



# Infor System21 Customer Returns

Product Guide

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## About this guide

The purpose of this document is to describe the functions that can be used within the Customer Returns Module.

### Intended audience

The guide is intended for any users of the CR Customer Returns business module.

## Related documents

You can find the documents in the product documentation section of the Infor Xtreme Support portal, as described in the "Contacting Infor" section.

## Contacting Infor

If you have questions about Infor products, go to the Infor Xtreme Support portal at [www.infor.com/inforxtreme](http://www.infor.com/inforxtreme).

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If you have comments about Infor documentation, contact [documentation@infor.com](mailto:documentation@infor.com).



## Introduction

In an increasingly competitive market place there exists a growing requirement to control the flow of goods back from the customer, particularly in the context of Wholesalers distributing to Retailers.

The need to control such an important aspect of the company's activity is a key factor in reducing costs and increasing customer satisfaction. Indeed, the tasks associated with the sale and despatch of goods are similar to those required for return and credit of unwanted [items](#).

This not only includes pricing and discounting, but also receiving, checking and re-packing the goods when they have been returned.

The Customer Returns application provides the necessary information and facilities in the following key areas:

- Return note creation
- Returned goods receiving
- Quality assurance
- Credit note creation
- Returns tracking/commitment

The application may be controlled and tailored to each company's requirements by the use of profiles.

## Relationship to Other Applications

The following applications are prerequisite for the use of Customer Returns:

- Inventory Management
- Accounts Receivable
- Sales Order Processing

The Customer Returns application is also designed to be used in conjunction with the following applications:

- Advanced Financial Integrator (AFI)

- Sales Analysis
- Warehousing

### **Inventory Management**

The Inventory Management [Item](#) Master file is used to provide the specification of the [items](#). Physical stock balances are maintained by the Returns Receiving task.

Customer Returns writes Inventory movement records in the Inventory Management application (for returned goods and scrap or rejection adjustments).

### **Accounts Receivable**

Customer Returns uses the standard Accounts Receivable customer data.

### **Sales Order Processing**

Customer Returns uses Sales Order Processing customer additional information, price, discount, order and invoice data.

Customer Returns provides a facility to create credit notes, which may then be processed with invoices and credit notes raised within the Sales Order Processing application.

Sales Order Processing pricing is used, if the return is not matched to a sales invoice, when creating a credit note.

### **Warehousing**

The Customer Returns application performs internal checks to determine whether the Warehousing application is installed and if so, whether the company/[stockroom](#) being processed is defined to the Warehousing application (and whether the [Warehouse](#) is currently active).

If so, when goods are received or transferred into [Stores](#), a window is displayed for Warehousing-specific information to be entered. This includes the packing code and expiry date (for consumables). These [items](#) are then processed by the put-away routines in Warehousing, which decides where the [items](#) are to be located.

### **Advanced Financial Integrator**

The Inventory movement and credit note details created from within Customer Returns can be processed by AFI and used to update Stock and Debtor accounts in the General Ledger.

### **Sales Analysis**

The credit notes created within Customer Returns can be extracted into Sales Analysis.

## **Configuring the Application**

As with all applications, Customer Returns can be operated for a number of companies, the characteristics of each being maintained on the company profile.

The primary information maintained on the company profile is:

- Defaults for returns entry and receiving

- Application tailoring parameters
- Output queues for reports
- Return note numbering
- Goods Returned Note (GRN) numbering
- Reject note numbering (for returned goods sent back to the customer)

These default values improve the efficiency of data entry and provide the parameters for the generation of document references.

## Maintenance Options

Customer Returns uses master file data set up in other applications. However, there are some master files which are set up specifically for the Customer Returns application.

Information for the following may be maintained:

- Returns officer names
- Collection instructions
- Receiving addresses

### **Returns Officer Names**

Details are held of the company's employees who use this application. These are known as [returns officers](#). A [returns officer](#) is then recorded against each return note raised. This is used to identify [authorisation](#) processing options as well as being displayed on the application's enquiries.

A [returns officer](#) may be assigned the capability to authorise returns. If so authorised, he/she may carry out [authorisation](#) during entry of the return details, otherwise [authorisation](#) is carried out via the Returns [Authorisation](#) task after the return has been entered.

### **Collection Instructions**

A set of [collection instructions](#) may be maintained for each company. Each set of instructions is identified by a three-character code and comprises up to three lines of text.

The collection instruction code can be selected in Returns Entry and amended via Returns Amendment, and is subsequently printed on the return note document.

### **Receiving Addresses**

A set of [receiving addresses](#) may be maintained for each company. Each [receiving address](#) is identified by a three-character code and comprises a name and up to five lines of address details.

The code may be selected in Returns Entry, to specify the address at which the returned goods are to be received. Otherwise, it defaults to the [receiving address](#) code set on the company profile.

The code entered may be amended via Returns Amendment, and the associated address is subsequently printed on the return note document.

# Processing

The normal day-to-day processing in Customer Returns can be divided into three types of tasks:

- Creating return notes
- Receiving returned goods
- Creating credit notes

## Creating Return Notes

Return Notes are created after entering the details via Returns Entry and subsequent [authorisation](#) of the return request.

The entry of the requested return can be broken down into three stages:

- Header
- Items
- Options

### **Header**

When entering the return header, the following information can be specified:

#### **Return Reason**

This identifies the reason for which the goods are being returned. The code entered is subsequently used in the Create Credit Note task as the Reason for Credit code when raising a credit note.

#### **Returns Officer**

This identifies the employee registering the requested return.

#### **Original Invoice**

This identifies the original sales invoice covering the goods that are to be returned. The matching of a return to an [original invoice](#) is optional.

#### **Stockroom**

This is the [stockroom](#) which will receive the return.

Other details specified on the collection note header are:

- Return Note Number
- Request Date
- Expected Return Date
- Collection Instruction Code
- Department
- Customer Reference
- Job Number

- Department

### **Items**

When entering [items](#) for return, the standard Inventory Management alpha search is available to aid the identification and selection of a valid [item](#).

If a valid [original invoice](#) number is entered, only those [items](#) appearing on the invoice may be entered on the return being raised. These [items](#) may be selected from the invoice, which is automatically displayed. The quantities of each [item](#) to be returned may not exceed the quantities originally invoiced.

If no invoice number is entered, any [item](#) valid for the specified receiving [stockroom](#) may be entered on the return. In this case there is no limit to the quantity that may be recorded for return.

The expected [return date](#), [job number](#) and department for the [items](#) default from the header values, but may be changed.

### **Options**

Options are available when completing each return to:

- Enter further return requests or leave the task
- Add new multi-lingual text for printing on the return note, e.g. extra collection information
- Add internal return note text
- Cancel the whole return
- Authorise the requested return immediately, or require it to be authorised via the Returns Authorisation task
- Print the return note immediately, as part of a batch printing run, or not at all

[Authorisation](#) and printing options will only be available if the [returns officer](#) entered on the return is defined as being allowed to authorise return requests.

Full amendment facilities are available on outstanding returns, and an audit trail of amendments made is provided.

Unauthorised returns requests must be released via the Returns [Authorisation](#) task before return notes can be printed.

Any return for which a printing requirement has been specified must be printed, interactively or via the Print Returns Note task, prior to the receipt of returned goods.

## Returns Receiving

All goods received via this task must be covered by a [return number](#).

To enable the correct return to be processed, all outstanding returns can be viewed by [item](#) or customer. Furthermore, if the [item](#) code and customer code are not known, searches are available to assist in identifying the correct code/number to enter.

If known, the [return number](#) may be entered directly.

The returned goods may be received into any of the following three locations:

- Goods Inwards
- Inspection
- Stores

Inventory Management is only updated when a receipt (or transfer) is made into or out of [Stores](#). [Items](#) may subsequently be moved from their original receipt location using the Returns Transfer task.

A return may be entirely received, or the receipt may be carried out on a line-by-line basis. Partial receipts of the line quantity are allowed.

The entry of batch, lot and serial numbers is enforced where it is appropriate for the [item](#) being returned.

If receipt is made into a [Stores](#) location which is defined as an active [Warehouse](#) in Warehousing, a window is displayed for entry of packing code (and expiry date for consumables).

Both internal return note and return line text may be updated at the receiving stage.

The Goods Returned Note (GRN) may be printed along with labels if required. GRN numbers may be automatically generated. These options are controlled by the appropriate parameters set on the Company Profile.

Once received, the following facilities within the application may be used for quality assurance of the goods being returned:

- Transfer of goods in and out of the Inspection location
- Rejection of goods e.g. where damaged by the customer
- Scrapping of goods, with reason codes for use in analysis
- Optional creation of rejection documentation

## Credit Note Creation

The Create Credit Note task is designed to generate credit notes that can be processed by the standard Sales Order Processing and Invoicing tasks.

Once generated, the returns-based credit notes are processed through the printing, Account Receivable and General Ledger updating stages in the same way as credit notes raised from within the Sales Order Processing application.

Credit note creation operates in one of two ways, depending on whether or not an original sales invoice number was entered during Returns Entry.

If an invoice has been used as the basis for the return, the unit price at which the [items](#) will be credited is based on the price from the [original invoice](#). The price may be reduced but not increased. A refund can be generated against a credit card on the creation of a credit note from a return.

If an [original invoice](#) is not used as the basis for the return, the generated credit note will be priced using the standard process used within the Sales Order Processing application.

A credit note can either be raised for an entire return (all receipts not yet credited), or individually for each receipt with a separate GRN.

Credit note line text may be entered, reviewed and amended.

Charges and charge refunds to the customer may be entered for each credit note.

Credit note creation can be inhibited until the returned goods have been received into the [Stores](#) location. This is done by setting a parameter in the company profile.

## Enquiries

Enquiries can be grouped into three categories:

- Outstanding Return Searches
- Return Details
- Financial

## Outstanding Return Searches

Multiple access methods are provided for identifying an outstanding return. Enquiries exist by:

- Item
- Customer
- Return Number
- Job Number
- Returns Officer

## Return Details

Once the relevant return has been identified, an enquiry exists to display details of that particular return. Each line can be selected to show receipts to date and location of goods, as well as other line details.

## Financial

The standard Sales Order Processing Invoice by Invoice Number enquiry can be used to display details of credit notes created through Customer Returns. The return note reference code will be displayed to indicate the return on which the credit note was based.

**Note:** Refer to the *Sales Order Processing product guide* for details of this function.

## Reports

Reports are generally printed on standard listing paper with 132 print positions and six lines to the inch. In Customer Returns, the printing of return notes, GRNs and labels is done on special stationery. The reports in Customer Returns can be grouped into one of three categories:

- Actions
- Status
- Audit

## Actions

These reports are used to trigger actions to be taken, and are necessary to progress a return through the application:

- Print Returns Note
- Print GRNs/Labels

## Status Reports

These show the current position of the return within the application:

- Returns Expected
- Receipts Not Credited
- Returns Commitment

## Audit

The following audits are provided for processing functions in Customer Returns:

- Returns Amendment Audit
- Receipts and Adjustments

# Implementation Procedure

After installing the software provided, the recommended steps for implementing Customer Returns are outlined as follows:

- Fully implement all prerequisite applications i.e. Inventory Management, Accounts Receivable and Sales Order Processing. Refer to the relevant product guides for implementation procedures.
- Create the Customer Returns company profile.
- Set up parameters in the Inventory Descriptions file for return reason codes, sundry charge codes and scrap/reject reason codes.
- Create returns officers in Customer Returns.
- Create receiving addresses in Customer Returns.
- Create collection instructions in Customer Returns.



### Maintenance Introduction

This section covers the procedures that you use to configure and maintain the master file. You will need to define the following data:

- Returns officers
- Collection instructions
- Receiving addresses

### Returns Officers [1/CRM]

A [returns officer](#) is a company employee who is responsible for processing or authorising goods returned from customers. A [returns officer](#) number is associated with each return note that is created.

You use this task to enter or amend the names and authorities of officers responsible for processing returns.

### Returns Officer Maintenance Selection Window

Select the [Returns Officers](#) task.

You use this window to enter a [returns officer](#) number.

#### **Fields**

##### **Enter Returns Officer Number**

Enter the code of an existing [returns officer](#), or enter a new code to define a new officer who will be responsible for returns.

Alternatively, use the prompt facility to select from the Select Returns Office pop-up.

Press Enter to display the [Returns Officer](#) Maintenance Details window.

## Returns Officer Maintenance Details Window

To display this window, enter or select a [returns officer](#) number and then press Enter on the [Returns Officer](#) Maintenance Selection window.

You use this window to enter or amend details for the selected officer.

### **Fields**

#### **Returns Officer Number**

This field displays the code of the [returns officer](#), as entered or selected on the previous window.

#### **Returns Officer Name**

Enter or amend the name of the officer.

#### **Extension Number**

You can enter or amend the telephone extension number for the officer.

#### **Authorisation Allowed**

Use this to specify whether the [returns officer](#) can authorise returns from customers, using the Returns Entry and Returns [Authorisation](#) tasks.

Use this checkbox as follows:

Unchecked - If the officer is unable to authorise returns

Checked - If the officer is allowed to authorise returns

**Caution:** You must authorise returns before you can receive them or print return notes.

### **Functions**

#### **Delete (F11)**

Use this to delete an existing [returns officer](#). You will be asked to confirm the deletion.

Press Enter to update the [returns officer's](#) details.

## Collection Instructions [2/CRM]

You use this task to enter or amend sets of [collection instructions](#).

[Collection instructions](#) provide general instructions for returns, and can be printed on return notes in Returns Entry or Returns Amendment.

## Collection Instructions Maintenance Selection Window

To display this window, select the [Collection Instructions](#) task.

You use this window to enter a code for the [collection instructions](#) that you want to maintain.

### **Fields**

#### **Collection Instruction Code**

Enter the code of an existing collection instruction, or enter a new code to define a new set of collection details.

Alternatively, use the prompt facility to select from the Select Collection Instruction Code pop-up.

Press Enter to display the [Collection Instructions](#) Maintenance Details window.

## Collection Instructions Maintenance Details Window

To display this window, enter or select a collection instruction code and then press Enter on the [Collection Instructions](#) Maintenance Selection window.

Use this window to maintain the selected [collection instructions](#). The collection instruction code and any existing [collection instructions](#) are displayed.

### **Fields**

#### **Collection Instructions**

Enter up to three lines of [collection instructions](#). You can select these instructions for printing on return notes.

**Note:** *You must complete at least one line.*

Press Enter to update the [collection instructions](#).

## Receiving Addresses [3/CRM]

Use this task to enter or amend standard [receiving addresses](#) for goods returned by the customer. The [receiving address](#) defines the delivery point for goods returned from customers.

You can select the [receiving address](#) that you want to print on return notes.

You can also directly enter unique [receiving addresses](#) when entering or amending return notes.

## Receiving Address Maintenance Selection Window

To display this window, select the [Receiving Addresses](#) task.

You use this window to enter a code for the [receiving address](#) details that you want to maintain.

### **Fields**

### **Receiving Address Code**

Enter the code of an existing [receiving address](#), or enter a new code to define a new [receiving address](#).

Alternatively, use the prompt facility to select from the Select [Receiving Address](#) Code pop-up.

Press Enter to display the [Receiving Address](#) Maintenance Details window.

## Receiving Address Maintenance Details Window

To display this window, enter or select a [receiving address](#) code and then press Enter on the [Receiving Address](#) Maintenance Selection window.

You use this window to maintain the selected [receiving address](#). Existing details are displayed for amendment.

### **Fields**

#### **Name**

Enter or amend the name for the [receiving address](#).

#### **Address Lines**

Enter or amend the address details for this [receiving address](#). You must enter one or more lines of the address.

### **Functions**

#### **Delete (F11)**

Use this to delete existing [receiving address](#) details. You will be asked to confirm the deletion.

Press Enter to update the details.

## Report by Returns Officers [21/CRM]

You use this task to print a list of all the [returns officers](#) that have been set up for the active company.

There are no selection criteria for this task.

Select **Confirm Submit (F8)** to submit the job to print the report.

## Report by Collection Instructions [22/CRM]

You use this task to print a list of all [collection instructions](#) set up for the active company.

There are no selection criteria for this task.

Select **Confirm Submit (F8)** to submit the job to print the report.

## Receiving Addresses [23/CRM]

You use this task to print a list of all [receiving addresses](#) set up for the active company.

There are no selection criteria for this task.

Select **Confirm Submit (F8)** to submit the job to print the report.



### Processing Introduction

There are three types of tasks in Customer Returns:

- Create and amend return notes to specify return requirements
- Receive returned goods
- Create credit notes to reimburse the customer

If Transport Planning is installed, as each line is entered on a return, information is passed to Transport Planning so that collections can be planned.

#### Currency Conversion Considerations

The system [stores](#) currency rates on transactions. With the introduction of the Euro and European Monetary Union (EMU) in 2000, the way in which we process any monetary transaction has changed.

The currency conversion rate to be used is now determined by three different scenarios, as follows:

- Sundry invoices and credit notes use the customer order date entered on the credit and invoice windows.
- Customer Returns credit notes that are not based on an original invoice retrieve the conversion rate that applies to the pricing date entered on the window.
- Credit notes for customer returns that are based on an original invoice retrieve the conversion rate that applies to the date on that original document. If the rate was fixed, because it involved a Euro conversion, the rate is retrieved and used on the credit note.

Each time the software converts an invoice line value from the prime currency to the base currency, the value is calculated by taking into account these Euro considerations.

Invoice header values in base currency are calculated from the prime currency values by accumulating all the base goods, tax and charge totals.

If both currencies are defined as IN Currencies, the grand total is converted from prime currency to base.

Any discrepancies between this new base value and the sum of the base goods, tax and charge totals are written to a special Euro rounding account via Financials.

## Returns Entry [1/CRP]

You use this task to specify return requirements, so that a return note can be produced detailing the goods to be returned by the specified customer.

New returns cannot be raised if the delivery address or account has a status of I (Inactive).

**Note:** *An inactive account in a customer hierarchy has no effect on its child accounts.*

**Note:** *Returns cannot be raised against a bonded [warehouse](#).*

Customer Returns can distinguish between a request to return good and bad stock.

Good stock can be booked back into inventory (for reuse), whereas bad stock can be discarded (scrapped). When recording the scrap of bad stock, the containers in which the stock has been returned are booked into inventory.

Labels may be produced for the goods being returned on each return note.

It is also possible to record the return of empty containers from a customer.

You can create two types of return notes:

### Matched Returns

You can match a return note against an existing sales invoice for the selected customer. In this case, you can only return those goods that appeared on the [original invoice](#) and the quantities returned cannot exceed the [original invoice](#) line quantities. This method provides a high level of control over the goods returned for credit.

When entering a matched return the system must honour all attributes associated with the original sales invoice line, e.g. if the [item](#) returned is a freeloader award [item](#), the [item](#) was given free of charge but tax may have been charged on the [item](#) and must therefore be credited to the customer.

To help achieve this, the following invoice line attributes are replicated onto the return note lines generated for a matched return:

- Promotion Number
- Promotion Indicator
- Budget Centre

**Note:** *All of the above attributes will be blank for an unmatched return.*

**Note:** *You should handle soft kits (as created and entered in Advanced Order Entry) as matched returns.*

### Unmatched Returns

You can enter a return without reference to an original sales invoice. In this case, you can specify any quantity of any valid [item](#) for return. This method increases the flexibility in returns processing at the cost of a decrease in credit control.

The type of return note processing you choose will depend on your business requirements.

Quantities can be recorded in multiple unit form (if applicable).

### Containers

When you are recording the return of goods to a supplier and requesting a replacement for these goods, the process ignores any transactions related to the container [items](#) associated with these goods.

**Note:** *When the replacement products are received, additional PM transactions are automatically generated for the containers associated with the product.*

The return of the containers received as a result of recording the receipt of a base product must be recorded without requesting the replacement of these containers.

### Transport Planning

If Transport Planning is installed, as each line is entered on a return, information is passed to Transport Planning so that collections can be planned.

**Note:** *If goods are returned that have a container profile and a standard outer defined in their [item](#) transport details, Transport Planning assumes that the containers are returned with the goods in terms of weight, volume and number of containers.*

**Note:** *If empties are returned, they are treated as goods in Transport Planning and their weight, volume and number of containers calculated according to their [item](#) transport details.*

## Returns Entry Header Window

To display this window, select the Returns Entry task.

You use this window to enter header details for each return note.

### Fields

#### Return Number

Enter a unique reference for the return note. If you have enabled automatic return note numbering on the company profile, this field defaults to the next available return note number.

#### Customer

Enter the customer code for the return note being raised.

Alternatively, use the prompt facility to select from the Customer Scan pop-up.

You must have defined the customer in Accounts Receivable, or Sales Order Processing, or both.

#### Address Code

Enter the customer address code for the collection of goods included in this return note. The code defaults to the one specified in the company profile, but you can amend it to any valid delivery address set up for the customer. You can specify a unique address for this return note by selecting **Collection Address (F14)**.

#### Receiving Address Code

Enter the code for the address to which the goods on this return note are to be returned. This defaults to the [receiving address](#) specified in the company profile, but you can amend it to any

valid [receiving address](#) set up in [Receiving Address](#) Maintenance. You can specify a unique address for this return note by leaving the [Receiving Address](#) Code field blank and selecting **Receiving Address (F13)**.

### **Request Date**

Enter or select the date on which the return was requested. This defaults to the current date but you can change it if necessary.

### **Return Date**

Enter or select the date on which you expect to receive the returned goods. This date is the default for all lines in this return note. The [return date](#) must not be before the [request date](#).

### **Return Reason**

Enter a reason code to explain why the customer is returning the goods on this return note.

Alternatively, use the prompt facility to select from the RFCR Invoice/Credit Reason Codes pop-up.

**Note:** *The Tax Code associated with the Inventory Description Entry signifies whether the stock being returned is good or bad stock.*

**Note:** *Set the Tax Code to 1 to indicate that the stock being returned is bad stock and should not be considered available until inspected.*

### **Ret Officer**

Enter the code of the [returns officer](#) responsible for the administration of this return.

Alternatively, use the prompt facility to select from the Select [Returns Officer](#) pop-up.

### **Stockroom**

Enter the Inventory [stockroom](#) or [warehouse](#) in which you will receive the goods listed in this return note. You must assign this [stockroom](#) to all [items](#) in the return note.

Alternatively, use the prompt facility to select from the Select [Stockroom](#) pop-up.

**Caution:** Stockroom cannot be a bonded warehouse.

### **Coll. Instr. Code**

Enter a code here if you want to print a set of [collection instructions](#) on the return note. You can enter unique [collection instructions](#) for this return. These will be print as external header text or line text on the return note.

Alternatively, use the prompt facility to select from the Select Collection Instruction Code pop-up.

### **Original Invoice**

You can specify an existing sales invoice number for the customer, on which to base the return of goods. If you enter an invoice number, the quantities of invoiced [items](#) that you are returning must not exceed the [original invoiced](#) quantities.

You can use the prompt facility on this field. An Invoice Search pop-up is displayed, allowing you to enter the order number associated with the [original invoice](#). Leave the order number blank and press Enter to display the Select [Original Invoice](#) Code window. You can then select an

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invoice number in the displayed list, which will move the selected number into the [Original Invoice](#) field. Alternatively, you can select **Details** against an invoice number, which will display the Invoice Enquiry window. This enquiry displays details of the lines in the selected invoice.

If you do not enter an invoice number, you can specify any valid [items](#) (for the receiving [stockroom](#)) on the return note, with no limit to the return quantities.

### **Empties**

When an original sales invoice number is specified, indicate whether the return is for the products shipped or empty containers.

Use this checkbox as follows:

Unchecked - If the return is for the products on the original sales invoice

Checked - If the return is for the empty containers on the [original invoice](#)

**Note:** For those customers not using POD, the return of empty containers can be recorded as a return note. However, it will not be possible to mix the return of products and empty containers on the same return note.

### **Customer Reference**

You can also enter the customer's reference for this return request.

### **Department**

You can use this field to note the departments or sections of the company responsible for different types of customer returns. You can note alternative information here if required. The value you enter is the default for each line in the return note.

### **Job Number**

You can use this field to enter a unique reference number for any rework that you will need to carry out upon the goods in this return note. You can note alternative information here if required. There is an enquiry on Return Notes by [Job Number](#) in Customer Returns. The [job number](#) that you enter here becomes the default for each line in the return note.

## **Functions**

### **Receiving Address (F13)**

Use this to enter a unique [receiving address](#) for the returned [items](#).

### **Collection Address (F14)**

Use this to override the customer's standard [collection address](#), for this return only.

Press Enter to display the addresses and descriptions associated with the codes that you entered. If you want to make any changes, select **Previous (F12)**.

Press Enter again to display either the Return Note Entry Invoice Enquiry window (for invoice based returns) or the Return Line Entry window (for unmatched returns).

## Return Note Entry Invoice Enquiry Window

To display this window, enter details, including an [original invoice](#) number, and then press Enter on the Return Note Entry Header window.

Use this window to enquire on invoice details and to select the invoice lines that will appear on the return note.

A list of [items](#) on the original sales invoice is displayed. Container lines associated with the products on the [original invoice](#) are excluded from the list of [items](#) displayed and therefore cannot be selected for return unless the user has requested the return of empty containers, in which case only the container lines on the [original invoice](#) are available for selection.

**Note:** All transactions related to the return of an empty container are flagged.

The following information is displayed for each invoice line:

- Unit of measure (qualifies the unit for the quantity invoiced)

Invoice line quantities are displayed in the default units specified on the Sales Order Processing company profile.

**Note:** This window is only displayed if you entered an [original invoice](#) number on the header window.

### **Fields**

The following information is displayed for the selected invoice:

- Invoice number
- Picking note number
- Prime currency
- Currency rate
- Customer's delivery address
- Customer's invoice address
- Price list for invoice
- Discount list for invoice
- Original invoice reason code
- Invoice discount
- Despatch method of invoiced goods

The following information displays for each invoice line:

- Invoice line number
- Despatch sequence number
- Item description
- Quantity invoiced
- Unit price
- Promotion indicator
- Net line value

- Date of despatch

**Note:** If [Catchweight](#) is used in this company and the return is based on an [original invoice](#), the invoice's secondary value is displayed on the return's detail lines.

[Catchweight](#) processing is as follows:

- To calculate the displayed unit price, divide the line value by the secondary value. Do not use the invoice's unit price. Ignore the price UoM for the invoice.
- Then calculate the unit cost by taking the line cost and dividing by the secondary value.
- The price UoM displayed is the item's secondary UoM.

Non-[catchweight item](#) processing is as follows:

- To calculate the displayed unit price, take the line value and divide it by the quantity. Do not use the invoice's unit price. Ignore the price UoM for the invoice.
- Then calculate the unit cost by taking the line cost and dividing it by the quantity.
- The price UoM displayed is the item's stockroom issue UoM.

**Note:** You can select individual lines to return, or use **Select All (F22)** to return all lines.

## **Options**

### **Select**

Use this to select the invoice line for return.

If the returned [item](#) is a kit, this selects the parent and displays the component lines. You should use **Line Details** to select component lines (with an existing parent line).

### **Line Details**

Use this to view the details of an invoice line before making a selection.

If the [item](#) is a kit you can select individual component lines for the enquiry.

## **Functions**

### **Further Detail (F13)**

Use this to display further details of the invoice.

### **Values in Base Currency/Values in Prime Currency (F14)**

Use this to toggle between base and prime currencies for the displayed values (if multiple currencies are in use).

### **Continue (F15)**

Use this to retrieve the selected invoice lines to appear on the return note. The Return Note Line Entry window will be displayed.

### **Text (F21)**

Use this to display the Maintain Text pop-up, where you enter or select a usage code, or a language code, or both. When you press Enter, the [Item](#) Text Entry pop-up is displayed. You can enter text in the specified language that will display or print according to the usage code specified.

**Select All (F22)**

Use this to select all the lines on the invoice for return.

Select **Continue (F15)** to transfer line details to the return note and display the Return Note Entry Line Details (Matched) window.

## Return Note Entry Line Details (Matched) Window

To display this window, use Select against the lines you wish to match and then **select Continue (F15)** on the Return Note Entry Invoice Enquiry window.

Use this window to amend line details for extracted lines on a matched return and to enter and amend return note line text.

When you are basing a return note on an original sales invoice, the invoice lines selected from the original sales invoice are displayed. These lines may be for the products or containers shipped on the original sale. If a return line is for a container [item](#), the return line is for the empty container.

**Note:** All transactions related to the return of an empty container are flagged.

The return note reference number and the customer's name are displayed at the top of the window. An indication is given against each [item](#) on the return note as to whether any (or all) of the optional containers for that [item](#) are also being returned.

**Note:** Text could be used to record the tag number to be associated with each line on a return.

Quantities may be entered in multiple unit form (if applicable).

### **Fields**

**Line**

This field displays the return note line number.

**Item**

This field displays the [item](#) selected from the [original invoice](#). The [item](#) description is displayed below the [item](#) code.

**Quantity**

This field displays the return note line quantity, extracted from the [original invoice](#). This quantity excludes any amount previously returned against the invoice line. You can amend the quantity for each individual return line.

The return quantity can be entered in any of the valid units of the [item](#).

The entered quantity must not exceed the [original invoice](#) line quantity.

**UoM**

Enter a valid unit of measure code.

Alternatively, use the prompt facility to select from the UNIT Unit Descriptions pop-up.

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This qualifies the unit of measure in which the return quantity is expressed. The unit of measure defaults to that defined as the default sales unit for the [item](#) and [stockroom](#) combination.

The entered unit is recorded on the return line (and its associated transactions) as the return unit of measure.

**Note:** *The return quantity is stored on the database expressed in stock issue units.*

### **Expected Date**

This field displays the date on which you expect to receive the returned goods from the customer. The default is the current date, but you can override this for individual return lines.

### **Job Number**

This field displays the [job number](#) for the line. The default [job number](#) is the one entered in the return header, but you can amend it for individual return lines.

### **Department**

This field displays the department for the line. The department entered in the return header is the default, but you can amend it for individual return lines.

### **Containers**

Use this checkbox as follows:

Unchecked - To indicate that only non-optional containers that attract a charge are to be credited

Checked - To indicate that both non-optional and optional containers that attract a charge are to be credited

This is only relevant when the [item](#) is a product that has associated containers.

### **No. Labels**

Enter the number of labels that you want to print for each return line.

**Note:** *This field is only displayed if you have specified that return note labels may be printed on the Customer Returns company profile definition.*

## **Options**

### **Amend**

Use this to maintain line details.

Details of the selected line are brought to the bottom of the window for amendment. The quantity on the line is reformatted into multiple unit form (if applicable).

If the line that you select for amendment is a kit, the component parts are automatically updated as appropriate.

### **Text**

Use this to maintain line text that will be printed on the return note.

## **Functions**

**Update and Next Return (F7)**

Use this to complete this return and go back to the Return Entry Header window to enter the next return note.

**Update and Options (F8)**

Use this to complete this return and proceed to the Return Entry Completion Options window to specify [authorisation](#), printing and text details.

**Invoice Enquiry (F7)**

Use this to view invoice lines and to select [items](#) for return.

Select **Update and Next Return (F7)** or **Update and Options (F8)** to complete the return note.

## Return Note Entry Invoice Enquiry (Line Details) Window

To display this window, select Line Details against an invoice line on the Return Note Entry Invoice Enquiry window.

Use this window to review the detail of the selected invoice line.

The invoice line quantity is displayed in multiple unit form (if applicable). See below for an example of how to display the invoice quantity in multiple unit form.

**Note:** *When the invoice quantity is displayed in multiple unit entry form, the entered quantity is not displayed.*

**Functions****Continue (F15)**

Use this to retrieve the selected invoice lines to appear on the return note. The Return Note Line Entry window will be displayed.

**Text (F21)**

Use this to display the Maintain Text pop-up

Press Enter to return to the Return Note Entry Invoice Enquiry window.

## Return Note Entry Line Details (Unmatched)

To display this window, enter details and then press Enter twice on the Return Note Entry Header window.

Use this window to enter and amend return note line details for a return note that is not matched to an original sales invoice and to enter and amend return note line text.

Quantities may be entered in multiple unit form (if applicable).

**Fields**

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**Line**

The line number is incremented by one when you enter a new line in the return note.

**Input Fields****Item**

Enter the [item](#) to be returned.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

**Quantity**

Enter the quantity of the [item](#) to be returned by the customer.

The return quantity can be entered in any of the valid units of the [item](#)

**UoM**

Enter a valid unit of measure code for the [item](#) being returned.

Alternatively, use the prompt facility to select from the Purchase/Issue Unit Selection pop-up.

This qualifies the unit of measure in which the return quantity is expressed. The unit of measure defaults to that defined as the default inventory unit for the [item](#) and [stockroom](#) combination.

The entered unit is recorded on the return line (and its associated transactions) as the return unit of measure.

**Note:** *The entered quantity is stored on the database expressed in stock issue units.*

**Promotion**

Enter a valid promotion code.

Alternatively, use the prompt facility to select from the F RTP Freeloader Type pop-up.

**Expected Date**

Enter or select the date on which you expect to receive the returned goods from the customer. If you entered an expected [return date](#) in the return note header, this will be used as the default date for each line in the return note. However, you can change it for individual lines. The expected [return date](#) must not be earlier than the return [request date](#) entered in the return note header.

**Reason**

This displays the code to indicate the reason why the line is to be returned. It defaults from the header, but you can change it.

Alternatively, use the prompt facility to select from the R FCR Invoice/Credit Reason Codes pop-up.

**Containers**

Use this checkbox as follows:

Unchecked - To indicate that only non-optional containers that attract a charge are to be credited

Checked - To indicate that both non-optional and optional containers that attract a charge are to be credited

This is only relevant when the [item](#) is a product that has associated containers.

### **Job Number**

You can enter or amend the [job number](#) associated with this return line. For example, you could assign a unique reference number for any rework required upon the goods returned on this line. You can note alternative information here if required. A Return Notes by [Job Number](#) Enquiry is available. The [job number](#) defaults to the one that you entered in the return note header.

### **Department**

You can enter or amend the department associated with this return line. For example, you could note the departments or sections of the company responsible for different types of customer returns. You can note alternative information here if required. The department defaults to the one that you entered in the return note header.

### **No. Labels**

Enter the number of identifying labels that you want to print for this return.

**Note:** If [Catchweight](#) is used in this company, the secondary values are derived as follows:

**Note:** When the return line is not based on an [original invoice](#), calculate the nominal secondary value and store it in the return line.

**Note:** For the partial return of a line based upon an [original invoice](#), calculate the nominal secondary value as above.

**Note:** For the full return of a line based on an [original invoice](#), take the secondary value from the invoice line and store it in the return line.

**Note:** For [Catchweight items](#), the price UoM displayed is the [Catchweight item's](#) secondary UoM.

## **Options**

### **Amend**

Use this to maintain line details.

Details of the selected line are brought to the bottom of the window for amendment. The quantity on the line is reformatted into multiple unit form (if applicable).

When the line selected for amendment is a kit, the quantity of the component parts will be automatically updated as appropriate. For further information, see the Delete Kit Window section.

### **Text**

Use this to maintain text to be printed on the return note

## **Functions**

### **Update and Next Return (F7)**

Use this to complete this return and return to the Return Entry Header window, ready to enter the next return note.

### **Update and Options (F8)**

Use this to complete this return and continue to the Return Note Entry Completion Options window, where you can specify [authorisation](#), printing and text details.

### **Cancel Return (F11)**

Use this to cancel the whole return. You will be asked to confirm this action.

### **Reselect Line (F12)**

This is only available if you select **Amend** against a return note line. Use this to select another return note line for amendment.

### **Cancel Line (F13)**

This is only available if you select **Amend** against a return note line. Use this to cancel the return note line that you are currently maintaining.

Select **Update and Next Return (F7)** or **Update and Options (F8)** to complete the return note.

## Enter Return Quantity Pop-up

To display this pop-up, leave the quantity blank and use the prompt facility on the unit of measure code on either the Return Note Line Details (Matched) window or the Return Note Line Details (Unmatched) window.

Use this pop-up to enter a return quantity in multiple unit form for an [item](#) that permits entry in this format.

The [item](#) code and description of the [item](#) being returned are displayed in the upper portion of the pop-up.

### **Fields**

#### **Quantity (Purchase Units)**

Enter the number of whole purchase units being returned by the customer. Decimal quantities are not allowed.

The description of the purchase unit of the [item](#) is displayed for assistance.

Entry of a purchase unit quantity is only permitted where the [item](#) permits quantities to be entered in a combination of purchase, stock and issue units.

#### **Quantity (Stock Units)**

Enter the number of whole stock units being returned by the customer. Decimal quantities are not allowed.

The description of the stock unit of the [item](#) is displayed for assistance.

#### **Quantity (Issue Units)**

Enter the number of whole issue units being returned by the customer. Decimal quantities are not allowed.

The description of the issue unit of the [item](#) is displayed for assistance.

If only one quantity is entered in the Enter Return Quantity pop-up, the appropriate unit is written as the return unit onto the return line. Otherwise, the return unit defaults to the default sales unit of the [item](#).

**Note:** *The entered quantities are converted to the appropriate issue unit for storage on the database.*

Press Enter to accept the entered return quantity.

## Line Text to Print on Return Pop-up

To display this pop-up, select Text against a line on the Return Note Entry Line Details window.

Use this pop-up to enter or maintain text for the line to be returned. Any existing line text is displayed in the pop-up.

### Fields

#### **Position To**

Enter the number of the first line of text that you want to display.

#### **Insert/After**

Enter the number of lines that you want to insert and the line number after which they should appear.

#### **Delete/From**

Enter the number of lines that you want to delete from the text and the number of the first line to delete.

Select **Update (F8)** to save any changes.

## Delete Kit Pop-up

To display this pop-up, select Amend against a kit parent [item](#) on the Return Note Entry Line Details window and then select **Cancel Line (F13)**.

You use this pop-up to delete either a complete kit or a parent line only.

### Fields

#### **Select Line(s) to Delete**

Select one of the following:

Parent Line (0) - To delete only the parent line, leaving the remaining components as individual [items](#) (non-kit [items](#))

You can then select individual components for amendment or deletion as required.

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Parent and Component Lines (1) - To delete the complete kit [item](#)

Select **Confirm Delete (F11)** to confirm the deletion and return to the updated Return Note Entry Line Details window.

## Return Note Entry Completion Options Window

To display this window, select **Update and Options (F8)** on the Returns Note Line Entry Details window, for either matched or unmatched invoices.

Use this window to specify [authorisation](#), printing and text requirements for the return note.

Labels can be printed for the goods being returned.

### **Fields**

#### **Do You Wish to Authorise This Return**

Use this checkbox as follows:

Unchecked - To authorise later, through the separate Returns [Authorisation](#) task

Checked - To authorise immediately

**Note:** In order to use [authorisation](#) and printing options, you must have the authority necessary to authorise returns.

#### **Do You Wish to Print the Return Note**

Select one of the following:

No (0) - Not to print this return note

Yes (1) (default) - To print the return note in batch mode, during the next print run

Immediately (2) - To print this return note immediately, in interactive mode

#### **Do You Wish to Print Labels**

Select one of the following:

No (0) (default) - Not to print labels for this return note

Yes (1) - To print labels for the goods on the return note in batch mode during the next print run

Immediately (2) - To print labels for the goods on the return note immediately, in interactive mode

**Note:** This field is only available if you have specified that labels may be printed for return notes on the Customer Returns company profile.

#### **Do You Wish to Enter Further Returns**

Use this checkbox as follows:

Unchecked - To exit returns note entry

Checked - To return to the Return Entry Header window to enter another return note

**Do You Wish to Add Text for Printing on the Return Note**

Use this checkbox as follows:

Unchecked - Not to add text

Checked - To add header text to print on the return note

**Do You Wish to Add Text for Display within the Company**

Use this checkbox as follows:

Unchecked - Not to add text

Checked - To add text to this return note for display within the company (internal display)

**Note:** For details on text entry, refer to the *Text Maintenance* section.

Press Enter to create the return note.

## Returns Amendment [2/CRP]

Use this task to amend the header or line details for an existing return note.

If you are amending a matched return note, based upon an [original invoice](#), you can use the invoice enquiry and selection functions to retrieve new lines for the return note.

If Transport Planning is installed, amendments to returns are passed to Transport Planning so that collections can also be amended.

Lines added in Customer Returns Amendment will automatically be added to existing loads, where one exists for the correct date and route. For changes to lines, quantities are updated where the line is already on a load, provided the load has not been confirmed as collected.

If amendment is carried out on lines which have already been processed through Confirm Collection, the extra quantity will need to be added to a new load.

Returns which have been confirmed as collected cannot have quantities reduced and the return may not be cancelled.

Customer Returns Amendment will flag a line on a load as Ready if it has been partially received and the amendment reduces the quantity to that received (in Returns Receiving).

**Note:** To reduce the quantity on a line to that already received, simply set the quantity on the line to zero in Returns Amendment.

The table below summarises the effects of amendment to returns.

Action	Load status up to Awaiting Confirmation of Collection	Load already confirmed as collected
Add line	Line added to load	New load required
Increase quantity on a line	Quantity on the load increased	Increase requires new load

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already on a load		
Decrease or zeroise quantity on a line already on a load	Quantity on the load decreased or removed	Decrease not allowed
Decrease quantity to that already partially received	Status of the line set to Ready	Decrease not allowed
Cancel return	Return lines removed from the load	Cancel not allowed
Partial return receipt	Allowed. line not set to status Ready until completely received or outstanding quantity reduced	Partial receipt not permitted

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Changes in returns do not have to be re-authorized or re-printed before they can be received. This depends on the options taken when the return is amended.

An additional entry is allowed in Returns Amendment the user can change the return date on all the lines without manually having to update every line.

If the user has object security on DUED03 the panel allows a subset of the data to be entered.

## Returns Amendment Selection Window

To display this window, select the Returns Amendment task.

Use this window to enter the number of the return note that you want to amend.

### **Fields**

#### **Return Number**

Enter the reference number of the return note.

Alternatively, use the prompt facility to select from the Select Return pop-up.

Press Enter to display the Returns Amendment Header window.

## Returns Amendment Header Window

To display this window, enter or select a [return number](#) and then press Enter on the Returns Amendment Selection window.

Use this window to maintain the details of a return note header, and to request a re-print of the return note.

Return labels may be re-printed for the requested return note.

### **Fields**

**Return No.**

This field displays the code of the return note selected for amendment.

**Request Date**

This field displays the date on which the return note was requested.

**Original Invoice**

This field displays the invoice reference number, if the return note is based upon a sales invoice.

**Stockroom**

This field displays the code and description of the Inventory [stockroom](#) where the returned goods will be stored.

**R. Officer**

This field displays the [returns officer](#) responsible for authorising and processing this return.

**Customer**

This field displays the customer who is returning the goods.

**Address Code**

This field displays the customer's address code for amendment, if required. You can set up the address in Accounts Receivable or Sales Order Processing, depending on whether the customer has a statement account or an invoice account. This is the address from which you will collect the returned goods, unless you enter a unique [collection address](#) for this return note by selecting **Collection Address (F14)**.

**Receiving Address**

This field displays the address where you will receive the goods included on this return note. You define standard [receiving addresses](#) in the [Receiving Addresses](#) task. You can select **Receiving Address (F13)** to enter a unique [receiving address](#) for this return.

**Coll. Instr. Code**

This field displays the [collection instructions](#) to be included on the return note. You can amend the code if required. You define standard [collection instructions](#) in the [Collection Instructions](#) task.

**Return Reason**

This field displays the reason why the goods are being returned. If you enter a new reason code here, it will become the default reason code for any new lines subsequently added to the return note.

Alternatively, use the prompt facility to select from the RFCR Invoice/Credit Reason Codes pop-up.

**Amend Lines**

Use this checkbox as follows:

Unchecked - If line amendment is not required

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Checked - To amend individual return note lines

### **New delivery Due Date**

Enter the date that the return is now due to arrive.

If the customer is closed on the date in Order Management (OM) an error will be displayed.

If field security is not set for DUED03 then users will be able to maintain all parts of the return.

The date cannot be changed if any line is on a Transport Planning (TP) load.

**Note:** A warning is issued if the customer does not normally accept deliveries on that date (refer: **Customer Details [11/OMM] Delivery Schedule (F15)**)

**Caution:** All lines of the return are updated with this new due date.

### **Reprint Return Document**

Select one of the following:

No (0) (default) - Not to re-print the return note

Yes (1) - To flag the return note to be re-printed during the next batch printing run

Immediate (2) - To re-print the return note immediately in interactive mode

Secured users are able to flag the return document for reprint which will show the new dates.

### **Reprint Return Labels**

Enter one of the following:

No (0) (default) - Not to print labels for this return note

Yes (1) - To flag the return note so that labels are printed during the next batch printing run

Immediate (2) - To re-print labels immediately in interactive mode

Secured users are able to flag the return labels for reprint.

**Note:** This field is only available if you have specified that labels can be printed for return notes on the Customer Returns company profile.

### **Department**

You can enter or amend the department for this return. Use this field to identify the departments or sections of the company responsible for different types of customer returns. You can note alternative information here if required.

### **Cust Ref**

This field displays the customer's reference number, which you can amend.

### **Job Number**

You can enter or amend the [job number](#) associated with this return. Use this to assign a unique reference number for any rework needed on the goods included on this return.

**Note:** You can enter alternative information here if required. There is an enquiry on Return Notes by [Job Number](#).

## **Functions**

### **Receiving Address (F13)**

Use this to enter or amend a unique [receiving address](#) for this return.

### **Collection Address (F14)**

Use this to enter or amend a unique [collection address](#) for this return.

### **Internal Text (F21)**

Use this to enter or amend multi-lingual header text for this return note, which will be displayed internally within the company. Refer to the Text Maintenance section for further details.

### **External Text (F22)**

Use this to enter or amend header text to be printed on the return note. Refer to the Text Maintenance section for further details.

To amend return note lines, check the Amend Lines field and then press Enter to display the Return Line Amendment Details window.

## **Return Line Amendment Details Window (Matched)**

To display this window, check the Amend Lines field and then press Enter on the Returns Amendment Header window if the return is matched to an [original invoice](#).

Use this window to amend return note line details that you have matched against an original sales invoice, and to enter or amend return note line text. The return note reference number and the customer name are displayed at the top of the window.

## **Fields**

### **Line**

This field displays the return note line number.

### **Item**

This field displays the [item](#) selected from the [original invoice](#).

### **Quantity/UoM**

This field displays the invoiced quantity of the return note line, excluding any amounts previously returned against the invoice line. The unit of measure is displayed after the quantity.

### **Expected Date**

This field displays the date on which you expect to receive the goods from the customer.

---

### Job Number

This field displays the [job number](#) associated with the line. If you have not entered a [job number](#) for the individual line, the default is taken from the return note header.

### Department

This field displays the department associated with the line. If you have not entered a department for the individual line, the default is taken from the return note header.

### Containers

Use this checkbox as follows:

Unchecked - To indicate that only non-optional containers that attract a charge are to be credited

Checked - To indicate that both non-optional and optional containers that attract a charge are to be credited

This is only relevant when the [item](#) is a product that has associated containers.

### Reason

This code indicates the reason why this line is to be returned. If you have not entered a reason code against the individual line, the default code is taken from the return note header.

### Promotion Indicator

This field displays the promotion indicator for a freeloader or loyalty [item](#).

### Kit

This field displays the kit, if relevant to this [item](#).

### Description

This field displays the [item](#) description.

## Options

### Amend

To amend the quantity of a returned kit [item](#), select only the parent line. Amending parent quantities will automatically update the associated component quantities.

**Note:** See the *Delete Kit Window* section for details on how to split kits.

### Text

Use this to maintain return line text to be printed on the return note.

See the Line Text to Print on Return Window section for further details.

## Functions

### Invoice Enquiry (F15)

Use this to display the [original invoice](#) details. You can then select further lines from the invoice for inclusion on the return note.

Select **Update (F8)** to update the line details on the return note.

## Return Line Amendment Details Window (Unmatched)

To display this window, check the Amend Lines field and then press Enter on the Returns Amendment Header window if the return is not matched to an [original invoice](#). Alternatively, select Amend against a line on the Returns Lines Amendment Details window.

Use this window to enter return note line details for a return note not matched to an original sales invoice, and to amend existing return note lines.

The return note reference number and the customer name are displayed at the top of the window.

### **Fields**

#### **Input Fields**

##### **Item**

If you are amending a line, this field displays the [item](#) for the return line.

If you are adding a new line, enter the [item](#) to be returned here.

Alternatively, use the prompt facility to select from the [item](#) Master Scan pop-up.

##### **Quantity**

This field displays the quantity of the [item](#) to be returned by the customer. You can enter a return quantity in any of the valid units of the [item](#)

##### **UoM**

Enter a valid unit of measure code for the [item](#) being returned.

This qualifies the unit of measure in which the return quantity is expressed. The unit of measure defaults to that defined as the default inventory unit for the [item](#) and [stockroom](#) combination.

Alternatively, use the prompt facility to select from the Purchase/Issue Unit Selection pop-up.

The entered unit is recorded on the return line (and its associated transactions) as the return unit of measure.

**Note:** *The entered quantity is stored on the database expressed in stock issue units.*

##### **Promotion**

You can optionally enter a promotion code.

Alternatively, use the prompt facility to select from the F RTP Freeloader Type pop-up.

##### **Expected Date**

This field displays the date on which you expect to receive the returned goods from the customer. You can enter or select a different date.

##### **Reason**

This displays a code indicating the reason why this line is to be returned. The reason code from the return note header is used as the default, but you can maintain it for individual return note lines.

You can use the prompt facility to select from the R FCR Invoice/Credit Reason Codes pop-up.

## Containers

Use this checkbox as follows:

Unchecked - To indicate that only non-optional containers that attract a charge are to be credited

Checked - To indicate that both non-optional and optional containers that attract a charge are to be credited

This is only relevant when the [item](#) is a product that has associated containers.

## Job Number

This field displays the [job number](#) associated with the return note line. The [job number](#) in the header is used as the default, but you can amend it for individual lines.

## Department

This field displays the department associated with the return note line. The department defaults from the return note header, but you can amend it for individual return lines.

## No. Labels

Enter the number of identifying labels that you want to print for this return.

## Options

### Amend

Use this to display the line details at the bottom of the window for amendment.

To amend the quantities of a returned kit, you should select only the parent line. Amending parent quantities will automatically update associated component quantities. See the Delete Kit Window section for details on how to split kits.

**Note:** *Soft kits (as created and entered in the Advanced Order Entry system) must be amended via the matched return task.*

### Text

Use this to maintain return line text to be printed on the return note

See the Line Text to Print on Return Window in the Returns Entry section for further details.

## Functions

### Cancel Return

Use this to cancel the return. You can only cancel a return if nothing has yet been received against it.

### Reselect Line (F12)

This is only available if you selected **Amend** against a return note line. Use this to select another line for amendment.

### Cancel Line (F13)

This is only available if you selected **Amend** against a return note line. Use this to cancel the selected line and delete it from the return note.

Select **Update (F8)** to update the line details in the return note.

## Returns Authorisation [3/CRP]

Use this task to authorise those return notes not already authorised in the Return Note Entry Completion Options window.

A return note may not have been authorised previously for one of the following reasons:

- The return officer did not have the required authority.
- Authorisation was deferred for review at a later stage.

If Transport Planning is installed, Returns [Authorisation](#) passes information to Transport Planning so that collections can be planned.

**Note:** *You cannot print a return note, or receive goods against it, until you have authorised the return note.*

## Return Authorisation Selection Window

To display this window, select the Returns [Authorisation](#) task.

Use this window to select returns for [authorisation](#).

### Fields

#### **Return Number**

Enter the reference number of a specific return note to be authorised, or leave this field blank to display a list of all unauthorised return notes.

Press Enter to display the Return [Authorisation](#) Detail window.

## Return Authorisation Detail Window

To display this window, press Enter on the Return [Authorisation](#) Selection window.

Use this window to select return notes to be authorised from the list of all unauthorised returns.

### Fields

#### **Select (Untitled)**

Choose **Select** against each return that you want to authorise.

#### **Return**

This field displays the reference number of the return note.

**Customer/Code**

These fields display the account code and address code of the customer who is returning the goods.

**Customer Name**

This field displays the customer's name.

**Request Date**

This field displays the date on which you requested the return of the goods. You enter this date on the Returns Entry Header window.

Select **Update (F8)**. All selected returns are displayed in turn for you to authorise and select printing options.

## Print Select Pop-up

To display this pop-up, choose Select against a return on the Return [Authorisation](#) Detail window and then select **Update (F8)**.

Use this pop-up to view each return that requires [authorisation](#), and to request a re-print of a return note or the return labels.

**Fields****Print Return Note**

Select one of the following for the return note that you are currently authorising:

No (0) - Not to print this return note

Yes (1) (default) - To print this return note during the next return note batch printing run

Immediate (2) - To print this return note immediately

**Note:** A return note is only authorised when you specify a valid print option and press Enter. This will submit the return note for printing (unless you selected No).

**Print Return Labels**

Select one of the following:

No (0) (default) - Not to print return labels

Yes (1) - To print return labels during the next return note batch printing run

Immediate (2) - To print labels for this return note immediately

**Note:** The Print Return Labels option is only available if the Return Note Labels to Print field is checked on the Maintain Profile Records System Tailoring window in the Customer Returns Company Profile task.

Press Enter to authorise the return and to print the return note and return labels, if required.

## Returns Receiving [4/CRP]

Use this task to book goods returned against a return note into goods inward, [inspection](#) or [stores](#). Only those goods booked into [stores](#) will update Inventory stock balances. Received quantities may be recorded in any of the valid units defined for an [item](#) or in multiple unit entry form (if applicable).

Returns Receiving passes information to Transport Planning if it is installed.

If return lines are fully received, their status is automatically updated to Ready in Transport Planning.

If the return line is partially received and the load has not been collected, the line will not be flagged as Ready until it has been fully received. Further receipts against the load will be permitted. Thus the load cannot be confirmed as collected until one of the following has occurred:

- The return lines on a given load are fully received.
- The outstanding quantity on the return is reduced to that received.
- The return lines are manually flagged with a status of Ready.

**Caution:** If a return line was manually set to a status of Ready in Confirm Collection in Transport Planning before Returns Receiving, and the collection was then fully confirmed, the return must then be fully received and the customer credited for the full amount without further amendment.

Recording the receipt of returned goods also generates transactions for the containers associated with the returned goods.

The container profile to use is established by checking the originating invoice for a version number and ascertaining if a customer [item](#) container profile (for the specific delivery address or statement address) or a base [item](#) container profile was used. If there was no originating invoice, the latest version of the customer [item](#) container profile for the customer delivery address will be accessed if there is one; otherwise a check will be made for the latest version of a customer [item](#) container profile for the statement address and if that does not exist, the latest version of the base product [item](#) container profile will be used.

The receipt of empty containers can also be recorded. When recording the return of empty containers, the inventory balance of each container [item](#) is increased in the appropriate [stockroom](#).

Container tracking information is updated to reflect the return of any container (empty or not).

Note the following:

- If you have received into goods inward or inspection, you can use the Returns Transfer task to transfer them into stores.
- You must have authorised a return note before you can receive it.
- Before you receive goods, you must have printed any return notes that were awaiting printing.
- You cannot give credit for returns until you have received them. The receipt point can be stores, goods inwards or inspection. This point defaults to the company profile setting, but you can override it.
- You must enter lot, batch or serial numbers when receiving items that are subject to lot, batch or serial control.

- Labels will be printed for received goods, if you have specified that they should be in the company profile.

For receiving into stores user stockroom authorisation is performed: You cannot perform the transaction if you are not authorised to the stockroom.

**Caution:** No validation is performed for receiving into Goods Inwards or Inspection

## Returns Receiving Selection Window

To display this window, select the Returns Receiving task.

Use this window to specify the [receipt point](#) and [receipt date](#) of goods on a return note.

### Fields

#### Receipt Point

Specify the [receipt point](#) for the returned goods. Only goods booked into [stores](#) will update Inventory stock balances.

Select one of the following:

[Goods Inwards](#) (1) - To receive the goods at [goods inwards](#)

[Inspection](#) (2) - To receive the goods at [inspection](#)

[Stores](#) (3) - To receive the goods directly into [stores](#)

You can specify in the company profile that goods must be booked into [stores](#) before a credit note can be raised against them.

#### Receipt Date

Enter or select the date on which you received the goods. This defaults to the current date.

Press Enter to display the Receipt window.

## Receipt Window

To display this window, select a [receipt point](#) and [receipt date](#) and then press Enter on the Returns Receiving Selection window.

Depending on the [receipt point](#) you selected on the Returns Receiving Selection window, this window will be titled Goods Inward Receipt, [Inspection](#) Receipt or [Stores](#) Receipt. Use this window to select a return note number against which you will make receipts.

### Fields

#### Return No

Enter an outstanding return note number. You can use the Returns by [Item](#) or the Returns by Customer functions to aid selection.

When you are recording the return of bad stock (i.e. a tagged goods return with/without update), the target location for the receipt must be [inspection](#), i.e. it cannot be booked into either [goods inwards](#) or [stores](#).

**Note:** *There is an assumption that bad stock will never be booked back into [stores](#) for re-sale. The bad stock will be disposed of (i.e. tipped down the drain) and the empty containers in which that stock was shipped will be booked back into [stores](#) at the point of recording the scrap of the bad stock.*

### **Item**

Enter an [item](#) and select **Returns by Item (F13)** to display a selection list of return notes for the [item](#).

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

### **Customer**

Enter a customer and select **Returns by Customer (F14)** to display a selection list of return notes for the customer.

Alternatively, use the prompt facility to select from the Select Customer pop-up.

### **Customer Reference**

You can enter the customer's reference for this return, which will overwrite any previous entry. If you do not enter a value in this field, the receipt will be recorded against the original customer reference that you entered in the Returns Entry Header window.

## **Functions**

### **Returns by Item (F13)**

Use this to enquire on return notes by [item](#).

### **Returns by Customer (F14)**

Use this to enquire on return notes by customer.

Press Enter to display the Receipt Details window.

## **Outstanding Returns by Item Window**

To display this window, select **Returns by Item (F13)** on the Receipt window.

Use this window to view and select an outstanding return for an [item](#).

## **Options**

### **Select**

Use this to select a return from the displayed list, so that you can either receive the goods against the return lines or review line text.

**Detail**

Use this to view details of your chosen return.

**Text**

Use this to view any internal text attached to your chosen return.

Select a return and then press Enter to display the Receipt Details window.

## Customer Outstanding Returns Window

To display this window, select **Returns by Customer (F14)** on the Receipt window.

Use this window to select a return from the list of outstanding returns, or to display line details or line text for a specified customer.

**Options****Select**

Use this to select the return for which you wish to receive goods or review line text.

**Detail**

Use this to view details of your chosen return.

**Text**

Use this to view any internal text attached to your chosen return.

Select a return and then press Enter to display the Receipt Details window.

## Receipt Details Window

To display this window, do one of the following:

- Enter a return note number on the Receipt window and then press Enter.
- Select a return note on the Outstanding Returns by Item window and then press Enter.
- Select a return note on the Customer Outstanding Returns window and then press Enter.

Use this window to confirm the full or partial receipt of the goods on the selected return note.

The return note reference number, [customer return reference](#), goods received note number, receiving [stockroom](#) description and customer name are displayed at the top of the window.

Any lines shown in this window for a container [item](#) relate to the return of the empty container.

Quantities are initially displayed in the appropriate default inventory unit. A toggle is available to switch between inventory and return units.

**Fields**

**Table****Select**

You can either receive goods for a return line or maintain line text.

Select one of the following:

Text (1) - To enter or amend line text for this return line

Receive (2) - To receive the whole quantity on this return line

If the [item](#) that you select is a kit [item](#), a window displays the component parts.

Split Kit (4) - To delete a parent [item](#)

If you want to split a kit, in order to receive one or more component [items](#), you must first delete the parent [item](#). A window displays with the warning "This option will delete the kit parent line". Select **Continue (F11)** to continue to split the returned kit and return to this window. You can then receive the component parts as non-kit [items](#) and assign lot numbers as appropriate.

**Reference**

This field displays the reference number for this line. This allows you to select the line for partial receipt by entering the line reference at the bottom of the window.

**Line**

This field displays the return note line number.

**O/S Quantity**

This field displays the outstanding quantity on this return line (in other words, the quantity still to be received).

**Note:** *If you are using [Catchweight](#) in this company and you are receiving [Catchweight item](#) types or non-[Catchweight items](#) with a secondary value, the outstanding secondary value is always re-calculated from the outstanding quantity. Be aware that the outstanding secondary value is not the original secondary value minus the returned value.*

**UoM**

This field displays the unit of measure in which the outstanding quantity for this [item](#) is expressed.

**Return Quantity**

This field displays the total quantity on this return note line. Some of this quantity may already have been received.

**Item**

This field displays the code of the [item](#) to be received.

**Containers**

This field displays containers associated with this receipt, if appropriate.

**Due**

This field displays the due date for the return (in other words, the expected [return date](#) as entered in the return note header).

**Text**

This field displays the description of the [item](#) to be received.

**Kit**

This field displays the kit [item](#) associated with this receipt, if appropriate.

**Input Fields****Ref**

To receive a return note line partially, enter the line reference number in this field.

**Qty**

Enter the quantity returned by the customer.

The received quantity can be entered in any of the valid units of the [item](#).

**UoM**

Enter the unit of measure of the quantity returned by the customer.

Alternatively, use the prompt facility to select from the Purchase/Issue Unit Selection pop-up.

This field qualifies the unit of measure in which the received quantity is expressed.

If not entered, the unit of measure defaults to either the appropriate [item/stockroom](#) issue unit or the return unit, depending on which of these is currently shown in the window.

Receipts are recorded in this unit.

**Note:** *Irrespective of the chosen receipt unit, quantities are recorded on the database in the appropriate issue unit.*

**No. Labels**

Enter the number of identifying labels that you want to print for this receipt.

**Int. Trace**

You can enter an internal trace number for this receipt. Use the internal trace number to record lot details for appropriate [items](#), if you require a single lot number for the receipt. If you require more than one lot number, leave this field blank. The Multiple Lot Entry pop-up will then be displayed automatically. The reference is displayed in enquiries upon receipts for return note lines. It is also printed as a reference on the goods returned note (if goods returned notes are to be printed).

**Ext. Trace**

You can enter an external trace number for this receipt. The external trace code is for reference purposes only and will be printed as a reference on the goods received note (if goods received notes are to be printed).

If Warehousing is installed, and the receipt into [stores](#) refers to an active [warehouse](#), a window will be displayed automatically to allow you to enter a packaging type code (and an expiry date for consumable goods).

### **Containers**

Use this to indicate whether any containers associated with the returned product have also been returned.

Enter one of the following:

0 - If only the non-optional containers associated with the returned product have been received

1 - If both the non-optional and optional containers associated with the returned product have been received

If not entered, this value defaults to the corresponding value on the selected return line.

**Note:** If you are using [Catchweight](#) in this company and the [items](#) that you are receiving are [Catchweight](#) type 3, or non-[Catchweight items](#) with a secondary value, the secondary value is calculated for each receipt.

### **Functions**

#### **Receive Whole Return (F8)**

Use this to receive the whole order and return to the Receipt window.

**Note:** If [Catchweight](#) is active, you can only use the Receive Whole Order (F8) function if all the return lines are for non-[Catchweight items](#), or if you have fully received all return lines for [Catchweight items](#) types 1 or 2. This is because [Catchweight items](#) types 1 and 2 require you to enter a received weight via the Secondary Value Entry window. If the return is a mix of [Catchweight](#) and standard [item](#) lines, you may receive the [catchweight item](#) lines by entering 2 against each line.

**Note:** For [catchweight](#) type 3 [items](#), you do not need to enter the calculated nominal weight, as it is the actual weight for the [item](#).

#### **Maintain Lot Header (F17)**

Use this to define batch details for batch-controlled, lot-controlled or serial-controlled [items](#) only. You must enter the reference number of the return line before selecting this function.

#### **Container Summary (F20)**

Use this to display the Returns Receiving Container Summary pop-up for the selected GRN.

#### **Text (F21)**

Use this to enter or amend internal return note header text. Refer to the Text Maintenance section for further details.

#### **Inventory Units/Return Units (F22)**

Use this toggle to switch the display between inventory and return units.

If the display is toggled to show return units, any receipts recorded are registered in return units, that is, stock movements and return labels show the return unit. The only exception is where, for

a partial receipt, an alternative unit of measure is specifically entered at the base of the window, in which case the receipts are recorded in the entered unit.

### Location Control

If you are using Location Control and you are processing a receipt into [Stores](#), when you press Enter, or select **Receive Whole Return (F8)**, the Enter Location Balances window is displayed.

Press Enter to receive the selected [items](#), or select Receive Whole Return (F8) to receive the whole return. Container tracking information is updated for any receipts related to the return of a container [item](#).

## Multiple Lot Entry Pop-up

To display this pop-up, press Enter to receive an [item](#) which is lot-controlled, batch-controlled or serial-controlled on the Receipt Details window.

The pop-up is displayed automatically, unless you entered a single reference in the Internal Trace field on the Receipt Details window. In this case, the application uses the internal trace as the batch, lot or serial number.

Use this pop-up to record return quantities against the required lot references.

**Note:** *The sum of the quantities entered at lot level has to equal the quantity recorded against a return line on the Receipts Detail window.*

The [item](#) code, quantity and unit of measure are displayed.

### Fields

#### Lot

Enter the required lot reference(s).

Alternatively, use the prompt facility to select from the Select Lot Reference pop-up.

#### Quantity/UoM

Enter the quantity returned of each lot.

If the unit of measure associated with the entered quantity is not entered, it defaults to the unit of measure of the return quantity on the Receipts Detail window.

The unit of measure entered must be one of the three units of measure associated with the selected [item](#).

A prompt facility is available for the unit of measure associated with the action quantity. If selected, the action taken depends upon whether the selected [item](#) is one that permits multiple unit entry, as shown in the following table:

Multiple Unit Entry

0	1	2
Display Item/UoM Prompt	Display Enter Quantity	Display Enter Quantity

pop-up Allows you to select the UoM to be associated with the Action Qty	(Multiple Unit Format) pop-up Allows you to enter the required quantity in a combination of stock and issue units	(Multiple Unit Format) pop-up Allows you to enter the required quantity in a combination of purchase, stock and issue units
---	--	--

For Multiple Unit Entry [items](#), the quantity entered must be an integer number of issue units.

## **Functions**

### **Purge Blanks (F14)**

Use this to remove any blank lines that display as gaps between selected lot, batch or serial number entries in the window.

### **Quantity (F16)**

Use this to display the cumulative quantity to be received for the selected [item](#) line.

If Advanced Order Entry is attached and the [item](#) is batch-controlled, you can select each batch line separately in order to maintain batch details and enter certificates of conformance.

### **Maintain Lot Header (F17)**

Use this to maintain lot header details.

**Note:** If [Catchweight](#) is active in this company and you are receiving [Catchweight](#) type 1 or 2 [items](#) that are batch-controlled, lot-controlled or serial-controlled, enter the lot number against which you want to receive and press Enter to display the Secondary Value Entry window. Here, you enter the secondary value that you want to receive.

### **Enter/Issue Units (F22)**

Use this to toggle the displayed quantities between the issue unit of the [item](#) in the selected [stockroom](#) and the unit of the return quantity on the Receipts Detail window.

Enter the required lot references and quantities and select Update (F8) to return to the Receipts Detail window.

## **Enter Location Balances Pop-up**

To display this pop-up, press Enter during any stock transaction processing task, if you are using Location Control and you are receiving stock into [Stores](#).

Use this pop-up to record the balances and quantities affected by this transaction.

The [item](#) and [stockroom](#) information are displayed at the top of the pop-up. If you are processing a receipt or adjustment of stock, the legend Target Location is displayed. If you are processing an issue of stock, the legend From Location is displayed in the top right-hand corner of the pop-up for your information.

### **Processing Within a Location Controlled Stockroom Using Catchweight**

If you are using both Location Control and [Catchweight](#), the existing Secondary Balance Entry pop-up is no longer used. There are three factors that determine how secondary balances and location balances are processed:

- Is the secondary balance captured or calculated?
- Is the [item](#) stocked in single or multiple locations?
- Are secondary balances collected at the location level?

These three factors give the following combinations:

Are secondary balances captured or calculated?	Do Items have single, default, locations or multiple locations?	Are secondary balances collected by location?	Categorisation for fields displayed in the pop-up
Calculated (or no secondary balance required)	Multiple	Yes or not applicable	Case 1
Calculated (or no secondary balance required)	Single	No, or not applicable	Case 2 (no pop-up is displayed, normal processing occurs)
Captured	Multiple	No	Case 3
Captured	Multiple	Yes	Case 4

The fields and their descriptions define those displayed if you are processing using Case 1, that is, a [Catchweight item](#) with a single, or default, location and you do not need to capture the secondary balance by location. Any variations on this pop-up are detailed under the relevant case section.

## **Fields**

### **Display Fields**

#### **Item**

This field displays your selected [item](#) code, along with its description.

#### **Stockroom**

This field displays the [stockroom](#) from which you are processing this transaction.

#### **Order**

This field displays the sales, production, works or purchase order to which this transaction is attached, if applicable.

#### **Location**

This field displays the [item's](#) default location.

#### **Line**

This field displays the associated order line for this [item](#). If there is no sales, production, works or purchase order attached to the transaction, this field displays four zeros.

**Total**

This field displays the transaction quantity and the unit of measure that you specified during the transaction.

**Cumulative**

This field displays the current total of the location balances and is displayed in the same unit of measure as the transaction quantity.

**Lot (Batch or Serial Number)**

If you are processing an [item](#) that is batch-controlled, lot-controlled or serial-controlled, this field displays the batch, lot or serial number reference for your selected [item](#).

**Table****Location**

This field displays the location you have selected for use for this transaction. During Sales Order Processing Interactive Confirmation of Despatch, the pop-up will be pre-filled with the locations and balances printed on the pick note.

**Quantity**

This field displays the entered location balance.

**UoM**

This field displays the entered transaction's unit of measure.

**Input Fields****Location**

Enter the location you want to use for this balance. It is initially pre-filled with the suggested, or default, location for your selected [item](#) in all circumstances, except during Confirmation of Despatch, when it is blank.

You can use the prompt facility to view all active locations for your [item](#).

If you are processing a receipt or an adjustment, the pop-up displays all locations that currently stock the [item](#) at the top of the list, followed by all other locations within the [stockroom](#). If you are processing an issue of stock, then the Location Prompt pop-up will only display locations with stock of the selected [item](#). Suspended locations are always excluded

**Note:** *If you attempt to use a location that is suspended, the system displays an error message.*

**Quantity**

This field displays the amount of location balance you want to process. This initially defaults to the full transaction amount in all circumstances except during Confirmation of Despatch, but you can change it if necessary.

**Note:** *For more information, see the Processing in a Location Controlled [Stockroom](#) section in Location Controlled Inventory Processing.*

**UoM**

This field displays the default unit of measure for the transaction quantity. You can use the prompt facility to select from the [item's](#) other units of measure.

**Note:** For more information, see the Processing in a Location Controlled [Stockroom](#) section in Location Controlled Inventory Processing.

**Case 3**

If you are processing a [Catchweight item](#) with multiple locations and you do not need to capture secondary balances by location, the following field is displayed on the Enter Location Balances pop-up:

**Display Fields****Secondary Balance**

**Note:** The name of this field depends on the Name of the Secondary Balance Unit of Measure.

This field is displayed to the right of the Total and Cumulative fields. Enter the total secondary balance value in this field for all locations that are included in the transaction.

**Case 4**

If you are processing a [Catchweight item](#) with multiple locations and you need to capture secondary balances by location, the following fields are displayed on the Enter Location Balances pop-up:

**Display Fields****Secondary Balance**

**Note:** The name of this field depends on the Name of the Secondary Balance Unit of Measure.

This field is displayed to the right of the Total and Cumulative fields. This displays the cumulative secondary balance value for all locations that are included in the transaction.

Table

**Secondary Balance**

This field displays the secondary balance value for each existing location.

**UoM**

This field displays the unit of measure attached to the secondary balance.

**Input Fields****Secondary Balance**

Enter the secondary balance value for the selected [item](#) that you want to process. This initially defaults to the nominal secondary balance for the transaction quantity but you can change it if necessary.

**UoM**

This field displays the default unit of measure for the secondary balance value you have entered. You can change this to any valid secondary unit of measure attached to the [item](#) if necessary.

### Case 5

If you are processing a [Catchweight item](#) with a single, default location, a different pop-up is displayed. This pop-up performs the same function as the Secondary Value Entry pop-up although it displays more information about the transaction and the location that will be processed. For more information see the Enter Secondary Balances Pop-up section.

### Options

#### Amend

Use this to amend any existing details

This will re-display those details in the line entry fields at the bottom of the pop-up where you can amend them. Press Enter to display those amended details in the table.

#### Delete

Use this to delete existing details for a line.

Select **Update (F8)** to update the Location Control balances and re-display the main processing window for your transaction. You can only select this if your location balance quantities match the transaction quantity.

## Enter Secondary Balances Pop-up

To display this pop-up, press Enter during any stock transaction processing task if you are using Location Control and you are processing a [Catchweight item](#) with a single, default location.

Use this pop-up to confirm or amend your [item's](#) secondary balance and location details.

This pop-up is only displayed if you are using Location Control, and mirrors the functionality of the Secondary Value Entry pop-up. The tolerance check is performed against the transaction total.

### Fields

#### Legend

This is displayed in the top right-hand corner of the window. For receipts and adjustment transactions, it is Target Location. For issues, it is From Location.

#### Item

This field displays the code of the [item](#) you are processing, along with the [item](#) description.

#### Stockroom

This field displays the [stockroom](#) from which you are processing.

#### Order

This field displays the sales, production, works or purchase order to which this transaction is attached, if applicable.

**Location**

This field displays the [item's](#) default location.

**Line**

This field displays the associated order line for this [item](#). If there is no sales, production, works or purchase order attached to the transaction, this field displays four zeros.

**Lot (Batch or Serial Number)**

If you are processing an [item](#) that is batch-controlled, lot-controlled or serial-controlled, this field displays the batch, lot or serial number reference for your selected [item](#).

**Total**

This field displays the transaction quantity and the unit of measure that you specified during the transaction.

**Secondary Balance**

This field displays the secondary balance for this transaction. It defaults to the nominal secondary balance for the transaction quantity.

**UoM**

This field displays the unit of measure of the location balance. It defaults to the [item's](#) default unit of measure.

You can use the prompt facility to display any valid codes for this [item](#).

Press Enter to confirm the details and continue to process the transaction.

## Secondary Value Entry Pop-up

If [Catchweight](#) is active in this company, for [items](#) that are [Catchweight](#) type 1 or 2, the Secondary Value Entry pop-up is displayed when you press Enter on the Multiple Lot Entry pop-up.

**Note:** The title of this pop-up varies, as it is formed from the short description of the [item's](#) secondary UoM plus Details, for example, Kilos Details.

**Fields****Item Code**

The field displays the [item](#) code for information only.

**Item Issue UoM**

This field displays the [item's](#) issue unit of measure for information only.

**Nominal Secondary Value**

This field displays the short description of the [item's](#) UoM in the field's title. The [item's](#) nominal secondary value is displayed. You can override this value if necessary; however if you enter a value that exceeds the configured tolerance, an error message will be displayed.

### Secondary Unit of Measure

You can change the unit of measure for the quantity of the [item](#). To do this, use the prompt facility on the field to display the Units of Measure window, which lists the available configured units of measure.

Press Enter to validate any entries that you have made and perform the update.

## Lot Header Maintenance Selection Pop-up

To display this pop-up, select **Maintain Lot Header (F17)** on the Receipt window or on the Multiple Lot Entry pop-up.

Use this pop-up to set up or maintain the details associated with a batch, lot or serial number. Do this only where extended batch, lot or serial details are applicable.

### Fields

#### **Item**

This field displays the [item](#) specified in the order line.

#### **Lot Reference**

Enter the lot reference.

Alternatively, use the prompt facility to select from the Select Lot Reference pop-up.

Press Enter to display the Lot Header Maintenance Details pop-up.

## Lot Header Maintenance Details Pop-up

To display this pop-up, enter a lot reference and then press Enter on the Lot Header Maintenance Selection pop-up.

Use this pop-up to maintain lot header details for your selected [item](#) and lot.

### Fields

**Note:** Some or all of the following details are displayed or maintained, depending on the way in which the [item](#) is defined in Inventory Management.

#### **Item**

This field displays the [item](#) specified in the order line.

#### **Lot**

This field displays the sequence of the lot that you want to maintain.

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### **Production Date**

This field displays the date on which you receive the lot. If you do not enter a date, it can be calculated back from the expiry date using the shelf life of the [item](#). If you do want to enter a date here, enter one that is earlier than the current date. If you are maintaining an existing lot reference, this field will be displayed for information only.

### **Production Time**

This field displays the time of day when you receive the goods. You cannot change this field after you have created the lot.

### **Expiry Date**

This field displays the date on which the shelf life of the [item](#) expires. If you do not enter or select a date, it is calculated by adding the shelf life to the production date. This field will be displayed for information only if you are maintaining an existing lot reference.

### **Expiry Time**

This field displays the time when the shelf life of the [item](#) expires.

### **First Available Date**

You can always maintain this field. If you enter or select a date, it must be later than the production date. All lots with a first available date later than the current date will be automatically frozen. If you do not enter or select a date, the production date will be extended by the release lead time in order to calculate the first available date.

**Note:** Use the stock monitor to freeze lots.

### **First Available Time**

Enter a valid time. If the production date is the same as the first available date, the first available time must be the same as or later than the production time.

### **Last Available Date**

You can always maintain this field. If you enter or select a date, it must be later than the first available date but earlier than or the same as the expiry date. All lots with a last available date earlier than the current date will normally be frozen automatically (unless otherwise indicated in the stock status). If you do not enter or select a date, one will be generated automatically.

**Note:** Use the stock monitor to freeze lots.

### **Last Available Time**

Enter a valid time. If the expiry date is the same as the last available date, the last available time must be earlier than or the same as the expiry time.

### **Stock Status**

You can optionally use this code as an override to determine whether a lot is to be considered as either available or frozen stock.

Alternatively, use the prompt facility to select from the STKS Stock Status pop-up.

If you change the status, you must enter or select a reason code to indicate the reason for the change.

If you leave this field blank, you can use the availability date to move stock in and out of the frozen state.

### **Reason Code**

If you change the Stock Status field you must enter a reason code to indicate why you changed the status of the lot.

You can use the prompt facility to select from the MOVR Movement Reason Code pop-up.

### **Potency**

You express potency as a number with up to five decimal places. It indicates the strength of the active ingredient for the lot. This is the potency of the whole lot, irrespective of the [stockroom](#) location of the lot.

This field is only displayed if applicable to the lot being maintained.

### **Grade**

Enter a grade code from those defined on the Inventory Descriptions file under major type GRAD. This is the grade of the whole lot, irrespective of the [stockroom](#) location of the lot.

This field is only displayed if applicable to the lot being maintained.

### **C of C Reference**

If Advanced Order Entry is attached and the [item](#) is flagged as requiring a certificate of conformance, you must enter the reference code of the certificate.

This field is only displayed if applicable to the lot being maintained.

### **Suppliers Lot Reference**

Enter the supplier's reference code for this lot.

## **Functions**

### **Grades (F13)**

Use this to display the Grade History Enquiry for this lot.

### **Status (F14)**

Use this to display the Stock Status History Enquiry for this lot.

### **Potency (F15)**

Use this to display the Lot Potency History Enquiry

### **Adjust Active Ingredients (F16)**

Use this to display the Adjust Active Ingredient Details window, where you can change the potency of the lot if necessary.

### **Certificate of Conformance (F17)**

Use this to display certificate of conformance details.

## Text (F21)

Use this to display the Maintain Text pop-up, where you enter or select a usage code, or a language code, or both. When you press Enter, the Lot Reference Text pop-up is displayed, where you can enter text in the specified language that will be displayed or printed according to the usage code that you specified.

For further details on **Grades (F13)**, **Status (F14)**, **Potency (F15)**, **Adjust Active Ingredient (F16)** and **Certificate of Conformance (F17)**, see the Lot, Grade and Potency section in the Inventory Management product guide.

Press Enter to re-display the Multiple Lot Entry pop-up.

## Returns Receiving - Container Summary Pop-up

To display this pop-up, exit the Returns Receiving Return Note Details window after recording the receipt of a returned product.

Alternatively, select **Container Summary (F20)** on the Returns Receiving Return Note Line Details window.

Use this pop-up to record the number of containers associated with the recorded returned quantity of each returned product.

**Caution:** Do not record the return of empty containers on this pop-up. Inventory balances of container items are not updated with the quantities recorded in this pop-up.

You record the return of empty containers by entering lines for the relevant container items on the return note.

The selected goods returned number is displayed.

The list of container [items](#) associated with the returned products is displayed and the associated expected container quantities are derived from the [item](#)/container profile definition of each product. Optional containers associated with returned products are only shown if optional containers were selected against the product on the Returns Receiving Return Note Detail window.

A single line is displayed on the container summary per unique container [item](#) code.

### Fields

#### **Returned Quantity**

Enter the number of containers associated with the products being returned.

Only positive integer quantities are allowed.

This field initially defaults to the expected quantity calculated by the system from the appropriate container profile definition but you can amend the quantity to reflect the actual number of containers returned.

Select **Update (F8)**. Returns Transactions are generated for each associated container to reflect their return from the customer. Container tracking information for the current customer is updated with the details of the quantities of containers returned.

## Returns without a CR [5/CRP]

Use this task to receive stock items when a related customer return does not pre-exist.

The receipt location can only be Goods Inwards or Inspection. A transfer will be required to record the stock movement into Stores.

**Note:** *The menu option for tasks that follow this new option are now re-numbered (incremented by 1)*

## Returns without a CR Header Window

To display this window, select the **Returns without a CR** task.

### Fields

#### **Stockroom**

Enter the default stockroom code for the receipts.

Alternatively, use the prompt facility to select from the Stockroom Selection pop-up.

#### **Customer**

Enter a valid customer code.

Alternatively, use the prompt facility to select from the customer Search pop-up.

#### **Customer Reference**

Enter the reference provided by the customer (advice note).

#### **Date of Receipt**

Enter or select the date on which goods were received.

The default is the current date.

#### **Reason**

Enter or select a reason for credit.

*Note: The currency of the generated return is assumed to be the customer's normal currency.*

Press Enter to validate and continue to the Lines Overview window.

## Returns without a CR Lines Overview Window

To display this window, enter customer details on the Returns without a CR Header Window

Use this window to enter the quantity received.

### Fields

#### **Received Quantity**

This quantity may be amended for any line.

### Functions

#### **Update (F8)**

After the lines have been added, use this to update the receipt and create the corresponding return.

#### **Add (F10)**

Use this to add a line via the Add Received Item window.

#### **Text (F21)**

Use this to enter internal return text.

Select **Update (F8)** to complete the receipt and return to the Header window.

## Add Received Item Window

To display this window, select **Add (F10)** on the Returns without a CR Lines Overview Window

Use this window to enter details about the item received.

### Fields

#### **Received Item**

Enter the item number.

Alternatively, use the prompt facility to select from the Item Master Scan pop-up.

#### **Receipt Stockroom**

Enter or amend the stockroom as required.

The default is taken from the header window.

#### **Quantity Received**

Enter the quantity received.

**Unit of Measure**

Enter the Unit of Measure for the quantity received.

**Receipt Point**

Enter the receipt point. Only Goods Inwards and Inspection are allowed.

**Lot/Batch Number**

Enter the lot, batch or serial number if required.

Alternatively use the prompt facility to select from existing numbers.

**Functions****Update (F8)**

Use this to update the received item details.

Select **Update (F8)** to update the information

## Returns Scrap/Adjust [6/CRP]

Use this task to scrap or reject goods already received on a return note. You can request to print a rejection note for rejected goods.

**Note:** *Whether or not a credit note can be raised against scrapped or rejected goods is dependent upon the reason code entered against each transaction.*

**Warehouse Returns**

If you have **checked** the Allow Transfer/Adjustment Issues from [Warehouses](#) field on the Customer Returns company profile, you can adjust and transfer stock from a [Warehouse](#).

For returns or adjustments from stores user stockroom authorisation is performed: You cannot perform the transaction if you are not authorised to the stockroom.

**Caution:** No validation is performed for returns or adjustments from Goods Inwards or Inspection

## Returns/Scrap/Adjustment Entry Window

To display this window, select the Returns/Scrap/Adjust task.

Use this window to select a goods received note (GRN) number for the received goods that you are scrapping or returning to the customer.

**Note:** *The GRN (goods received note) number is either assigned automatically by the software, or entered manually when the goods are received, depending on the company profile settings.*

**Fields**

**GRN No**

Enter the GRN (goods received note) number used to record the receipt of the goods that you want to scrap or return to the customer.

**Date**

Enter or select the date on which the goods you scrapped the goods or returned them to the customer. This defaults to the current date and cannot be earlier than the return creation date.

**Rejection Note Required**

Use this to specify whether the details of rejected goods are to be printed on a rejection document. Such a document would typically accompany goods returned to the customer.

Use this checkbox as follows:

Unchecked - If rejection documentation is not required

Checked - To print rejection documentation

When the selected return is for bad stock (as indicated by the reason code associated with the return), a suitable warning message is issued when recording the return of goods to the customer, as the expected action would be to scrap these goods since an agreement has already been made with the customer that the stock is bad.

Press Enter to display the Returns/Scrap/ Adjustment Entry Details window.

## Returns/Scrap/Adjustment Entry Details Window

To display this window, enter a GRN (goods received note) number and then press Enter on the Returns/Scrap/ Adjustment Entry Selection window.

Use this window to scrap lines partially or fully on the selected goods returned note or to record the return of goods to the customer with a corresponding reason code.

Containers lines on the goods returned note are not displayed in the list of [items](#).

The return note reference number, [receipt date](#), customer account details, customer name and scrap/adjustment date are displayed at the top of the window.

Quantities are displayed in the default inventory unit of each [item](#)

**Fields****Table****Ref**

This field displays the reference number of the line to be scrapped or rejected. Enter this reference number at the bottom of the window if a quantity less than the full line quantity is to be actioned.

**Item**

This field displays the code of the [item](#) to be scrapped or rejected.

**Return**

This field displays the return note number against which you received the goods.

**Quantity/UoM**

These fields display the quantity received against each return line and the chosen inventory unit of each [item](#).

**Loc**

This field displays the location code ([receipt point](#)) into which you received or transferred the goods.

**Traceability Ref.**

This field displays the lot, batch or serial number if the [item](#) is lot-controlled, batch-controlled or serial-controlled.

**Line Text**

This field displays any text entered against the line.

**Parent or Component**

This field displays the parent or component, if applicable.

**Note:** When you select a kit line, if you select the parent line, the component lines will be updated accordingly. You cannot scrap or adjust component lines separately.

**Input Fields****Ref**

Enter the line reference number if the quantity to be actioned is only part of the received quantity.

**Qty**

Enter the quantity to be actioned, if it is less than the full line quantity.

**UoM**

Enter a valid unit of measure for the returned/scrapped [item](#). This qualifies the unit of measure in which the return/scrapped quantity is expressed.

If not entered, the unit of measure will default to the default inventory unit of measure of the [item](#) and [stockroom](#) combination.

Alternatively, the prompt facility may be used to select an appropriate unit of measure from those defined for the selected [item](#). This displays either the Unit of Measure Prompt pop-up (where the selected [item](#) does not permit multiple unit entry or does permit multiple unit entry and a quantity has been entered) or the Enter Return Quantity pop-up (where the selected [item](#) permits multiple unit entry and no quantity has been entered). See the Returns Entry section for further details on the Enter Return Quantity pop-up.

Returns from [stores](#) are recorded in this unit.

## Reason Code

Enter a code for the reason why the goods were rejected.

Alternatively, use the prompt facility to select from the SCRC Scrap/Rejection Reason Codes pop-up.

You set up reason codes in the Inventory Descriptions file under major type SCRC.

If you enter **1** in the Tax field against a particular reason code in the Inventory Descriptions file, the goods scrapped or rejected against this code cannot be credited. Goods rejected and returned to the customer would not be available for crediting. You can display the contents of the Tax field by using the prompt facility on the Reason Code field and using **Extend (F15)** to extend the display.

A warning message will be displayed if you transfer a quantity out of [stores](#) that will result in a negative stock balance. You can proceed with the transaction only if negative stock is allowed in the Inventory [stockroom](#) record for the [item](#). If negative stock is allowed, you can select **Update (F8)** to override the warning message.

If goods are actioned from the [stores](#) location, Inventory movement records are created to reduce the Inventory stock balances.

If the [stores](#) location is [warehouse](#)-controlled, you must process all transfers out of [stores](#) by using the relevant Warehousing functions.

**Note:** If [Catchweight](#) is in use in the active company, and the [items](#) you are adjusting are [Catchweight](#) types 1 or 2, the Secondary Value Entry window is displayed when you first press Enter. Here, you enter the secondary value of the [item](#) that you want to adjust.

The processing for [Catchweight](#) is as follows:

- For Catchweight type 3 items and non-Catchweight items with a secondary value, the secondary value is calculated and displayed for each adjustment.
- If the adjustments are made from the stores location, the relevant secondary values are updated on the Inventory balances.
- Movement costs for Catchweight items are based upon the secondary values.
- For partial line adjustments:
- You must enter the actual secondary value for type 1 and 2 Catchweight item types via the Secondary Value Entry window.
- If your partial adjustment results in a zero quantity balance, the remaining secondary value balance will also be reduced to zero. You cannot leave residual secondary balances in receiving locations.
- A partial adjustment cannot result in a negative secondary value balance on a GRN (goods received note) at a location.
- For whole line adjustments:
- You do not need to enter the actual secondary balance, since the outstanding balance is used instead.

## Location Control

If you are using Location Control and you are processing a receipt into [Stores](#), then when you press Enter, or select **Receive Whole Return (F8)**, the Enter Location Balances window is displayed. For more information, see the Enter Location Balances pop-up section.

## Options

### Scrap/Reject

Use this to action the whole line. If only part of the line quantity is to be actioned, use the Ref and Qty fields at the bottom of the window.

You must enter a reason code. If there are multiple reasons, each quantity must be actioned in turn with the relevant reason code.

**Note:** *When you select a kit line, if you select the parent line the component lines will be updated accordingly. You cannot scrap or adjust component lines separately.*

## Functions

### Text (F21)

Use this to maintain any text that has been recorded against the selected GRN.

Press Enter to record any changes that you have made and then select **Exit (F3)** to leave this window. When you are recording the scrap of bad stock (i.e. a tagged goods return) for [items](#) with associated containers, the Container Returns pop-up is displayed for each return line, to record the number of container [items](#) to be booked back into stock.

# Container Returns Pop-up

This pop-up is displayed when you exit the Returns Scrap/Adjust Details window after recording the scrap of bad stock.

Use this pop-up to record the number of containers to be booked into the appropriate [stockroom](#) when recording the scrap of bad stock.

The selected goods returned number is displayed.

The list of container [items](#) is derived from the container profile definition of the [item](#) being returned.

## Fields

### Returned Quantity

Enter the number of empty containers returned to specified [stockroom](#).

Only positive integer quantities are allowed.

This field initially defaults to the expected quantity calculated by the system.

### SR

Enter a valid [stockroom](#) code.

The container [item](#) must be stocked in the entered [stockroom](#).

If no [stockroom](#) code is entered, the customer's default supply point is used.

**Note:** When you are recording the scrap of bad stock, inventory balances will be increased for each container in the specified [stockroom](#).

### Reason

Enter a code representing the reason why the containers were rejected.

Valid reason codes are defined on the Inventory Descriptions file, under major type SCRC.

This field defaults to the value entered against the corresponding product line on the Returns Scrap/Adjust Details window.

**Note:** If 1 is entered in the Tax field against a particular scrap reason code, the containers scrapped/rejected against this code cannot be credited.

**Note:** If, when you are recording the scrap of bad stock, a credit should not be issued for the containers, ensure that an appropriate reason code is entered against each container [item](#).

Select **Update (F8)** to update the container tracking information. The quantities entered against each container [item](#) are booked into the appropriate [stockroom](#), thus increasing the empty container balance within that [stockroom](#)

Returns Transactions are generated for each container to reflect their movement from [inspection](#) to [stores](#).

If goods are returned to the customer, container tracking information is updated based on the details entered.

## Returns Transfer [7/CRP]

Use this task to record the transfer of products and empty containers from one location ([receipt point](#)) to another

When goods are transferred in or out of [stores](#), stock balances are adjusted and Inventory movements records are written.

You can select goods for transfer by entering the goods [return number](#), or the [item](#) code, or both.

If the [stores](#) location is [warehouse](#)-controlled, you must record all transfers out of [stores](#) only by using the relevant Warehousing tasks.

**Note:** A warning message is displayed if the quantity you transfer out of [stores](#) will result in a negative stock balance. You can proceed with the transaction only if negative stock is allowed in the Inventory [stockroom](#) record. If negative stock is allowed, you can select Update (F8) to override the warning message.

For transfers from or into stores user stockroom authorisation is performed: You cannot perform the transaction if you are not authorised to the stockroom.

**Caution:** No validation is performed for transfer from Goods Inwards to Inspection or Inspection to Goods Inwards.

## Transfer Goods Location Selection Window

To display this window, select the Returns Transfer task.

Use this window to select From and To locations ([receipt points](#)) for the transfer of returned goods.

### **Fields**

#### **Move From**

Select one of the following to indicate the location from which you want to transfer goods:

[Goods inwards](#) (1)

[Inspection](#) (2)

[Stores](#) (3)

#### **To**

Select one of the following to indicate the location to which you want to transfer goods:

[Goods inwards](#) (1)

[Inspection](#) (2)

[Stores](#) (3)

#### **GRN Number**

You can optionally enter a goods [return number](#) related to the goods that need to be transferred.

Transfer of location is prohibited for products on a goods [return number](#) relating to a bad stock return.

You can enter a valid GRN for the goods that you are transferring.

#### **Item**

You can optionally enter the [item](#) to be transferred. If you enter an [item](#) only, a list of GRN (goods received note) lines containing the selected [item](#) at the From location will be displayed.

**Note:** Where the [item](#) is a kit, only the parent [item](#) can be actioned. Component [items](#) that are part of a kit will not be displayed and you cannot transfer them separately.

#### **Date**

Enter or select the date of the transfer. This field defaults to the current date.

Press Enter to display the Transfer Goods Location Details window.

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## Transfer Goods Location Details Window

To display this window, enter the required details and then press Enter on the Transfer Goods Location Selection window.

Use this window to record the transfer of full or partial quantities received against the GRN or [item](#) entered on the Transfer Goods Location Selection window.

The list of transactions available for transfers excludes the following:

- Bad stock returns
- Container transactions generated as a result of their association with the products returned by the customer

Empty containers returned by the customer may be transferred between any valid location combinations.

If you entered a goods received note number on the selection window, that number, together with the customer code and customer name for the return, will be displayed at the top of the window.

If you did not enter a goods returned note number on the selection window, the selected [item](#) code and description will be displayed at the top of the window.

Quantities are displayed in this window in the default inventory units specified for each [item](#).

### **Fields**

#### **Table**

#### **Select (\*)**

Select one of the following:

Transfer (1) - To transfer goods to the location specified

Text (2) - To enter text against a line

For more details on text entry, refer to the Text Maintenance section.

**Note:** When the [item](#) is a kit, only the parent [item](#) can be actioned. Component [items](#) that are part of a kit will not be displayed, and you cannot transfer them separately.

#### **Ref**

This field displays the reference number of the line.

#### **Item/GRN No.**

If you selected the lines by goods received note number, the [item](#) codes are displayed. If you used the [item](#) code to select the lines to transfer, the goods received note numbers for those lines are shown.

#### **Return**

Where applicable, this field displays the [return number](#).

#### **Date**

This field displays the date on which you received the line.

**Quantity/UoM**

This field displays the quantity received and the unit of measure in which it is expressed.

**Traceability Ref**

This field displays the internal reference for the receipt line, if you entered one when the goods were returned.

**Input Fields****Ref**

To transfer only part of the line quantity, enter the line reference number in this field.

**Quantity**

If you are making a partial transfer of a line, enter the quantity that you want to transfer.

If Warehousing is installed and the transfer into [stores](#) refers to an active [warehouse](#), a window is displayed automatically so that you can enter a packaging type code (and an expiry date for consumable goods).

**Note:** If [Catchweight](#) is in use in the active company and you are transferring a partial line for [Catchweight](#) types 1 or 2, the Secondary Value Entry window is displayed when you first press Enter. Here, you enter the actual secondary value that you want to transfer.

The processing for [Catchweight](#) is as follows:

- Inventory will be updated with the relevant secondary values if the transfers are made to or from the stores location.
- Movement costs for Catchweight items are based on secondary values.
- If you transfer the whole GRN (goods received note) or a whole line, a message will be displayed, warning that the previously entered secondary values will be used.
- If your partial transfer results in a zero remaining balance, the total remaining secondary value balance will also be transferred. You cannot leave residual secondary balances in receiving locations.

**UoM**

Enter a valid unit of measure for the transfer quantity. This qualifies the unit of measure in which the transfer quantity is expressed.

If not entered, the unit of measure will default to the default inventory unit of measure of the [item](#) and [stockroom](#) combination.

Alternatively, the prompt facility may be used to select an appropriate unit of measure from those defined for the selected [item](#). This displays either the Unit of Measure Prompt pop-up (where the selected [item](#) does not permit multiple unit entry or does permit multiple unit entry and a quantity has been entered) or the Enter Return Quantity pop-up (where the selected [item](#) permits multiple unit entry and no quantity has been entered). See the Returns Entry section for further details regarding the Enter Return Quantity pop-up.

Transfers into and out of [stores](#) are registered in this unit of measure.

**Functions**

### Transfer All (F8)

Use this to transfer all [items](#) received against the GRN (goods received note) to another location.

### Location Control

If you are using Location Control and you are processing a receipt into [Stores](#), when you press Enter, or select **Receive Whole Return (F8)**, the Enter Location Balances pop-up is displayed. For more information, see the Enter Location Balances pop-up section.

Press Enter to process a selected line or select **Transfer All (F8)** to transfer all the displayed receipt lines for the selected goods received note or [item](#).

## Create Credit Note [8/CRP]

Use this task to create a credit note for the products and containers returned on a return note.

The credit note created is identical to a miscellaneous credit raised in Sales Order Processing, except that it relates to a specific return note (which may or may not be based on an original sales invoice).

When a credit note is based on a matched return note, the system ensures that the credit note line generated has zero goods value but tax is applied (if appropriate) when the customer returns a freeloader promotion award [item](#).

When a credit note is based on a matched return note, the system automatically reduces the **Quantity Allocated to Orders** on the appropriate constraint on the appropriate standard promotion by the credited quantity when the customer returns a standard promotion item.

The value of the credit passed to the Account Summary Balance Update routine when completing the credit optionally includes its tax value as well as its goods value, if the Include Tax Values in Outstanding Debt flag on the SOP Company Profile is set to 1.

**Note:** A company profile setting determines whether receipts must have been made to [stores](#) (i.e. inventory updated for the returned quantities) before a credit note may be raised.

## Credit Notes Selection Window

To display this window, select the Create Credit Note task.

Use this window to select a return note on which to base a credit note. You can select return notes by entering a customer or a [return number](#).

**Note:** System21 does not permit the generation of the credit note for the return of any stock (good or bad) until the stock has been received from the customer.

**Note:** Both the product and its associated containers may be credited.

## **Fields**

### **Customer**

Enter the customer code and address code to aid the selection of a specific return note to be credited. If you enter only a customer and address code, a list of return notes for that customer and address combination will be displayed.

### **Customer Return Reference**

You can optionally enter the customer's reference (together with customer code and address code) to select a specific return note to be credited.

### **Return Number**

Enter a return note reference number.

Press Enter to display the next window.

**Note:** *If you enter a customer (or customer and [customer return reference](#)), the Credit Notes Select Return Note window will be displayed. If you enter the return note number, the Credit Note Header window will be displayed.*

## **Credit Notes Select Return Note Window**

To display this window, enter a customer and then press Enter on the Credit Notes Selection window.

Use this window to select the return note that includes the returned goods for which the customer is to be credited. All eligible returns for the customer (received and not credited) are displayed.

The selected customer code, address code and customer name are displayed at the top of the window.

## **Fields**

### **Select**

Select one of the following:

Select (1) - To select a goods received note for which to create a credit note

Return Enquiry (2) - To enquire on specific return note details

**Note:** *Where the returned [item](#) is a kit, only the parent [item](#) can be actioned. Component [items](#) that are part of a kit cannot be amended separately. To split a kit, see the Delete Kit Window section.*

### **Original Invoice**

If a return is based on an original sales invoice, the reference number of that invoice is displayed.

### **Customer Reference**

This field displays the customer's reference code for the corresponding return note number.

**Return Number**

This field displays the return note from which you can select a specific receipt for crediting.

**Date Received**

This field displays the date on which you received goods for a particular receipt.

**Note:** *A return note can have many separate receipts.*

**GRN Number**

This field displays the goods received note reference number for the corresponding return receipt.

Select a return note and then press Enter to display the Credit Notes Header window.

## Credit Notes Header Window

To display this window, select a return note and then press Enter on the Create Credit Notes Select Return Note window.

This window displays the header details of the credit note that you want to create. If the return was based on an [original invoice](#), the details are copied from it and you cannot amend them; you can only amend the reason for the credit. If the return was not based on an [original invoice](#), the details are sourced from the customer defaults set up in Sales Order Processing and you can override some of the details.

**Fields****Customer Delivery**

This field displays the customer code, address code and customer name for this credit note.

**Return Number**

This field displays the reference number of the return against which this credit note is being raised.

**Original Invoice**

This field displays the original sales invoice on which the return was based, if applicable.

**Customer Reference**

This field displays the customer's reference code for the return note that is to be credited, if one exists.

**Pricing Date**

For credits based on original sales invoices, the invoice date is displayed. For credits not based on [original invoices](#), enter or select a date to enable the correct price list to be accessed when pricing the returned goods for crediting. The default is the current date.

**Stockroom**

This field displays the code of the [stockroom](#) into which you received the goods for this return.

**Price List**

Enter a valid price list code.

**Note:** *If the descriptions entry INVALIDCUR is set to 1 it is possible to enter a price list in a different currency to the customer currency.*

**Cash Discount**

If the credit is based upon an original sales invoice, the cash discount code applied to the sales invoice is displayed. You cannot amend the value in this field.

**Note:** *You can amend the following details, provided that the return note being credited was not matched to an original sales invoice.*

**Credit Reason**

This field displays the reason for raising this credit note. The default reason code is the one specified in the return note header. You can change it to any valid code.

Alternatively, use the prompt facility to select from the RFCR Invoice/Credit Reason Codes pop-up.

Refer to the Sales Analysis and Sales Order Processing product guides to see the impact on postings to Sales Analysis.

**Note:** *The following currency details are only displayed if the customer's account to be credited is a multi-currency account. You can maintain details only if the return is not invoice based.*

**Currency**

For credits based on an original sales invoice, the invoice currency is displayed. For credits not based on an [original invoice](#), the customer's default currency is displayed, and you can change it if required.

You can use the prompt facility to select from the Select Currency pop-up.

**Currency Rate Code**

This field displays the code for the currency rate used to convert from prime to base currency. For credits based on an original sales invoice, the invoice rate code is displayed. For credits not based on an [original invoice](#), the customer's default currency rate code is displayed, and you can change it if required.

**Currency Rate**

This field displays the factor used to convert currencies from prime to base currency. For credits based on an original sales invoice, the invoice currency rate is displayed. For credits not based on an [original invoice](#), you can override the default currency rate and enter a fixed rate. If you do this, the Currency Rate Code field is blanked out.

**Currency Operand**

This indicates whether the currency rate is multiplied or divided when converting to the base currency.

**Despatch Method**

You can optionally enter a despatch method.

Alternatively, use the prompt facility to select from the MODE Despatch Method pop-up.

**Functions****Previous (F12)**

Use this if you want to re-select codes or amend entered values.

**Payment Details (F13)**

Use this if you want to override the payment details for this credit note.

**Currency (F19)**

Use this to override the currency details for transactions where currencies are not linked to the EURO. See the Override Conversion Parameters Window section in Transcription Order Entry for more information.

Press Enter twice to update the window details and display the Credit Notes Line Details window.

## Payment Override Pop-up

To display this pop-up, select **Payment Details (F13)** on the Credit Notes Header window.

Use this pop-up to specify payment overrides for the credit note that you are raising.

**Note:** *The payment terms are defined in Accounts Receivable.*

**Fields****Payment Method**

Enter a payment method code as defined in the Cash Management application against the customer account.

Alternatively, use the prompt facility to select from the Select Payment Method pop-up.

**Cash Discount Code**

Enter a discount code to identify the type of discount and a single cash discount percentage.

Alternatively, use the prompt facility to select from the CDSC Cash Settlement Discount pop-up.

You define these in the Inventory Descriptions file under major type CDSC.

**Staged Discount Code**

You can optionally enter a staged discount code here.

Alternatively, use the prompt facility to select from the Select Discount Code pop-up.

You can define multiple cash settlement discount percentages, allowing tiers of discount according to how soon the payment is received. You define these codes in the Cash Management application.

### **Bank Details**

This field displays the details of the bank account for this credit note, if any have been set up. You can enter or amend bank details by selecting **Bank Details Override (F13)**.

Either select **Update (F8)** to confirm the entered details and to return to the Credit Notes Header window; or select **Bank Details Override (F13)** to display the Customer Bank Scan pop-up.

## Customer Bank Scan Pop-up

To display this pop-up, select **Bank Details Override (F13)** on the Payment Override pop-up.

Use this pop-up to specify overrides to customer bank details for the credit note that you are raising.

### Fields

#### **Bank Account**

This field displays bank sort codes, bank account numbers, user references and account types to help you to identify the account you want to select.

### Options

#### **Select**

If you use this against a bank account, the software will automatically refresh the Payment Override pop-up with the details of the selected bank account.

### Functions

#### **Add (F10)**

Use this to enter the details of a new bank account that you want to add.

Select an account or select **Add (F10)** to display the Bank Detail pop-up.

## Bank Detail Pop-up

To display this pop-up, select **Add (F10)** on the Customer Bank Scan pop-up.

Use this pop-up to enter new bank account details for the credit note being raised.

### Fields

These fields are displayed for British banks:

**Bank Sort Code**

You must enter the sort code for the branch.

**Account Number**

You must enter the customer's bank account number.

**Account Name**

You can optionally enter the name of the customer's account.

**Bank Name**

You can optionally enter the name of the bank.

**Address**

You can optionally enter the address of the bank.

**User Reference**

This is a free-format user reference field. You do not have to enter anything in this field.

**Type of Account**

Only branches of the National Westminster bank use this field. The default value is zero.

**First Direct Debit**

Use this checkbox as follows:

Unchecked (default) - To bypass validation

Checked - If this is the first direct debit and you want to check that no direct debit already exists for this account

Press Enter to validate the bank details and to return to the Customer Bank Scan pop-up, where the new details will be displayed.

## Header Price Overrides Pop-up

To display this pop-up, select **Price Overrides (F14)** on the Credit Notes Header window.

Use this pop-up to override price and discount types for the credit note.

**Fields****Price Type**

Enter the code of the price list that contains the default price for [items](#) in this credit note.

Alternatively, use the prompt facility to select from the Pricing Type Select pop-up.

**Discount Types**

Enter the codes of up to four discount lists that contain the default discounts for [items](#) in this credit note.

Alternatively, use the prompt facility to select from the Pricing Type Select pop-up.

### **Discount Percentages**

Enter up to four percentages with fixed discounts, to be used as default discounts for [items](#) in this credit note. You cannot enter both discount types and fixed discount percentages.

### **Gross/Net**

Indicate the basis on which each discount will be applied by selecting one of the following:

Gross (1) - To use the gross price of the [items](#) to be credited

Net (blank) - To use the net price of the [items](#) to be credited

## **Additional Overrides Pop-up**

To display this pop-up, select **Additional Overrides (F16)** on the Credit Notes Header window.

Use this pop-up to specify additional overrides for the credit note being raised.

### **Fields**

#### **Document Processing**

#### **Invoice Language**

Enter the code for the language you will use on the invoice.

Alternatively, use the prompt facility to select from the Select Language pop-up.

#### **Customer Attributes**

#### **Tax Calc. Basis**

This field indicates the customer's tax status for sales invoicing.

Select one of the following:

Customer is tax exempt for sales invoicing (1) - If the customer is tax exempt

Use the tax code in the following field (2) - To use the tax code entered in the customer's sales details in Sales Order Processing

Use the tax code from the inventory [item](#) (3) - To use the tax code from the inventory [item](#)

**Note:** *If you are using World Trade, you must select Use the Tax code from the inventory [item](#).*

#### **Tax Code**

This indicates the tax code to be used as the basis for tax calculation. This is a mandatory field if the Tax Calculation Basis field is set to 2 or 3. If the tax calculation basis is 2, enter the tax code associated with the customer. If the tax calculation basis is 3, enter the tax code from the Inventory [item](#) record.

Alternatively, use the prompt facility to select from the Tax Code Selection pop-up.

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### Extra Rate Tax

Use this field to Indicate whether an extra charge will be applicable, using the entered Tax code.

Use this checkbox as follows:

Unchecked - If extra charges will not be applied

Checked - If extra charges will be applied

### Tax Country

This field displays the code for the country in which this customer is registered for tax. If this is a delivery address, and the same country applies to the statement address, there is no need to re-enter the information.

Validation and the availability of the prompt facility on this field will depend on which applications are interfaced with Customer Returns.

If you enter a country code, you must also enter a tax registration number. If World Trade is live, the setting in the Customer Trading Details will be used as the default. Any code that you enter must be valid to World Trade.

If available, you can use the prompt facility to select from the Select Country pop-up.

**Note:** *If World Trade is not active, the country code will be validated against the General Ledger.*

### Tax Registration

This field displays the customer's Tax registration number in the specified country. It is not a mandatory field unless you have entered a Tax country code.

**Note:** *If General Ledger is live, Tax registration will be validated according to a country-specific format based on the Tax country code.*

### Fiscal Code

This field displays the classification code assigned by the government to this customer. The default code is the one entered in Accounts Receivable Maintenance.

### Sales Details

#### Salesman

This field displays the default salesman for the customer (as entered in Customer Maintenance within Sales Order Processing). If you enter a code, it will be validated against the codes held in the Inventory Descriptions file under major type TN.

Alternatively, use the prompt facility to select from the TN Salesman pop-up.

#### Agent

This field displays the default agent for the customer (as entered in Customer Maintenance within Sales Order Processing). If you enter a code, it will be validated against the codes held in the Inventory Descriptions file under major type AN.

Alternatively, use the prompt facility to select from the AN Agent pop-up.

**Sub Agent**

This field displays the default sub agent for the customer (as entered in Customer Maintenance within Sales Order Processing). Any code that you enter will be validated against the codes in the Inventory Descriptions file, under major type AN.

Alternatively, use the prompt facility to select from the AN Agent pop-up.

**Region**

This field displays the default sales region for the customer (as entered in Customer Maintenance within Sales Order Processing). If you enter a code, it will be validated against the codes held in the Inventory Descriptions file, under major type SN.

Alternatively, use the prompt facility to select from the SN Sales Analysis Regions pop-up.

**State**

This field displays the default state for the customer (as entered in Customer Maintenance within Sales Order Processing). Any code that you enter will be validated against the codes in the Inventory Descriptions file, under major type ST.

Alternatively, use the prompt facility to select from the ST Sales Analysis State pop-up.

**Territory**

This field displays the default territory for the customer (as entered in Customer Maintenance within Sales Order Processing). If you enter a code, it will be validated against the codes in the Inventory Descriptions file, under major type TR.

Alternatively, use the prompt facility to select from the TR Sales Analysis Territory pop-up.

Select **Update (F8)** to update the database and return to the Credit Notes Header window.

## Credit Card Details Pop-up

To display this pop-up, press Enter on the Credit Notes Header window, where the payment method selected in the Payment Override pop-up or defaulted from the customer is a credit card type (payment type of 6).

Use this pop-up to enter payment overrides for the credit note that you are raising.

**Fields****Payment Method**

This will show the previously selected payment method, but you can amend it.

You can use the prompt facility to select from the Select Payment pop-up. Only payment methods with a type 6 (Credit Card) will be displayed.

**Credit Card Number**

Enter the number on the credit card.

**Expiry Date**

Enter the expiry date of the credit card.

**Start Date**

You can optionally enter the issue date of the card.

**Issue Number**

Enter the issue number.

***Note:** This field will not be displayed if an issue number is not required by the payment method.*

**Security Number**

Enter the card number.

***Note:** This field will not be displayed if a security number is not required by the payment method.*

**Name**

Enter the name on the credit card.

This will default to the customer's name.

**Address**

Enter the billing address for the credit card.

This will default to the customer's address.

**Phone Number**

Enter the contact phone number for the credit card.

This will default to the customer's phone number.

Select **Accept (F8)** to accept the details entered.

## Credit Notes Line Details Window

To display this window, press Enter on the Credit Notes Header window.

Use this window to credit goods received against a return note. You can amend the line prices, and enter text against the credit note lines if required.

The list of [item](#) displayed includes both products and containers.

Containers lines are for both the empty containers returned and those associated with the products returned.

At invoice creation time, if parameter NONCHGCNT is **active (1)** on the DFLT Inventory description, then non-chargeable and rental containers are included in the invoice details.

Non-chargeable and rental containers are added as free of charge lines.

If parameter CNTCOST is **active (1)**, then non-chargeable and rental container lines are zero cost.



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## **Fields**

### **Item**

This field displays the code of the [item](#) that you are crediting. The description of the [item](#) to be credited is displayed immediately below the [item](#) code.

### **Quantity**

This field displays the quantity of the [item](#) that you are crediting.

### **UoM**

This field displays the unit of measure in which the [item](#) quantity is expressed.

### **Price**

This field displays the price of the [item](#) to be credited. It is based upon either an invoice or a price list, and you can change it here. If the return note was based on an invoice, the [item's](#) price in the credit note cannot be greater than the [original invoice](#) price.

### **Value**

This field displays the line value to be credited.

### **UoM**

This field displays the unit of measure in which the [item](#) price is expressed.

**Note:** If [Catchweight](#) is in use in the active company, the secondary values and UoMs are displayed on the lines of the credit note.

[Catchweight](#) processing is carried out as follows:

When a credit is not based on an [original invoice](#), the credit is priced and discounted using the method used for sundry credits in Sales Order Processing, when [catchweight](#) is active in the company.

When a credit is based on an [original invoice](#):

- You can enter a net unit price against a line. For Catchweight items, the price UoM is the item's secondary UoM and the line value is the Catchweight item's secondary value multiplied by the unit price. For non-catchweight items, the price UoM is the item's stockroom issue UoM and, the line value is the quantity multiplied by the unit price.
- To calculate the line values and discounts, the original invoice value is multiplied by the available to credit quantity, and then divided by the original quantity. For Catchweight type 1 items, the quantity is replaced by the secondary value.

### **Txt**

An asterisk (\*) in this field indicates that there is credit note text for the corresponding line.

### **Str**

This field displays the [stockroom](#) into which you received the returned goods.

**Prom**

This field displays the promotion indicator is displayed for a freeloader or loyalty [item](#).

**Options****Price Overrides**

Use this to amend the [item](#) price for the credit note.

**Note:** Price amendment is not permitted for freeloader award [items](#). These [items](#) are always credited at zero value.

**Price Details**

Use this to view pricing details.

**Text**

Use this to enter credit note line text.

**Functions****Trailer (F13)**

Use this to display the Credit Notes Trailer window, where you can enter charges or refunds.

**Customer (F15)**

Use this to maintain the customer details that will appear on the credit note.

**FOC (F19)**

This is only available if you are creating credit notes for [items](#) that are not priced. Use this to update the value of the returned goods from the Free of Charge price list.

Select **Trailer (F13)** to display the Credit Notes Trailer window for the entry or refund of charges previously made to the customer.

## Line Price Overrides Pop-up

To display this pop-up, select Price Overrides against a return line on the Create Credit Notes Line Details window.

Use this pop-up to amend the [item](#) price for the selected return line.

**Note:** For a credit note that is not based upon an invoice, use this pop-up to amend the price for the selected credit note line. If you are not using advanced pricing, you can only enter a fixed price for each [item](#) to be credited.

**Fields****Price Type**

Enter the price type code for the [item](#) to be credited.

Alternatively, use the prompt facility to select from the Pricing Type Select pop-up.

**Fixed Price**

Enter the fixed price for the [item](#). You cannot enter both a price type and a fixed price.

**Per**

Enter the unit of measure to which the fixed price applies.

**Discount Types**

You can enter a maximum of four discount types for the [item](#). They must be valid price types with a pricing function of 1, indicating that they are discount lists.

Alternatively, use the prompt facility to select from the Pricing Type Select pop-up.

**Discount Percentage**

Enter a maximum of four discount percentages. You cannot enter both a discount type and a discount percentage.

**Gross/Net**

Select one of the following to indicate the basis upon which each discount percentage will be applied:

Gross (1) - To apply the previous discount percentage to the price before applying the current discount percentage; that is, base the current discount upon the intermediate net price

Net (2) - Not to apply the previous discount percentage to the price before applying the current discount percentage; that is, base the discount upon the intermediate gross price

**Discount Value**

You can enter a fixed discount value if you have not already entered either a discount type or a discount percentage.

**Per**

Enter the unit of measure to which the discount value applies.

**Note:** If [Catchweight](#) is active in this company, when the credit is not based on an [original invoice](#), the credit is priced and discounted in the same way as sundry credits in Sales Order Processing.

If the credit is based on an [original invoice](#):

- The Line Price Override pop-up displays the item reference, the unit price and the price UoM. The override price you enter must not be greater than the unit price for that UoM. The price UoM is the item's secondary UoM for Catchweight items, and the issue UoM for non-Catchweight items.
- You can enter a net unit price against a line. For Catchweight items the price UoM is the item's secondary UoM, and the line value is the Catchweight item's secondary value multiplied by the unit price. For non-Catchweight items the price UoM is the item's stockroom issue UoM, and the line value is the quantity multiplied by the unit price.

Select **Update (F8)** to update the details.

## Pricing Detail Enquiry Window

To display this window, select Price Details against a return line on the Credit Notes Line Details window.

This window displays pricing details for the selected [item](#). This window is available only when advanced pricing is in use, and pricing details are for enquiry only.

### **Fields**

#### **Item**

This field displays the [item](#) code and description.

#### **Customer**

This field displays the customer code, address code and customer name.

#### **Invoice Number**

This field displays the invoice number for the goods, if the credit note is based on an invoice.

#### **Seq. No.**

This field displays the sequence number of the price type.

#### **Cust. Group**

If the price list applies to a customer group, the customer group is displayed.

#### **Item Group**

If the price list applies to an [item](#) group, the [item](#) group is displayed.

#### **Gross/Nett**

This field displays the discount basis as follows:

1 - Nett

2 - Gross

#### **Price Type**

This field displays the price type.

#### **Disc. Appl.**

This field displays the discount applied.

#### **Free Goods**

This field displays the free goods value, if applicable.

#### **Discount Value**

This field displays the discount value, if one was entered.

#### **UoM**

This field displays the unit of measure to which the discount applies.

**Disc. Perc.**

This field displays the discount percentage, if one was entered.

**Intermediate Price**

This field displays the [item](#) price after deduction of discount.

**Price**

This field displays the final net price of the [item](#) after all discounts have been deducted.

**Quantity**

This field displays the number of [items](#) returned.

**Line Value**

This field displays the net price of the [item](#), multiplied by the quantity returned.

**Functions****Change Level of Detail (F11)**

Use this to vary the amount of information displayed on the window.

Press Enter to display the next window.

## Maintain Text Pop-up

To display this pop-up, select Text against a return line on the Credit Notes Line Details window.

You use this pop-up to maintain text against the selected credit note line.

**Fields****Text Type**

This field displays the type of text that you are maintaining. You can define text types in the Inventory Descriptions file, under major type TTYP.

**Text Reference**

This is a unique reference for the text type, generated internally by the software.

**Usage Code**

Enter a usage code to specify where the text is to be displayed or printed.

Alternatively, use the prompt facility to select from the USGC Text Usage Codes pop-up.

These codes are defined in the Inventory Descriptions file, under major type USGC.

**Note:** To enter text in multiple languages, enter a valid language code, as well as the usage code, to display the [Item](#) Text pop-up.

**Language Code**

Enter a valid language code in addition to the usage code, if you want to enter multilingual text.

Alternatively, use the prompt facility to select from the Select Language pop-up.

You define language codes in the Inventory Descriptions file, under major type LGCD.

This field is optional, and you can leave it blank if you do not use multilingual text entry.

### **Functions**

#### **Select Existing Text (F13)**

Use this to display all the existing usage and language code combinations for the entered text type so that you can make a selection.

Press Enter to update the credit note text and leave this window.

## Credit Notes Customer Details Window

To display this window, select **Customer (F15)** on the Credit Notes Line Details window.

Use this window to review the customer address, reference and credit date for this credit note.

### **Fields**

#### **Credit Name and Address**

You can change the customer name and address for this credit note.

#### **Customer Reference**

You must enter the customer reference for this credit note. This defaults to the customer reference for the original return note.

#### **Credit Date**

You can change the date for the credit note. This defaults to the current date.

#### **Pricing Date**

This field displays the date used to access price and discount lists, for returns not based on original sales invoices. You cannot change this date.

Press Enter to update the details.

## Credit Notes Charges and Refunds Window

To display this window, select **Trailer (F13)** on the Credit Notes Line Details window.

Use this window to complete the credit note by entering extra charges. If you specify a negative charge, the value will be added to the amount credited. Do this to reimburse the customer for charges on the original sales invoice. If you enter a positive charge, the value will be subtracted from the amount credited. Do this to charge the customer for expenses incurred in the retrieval of returned goods.

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## **Fields**

### **Customer Order Ref**

If the return to be credited is based on an original sales invoice, this is the customer's reference number for the original sales order. If the return is not based on an original sales invoice, this is the [customer return reference](#) entered against the return note.

### **Date**

This field displays the date of the credit note.

### **Currency Code**

This field displays the code of the currency used to express credit note values.

### **Currency Rate**

This field displays the rate used to convert from the credit note currency to the base currency, and the modifier to be used when converting to the base currency.

### **Credit Summary**

#### **Total Goods Amount**

This field displays the total value of the returned goods to be credited, in the currency of the credit note, before any charges or refunds or tax are applied.

#### **Total Goods Base Amount**

This field displays the total value, in the base currency, of the returned goods to be credited, excluding any extra credit note charges.

### **Charge**

#### **Charge Code**

Enter the code for the type of charge that is to appear on the credit note. You must already have set up the code on the Inventory Descriptions file under major type SUNC. Default tax codes and tax rates may have already been entered against a charge code. If so, these values will be retrieved and updated if required.

Tax charges may apply to samples or gifts, even though there is no associated goods value. In this case, tax should be entered against a user defined charge code.

You can use the prompt facility to select from the SUNC Miscellaneous Charge Codes pop-up.

**Note:** *You must always enter sundry charges as values in Inventory Descriptions. You cannot use percentages when adding an entry to major type SUNC. Percentage type charges are non-maintainable.*

Where Customer Delivery Address charges are established, these charges will be applied to the Credit automatically.

Charges can be removed or added as per existing charge types. If a charge code is added that is established to the Customer Delivery Address charges, then that percentage or value is applied to the credit, otherwise the percentage or value established to Inventory Descriptions **SUNC** is used.

**Description**

This field displays the description for the corresponding charge code you have entered, as set up in the Inventory Descriptions file.

**Amount**

Enter the value, in the currency of the credit note, of the extra charge to be credited or debited. If you enter a negative value, the value will be added to the total to be credited to the customer. If you enter a positive value, the value will be subtracted from the total to be credited to the customer.

**Tax Code**

Enter the tax code for the charge. You can set this up against the charge code on the Inventory Descriptions file.

Alternatively, use the prompt facility to select from the Tax Code Selection pop-up.

**Tax Rate**

This field displays the percentage rate applying to the specified tax code. It cannot be amended.

**Total Charge Amount**

This field is maintained by the software, and displays the total value of the entered charges, excluding tax, expressed in the currency of the credit note.

**Total Charge Base Amount**

This field is maintained by the software, and displays the total value of the entered charges, excluding tax, expressed in the base currency.

**Total Tax**

This field is maintained by the software, and displays the total tax value for the credit note, including tax on charges, expressed in the currency of the credit note.

**Total Tax Base Amount**

This field is maintained by the software, and displays the total tax value for the credit note, including tax on charges, expressed in the base currency.

**Credit Total Amount**

This field is maintained by the software, and displays the total credit value, including tax and charges, expressed in the currency of the credit note.

**Credit Total Base Amount**

This field is maintained by the software, and displays the total credit value, including tax and charges, expressed in the base currency.

**Functions****Complete (F13)**

Use this to complete the credit note and assign a credit note reference number.

**Restart (F15)**

Use this to return to the Credit Notes Header window without creating a credit note.

**Text (F22)**

Use this to enter header text to appear on the credit note. Refer to the Text Maintenance section for further details.

Select **Complete (F13)** to complete the credit note and assign a credit note reference number. The initial selection window is re-displayed, showing the credit note reference number, together with the customer code and name for the credit note just created.

## Text Maintenance

You can enter text to be associated with return notes.

You can enter the following types of text:

- Return note header internal text
- Return note header external text
- Return note line external text
- Credit note header external text
- Credit note line external text

The appropriate text can be maintained in the following tasks in Customer Returns:

- Returns Entry
- Returns Amendment
- Returns Receiving
- Returns Transfer
- Credit Note Creation

You can display text using the following enquiry tasks:

- Outstanding Returns by Item
- Returns by Customer
- Returns by Return Number
- Returns by Job Number
- Returns by Returns Officer
- Credit Note



### Enquiries Introduction

You can enquire on the status of return details by any of the following criteria:

- Item code
- Customer code
- Return note number
- Job number
- Returns officer number

**Note:** You can also use the *Invoice by Invoice Number Enquiry in Sales Order Processing* to view details of credit notes created in Customer Returns. See the *Sales Order Processing product guide* for details.

### Enquire on Returns by Item [21/CRP]

Use this task to enquire on outstanding return details for a selected [item](#).

#### Returns by Item Selection Window

To display this window, select the Enquire on Returns by [Item](#) task.

Use this window to select the [item](#) on which you want to enquire.

##### **Fields**

###### **Item**

Enter the code for the [item](#) on which you want to enquire.

Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

Enter or select an [item](#) and then press Enter to display the Returns by [Item](#) Detail window.

## Returns by Item Detail Window

To display this window, enter or select an [item](#) code and then press Enter on the Returns by [Item](#) Selection window.

Use this window to view the status of all outstanding return note lines for your selected [item](#). Initially, the returns are listed in ascending [receipt date](#) sequence (oldest first). The sequence can then be changed to show the returns in descending [receipt date](#) sequence (most recent first).

### **Fields**

#### **Item**

This field displays the code and description of the selected [item](#). You can change this. Alternatively, use the prompt facility to select from the [Item](#) Master Scan pop-up.

#### **UoM**

This field displays the unit of measure for this [item](#) and its description.

#### **Customer**

This field displays the customer and address code for the return note.

#### **Return**

This field displays the return note reference number.

#### **Return Date**

This field displays the [request date](#) of the return note.

#### **Return Quantity**

This field displays the quantity of the selected [item](#) returned.

#### **Expected Date**

This field displays the date on which you expect to receive the returned goods from the customer.

#### **Quantity Outstanding**

This field displays the quantity of the selected [item](#) not yet returned by the customer.

### **Options**

#### **Detail**

Use this to display the return note details.

For kit [items](#), select the parent line to display component details.

#### **Text**

Use this to view the internal text for the selected return note.

You can view text for both parent and component lines of kits.

### **Functions**

### **Change Date Sequence (F15)**

This is available when the current sequence is ascending order of [receipt date](#).

Use this to change the view of the returns shown. If they are currently displayed in ascending order (oldest first), they will be reversed to descending order (most recent first).

Every time you select **Change Date Sequence (F15)**, the sequence will be reversed.

Select Details against a return note to display the Return Summary Enquiry window.

## Enquire on Returns by Customer [22/CRP]

Use this task to enquire on return details for a particular customer.

### Returns by Customer Selection Window

To display this window, select the Enquire on Returns by Customer task.

Use this window to specify the customer on which you want to enquire. You can enquire on all returns or on outstanding returns only.

#### **Fields**

##### **Customer**

Enter the code for the customer on which you want to enquire.

Alternatively, use the prompt facility to select from the Select Customer pop-up.

##### **Returns**

Select one of the following:

All Returns (1) (default) - To display all returns for the selected customer

Outstanding Returns (2) - To display outstanding returns only

**Note:** For kit [items](#), select the parent line to display the component details.

Press Enter to display the Returns by Customer Detail window.

### Returns by Customer Detail Window

To display this window, enter a customer and the level of detail you want and then press Enter on the Returns by Customer Selection window.

Use this window to view the status of returns for the selected customer. Initially, the returns are listed in ascending [receipt date](#) sequence (oldest first). The sequence can then be changed to show the returns in descending [receipt date](#) sequence (most recent first).

### **Fields**

#### **Customer**

This field displays your selected customer code. You can change this if necessary.

Alternatively, use the prompt facility to select from the Select Customer pop-up.

#### **All/Outstanding**

This field displays the selection you made on the previous window. You can change this if necessary.

#### **Phone**

This field displays the contact telephone number for the customer.

The customer's name is displayed in front of the telephone number.

#### **Return**

This field displays the return note reference number.

#### **Adr Cde**

This field displays the address code of the customer for the return note.

#### **Return Date**

This field displays the [request date](#) of the return note.

#### **Currency**

This field displays the currency used on the return.

#### **Customer Reference**

This field displays the customer's reference for the return note.

#### **Job Number**

This field displays the [job number](#) entered in the return note header.

#### **Department**

This field displays the department entered in the return note header.

### **Options**

#### **Detail**

Use this to display the return note details.

For kit [items](#), select the parent line to display component details.

#### **Text**

Use this to view the internal text for the selected return note.

---

You can view text for both parent and component lines of kits.

### **Functions**

#### **Change Date Sequence (F15)**

This is available when the current sequence is ascending order of [receipt date](#).

Use this to change the view of the returns shown. If they are currently displayed in ascending order (oldest first), they will be reversed to descending order (most recent first).

Every time you select **Change Date Sequence (F15)**, the sequence will be reversed.

Select Detail against a return note to display the Return Summary Enquiry window.

## Enquire on Returns by Return [23/CRP]

Use this enquiry to display details for a specific return note. The software displays all return note lines, and you can view text, status or receipts for each line. You can access this enquiry from the following enquiries:

- Returns by Item
- Returns by Customer
- Returns by Job Number
- Returns by Returns officer

## Returns by Return Number Selection Window

To display this window, select the Enquire on Returns by Return task.

Use this window to specify the return note reference number on which you want to enquire.

### **Fields**

#### **Return**

Enter the return note number on which you want to enquire.

Press Enter to display the Return Summary Enquiry window.

## Return Summary Enquiry Window

To display this window, either enter a valid return note on the Returns by [Return Number](#) Selection window and then press Enter or select Detail against a return note in any of the other return enquiry details windows.

Use this window to view the details of the selected return note.

**Fields****Return**

This field displays the return note number. You can use it to enter further return notes for enquiry.

**Customer**

This field displays the customer code, address code and name of the customer for this return note.

**Date**

This field displays the [request date](#) for the return.

**Phone**

This field displays the contact telephone number for the customer.

**R. Officer**

This field displays the code of the [returns officer](#) responsible for this return. The full name is displayed below.

**Original Invoice**

If you have based the return on an [original invoiced](#) sales order, the relevant invoice number is displayed here.

**Cust Ref**

This field displays the customer's reference number for this return note.

**Stockroom**

This field displays the receiving [stockroom](#) for the returned goods.

**Collection Instructions Code**

This field displays the [collection instructions](#) code, as entered in the return header.

**Reason**

This field displays the description for the reason for the return of goods on this return note, as entered in the return note header.

**Line**

This field displays the individual return note line number.

**Item**

This field displays the code of the returned [item](#).

**Return Qty**

This field displays the quantity of the returned [item](#).

**Outstanding**

This field displays the quantity of the [item](#) not yet returned by the customer.

**UoM**

This field displays the unit of measure for this [item](#).

**Price**

This field displays the price of this return note line. This may be from the original sales invoice or the specified price list, and may have been amended manually during the credit note process.

**Job**

If a [job number](#) was entered in the return note header, it is displayed in this field.

**Reason...**

This field displays the reason code entered against the return note line.

**Received**

This field displays the quantity already received for this return note line.

**Credited**

This field displays the quantity of [items](#) on the return note line for which credit notes have been raised.

**Date Returned**

This field displays the date on which you received or expect to receive the goods from the customer.

**Item Description**

This field displays the [item](#) description.

**Options****Text**

Use this to display the return line text.

You can view text for both parent and component kit lines.

**Status**

Use this to display the current location of quantities on this return line.

You can view the quantities in [goods inwards](#), [inspection](#), or [stores](#), plus any quantities outstanding or scrapped.

**Receipts**

Use this to display details of receipts made on this return.

**Functions****Quantity/Sec Vals (F9)**

This toggle is only displayed if you use [Catchweight](#) for this company and the [item](#) has a secondary value.

When **Quantity (F9)** is displayed at the bottom of the window, select it to display the quantity of the [item](#) in the primary unit of measure.

When **Sec Vals (F9)** is displayed at the bottom of the window, select it to display the secondary value for the [item](#). The abbreviation of the secondary unit of measure is displayed on the window next to the appropriate fields.

### **Invtry Units/Return Units (F11)**

Use this to toggle between displaying the quantity of the [item](#) in the stock unit of measure and the receiving unit of measure.

**Note:** This only applies to [items](#) using a dual unit of measure.

Select Text to display the Line Text to Print on Return pop-up. For further information, see the Returns Entry section.

Select Status to display the Returns by [Return Number](#) Line Status window.

Select Receipts to display the Returns by [Return Number](#) Line Receipts window.

## Returns by Return Number Line Status Window

To display this window, select Status against a line on the Return Summary Enquiry window.

Use this window to view the location of quantities on the selected return line, including quantities in [goods inwards](#), [inspection](#) or [stores](#), plus any quantities outstanding or scrapped.

The return note reference number, return line number, customer code, customer address code, customer name, [item](#) code, [item](#) description, return line quantity and unit of measure are displayed at the top of the window.

### **Fields**

#### **Quantity**

#### **In Stores**

This field displays the quantity of the line already received into the Inventory [stockroom](#).

#### **Outstanding**

This field displays the quantity of the line not yet received.

#### **Return Date**

This field displays the expected [return date](#) for the return line.

#### **Goods Inwards**

This field displays the quantity currently held at the [goods inwards](#) location.

#### **Inspection**

This field displays the quantity currently held at the [inspection](#) location.

## Scrapped

This field displays the quantity of the line that has been scrapped in the returns scrap or adjustment procedure.

## Functions

### Quantity/Sec Vals (F9)

This toggle function is only displayed if you use [Catchweight](#) for this company and the [item](#) has a secondary value.

When **Quantity (F9)** is displayed at the bottom of the window, select it to display the quantity of the [item](#) and the primary unit of measure.

When **Sec Vals (F9)** is displayed at the bottom of the window, select it to display the secondary value for the [item](#). The abbreviation of the secondary unit of measure is displayed on the window next to the appropriate fields.

### Invtry Units/Return Units (F11)

Use this to toggle between displaying the quantity of the [item](#) in the stock unit of measure and the receiving unit of measure.

**Note:** This only applies to [items](#) using a dual unit of measure.

### Line Text (F21)

Select this to display line text for this return line.

Select **Previous (F12)** to return to the Return Summary Enquiry window.

## Returns by Return Number Line Receipts Window

To display this window, select Receipts against a line on the Return Summary Enquiry window.

Use this window to view details of all receipts made for the selected return line.

The return note reference number, return line number, customer code, customer address code, customer's name, [item](#) code, unit of measure and [item](#) description are displayed at the top of the window.

## Fields

### Receipt Date

This field displays the date on which the goods for the GRN were registered as received.

### Customer Ref.

This field displays the customer's return reference associated with the GRN.

### GRN No

This field displays the goods received number.

**Quantity**

This field displays the quantity received for this GRN line.

**UoM**

This field displays the unit of measure for the quantity received.

**Loc**

This field displays the location into which you received the goods, or to which they were transferred.

**Note:** Only goods received into [stores](#) update the Inventory stock balances.

**Scrap Code**

This field displays the reason code entered against receipts that have been scrapped.

**Batch Lot No.**

This field displays the internal trace reference code of the receipt line, if you entered a code during returns receiving.

**Return Qty**

This field displays the returned quantity specified on the return note.

**Credit Note Number (Untitled)**

This field displays the credit note reference number for returns that have been credited.

**Functions****Quantity/Sec Vals (F9)**

This toggle function is only displayed if you use [Catchweight](#) for this company and the [item](#) has a secondary value.

When **Quantity (F9)** is displayed at the bottom of the window, select it to display the quantity of the [item](#) in the primary unit of measure.

When **Sec Vals (F9)** is displayed at the bottom of the window, select it to display the secondary value for the [item](#). The abbreviation of the secondary unit of measure is displayed on the window next to the appropriate fields.

**Line Text (F21)**

Use this to display line text for this return line.

Select **Previous (F12)** to return to the Return Summary Enquiry window.

## Enquire on Returns by Job [24/CRP]

Use this task to enquire on return note details for a selected [job number](#).

You can assign a [job number](#) to a return note in Return Note Entry or in Return Note Amendment. The [job number](#) for each line in the return note defaults to the one specified in the return note header, but you can amend it for individual lines.

The [job number](#) acts as an internal reference (typically for rework on returned goods).

## Returns by Job Number Selection Window

To display this window, select the Enquire on Returns by Job task.

Use this window to enter the [job number](#) on which you want to enquire.

### **Fields**

#### **Job Number**

Enter a [job number](#) to display all return note lines associated with that [job number](#).

Enter a [job number](#) and then press Enter to display the Outstanding Returns by [Job Number](#) Detail window.

## Outstanding Returns by Job Number Detail Window

To display this window, enter a [job number](#) and then press Enter on the Outstanding Returns by [Job Number](#) Selection window.

Use this window to view outstanding return details for the selected [job number](#).

### **Fields**

#### **Return**

This field displays the return. You can change this to view return details for another return.

#### **Customer**

This field displays the customer code, address code and customer name for the return.

#### **Date**

This field displays the [request date](#) for the return.

#### **Phone**

This field displays the contact telephone number for the customer.

#### **R. Officer**

This field displays the code of the [returns officer](#) responsible for this return. The full name is displayed below.

### **Original Invoice**

If you have based the return on an [original invoiced](#) sales order, the relevant invoice number is displayed here.

### **Cust Ref**

This field displays the customer's reference number for this return note.

### **Stockroom**

This field displays the receiving [stockroom](#) for the returned goods.

### **Collection Instructions Code**

This field displays the [collection instructions](#) code, as entered in the return header.

### **Reason**

This field displays the description for the reason for the return of goods on this return note, as entered in the return note header.

### **Line**

This field displays the line number of the return note line.

### **Item**

This field displays the [item](#) on the return note line.

### **Return Qty**

This field displays the quantity of the [item](#) on the return note line.

### **Outstanding**

This field displays the quantity still outstanding on this line.

### **UoM**

This field displays the unit of measure for the quantity returned.

### **Price**

This field displays the price of this return note line. This may be from the original sales invoice or the specified price list, and may have been amended manually during the credit note process.

### **Job**

This field displays the [job number](#).

### **Reason...**

This field displays the reason code entered against the return note line.

### **Received**

This field displays the quantity already received for this return note line.

**Credited**

This field displays the quantity of [items](#) on the return note line for which credit notes have been raised.

**Date Returned**

This field displays the date on which you received or expect to receive the goods from the customer.

**Item Description**

This field displays the [item](#) description.

**Kit Status**

This field displays the kit status if this is a kit [item](#).

**Options****Text**

Use this to display the return line text.

You can view text for both parent and component kit lines.

**Status**

Use this to display the current location of quantities on this return line.

You can view the quantities in [goods inwards](#), [inspection](#), or [stores](#), plus any quantities outstanding or scrapped.

**Receipts**

Use this to display details of receipts made on this return.

**Functions****Quantity/Sec Vals (F9)**

This toggle function is only displayed if you use [Catchweight](#) for this company and the [item](#) has a secondary value.

When **Quantity (F9)** is displayed at the bottom of the window, select it to display the quantity of the [item](#) and the primary unit of measure.

When **Sec Vals (F9)** is displayed at the bottom of the window, select it to display the secondary value for the [item](#). The abbreviation of the secondary unit of measure is displayed on the window next to the appropriate fields.

**Invtry Units/Return Units (F11)**

Use this to toggle between displaying the quantity of the [item](#) in the stock unit of measure and the receiving unit of measure.

**Note:** This only applies to [items](#) using a dual unit of measure.

Select **Exit (F3)** to leave the enquiry.

## Enquire on Returns by Officer [25/CRP]

Use this task to enquire on all return notes assigned to a selected [returns officer](#). A [returns officer](#) is assigned to a return note in Return Note Entry.

### Returns by Returns Officer Selection Window

To display this window, select the Enquire on Returns by Officer task.

Use this window to enter the number of the [returns officer](#) on which you wish to enquire.

#### **Fields**

##### **Enter Returns Officer Number**

Enter a [returns officer](#) number to enquire on return notes assigned to that [returns officer](#).

Alternatively, use the prompt facility to select from the Select Returns Office pop-up.

Select a returns office or enter a [returns officer](#) number and then press Enter to display the Returns by [Returns Officer](#) Detail window.

### Returns by Returns Officer Detail Window

To display this window, select a [returns officer](#) or enter a [returns officer](#) and then press Enter on the Returns by [Returns Officer](#) Selection window.

Use this window to view outstanding return note details for the selected [returns officer](#).

#### **Fields**

##### **Returns Officer**

This field displays the selected [returns officer](#) number and name. You can change this if required.

Alternatively, use the prompt facility to select from the Select [Returns Officer](#) pop-up.

##### **Tel. Extension No**

This field displays the internal telephone extension number for the selected [returns officer](#).

##### **Customer**

This field displays the customer code and address code.

##### **Return**

This field displays the return note reference number.

##### **Item**

This field displays the code of the [item](#) on the return note line.

**Raised**

This field displays the [request date](#) of the return note.

**Quantity Return**

This field displays the quantity of the [item](#) on the return note line.

**UoM**

This field displays the unit of measure for the [item](#) returned.

**Expected**

This field displays the date on which you expect to receive the goods returned by the customer.

**Outstanding**

This field displays the quantity of the [item](#) not yet returned by the customer.

**Options****Detail**

Use this to display the return note details. This will take you into the Return Summary Enquiry window.

For kit [items](#), you select the parent line to display the parent and component details.

**Text**

Use this to view the internal text for the selected return note.

For kit [items](#), select either the parent line or component details to view text.

**Functions****Invtry Units/Return Units (F11)**

Use this to toggle between displaying the quantity of the [item](#) in the stock unit of measure and the receiving unit of measure.

**Note:** This only applies to [items](#) using a dual unit of measure.

Select **Exit (F3)** to leave the enquiry.

## Enquire by Credit Note [26/CRP]

Use this task to enquire on credit notes raised against returned goods.

### Credit Enquiry Selection Window

To display this window, select the Enquire by Credit Note task.

Use this window to enter the credit note number on which you want to enquire.

### **Fields**

#### **Credit**

Enter the credit note number on which you want to enquire.

Enter a credit note number and then press Enter to display the Credit Enquiry Detail window.

## Credit Enquiry Detail Window

To display this window, enter a credit note number and then press Enter on the Credit Enquiry Selection window.

Use this window to view customer and [item](#) details on the selected credit note.

### **Options**

#### **Select**

Use this to display a credit enquiry for the selected [item](#).

#### **Ordered Item Details**

This option is not used in Customer Returns. [Item](#) supersession logic is not applied within the Customer Returns applications, as to do so would be illogical. The [item](#) code actually supplied to the customer must be recorded on any customer return transaction.

#### **Pricing Details**

Use this to display a pricing detail enquiry for the selected [item](#).

### **Functions**

#### **Further Detail (F13)**

Use this to display further details of the credit note, including the totals of goods, tax and charges, in both the prime and base currencies.

#### **Values in Base Currency/Values in Prime Currency**

Use this to toggle between displaying the values in base and prime currency.

#### **Restart (F15)**

Use this to re-start the query and to select a new credit note for display.

#### **Charges (F19)**

Use this to display charges that have been applied to the whole credit note.

#### **Text (F21)**

Use this to display the Maintain Text pop-up, where you enter or select a usage code, or a language code, or both. When you press Enter, the [Item](#) Text Entry window is displayed, where

you can enter text, in the specified language, to be displayed or printed according to the usage code specified.

Either select a line to display the Credit Enquiry Line Detail window; or select Pricing Details to display the Pricing Detail Enquiry window.

## Credit Enquiry Line Detail Window

To display this window, select a line on the Credit Enquiry Detail window.

Use this window to view [item](#) details for the selected line.

The credit note number, [return number](#), order reference, currency of the credit note, currency rate and currency conversion factor are displayed at the top of the window.

### **Functions**

#### **Restart (F15)**

Use this to re-start the enquiry and select a new credit note to display.

#### **Charges (F19)**

Use this to display charges applied to the whole credit note.

#### **Price Overrides (F20)**

Use this to display any price overrides that you entered when the credit note was created. See the Line Price Overrides window in the Create Credit Note section of the Processing chapter of this product guide for more information.

#### **Text (F21)**

Use this to display the Text Type Selection pop-up, which allows you to choose a type of text. See the Create Credit Note section of the Processing chapter of this product guide for more information.

## Pricing Detail Enquiry Window

To display this window, select Pricing Details against a line on the Credit Enquiry Detail window.

Use this window to view pricing details for the selected line.

### **Functions**

#### **Change Level of Detail (F11)**

Use this to display more detail for the selected credit note line.

#### **Invoice/Full View (F17)**

Use this to toggle between the invoice view and the full view of the selected credit note line.

## Credit Enquiry Further Details Window

To display this window, select **Further Detail (F13)** on the Credit Enquiry Detail window.

Use this window to view further details for the credit note.

### Functions

#### **Payment Details (F13)**

Use this to display the Credit Enquiry Payment Details pop-up

#### **Restart (F15)**

Use this to re-start the enquiry and to select a new credit note for display.

#### **Additional Overrides (F16)**

Use this to display the Credit Enquiry Additional Overrides pop-up.

#### **Charges (F19)**

Use this to display charges applied to the whole credit note.

## Credit Enquiry Payment Details Pop-up

To display this pop-up, select **Payment Details (F13)** on the Credit Enquiry Further Details window.

Use this pop-up to view the payment details that have been specified for the credit note being raised.

**Note:** *Payment terms are defined in Accounts Receivable.*

### Fields

#### **Payment Terms**

This field displays the payment terms for the credit note. See the Payment Override pop-up in the Create Credit Note section of the Processing chapter of this product guide for more information.

#### **Payment Method**

This field displays the method of payment defined in Cash Management against the customer account, for example, CHQ, STD.

#### **Cash Discount Code**

Discount codes are used to identify the type of discount and a single cash discount percentage. These are defined in the Inventory Descriptions file, under major type CDSC.

#### **Staged Discount Code**

If you have defined multiple discount percentages for cash settlement, the staged discount code is displayed here.

### **Bank Details**

This field displays the bank account number for this credit note.

Select **Previous (F12)** to return to the Credit Enquiry Further Details window.

## Credit Enquiry Additional Overrides Pop-up

To display this pop-up, select **Additional Overrides (F16)** on the Credit Enquiry Further Details window.

Use this pop-up to view additional overrides that have been specified for the credit note being raised.

Various details relating to Document Processing and the customer's tax and sales details are displayed. See the Additional Overrides window in the Create Credit Note section of the Processing chapter of this product guide for more information.

Select **Previous (F12)** to return to the Credit Enquiry Further Details window.

## Credit Enquiry Charges Pop-up

To display this pop-up, select **Charges (F19)** on the Credit Enquiry Further Details window.

Use this pop-up to view details of charges applied to the whole credit note.

### **Fields**

#### **Charge Code**

This field displays the code for the type of charge that has been applied to the credit note.

#### **Description**

This field displays the description of the charge code.

#### **Amount**

This field displays the value of the extra charge to be credited or debited, in the currency of the credit note.

#### **Tax Code**

This field displays the code for the tax applied to the charges.

#### **Tax Amount**

This field displays the total tax amount added to the charges.

Select **Previous (F12)** to return to the Credit Enquiry Further Details window.



### Reports Introduction

The reports in Customer Returns can be grouped into three categories:

#### Action Reports

These reports are used to trigger actions to be taken, and you use them to progress a return through the application:

- Print Return Notes
- Print Goods Returned Notes and Labels

#### Status Reports

These show the current position of the return within the application:

- Returns Expected
- Receipts and Adjustments
- Receipts Not Credited
- Returns Commitment

#### Audit Reports

The following audit report is provided for processing functions in Customer Returns:

- Returns Amendment Audit

### Print Returns Note [1/CRR]

This task prints or re-prints authorised return notes and return labels.

You can print returns notes and labels for a specified [stockroom](#) or a range of requested dates or both. You can print this report as often as required.

The following return notes and returns labels are printed:

- Those you have specified to be printed but which have not yet been printed

- Those return notes that were selected in the Returns Authorisation task and for which batch printing was specified

The reason code and [job number](#) assigned to each return are printed on each return note.

If Transport Planning is installed, Print Returns Note now passes information to Transport Planning so that collections can be planned.

A container summary is printed on each return note after the text literal "CONTAINER SUMMARY FOLLOWS"

Only those containers for which the customer will receive a refund are listed.

The container summary shows the following details for each container:

- Container item code
- Container item description
- Container item quantity

Labels can be printed for the goods to be returned.

These labels are in addition to those that can be printed when recording the receipt of goods.

Quantities are printed on return notes in multiple unit form (if applicable). If multiple unit form is not applicable for an [item](#), quantities are shown in the unit entered by the user on the return note.

## Return Note Print Selection Window

To display this window, select the Print Returns Note task.

Use this window to specify the criteria for the returns notes that you want to print.

### **Fields**

#### **Stockroom**

You can optionally enter a [stockroom](#). If this field is left blank, returns notes for all [stockrooms](#) are printed.

Alternatively, use the prompt facility to select from the Select [Stockroom](#) pop-up.

#### **Returns Officer**

You can optionally enter a [returns officer](#).

Alternatively, use the prompt facility to select from the Select [Returns Officer](#) pop-up.

If this field is left blank, returns notes for all officers are printed.

Selection of a single [returns officer](#) will cause all returns notes for that officer to be printed.

#### **Customer**

You can optionally enter a single customer.

Alternatively, use the prompt facility to select from the Select Customer pop-up.

If this field is left blank, returns notes for all customers are printed.

#### **Request Date From/Request Date To**

Enter or select a range of [request dates](#) between which return notes are to be printed.

**Note:** *If you want to print all outstanding return notes, select **No Selection (F15)** to submit the batch printing job immediately.*

#### **Functions**

##### **No Selection (F15)**

Use this to submit a job immediately to print all outstanding return notes that need to be printed.

Press Enter to display the Return Note Print Confirm window.

## Return Note Print Confirm Window

To display this window, enter your selection criteria and then press Enter on the Return Note Print Selection window.

Use this window to confirm your selection criteria for the report and submit the batch print job. The [stockroom](#) and range of dates entered on the previous window are displayed for confirmation.

Select **Submit (F8)** to submit the batch job.

## Print Goods Received Notes [2/CRR]

Use this task to print the goods received notes for all return receipts made since this task was last invoked. Details of container receipts and returns transactions recorded during Returns Receiving are shown on each GRN. You can run this as often as required.

**Note:** *Goods received notes are only printed if you specified this in the company profile.*

There are no selection criteria for this report.

**Note:** *If you are using [Catchweight](#) in this company, the secondary values and UoMs are printed*

Select **Confirm Submit (F8)** to submit the job to print the GRNs.

## Returns Amendment Audit [3/CRR]

This report provides an audit trail of all amendments made to return notes, giving before and after images, since this task was last invoked. Details of container receipts and returns transactions generated during Returns Receiving are not shown on this audit report.

**Note:** Lines generated for containers during Returns Receiving cannot be amended.

There are no selection criteria for this report.

Select Confirm **Submit (F8)** to submit the batch job to print the report.

## Returns Expected [4/CRR]

This report provides details of goods that you expect to be returned within the selected range of dates. Details of container receipts and returns transactions generated during Returns Receiving are not shown on this report. You can print this report as often as required.

### Returns Expected Report Window

To display this window, select the Returns Expected task.

Use this window to enter the selection criteria for the expected returns that you want to include in the report.

#### Fields

##### **Stockroom**

Enter an Inventory [stockroom](#) code for which to print details.

Alternatively, use the prompt facility to select from the Select [Stockroom](#) pop-up.

**Note:** If the [stockroom](#) code is left blank, all [stockrooms](#) are selected for printing.

##### **Expected Date From/To**

Enter or select a range of expected [return dates](#) between which the return details are to be printed.

The current date is used as the default for the end of the date range.

Select **Submit (F8)** to submit the batch job.

## Returns and Adjustments [5/CRR]

Use this report to provide details of all receipt, scrap and rejection transactions for returned goods within the specified selection criteria. Details of container receipts and returns transactions generated during Returns Receiving are shown on this report. You can print this report as often as required.

## Receipts and Adjustments Report Window

To display this window, select the Receipts & Adjustments task.

Use this window to enter the selection criteria for the receipts and adjustments that you want to include in the report

### Fields

#### **Enter Stockroom**

Enter the code of an Inventory [stockroom](#) for which you want to print details of receipts and adjustments.

Alternatively, use the prompt facility to select from the Select [Stockroom](#) pop-up.

If you leave this field blank, receipts and adjustments for all [stockrooms](#) will be selected.

#### **Dates From/To**

Enter or select a range of dates between which the receipt and adjustment details are to be printed.

The current date is used as the default for the end of the date range.

Select **Submit (F8)** to submit the batch job.

## Receipts Not Credited [6/CRR]

This report provides details of goods that have been received on return notes and have not yet appeared on credit notes. Details of container receipts and returns transactions generated during Returns Receiving are shown on this report. You can run this report as often as required.

There are no selection criteria for this report.

Select **Confirm Submit (F8)** to submit the batch job.

## Returns Commitment [7/CRR]

This report provides an overall picture of task for return notes, including the value of returns per period and the total value of returns. Details of container receipts and returns transactions generated during Returns Receiving are shown on this report. You can select returns within a specified range of dates, and you can include or exclude outstanding returns and credited returns. You can run this report as often as required.

## Returns Commitment Report Window

To display this window, select the Returns Commitment task.

Use this window to specify the returns to be included in the report.

### **Fields**

#### **Receipt Dates From/To**

Enter or select the range of dates between which returns details are to be included in this report. The date range defaults to the current date.

#### **Received Returns**

Select one of the following:

Select (1) - To include received returns in the report

Omit (2) - To exclude received returns from the report

#### **Credited Returns**

Select one of the following:

Select (1) - To include credited returns in the report

Omit (2) - To exclude credited returns from the report

**Note:** If you use [Catchweight](#) in this company, the secondary values and UoMs are printed. The secondary value is multiplied by the price to calculate the line value of a [catchweight item](#).

Select **Submit (F8)** to submit the batch job.

### Maintain Company Profile [1/CRU]

You use this task to set up and maintain company defaults for Customer Returns.

**Caution:** Once you have set up the company profile it should not be amended, as changes can affect existing data elsewhere.

#### Maintain Profile Records Selection Window

To display this window, select the Customer Returns Company Profile task.

This window displays a list of existing profiles, from which you can select one to maintain. You can also use this window to add a new company.

##### Fields

###### **Company**

This field displays the codes and descriptions of existing company profiles.

###### **Enter New Company**

Enter a code to define a new company to Customer Returns. The company must already exist in Accounts Receivable, Inventory Management and Sales Order Processing.

##### Options

###### **Select**

Use this to select the company that you want to maintain. The Maintain Profile Records Defaults window will be displayed automatically.

To create a profile for a new company, enter the code and then press Enter to display the Maintain Profile Records Defaults window.

## Maintain Profile Records Defaults Window

To display this window, either enter the code for a new company and then press Enter or select an existing company code on the Maintain Profile Records Selection window.

Use this window to maintain default addresses, [receipt points](#) and document printing details. The code and description of the selected company are displayed at the top of the window.

### Fields

#### **Address Defaults**

##### **Customer Address Sequence Number**

Enter the sequence number of the default customer address that you want to display on return notes.

##### **Receiving Address Customer**

[Receiving addresses](#) are held on the customer file in Accounts Receivable, and you will have to create a dummy customer address code in order to reference these addresses. Enter the code of the dummy customer in this field.

##### **Receiving Address Default Sequence No.**

Enter the sequence number of the default [receiving address](#) that you want to display on return notes. You can define [receiving address](#) codes in Customer Returns [Receiving Address Maintenance](#).

#### **Returns Defaults**

##### **Booking in Point**

Select one of the following as the default booking location for the receipt of goods from a customer:

[Goods inwards](#) (1)

[Inspection](#) (2)

[Stores](#) (3)

##### **Output Queues**

Enter the printer output queues that you will use to print reports, return notes, goods received notes, goods received labels and [reject notes](#) in Customer Returns.

##### **Hold**

Use this checkbox for each type of print as follows:

Unchecked - To release printed output immediately

Checked - To hold printed output on the output queue, to be manually released to the printer at a later time

##### **Library**

Enter the library that contains the specified printer output queues.

---

**Note:** You can select **Update (F8)** on this and subsequent windows to update the details already entered, without completing all the company profile windows.

Press Enter to display the Maintain Profile Records System Tailoring window.

## Maintain Profile Records System Tailoring Window

To display this window, press Enter on the Maintain Profile Records Defaults window.

Use this window to define the conditions under which this Customer Returns company will operate. The code and description of the selected company are displayed at the top of the window.

### Fields

#### **System Tailoring:**

##### **Return Note Labels to Print**

Use this checkbox as follows:

Unchecked - Not to print return note labels

Checked - To print return note labels

##### **Goods Received Notes to Print**

Specify whether to print GRNs when you receive returned goods.

Use this checkbox as follows:

Unchecked - Not to print goods returned notes

Checked - To print goods returned notes

##### **Goods Received Labels to Print**

Use this checkbox as follows:

Unchecked - Not to print goods received labels

Checked - To print goods received labels

##### **Only Allow Credit If Goods in Stores**

Use this checkbox as follows:

Unchecked - To allow returned goods to be credited, whether they are booked into [goods inwards](#), [inspection](#) or [stores](#)

Checked - To allow returned goods to be credited only when they are booked into [stores](#)

##### **Blank Customer after Return Entry**

Select one of the following:

No (0) - To retain the customer code, [return date](#), return reason, [returns officer](#) and [stockroom](#) details from the previous return note for the entry of subsequent notes

Yes (1) - To blank out the customer code, but retain other details for the entry of successive return notes

Initialise (2) - To blank out all header details for the entry of successive return notes

### **Transport Planning Attached**

Use this checkbox as follows:

Unchecked - To indicate either that Transport Planning is not installed or that Transport Planning should not be used for the collection of returns

Checked - To indicate that returns should be passed to Transport Planning and added to loads for collection

**Note:** *If this field is checked, the Collect Returns flag on the customer's delivery profile in Transport Planning will default to checked (see the Transport Planning product guide).*

### **Allow Transfer/Adjustment Issues from Warehouses**

Use this checkbox as follows:

Unchecked - Not to allow the issue of transfers or adjustments from [warehouses](#)

If you leave this field unchecked, you will be unable to process [warehouse](#)-controlled [items](#) in the active company.

Checked - To allow the issue of transfers and adjustments from [warehouses](#)

Check this field if you intend to process [warehouse](#)-controlled [items](#).

Press Enter to display the Maintain Profile Records Numbering window.

## Maintain Profile Records Numbering Window

To display this window, press Enter on the Maintain Profile Records System Tailoring window.

Use this window to define the document number ranges for return notes, goods received notes (GRN) and [reject notes](#). The code and description of the selected company are displayed at the top of the window.

### **Fields**

#### **Return Numbering**

##### **Automatic Return Numbering**

Use this checkbox as follows:

Unchecked - To enter return note numbers manually

Checked - To create return note numbers automatically

##### **Start Number**

If you want to use automatic return note numbering, enter the first number in the range.

**Ending**

If you want to use automatic return note numbering, enter the last number in the range.

**Last Return Number Used**

This is the number of the most recent return note generated, if you have requested automatic [return numbering](#). You are advised not to amend this number once you start producing return notes for the company, to avoid duplicate [return numbers](#) being generated.

**Return Number Prefix**

Specify the character that you want to use as a prefix for return note numbers.

**Goods Received Note Numbering****Automatic Goods Received Notes Numbering?**

Use this checkbox as follows:

Unchecked - To enter goods received note numbers manually

Checked - To create goods received note numbers automatically

**Start Number**

If you want to use automatic goods received note numbering, specify the first number in the range.

**Ending**

If you want to use automatic goods received note numbering, specify the last number in the range.

**Last GRN Number Used**

This is the GRN number of the most recent goods received note generated, if you have opted for automatic numbering. You are advised not to amend this number once you start producing goods received notes for the company, to avoid duplicate numbers being generated.

**Reject Note Numbering****Reject Notes to Print?**

Use this checkbox as follows:

Unchecked - Not to print [reject notes](#)

Checked - To print [reject notes](#) automatically

**Start Number**

If you want to print [reject notes](#), specify the first number in the range of [reject notes](#) to be printed.

**Ending**

If you want to print [reject notes](#), specify the last number in the range.

### **Last Reject Note Number Used**

This indicates the number of the most recent [reject note](#) generated, if you have requested automatic numbering. You are advised not to amend this number once you start producing [reject notes](#) for this company, to avoid duplicate [reject note](#) numbers being generated.

Press Enter or select **Update (F8)** to update the details for all windows in the company profile.

## Copy Company [2/CRU]

Use this task to create a new company based on an existing Customer Returns company.

The existing and new companies must both have been defined within Inventory Management.

## Copy Company Selection Window

To display this window, select the Copy Company task.

Use this window to select an existing company to copy for the new company.

### **Fields**

#### **From Company**

Enter the code of an existing Customer Returns company from which to copy details.

Alternatively, use the prompt facility to select from the Company Selection pop-up.

#### **To Company**

Enter the code of a new Customer Returns company to which you want to copy company details. This company must exist in Inventory Management.

Press Enter to display the Copy Company Confirmation window.

## Copy Company Confirmation Window

To display this window, enter your criteria and then press Enter on the Copy Company Selection window.

Use this window to review your selections and to submit the batch job for processing.

You can still change the From company and the To company if required.

Select **Submit (F8)** to submit your job for batch processing.

## Returns Purge [3/CRU]

Use this task to archive historical transaction data from the live application files. In this way you can remove unwanted records and keep potentially large files within the system to a manageable size.

All data removed from transaction files is written to corresponding history files. You can then save these history files to off-line storage and clear them.

The following transaction files are purged by this routine:

- CRP02 - Returns Header
- CRP03 - Returns Lines
- CRP09 - Returns Transactions
- CRP11 - Return Note Text
- CRP60 - Returns Control

The following history files are updated with the purged data:

- CRP02H - Returns Header History
- CRP03H - Returns Lines History
- CRP09H - Returns Transactions History
- CRP11H - Return Note Text History
- CRP60H - Returns Control History

## Returns File Purge Selection Window

To display this window, select the Returns Purge task.

Use this window to enter criteria for the archiving of historical returns transactions.

### Fields

#### **Company Code**

Enter the company for which you want to purge details.

#### **Credited Date**

Enter or select the date before which you want to delete all credited returns from the Customer Returns files.

#### **Expected Date**

Enter or select the expected date of return, before which you want to delete all completed return notes from the Customer Returns files.

Enter this date to purge return notes that do not require to be credited.

Press Enter to display the Returns Purge Confirmation window.

## Returns File Purge Confirmation Window

To display this window, enter your selection criteria and then press Enter on the Returns File Purge Selection window.

Use this window to review your selection criteria and to submit the batch job for processing.

The selected company, company description and purge dates are displayed for confirmation.

Select Submit (F8) to submit the job in batch mode, or select Previous (F12) to re-select the purge criteria.

## Character Definition Maintenance [4/CRU]

Use this task to define large format characters that you want to print on return notes. This allows you to distinguish clearly between return notes for the collection of goods, and despatch notes for the delivery of goods.

The default word to print on the return note is:

C O L L E C T I O N

You can change the default word by maintaining message literal CRL0063 in message file CRMSGF.

## Character Definition Maintenance Window

To display this window, select the Character Definition Maint. task.

Use this window to enter the character that you want to define in large format.

### Fields

#### **Character**

Enter an alphanumeric character that will appear in large format on the return notes.

Press Enter to display the Character Definition Maintenance Detail window.

## Character Definition Maintenance Detail Window

To display this window, enter the character you want to define and then press Enter on the Character Definition Maintenance window.

Use this window to create the large format characters that you want to print on return notes.

**Fields****Character**

This field displays the character that you entered in the previous window.

**Grid Lines 1 to 5**

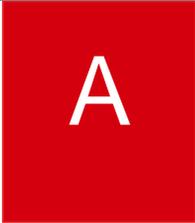
Use the grid lines to design your selected character.

Press Enter to update the character definition.



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# Appendix A Glossary

A

## **Authorisation**

The process of approving requests to return goods, which allows the return note to be printed for collection, and receiving to take place

## **Catchweight**

For most businesses, an [item](#) is bought, stocked, ordered, discounted, picked, priced and sold by the quantity of the [item](#). This is known as the primary unit of measure and is available to all companies. However, some businesses price and sell by another unit of measure, for example, a weight. This is known as the secondary unit of measure. A company that uses [Catchweight](#) can use both primary and secondary units of measure.

## **Collection Address**

The customer address from where you collect the returned goods

## **Collection Instructions**

Information regarding the pick-up of returned goods, which is printed on the return note

## **Customer Return Reference**

The reference number by which the customer recognises a particular return

## **Goods Inwards**

An area of the [warehouse](#) or [stockroom](#) reserved for the storage of goods immediately after unloading

## **Goods Returned Note (GRN)**

A document, printed within this application, which provides details of the returned goods received in a particular shipment

## **IN Currency**

A European currency that is linked to the EURO currency with a fixed exchange rate

## **Inspection**

An area of the [warehouse](#) or [stockroom](#) reserved for checking the quality of returned goods

## **Item**

The Inventory code for the returned product

## **Job Number**

A user-defined code, associated with a return, representing a reference number for work to be undertaken on the returned goods

**Original Invoice**

The Sales Order Processing reference number for the invoice associated with the original despatch of goods

**Receipt Date**

The actual receipt date of the returned goods

**Receipt Point**

The [warehouse](#) or [stockroom](#) area into which you receive the returned goods, for example, [Goods Inwards](#), [Inspection](#) or [Stores](#)

**Receiving Address**

The address where you will receive returned goods, normally a [warehouse](#) or [stockroom](#)

**Reject Note**

A document printed within this application, to accompany goods back to the customer when you reject the return (for example, when the customer has damaged the product)

**Request Date**

The date when the request to return goods was received from the customer

**Return Date**

The expected date of receipt of returned goods

**Return Number**

The application reference for a customer return

**Returns Officer**

The person responsible for the administration or [authorisation](#) of the return

**Stockroom**

The Inventory Management stockroom into which you will receive the returned goods

**Stores**

A generic term for [warehouse](#) or [stockroom](#)

**Warehouse**

A [stockroom](#) that you have defined to the Warehousing application