off by manufacturer via PCR	Written Off G/L	Stock Value/ Finished Goods for BOM	NIL	- Decrease
Purchase Returned Stock Written off by manufacturer via PCR and replacement stock sent via PIN	Written Off G/L	Stock Value/ Finished Goods for BOM	NIL	- Decrease
Replacement Stock PIN	Stock Value/ Finished Goods for BOM	Creditors	+ Increase	NIL
Purchase Returned Stock Repaired via Repair PIN (Auto NOM Generated to credit effect of repair)	Written Off G/L	Stock Value/ Finished Goods for BOM	NIL	- Decrease
Repair PIN	Stock Value/ Finished Goods for BOM	Creditors	+ Increase	NIL
Purchase Returned	Written Off G/L	Stock Value/	NIL	- Decrease

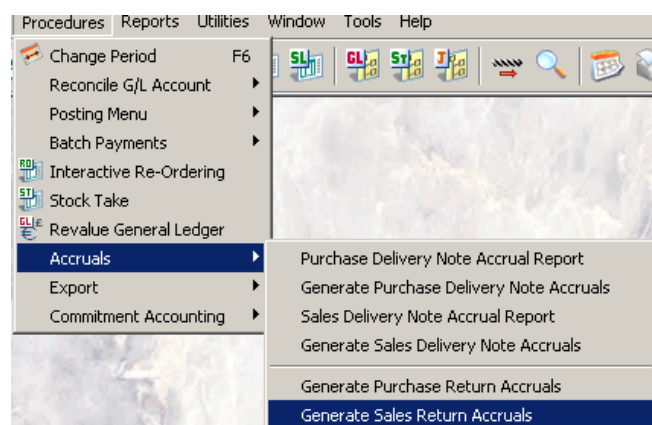
Stock Written off		Finished Goods for BOM		

The main point worth making for Purchase Returns, is that overall stock levels are derived by adding Physical Stock to Purchase Returned stock.

Posted Stock Levels

Although populating the quantity returned on a PRN immediately affects the live stock level by reducing it, it is not until the entire PRN is completed and placed in history that the posted stock level is updated and reduced by the equivalent amount.

Sales Returns



Sales Returns are slightly more complex as the system is dealing with stock belonging to the customer. When a Sales Return is created and the Qty Returned set, it increases the Sales Return qty, by the amount of Sales Stock returned. At that stage there is no effect on the G/L due to the ownership principle that title of the stock has not altered by this process and still belongs to the customer. If required, the current holding of Sales Returned stock can be reflected in the G/L by running the Sales Return Accrual routine which will generate a self reversing accrual between the Sales Return G/L code on the stock record, and stock Write Off account on the stock record.

Operation	G/L Debit	G/L Credit	Effect on Physical Stock	Effect on Sales Returned Stock
Raise SRN.	NIL	NIL	NIL	+ Increase
Sales Return Accrual.	Sales Return G/L	Stock Write Off Account	NIL	NIL
-----	-----	-----	-----	-----
Sales Returned Stock written off by E U via SCR.	Stock Sales	Debtors	NIL	- Decrease
As this is a non stock coded SCR, we need to reverse the effect of the COS movement which would have occurred on the original invoice. This is achieved by the generation of a separate NOM as part of this process.	Stock Write Off	Stock COS	NIL	NIL
For the above scenario, if the returned stock is issued back to stock, then the SCR is produced with a stock code, and the reverse COS movement will be generated via the SCR, hence negating the need				

to generate a NOM.				
-----	-----	-----	-----	-----
Sales Returned Stock Written off by E U via SCR and replacement stock sent via SIN.	Stock Sales	Debtors	NIL	- Decrease
Replacement Stock SIN.	Debtors	Stock Sales	+ Increase	NIL
As this is a non stock coded SCR, we need to reverse the effect of the COS movement which would have occurred on the original invoice. This is achieved by the generation of a separate NOM as part of this process.	Stock Write Off	Stock COS	NIL	NIL
For the above scenario, if the returned stock is issued back to stock, then the SCR is produced with a stock code, and the reverse COS movement will be generated via the SCR, hence negating the need to generate a separate NOM.				
-----	-----	-----	-----	-----
Sales Returned Stock Repaired via Repair SIN (Non stock coded so no effect on Physical stock)	Debtors	Sales Repairs	NIL	- Decrease
-----	-----	-----	-----	-----
Sales Returned Stock Written off	NIL	NIL	NIL	- Decrease
-----	-----	-----	-----	-----
Sales Returned Stock Issued back to Stock via ADJ. G/L Movement via NOM generated when ADJ posted.	Stock Value/Finished Goods	Stock Write Off Account	+ Increase	- Decrease

Returns effect on Stock based reporting

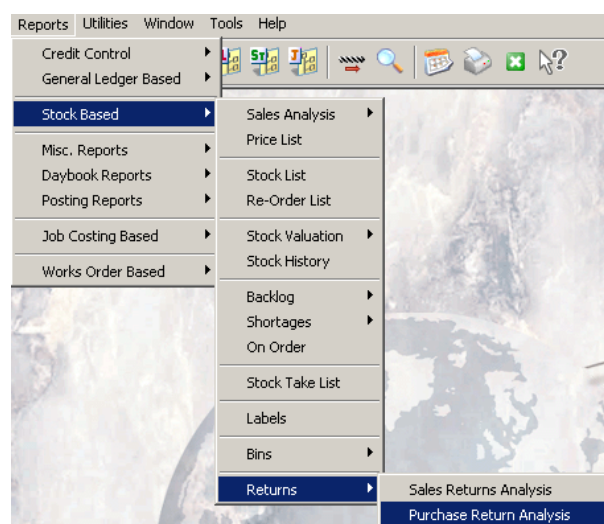
Considering the fact that it is only PRN's that effect the EU's stock, then only PRN's will be reported as part of the Stock reporting system. In terms of SRN's, these will only be included as part of the main Stock reporting if SRN stock is repaired/issued back to stock, otherwise they are outside the EU's stock system.

The **Stock Valuation** report will implicitly include PRN movements because a PRN by it's very nature reduces stock and so its effect will be seen as part of the quantity in stock and where applicable Serial and FIFO movements. The same is true of SRN's which issue returned stock back into the EU's main stock via generated SCR's or ADJ's as part of that process.

The **Stock Reconciliation** report will include the G/L movements created by writing off PRN's via the resultant NOM, and by the accrual movement which also generates a self reversing NOM. The same is true of SRN's which issue returned stock back into the EU's main stock.

The **Stock History** report will include posted PRN's as part of the Posted Stock Quantity balance movement. SRN issues back to stock are all done via surrogate transactions like SCR's and ADJ's, so, as a matter of course these will be included as part of Stock History report.

New Returns Report



A flexible dedicated Return based report has been provided with the Returns module for both the Sales and Purchase Return modules.

A screenshot of the 'Sales Return Report' dialog box. The dialog has several input fields and dropdown menus for filtering the report. Fields include 'Stock Code/Group filter', 'A/C. filter', 'Include' (set to 'O/S Returns only'), 'For date range' (05/07/2005 to 31/12/2049), 'Document range', 'Sort Report by' (set to 'OurRef/Date'), 'Include only tag No.' (0), 'Locn filter', 'Report for Currency' (GBP), 'Translate to' (GBP), 'Exclude Reason Codes' (N/A, Damaged, Faulty, Not Required, Incorrect Ord, Out of Date), and 'Status' (Pending, Quarantined, Credit/WO, SOR gen., SOR<=>POR, SIN gen.). There are 'OK' and 'Cancel' buttons at the bottom.

The Return Analysis Report is designed to provide as much current and historical analysis as possible.

It will report on Outstanding Returns, Completed Returns or both.

Filters are provided for both stock codes and groups as well as specific account codes.

If Completed or Both Outstanding and Completed Returns are included, a date range must also be provided to cover the completed element as these will be considerable over time. For Outstanding Returns, all Outstanding Returns will be included regardless of date.

An optional Document range can be specified to further restrict the range of Return documents being reported on.

Filters for currency, Tag no and location are also provided.

Exclude Reason Codes : N/A ▲ Status : Pending ▲
(Use {Ctrl} or {Shift} to multi select)

Damaged	Quarantined
Faulty	Credit/WO
Not Required	PDN gen.
Incorrect Order	PIN gen.
Out of Date	Rep PIN gen.

In addition it is also possible to exclude specific reason and status codes by multi selecting from the Exclude list boxes.

Sort Report by : OurRef/Date ▼
 Include only tag No : 0 includes all
 Report for Currency : Reason Code

OurRef/Date
Account Code
Stock Code
Reason Code
Status

The Sort options allow the Report to be compiled with different summary totals.

Sorting by OurRef will list all the Returns (O/S and or Completed depending on the setting of the include option) broken down by Return document.

After the primary sort option, all the options are

further sorted in transaction date order.

V560 Apps coy Rate
GBP-Consolidatd Purchase Return Analysis Report.
 O/S Purchase Returns.

Printed :05/07/2005 - 08:34:47
 User : MANAGER, Page : 1 of 1

Stock Code	Description	Date	Loc	A/C Code	Exp. Qty	Qty Ret.	Qty Rep.	Qty W/Off.	Qty O/S	% Complete	Unit Cost	Total Cost	Reason	Age
PRN000001, 28/06/2005, Repair PIN generated based on PRN, % Complete: 5.0%, A/C : BRIT01, British Telecom														
*	BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	28/06/2005	DE1	BRIT01	5,000	5,000			5,000	0.0%	GBP9.410	GBP47.05	Faulty	7 days
*	BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	28/06/2005	DE1	BRIT01	11,000	11,000	1,000		10,000	9.0%	GBP4.750	GBP52.25	Incorrect Order	7 days
*	BFRAME, Frame	28/06/2005	DE1	BRIT01	3,000	3,000			3,000	0.0%	GBP15.000	GBP45.00	Faulty	7 days
Total :					19,000	19,000	1,000		18,000			GBP144.30		
PRN000003, 05/07/2005, Return complete, % Complete: 0.0%, A/C : SEET01, See-Through Windows														
*	BAT-1.5-AA-AK-16, 1.5 AA Battery 16	05/07/2005	DE1	SEET01	23,000	23,000			23,000	0.0%	GBP10.000	GBP230.00	Damaged	0 days
*	BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	05/07/2005	DE1	SEET01	3,000	3,000			3,000	0.0%	GBP38.750	GBP116.25	Damaged	0 days
Total :					26,000	26,000			26,000			GBP346.25		
PRN000004, 05/07/2005, Return complete, % Complete: 0.0%, A/C : SEET01, See-Through Windows														
*	BAT-1.5-AA-AK-16, 1.5 AA Battery 16	05/07/2005	DE1	SEET01	23,000	23,000			23,000	0.0%	GBP10.000	GBP230.00	Damaged	0 days
*	BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	05/07/2005	DE1	SEET01	3,000	3,000			3,000	0.0%	GBP38.750	GBP116.25	Damaged	0 days
Total :					26,000	26,000			26,000			GBP346.25		
Total :					71,000	71,000	1,000		70,000			GBP836.80		

Total Records : 7



The summary version will simply exclude the individual line details.

Sorting by Account code will sort the report by account code

V560 Apps coy Rate
GBP-Consolidatd Purchase Return Analysis Report by A/C Code.
 O/S Purchase Returns.

Printed :05/07/2005 - 08:37:31
 User : MANAGER, Page : 1 of 1

Stock Code	Description	OurRef	Loc	Date	Exp. Qty	Qty Ret.	Qty Rep.	Qty W/Off.	Qty O/S	% Complete	Unit Cost	Total Cost	Reason	Age
A/C : BRIT01, British Telecom														
*	BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	PRN000001	DE1	28/06/2005	5,000	5,000			5,000	0.0%	GBP9.410	GBP47.05	Faulty	7 days
*	BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	PRN000001	DE1	28/06/2005	11,000	11,000	1,000		10,000	9.0%	GBP4.750	GBP52.25	Incorrect Order	7 days
*	BFRAME, Frame	PRN000001	DE1	28/06/2005	3,000	3,000			3,000	0.0%	GBP15.000	GBP45.00	Faulty	7 days
Total :					19,000	19,000	1,000		18,000			GBP144.30		
A/C : SEET01, See-Through Windows														
*	BAT-1.5-AA-AK-16, 1.5 AA Battery 16	PRN000003	DE1	05/07/2005	23,000	23,000			23,000	0.0%	GBP10.000	GBP230.00	Damaged	0 days
*	BAT-1.5-AA-AK-16, 1.5 AA Battery 16	PRN000004	DE1	05/07/2005	23,000	23,000			23,000	0.0%	GBP10.000	GBP230.00	Damaged	0 days
*	BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	PRN000003	DE1	05/07/2005	3,000	3,000			3,000	0.0%	GBP38.750	GBP116.25	Damaged	0 days
*	BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	PRN000004	DE1	05/07/2005	3,000	3,000			3,000	0.0%	GBP38.750	GBP116.25	Damaged	0 days
Total :					52,000	52,000			52,000			GBP692.50		
Total :					71,000	71,000	1,000		70,000			GBP836.80		

Total Records : 7



However, the summary version will also sub sort by stock code.

V560 Apps coy Rate
GBP-Consolidatd Summary Purchase Return Analysis Report by A/C Code.
O/S Purchase Returns.

Printed :05/07/2005 - 08:41:02
User : MANAGER, Page : 1 of 1

Stock Code* Description	Exp. Qty	Qty Ret.	Qty Rep.	Qty WOff.	Qty O/S	Total Cost
A/C : BRIT01, British Telecom						
BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	Total :	16,000	16,000	1,000	15,000	GBP99.30
BFRAME, Frame	Total :	3,000	3,000		3,000	GBP45.00
	Total :	19,000	19,000	1,000	18,000	GBP144.30
A/C : SEETO1, See-Through Windows						
BAT-1.5-AA-AK-16, 1.5 AA Battery 16	Total :	46,000	46,000		46,000	GBP460.00
BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	Total :	6,000	6,000		6,000	GBP232.50
	Total :	52,000	52,000		52,000	GBP692.50
	Total :	71,000	71,000	1,000	70,000	GBP836.80

Total Records : 7



Sorting by Stock Code will sort the report by Stock Code.

V560 Apps coy Rate
GBP-Consolidatd Purchase Return Analysis Report by Stock Code.
O/S Purchase Returns.

Printed :05/07/2005 - 08:41:59
User : MANAGER, Page : 1 of 1

Date	Our Ref	Loc	A/C	Exp. Qty	Qty Ret.	Qty Rep.	Qty WOff.	Qty O/S	% Complete	Unit Cost	Total Cost	Reason	Age
BAT-1.5-AA-AK-16, 1.5 AA Battery 16 Pack													
* 05/07/2005	PRN000003	DE1	SEETO1	23,000	23,000			23,000	0.0%	3BP10,000	GBP230.00	Damaged	0 days
* 05/07/2005	PRN000004	DE1	SEETO1	23,000	23,000			23,000	0.0%	3BP10,000	GBP230.00	Damaged	0 days
			Total :	46,000	46,000			46,000			GBP460.00		
BAT-1.5-AA-AK-8, 1.5 AA Battery 8 Pack													
* 05/07/2005	PRN000003	DE1	SEETO1	3,000	3,000			3,000	0.0%	3BP38,750	GBP116.25	Damaged	0 days
* 05/07/2005	PRN000004	DE1	SEETO1	3,000	3,000			3,000	0.0%	3BP38,750	GBP116.25	Damaged	0 days
* 28/06/2005	PRN000001	DE1	BRIT01	5,000	5,000			5,000	0.0%	GBP9,410	GBP47.05	Faulty	7 days
* 28/06/2005	PRN000001	DE1	BRIT01	11,000	11,000	1,000		10,000	9.0%	GBP4,750	GBP52.25	Incorrect Order	7 days
			Total :	22,000	22,000	1,000		21,000			GBP331.80		
BFRAME, Frame													
* 28/06/2005	PRN000001	DE1	BRIT01	3,000	3,000			3,000	0.0%	3BP15,000	GBP45.00	Faulty	7 days
			Total :	3,000	3,000			3,000			GBP45.00		
			Total :	71,000	71,000	1,000		70,000			GBP836.80		

Total Records : 7



However the summary version will also sub sort by Reason Code, to give a comprehensive breakdown of possible trends and potential catastrophic failures.

V560 Apps coy Rate
GBP-Consolidatd Summary Purchase Return Analysis Report by Stock Code.
O/S Purchase Returns.

Printed :05/07/2005 - 08:42:52
User : MANAGER, Page : 1 of 1

Date	Exp. Qty	Qty Ret.	Qty Rep.	Qty WOff.	Qty O/S	Total Cost
BAT-1.5-AA-AK-16, 1.5 AA Battery 16 Pack						
Damaged	Total :	46,000	46,000		46,000	GBP460.00
	Total :	46,000	46,000		46,000	GBP460.00
BAT-1.5-AA-AK-8, 1.5 AA Battery 8 Pack						
Damaged	Total :	6,000	6,000		6,000	GBP232.50
Faulty	Total :	5,000	5,000		5,000	GBP47.05
Incorrect Order	Total :	11,000	11,000	1,000	10,000	GBP52.25
	Total :	22,000	22,000	1,000	21,000	GBP331.80
BFRAME, Frame						
Faulty	Total :	3,000	3,000		3,000	GBP45.00
	Total :	3,000	3,000		3,000	GBP45.00
	Total :	71,000	71,000	1,000	70,000	GBP836.80

Total Records : 7



Sorting by Reason Code will summarise the Report by Reason code.

V560 Apps coy Rate
GBP-Consolidatd Purchase Return Analysis Report by Line Reason Code.
O/S Purchase Returns.

Printed :05/07/2005 - 08:45:05
User : MANAGER, Page : 1 of 1

Stock Code* Description	Our Ref	Loc	A/C	Exp. Qty	Qty Ret.	Qty Rep.	Qty WOff.	Qty O/S	% Complete	Unit Cost	Total Cost	Date	Age
Damaged													
* BAT-1.5-AA-AK-16, 1.5 AA Battery 16	PRN000003	DE1	SEETO1	23,000	23,000			23,000	0.0%	3BP10,000	GBP230.00	05/07/2005	0 days
* BAT-1.5-AA-AK-16, 1.5 AA Battery 16	PRN000004	DE1	SEETO1	23,000	23,000			23,000	0.0%	3BP10,000	GBP230.00	05/07/2005	0 days
* BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	PRN000003	DE1	SEETO1	3,000	3,000			3,000	0.0%	3BP38,750	GBP116.25	05/07/2005	0 days
* BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	PRN000004	DE1	SEETO1	3,000	3,000			3,000	0.0%	3BP38,750	GBP116.25	05/07/2005	0 days
			Total :	52,000	52,000			52,000			GBP692.50		
Faulty													
* BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	PRN000001	DE1	BRIT01	5,000	5,000			5,000	0.0%	GBP9,410	GBP47.05	28/06/2005	7 days
* BFRAME, Frame	PRN000001	DE1	BRIT01	3,000	3,000			3,000	0.0%	3BP15,000	GBP45.00	28/06/2005	7 days
			Total :	8,000	8,000			8,000			GBP92.05		
Incorrect Order													
* BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	PRN000001	DE1	BRIT01	11,000	11,000	1,000		10,000	9.0%	GBP4,750	GBP52.25	28/06/2005	7 days
			Total :	11,000	11,000	1,000		10,000			GBP52.25		
			Total :	71,000	71,000	1,000		70,000			GBP836.80		

Total Records : 7



However the summary version will sub total by stock code as well, to give a comprehensive breakdown of possible trends and potential catastrophic failures.

V560 Apps coy Rate

GBP-Consolidatd Summary Purchase Return Analysis Report by Line Reason Code.

O/S Purchase Returns.

Printed :05/07/2005 - 08:48:26

User : MANAGER. Page : 1 of 1

Stock Code* Description	Exp. Qty	Qty Ret.	Qty Rep.	Qty WOff	Qty O/S	Total Cost
Damaged						
BAT-1.5-AA-AK-16, 1.5 AA Battery 16	Total :	46,000	46,000		46,000	GBP460.00
BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	Total :	6,000	6,000		6,000	GBP232.50
	Total :	52,000	52,000		52,000	GBP692.50
Faulty						
BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	Total :	5,000	5,000		5,000	GBP47.05
BFRAME, Frame	Total :	3,000	3,000		3,000	GBP45.00
	Total :	8,000	8,000		8,000	GBP92.05
Incorrect Order						
BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	Total :	11,000	11,000	1,000	10,000	GBP52.25
	Total :	11,000	11,000	1,000	10,000	GBP52.25
	Total :	71,000	71,000	1,000	70,000	GBP836.80

Total Records : 7



Finally, it is possible to sort by status code. This is the Return Header status code, allowing the various stages a return is at to be grouped and reported on together.

V560 Apps coy Rate

GBP-Consolidatd Purchase Return Analysis Report by Return Status Code.

O/S Purchase Returns.

Printed :05/07/2005 - 08:48:52

User : MANAGER. Page : 1 of 1

Stock Code* Description	Our Ref	Loc	A/C	Exp. Qty	Qty Ret.	Qty Rep.	Qty WOff	Qty O/S	% Complete	Unit Cost	Total Cost	Reason	Age
Repair PIN generated based on PRN													
BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	PRN000001	DE1	BRIT01	11,000	11,000	1,000		10,000	9.0%	GBP4.750	GBP52.25	Incorrect Order	7 days
BFRAME, Frame	PRN000001	DE1	BRIT01	3,000	3,000			3,000	0.0%	GBP15.000	GBP45.00	Faulty	7 days
BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	PRN000001	DE1	BRIT01	5,000	5,000			5,000	0.0%	GBP9.410	GBP47.05	Faulty	7 days
			Total :	19,000	19,000	1,000		18,000			GBP144.30		
Return complete													
BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	PRN000003	DE1	SEET01	3,000	3,000			3,000	0.0%	GBP38.750	GBP116.25	Damaged	0 days
BAT-1.5-AA-AK-16, 1.5 AA Battery 16	PRN000003	DE1	SEET01	23,000	23,000			23,000	0.0%	GBP10.000	GBP230.00	Damaged	0 days
BAT-1.5-AA-AK-8, 1.5 AA Battery 8 P	PRN000004	DE1	SEET01	3,000	3,000			3,000	0.0%	GBP38.750	GBP116.25	Damaged	0 days
BAT-1.5-AA-AK-16, 1.5 AA Battery 16	PRN000004	DE1	SEET01	23,000	23,000			23,000	0.0%	GBP10.000	GBP230.00	Damaged	0 days
			Total :	52,000	52,000			52,000			GBP692.50		
			Total :	71,000	71,000	1,000		70,000			GBP836.80		

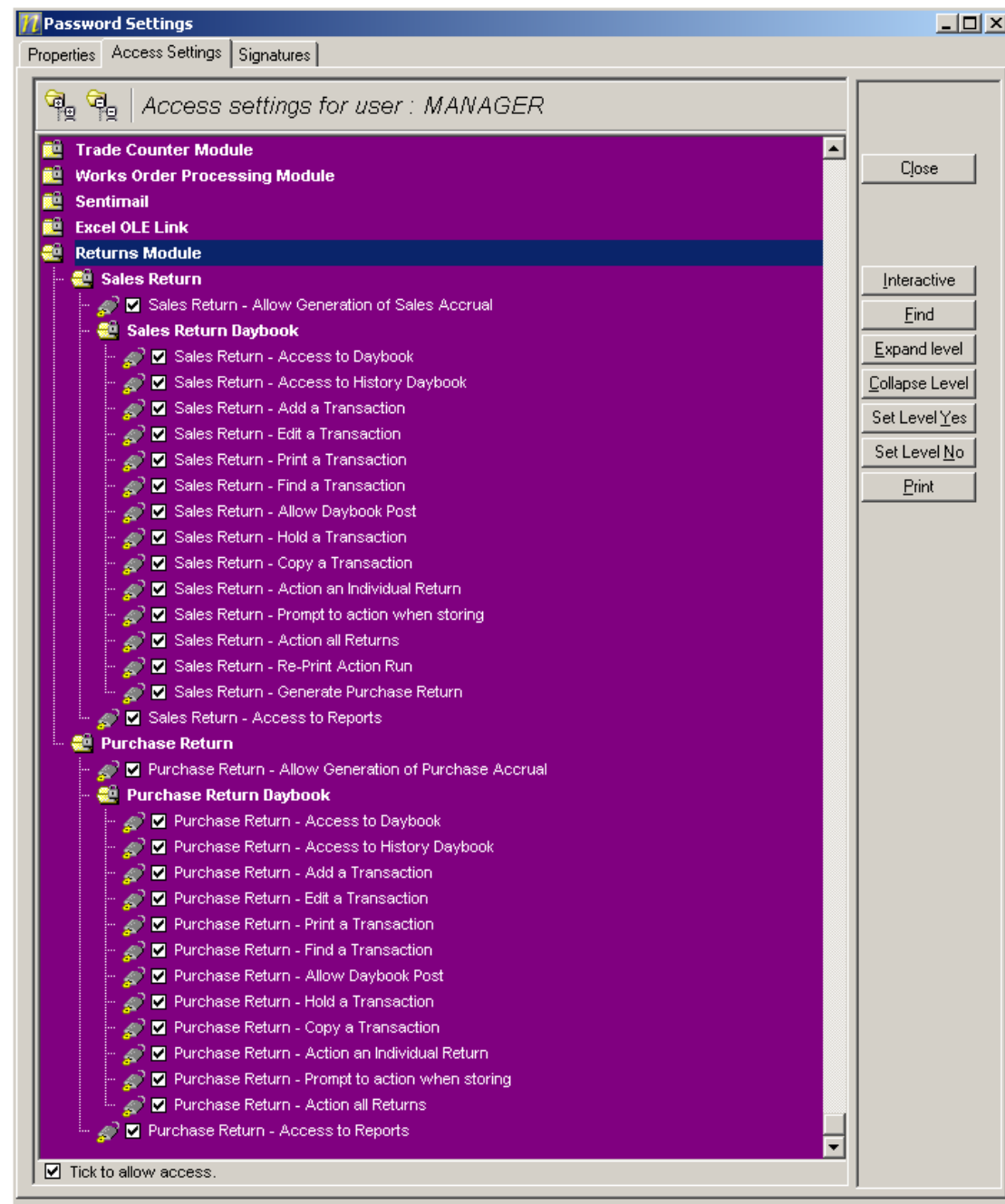
Total Records : 7



The summary version will simply exclude the individual line details.

Passwords

A Returns Section has been added to the passwords.



In addition, the following passwords have been integrated into the other modules:-

Sales - Generate Sales Return 019 505
Purchase - Generate Purchase Return 028 506
Sales Orders - Generate Sales Return 035 507
Purchase Orders - Generate Purchase Return 036 508
Customer Details - View Returns 042 509
Supplier Details - View Returns 043 510
Stock Ledger - Generate Return 041 511
Stock Serial/Batch - Generate Purchase Return 039 512
Stock Serial/Batch - Generate Sales Return 039 513

Works Orders - Generate Purchase Return 152 514
Utilities - Allow Access to Return Line Reasons List 175 545

To do:-

- ~~Back to Back Repair sequence~~
- ~~Enforce negative stock rules~~
- Module release
- Multiple Form printing
- Integration with FD
- Trace FIFO implications of PRN direct effect on Stock
- Document above for QA handover
- Technical hand over doc

Field Record Mappings

?RN Line	Note	Type	Idetail Rec
Qty Expected	Place holder/ notation only	Real	QtyPick
Returned Qty	Qty sent/ received under cover of returns note. Also reduces live stock on PRN	Real	Qty
Replaced Qty	Qty of stock physically received/ sent out to cover returns note.	Real	QtyDel
Write off qty	Qty of stock written off as unserviceable	Real	QtyWOff
Book Stock Qty	Physical qty affecting live stock levels. Will mirror either Qty for PRN's, or QtyDel for SRN's	Real	Deduct Qty
Control Qty Replaced/issued	Keep so that any edits of Qty can be tracked	Real	QtyPWOff
Control Qty WOff	Keep so that any edits of Qty can be tracked	Real	SSDUplift
Serial Qty Returned	Track how many have been replaced /issued	Double	SerialRetQty
Bin Qty Returned	Track how many have been replaced /issued	Double	BinRetQty
Action Mode	Temp storage to control which qty controls action	Byte	JapDedType
Back to Back repair flag	Set when PRN created from SRN and needs processing through	Boolean	SSDUseLine
Warranty Line	Line was within warranty so whatever action is generated must be zero price.	Byte. 1 = Warranty line. 0 = Normal.	NOMIOFlg
Original trans G/L code	Copy of originating transaction G/L code. Used subsequently on any action transactions	LongInt	B2BLineNo
COS Original G/L code	Copy of COS G/L code likely to be used when Sales invoice posted.	LongInt	COSNomCode
Reason Code	Linked to reason for return	Byte	DocLTLink

?RN Header	Note	Type	InvRec
Status	Return Status	Byte	TransMode
Total qty noted	Qty expected back, sum of QtyPick	Real	DocLSplit[2]
Total Returned Qty	Sum of Qty	Real	DocLSplit[1]
Total Issued Qty	Sum of QtyDel	Real	DocLSplit[3]
Total Woff Qty	Sum of QtyWOff	Real	DocLSplit[4]
Total Amount issued	Total of QtyDel x Netvalue	Real	DocLSplit[6]

Mods Done v5.70

Ref 20050317093105

When buying a bin product and booking out to a JOB the item is added to the bin but the out document is not populated so the item appear to be still available.

I have modded the bin routines to auto set the out doc if a job code is present on a purchase transaction as per the treatment of a batch. This will be part of the v5.70 release.
