

# Sage Line 500 - Returns Entry & Utilities

**The Returns Entry & Utilities module provides functionality to handle customer returns and credits or despatch of replacement items. It also covers return of these items to the supplier for credit. The ability to send replacement or loan items and raise invoices is dependent on the Telesales Order Entry module.**

## Records Kept

### User details

- Record which users may use the Returns system and set their privilege levels and access to process transactions. For example, define whether a user can issue or authorise Credit Notes and whether they can issue a loan product to a customer.

### Customer Details

- Optionally, maintain additional customer information for existing Accounts Receivable customers. This includes e-mail address, telephone numbers and four additional fields to hold customer specific information such as country.
- Set defaults for the following items, which will be copied to the return log:
  - Whether the customer wants an acknowledgment.
  - Whether the customer needs to supply a Purchase Order for a repair.
  - Default delivery method.
  - Whether the customer accepts partial shipments.
  - Print acknowledgments flag.

### Stages

- Assign your own descriptions to the pre-defined stages of the returns process, which are:
  - Authorisation required.
  - Initial entry.
  - RMA (Returns Material Authorisation) printed/Awaiting goods.
  - Goods received.
  - Initial inspection.
  - Return complete.
  - Awaiting loan return.
  - Awaiting credit.
  - Awaiting claim return.
  - Closed.

### **Return type codes**

- Define your own return type codes that can be attached to a returns log.
- For each return type, record one or more of the following:
  - Exchange product.
  - Default inspection flag.
  - Default result code.

### **Status codes**

- Define your own status codes that can be attached to a returns log detail line.
- Optionally define which of these have the effect of suspending the returns log, preventing further processing until the status is changed.

### **Problem codes**

- Define your own problem codes, each with a description and additional text for reporting, to be recorded on a returns log detail line.

### **Result codes**

- Define your own result type codes that can be attached to a returns log.

### **Returns logs**

- Record the following items against a return:
  - Customer.
  - Purchase Order number.
  - Three customer analysis codes, which default from the customer master file.
  - Narrative.
  - Comments.
- Record details for each item, including:
  - Product.
  - Quantity to be returned.
  - Serial number, where appropriate.
  - Problem code.
  - Credit required flag.
  - Inspect/Repair flag.
  - Warranty flag.
  - FOC flag.
  - Estimated Ship Date for the replacement item.
  - Returns Entry & Utilities
  - Records Kept - continued

### **Supplier claims**

- Record supplier code, suppliers Return Materials Authorisation number, claim type and original PO number for each supplier claim.
- Record the products being returned for credit and the claim type.

### **Claim type codes**

- Define your own claim type codes, each with a description and additional text for reporting, for use with supplier claims.

### **Claim action codes**

- Define your own claim action code, for use when claiming against the original supplier.

### **Bulletins**

- Set up messages to be displayed at various stages of the process. These may be dependent on customer, customer type, product, serial number or returns log number.

## **Tasks Supported**

### **Returns log entry**

- Enter the initial details for the Return, either when the first contact is received from the customer or when the returned products are received.
- Amend the customer related information, which will default from the Returns customer file.
- Optionally, access the customer master files for enquiry and amendment.
- Record the items to be returned, checking against the original sales order shipments where credit is to be given.
- Enter ad-hoc notes against the log. These can be updated on an on-going basis as the Return progresses through the various stages.
- Check for duplicates based on a combination of customer, product and serial number.
- Access all the other main processes in the system within this option, subject to user permissions.
- For serial numbered items, check whether the product is still under warranty.

### **Print returns notes**

- Print a returns note or RMA as soon as the returns log is entered into the system, before the goods are returned. It is sent to the customer who would then return it with the goods as a return authorisation document.

### **Record receipt of goods**

- When the goods arrive, enter the quantity received onto the returns log, recording additional information, for example whether a credit note is required and whether there is any sign of damage.
- Record receipt of each product line at different times, if required
- Handle part receipts on a single product detail line.
- Print an acknowledgement to send to the customer.

### **Manage a returns log**

- Search for an existing log by customer code, name or product code.
- Progress each detail line on a Return through the process independently.
- Optionally, record inspection details for each product returned.
- Add product lines.
- Split existing lines, for instance where only one of a number of items is faulty.

- Close the log.
- Raise an invoice for a service charge, for instance carriage.

#### **Automatic credit notes**

- Automatically create a credit note when a product is returned for credit only.
- Where several products are recorded on one Returns Log, a single credit note will be raised.
- Restrict returns for credit to a specified period following the original order.
- Check that a credit note is not raised more than once for the same sales order.
- Automatically include a credit for the original carriage charge.

#### **Advance shipments/Replacements**

- Automatically create a Sales Order that is used to despatch a replacement product to a customer.
- Configure the system to allow despatch of a replacement before or after receipt of the item to be returned.

#### **Loan returns**

- Send a loan item where the replacement product is out of stock.

#### **Return items to suppliers**

- Enter a supplier claim for faulty products, browsing on suppliers in the Accounts Payable supplier file and adding details of the products and reasons for the claim.
- Print a claims note to accompany the product back to the supplier.
- Optionally, post a debit entry to the supplier account.
- All the analysis fields are available for reporting via the Report Writer module or other reporting tool.

### **Housekeeping**

- Clear down completed returns logs based on a user-defined cut-off date.
- Define a format for returns log numbers.

### **Integration with other modules**

#### **Accounts Receivable**

- The Returns module is fully integrated with the Accounts Receivable module with browse and update of the customer file.
- Post Credit notes to the Accounts Receivable customer account.

#### **Sales Order Processing**

- Check all incoming products against products previously shipped to the customer.
- Record replacement product despatches in the sales history file for future analysis.
- Access Replacement transactions and Loan transactions through the sales order enquiry options.

### **Telesales Order Entry**

- Access Replacement transactions and Loan transactions through the Telesales order enquiry options.

### **Inventory Control**

- Record all product movements in the Inventory Control module.

### **Accounts Payable**

- Record supplier claims against the supplier account in the Accounts Payable module.

### **Repairs**

- Track returned items through various stages of repair using the Repairs module.

### **Features for international use**

- Raise credit notes and supplier claims in the currency of the customer or supplier, using the system wide currency exchange rules.

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