



Infor System21 Style Customer Returns

Product Guide

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Contents

- About this guide..... 7**
 - Intended audience 7
 - Related documents..... 7
 - Contacting Infor..... 7

- Chapter 1 Overview 9**
 - Introduction 9
 - Relationship to Other Applications 10
 - Configuring the Application..... 11
 - Maintenance Options..... 11
 - Processing 12
 - Creating Return Notes..... 12
 - Returns Receiving 14
 - Credit Note Creation..... 15
 - Enquiries 15
 - Outstanding Return Searches 15
 - Return Details 16
 - Financial 16
 - Reports..... 16
 - Actions 16
 - Status Reports 16
 - Audit..... 17
 - Implementation Procedure 17

- Chapter 2 Maintenance..... 19**
 - Returns Officers [1/STCRM]..... 19
 - Returns Officer Maintenance Selection Window..... 19
 - Returns Officer Maintenance Details Window 20
 - Collection Instructions [2/STCRM]..... 21

Collection Instructions Maintenance Selection Window	21
Collection Instructions Maintenance Details Window	21
Receiving Addresses [3/STCRM]	21
Receiving Address Maintenance Selection Window.....	22
Receiving Address Maintenance Details Window.....	22
Report by Returns Officers [21/STCRM].....	22
Report by Collection Instructions [22/STCRM].....	23
Report by Receiving Addresses [23/STCRM]	23
Chapter 3 Processing.....	25
Returns Entry [1/STCRP].....	26
Returns Entry Header Window.....	26
Return Note Entry Invoice Enquiry Window	29
Return Note Entry Invoice Enquiry (Line Details) Window	30
Return Note Entry Line Details (Matched) Window	31
Return Note Entry Line Details (Unmatched).....	33
Line Text to Print on Return Pop-up.....	35
Return Note Entry Completion Options Window.....	35
Returns Amendment [2/STCRP]	37
Returns Amendment Selection Window.....	37
Returns Amendment Header Window.....	37
Return Line Amendment Details Window (Matched).....	40
Return Line Amendment Details Window (Unmatched)	41
Returns Authorisation [3/STCRP].....	43
Return Authorisation Selection Window.....	43
Return Authorisation Detail Window	44
Print Select Pop-up.....	44
Returns Receiving [4/STCRP].....	45
Returns Receiving Selection Window	45
Receipt Window.....	46
Outstanding Returns by Item Window.....	46
Customer Outstanding Returns Window.....	47
Receipt Details Window.....	47
Multiple Lot Entry Pop-up	50
Returns Scrap or Adjust [5/STCRP]	50
Returns/Scrap/Adjustment Entry Window	50
Returns/Scrap/Adjustment Entry Details Window.....	51

Returns Transfer [6/STCRP]	54
Transfer Goods Location Selection Window	54
Transfer Goods Location Details Window	55
Create Credit Note [7/STCRP]	56
Credit Notes Selection Window	57
Credit Notes Select Return Note Window	57
Credit Notes Header Window	58
Credit Notes Line Details Window	61
Price Override Pop-up	62
Maintain Text Pop-up	63
Credit Notes Customer Details Window	63
Credit Notes Charges and Refunds Window	64
Text Maintenance	66
Chapter 4 Enquiries	68
Enquire on Returns by Item [21/STCRP]	68
Returns by Item Selection Window	68
Returns by Item Detail Window	69
Enquire on Returns by Customer [22/STCRP]	70
Returns by Customer Selection Window	70
Returns by Customer Detail Window	70
Enquire on Returns by Return [23/STCRP]	72
Returns by Return Number Selection Window	72
Return Summary Enquiry Window	72
Return Line Status Window	75
Line Receipts Window	76
Enquire on Returns by Job [24/STCRP]	77
Returns by Job Number Selection Window	77
Outstanding Returns by Job Number Detail Window	77
Enquire on Returns by Officer [25/STCRP]	78
Returns by Returns Officer Selection Window	79
Returns by Returns Officer Detail Window	79
Enquire on Credit Notes [26/STCRP]	80
Credit Enquiry Selection Window	80
Credit Enquiry Detail Window	80
Credit Enquiry Line Detail Window	81
Credit Enquiry Further Details Window	82

Mark For Details Enquiry Pop-up	82
Credit Enquiry Charges Pop-up	82
Chapter 5 Reports	85
Print Returns Notes [1/STCRR].....	85
Return Note Print Selection Window.....	86
Return Note Print Confirm Window	87
Print Goods Received Notes [2/STCRR].....	87
Returns Amendment Audit [3/STCRR].....	87
Returns Expected [4/STCRR].....	88
Returns Expected Report Window	88
Receipts and Adjustments [5/STCRR]	88
Receipts and Adjustments Report Window.....	88
Receipts Not Credited [6/STCRR].....	89
Returns Commitment [7/STCRR]	89
Returns Commitment Report Window.....	89
Chapter 6 Utilities	91
Maintain Company Profile [1/STCRU].....	91
Maintain Profile Records Selection Window	91
Maintain Profile Records Defaults Window	92
Maintain Profile Records System Tailoring Window	93
Maintain Profile Records Numbering Window	94
Copy Company [2/STCRU]	96
Copy Company Selection Window.....	96
Copy Company Confirmation Window	96
Returns Purge [3/STCRU]	96
Returns File Purge Selection Window.....	97
Returns File Purge Confirmation Window	97
Character Definitions Maintenance [4/STCRU].....	98
Character Definition Maintenance Window.....	98
Character Definition Maintenance Detail Window.....	99
Appendix A Glossary.....	101

About this guide

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

Intended audience

The guide is intended for any users of the STCR Style 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.

If we update this document after the product release, we will post the new version on this Web site. We recommend that you check this Web site periodically for updated documentation.

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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 can 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 via 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 can 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 you are 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 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 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 in a company profile.

The primary information maintained in the company profile is:

- Defaults for Returns Entry and Returns 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](#) can be assigned the capability to authorise returns. If so authorised, he/she can 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, 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 in the company profile.

The code entered can 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

While 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 you are 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 can 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 cannot exceed the quantities originally invoiced.

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

The expected [return date](#), [job number](#) and department for the [items](#) are defaulted from the header values, but can 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](#) can be entered directly.

The returned goods can 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](#) can subsequently be moved from their original receipt location using the Returns Transfer task.

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

The entry of batch and lot 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 can be updated at the receiving stage.

The Goods Returned Note (GRN) can be printed if required. GRN numbers can be automatically generated. This option is controlled by the appropriate parameter set in the company profile.

Once goods have been received, the following facilities within the application can 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 via the Returns Entry task.

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 can 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 via 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 can be entered, reviewed and amended.

Charges and charge refunds to the customer can 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 task.

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, goods returned notes and labels are made 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 Return Notes
- Print Goods Returned Notes/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 guide 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.

This section covers the tasks that you use to configure and maintain the master files in Customer Returns. You will need to define the following data:

- Returns officers
- Collection instructions
- Receiving addresses

Returns Officers [1/STCRM]

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

To display this window, select the [Returns Officer](#) 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 Officer](#) 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](#), entered on the previous window.

Returns Officer Name

Enter the name of the officer.

Extension Number

You can optionally enter a 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.

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

Collection Instructions [2/STCRM]

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 the Returns Entry or Returns Amendment tasks.

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/STCRM]

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 a 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.

Press Enter to update the details.

Report by Returns Officers [21/STCRM]

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 batch job to produce the report.

Report by Collection Instructions [22/STCRM]

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 batch job to produce the report.

Report by Receiving Addresses [23/STCRM]

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 batch job to produce the report.

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

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 was 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/STCRP]

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.*

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

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

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).

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

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

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)**.

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

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.

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](#) where 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.

Coll. Instr. Code

Enter a code in this field 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 to select from the Invoice Search pop-up, which allows 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 use **Select** against an invoice number in the displayed list, which will move the selected number into the [Original Invoice](#) field. Alternatively, you can use **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.

Customer Reference

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

Charge Back Number

You can optionally enter the charge back number.

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 necessary. 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 re-work that you will need to carry out upon the goods in this return note. You can note alternative information here if necessary. There is an Enquire on Returns by Job task 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 Returns 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. 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 Returns Entry 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 is displayed for each invoice line:

- Invoice line number
- Despatch sequence number
- Item description
- Quantity invoiced
- Unit price
- Net line value
- Date of despatch

Select (Untitled)

Select one of the following:

Select (1) - To select the invoice line for return

Line Details (2) - To view the details of an invoice line before making a selection

Return (9) - To process the line without the ability of using the matrix

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

Functions

Further Detail (F13)

Use this to display further details of the invoice.

Values in Base Currency (F14)

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

Process Selections (F15)

Use this to retrieve the selected invoice lines to appear on the return note. The matrix window will be displayed to allow SKU quantities to be entered for each return line. The Return Note Line Entry window will be displayed.

Return All (F17)

Use this to populate all the lines on the invoice with 9. This means that the whole invoice can be credited when **Process Selections (F15)** is taken without the need to view the matrix for any of the individual lines.

Header Text (F21)

Use this to display the Header Text pop-up.

Select All (F22)

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

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

Return Note Entry Invoice Enquiry (Line Details) Window

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

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

Functions

Process Selections (F15)

Use this to retrieve the selected invoice lines to appear on the return note. The matrix window will be displayed to allow SKU quantities to be entered for each return line. The Return Note Line Entry window will be displayed.

Header Text (F21)

Use this to display the Header Text pop-up.

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

Return Note Entry Line Details (Matched) Window

To display this window, use Select against the lines you wish to match and then select **Process Selections (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. The return note reference number and the customer's name are displayed at the top of the window.

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

Fields

Line

This field displays the return note line number.

Item

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

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 (Untitled)

This field displays 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.

Exp 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.

Reason (Untitled)

This displays a reason code to indicate the reason why this line is to be returned. The default reason code is the one entered in the return header, but you can amend it for individual return note lines.

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 re-formatted into multiple unit form (if applicable).

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 (F15)

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 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.

Fields

Table

Line

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

Item

This field displays the [item](#) to be returned.

Quantity

This field displays the quantity of the [item](#) to be returned by the customer.

UoM

This field displays the unit in which the quantity is expressed.

Exp Date

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

Job Number

This field displays the [job number](#) associated with this line in the return note.

Department

This field displays the code of the department responsible for this return line.

Reason

This field displays a code to indicate the reason why the line is to be returned.

Input Fields

Item

To create a return note line, enter the code of an [item](#) that the customer is returning.

Quantity

Enter the quantity of the [item](#) being returned. The matrix window will be displayed to allow SKU quantities to be entered for each return line.

Indvd Unit

Customer Returns allows entry of a quantity in the individual unit of measure.

Use this checkbox as follows:

Unchecked (default) - If the issue unit of measure is to be used

Checked - If the converted figure held against the product in Inventory is to be used to convert the quantity back to issue units

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

Expected Ret 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](#) on the Returns Entry Header window, 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 on the Returns Entry Header window.

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 re-work required upon the goods returned on this line. You can note alternative information here if necessary. An Enquire on Returns by Job is available. The [job number](#) defaults to the one that you entered on the Returns Entry Header window.

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 necessary. The department defaults to the one that you entered on the Returns Entry Header window.

Reason

You can amend the code that describes the reason why the goods for this line are being returned.

Options

You use these only when you have entered one or more lines for a new return note. You can select a line for amendment, and enter or amend line text that will print on the return note.

Amend

Use this to maintain line details. This also calls the matrix window to allow SKU quantities to be amended.

Details of the selected line are brought to the bottom of the window for amendment.

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 re-display the Returns Entry Header window, to enter the next return note.

Update and Options (F8)

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

Reselect Line (F12)

This is only available if you enter **1** against a return note line. Use this to select another return note line for amendment.

Cancel Line (F13)

This is only available if you enter **1** 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.

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.

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, via the 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 notes in batch mode, during the next print run

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

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

Do You Wish to Enter Further Returns?

Use this checkbox as follows:

Unchecked - To exit returns note entry

Checked - To return to the Returns 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/STCRP]

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

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

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

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

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.

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 on 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. 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](#) maintenance 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 define standard [collection instructions](#) in the [Collection Instructions](#) maintenance task.

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 for re-printing during the next batch printing run

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

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.

You can 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

Checked - To amend individual return note lines

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 necessary.

Cust Ref

This field displays the customer's reference number (if one exists), which you can amend.

Charge Back Number

This field displays the charge back number (if one exists), 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 re-work needed on the goods included on this return.

Note: You can enter alternative information here if necessary. There is an Enquiry on Returns by Job task.

Functions**Receiving Address (F13)**

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

Collection Address (F14)

Use this to enter or amend the [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 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 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.

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.

Exp 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 line, the default value is taken from the return note header.

Item Description (Untitled)

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

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.

Options

Amend

Use this to amend the line; the matrix will be displayed to allow changes at SKU level.

Text

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

Functions

Invoice Enquiry (F7)

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, select Amend against a line on the Returns Amendment Header window.

Use this window to enter return note line details for a return note not matched to 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

Table

Line

This field displays the return note line number.

Item

This field displays the [item](#) to be returned.

Quantity

This field displays the quantity of the [item](#).

UoM

This field displays the unit in which the quantity is expressed.

Exp Date

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

Job Number

This field displays the [job number](#) associated with the return note line.

Department

This field displays the department associated with the return note line.

Description

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

Reason

This field displays a code indicating the reason why this line is to be returned.

Input Fields**Quantity**

You can amend the quantity of the specified [item](#) to be returned.

Indvd Unit

Customer Returns allows entry of a quantity in the individual unit of measure.

Use this checkbox as follows:

Unchecked (default) - If the issue unit of measure is to be used

Checked - If the converted figure held against the product in Inventory is to be used to convert the quantity back to issue units

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

Expected Ret Date

Enter or amend the date on which you expect to receive the goods from the customer. This field defaults to the date entered in the return note header and must not be earlier than the return [request date](#).

Job Number

You can enter or amend the [job number](#) associated with this return line. Use this to assign a unique reference number for any re-work that you will need to carry out on the returned goods. There is an Enquire on Returns by Job task. The [job number](#) defaults to the one entered in the return note header.

Department

You can enter or amend the department associated with this return line. Use this to note the departments or sections of the company responsible for different types of customer returns. The department defaults to the one entered in the return note header.

Reason

You can amend the code for the reason why this line is to be returned.

Options**Amend**

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

Text

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

Functions

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/STCRP]

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.

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 the reference 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

Return

This field displays the reference number of the return note.

Customer

This field displays 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.

Options

Select

Use this against each return that you want to authorise.

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, use 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 printing options 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 then press Enter. This will submit the return note for printing (unless you entered 0).

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

Returns Receiving [4/STCRP]

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](#).

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 or batch numbers when receiving items that are subject to lot or batch control.
- Labels will be printed for received goods, if you have specified this in the company profile.

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

Use this to 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 a [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 window, [Inspection](#) Receipt window or [Stores](#) Receipt window. 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 select either the Returns by [Item](#) or the Returns by Customer function to aid selection.

Item

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

Customer

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

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, enter an [item](#) and then 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, enter a customer and then 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 and then press Enter on the Receipt window.
- Select a return note and then press Enter on the Outstanding Returns by Item window.
- Select a return note and then press Enter on the Customer Outstanding Returns window.

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.

Fields

Table**Ref**

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 Qty

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

UoM

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

Return Qty

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.

Due

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

Item Description

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

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. This then triggers the matrix to add each SKU quantity as required.

Indvd Unit

Customer Returns allows entry of a quantity in the individual unit of measure.

Use this checkbox as follows:

Unchecked - (default) - To use the issue unit of measure

Checked - To use the converted figure held against the product in Inventory to convert the quantity back to issue units

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

Complete

When receiving less than the total outstanding quantity for a return note line, you can specify whether or not you wish to consider the line as completely received. This will enable you to close the return line, if you do not expect to receive any more goods against it.

Enter one of the following:

0 or blank - If the line is not complete and more goods are expected

1 - If the line is complete, no more goods are expected and no further receipts will be allowed for this line

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).

Options

Text

Use this to display the Line Text to Print on Return pop-up.

Receive

Use this to receive the whole quantity from the line.

Functions

Receive Whole Return (F8)

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

Amend (F14)

Use this to go through to order amend to either add new lines, change existing lines or delete lines.

Note: Additions, changes and deletions at the time of receipt are controlled by fields in the Customer Returns company profile, which allow [authorisation](#) where the fields are checked.

Press Enter to receive the selected [items](#), or select **Receive Whole Return (F8)** to receive the whole return.

Multiple Lot Entry Pop-up

To display this pop-up, press Enter on the Receipt Details window.

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 Number

Enter the required lot reference.

Quantity

Enter the quantity returned of each lot.

Enter the required lot references and quantities and then press Enter to return to the Receipts Detail window.

Returns Scrap or Adjust [5/STCRP]

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 dependant upon the reason code entered against each transaction.

Warehouse Returns

If you have set the Allow Adjustments and Transfers to Warehousing field to **1** on the Customer Returns company profile, you can adjust and transfer stock from a Warehouse.

Returns/Scrap/Adjustment Entry Window

To display this window, select the Returns/Scrap/Adjustment Entry 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 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

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.

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 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 inventory unit of measure.

Loc

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

Description (Untitled)

This field displays the description of the style.

Traceability Reference

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

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.

Indvd Unit

Customer Returns allows entry of a quantity in the individual unit of measure.

Use this checkbox as follows:

Unchecked (default) - If the issue unit of measure is to be used

Checked - If the converted figure held against the product in Inventory is to be used to convert the quantity back to issue units

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

Reason Code

Enter a code for the reason why the goods were rejected. You set up reason codes in the inventory descriptions file under major type SCRC.

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

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.

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.

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.

Press Enter. The Rejection Quantity Entry pop-up is displayed for you to break down the quantities on the matrix. Press Enter to confirm the quantities and then select **Exit (F3)** to leave the task.

Returns Transfer [6/STCRP]

Use this task to record the transfer of products from one location ([receipt point](#)) to another

When goods are transferred in or out of [stores](#), stock balances are adjusted and Inventory movement 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.

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 the location, from which you want to transfer goods:

[Goods Inwards](#) (1)

[Inspection](#) (2)

Stock (3)

To

Select the location to which you want to transfer goods:

[Goods Inwards](#) (1)

[Inspection](#) (2)

Stock (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 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.

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.

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.

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

Ref

This field displays the reference number of the line.

Item/GRN

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.

Date

This field displays the date on which you received the line.

Quantity/UoM

These fields display the quantity to be transferred and the chosen unit of measure.

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).

Indvd Unit

Customer Returns allows entry of a quantity in the individual unit of measure.

Use this checkbox as follows:

Unchecked (default) - If the issue unit of measure is to be used

Checked - If the converted figure held against the product in Inventory is to be used to convert the quantity back to issue units

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

Options

Transfer

Use this to transfer the goods to the location specified.

Text

Use this to enter text against a line.

For more details on text entry, refer to the Text Maintenance section.

Functions

Transfer All (F8)

Use this to transfer all [items](#) received against the GRN (goods received note) to another location.

Either 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 [7/STCRP]

Use this task to create a credit note for the products 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).

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.*

Promotions

Customer Returns issues a warning if any promotional reward items have not been returned at the same time as the qualifying items.

Caution: If the qualifying items and reward items are split on different deliveries and invoices then the warning will not show. This only works if the qualification items and reward items are on the same invoice.

Customer Returns then forces any credit being created to have negative values for these lines, thus effectively charging for the non-returned items.

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](#).

Fields

Customer

Enter the customer code and address to aid the selection of a specific return note to be credited.

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

If you enter only customer and address codes, a list of return notes for that customer and address combination will be displayed.

Customer Return Reference

You can 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

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.

Options**Select**

Use this to select a goods received note for which to create a credit note.

Return Enquiry

Use this to enquire on specific return note details.

Use Select against a return note to display the Credit Notes Header window.

Credit Notes Header Window

To display this window, use Select against a return note 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 Details****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.

Charge Back Number

This field displays the charge back number (if one exists), which you can amend.

Customer Reference

This field displays the customer's reference code for the return note that is to be credited.

Pricing Date

For credits based on original sales invoices, the invoice date is displayed. For credits not based on [original invoices](#), enter a date to enable the correct price list to be accessed when pricing the returned goods for crediting. The default is the current date.

Style Details**Lowest Paid Pricing**

Use this checkbox as follows:

Unchecked - Not to use the lowest selling price

Checked - To retrieve the lowest selling price applicable to the product/customer combination in order to lessen the impact on the company should a credit note be raised in error

Update Commission

Use this checkbox as follows:

Unchecked - Not to update the salesman's commission

Checked - To update the salesman's commission as a result of this credit note

Season

This field displays the season code associated with the return note.

You can use the prompt facility to select from the SESN Season Code pop-up.

Stockroom**Stockroom**

This field displays the code of the [stockroom](#) into which you received the goods for this return.

Price List

This field displays the price list. You can amend this by entering another value.

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

Discount List

This field displays the discount list. You can amend this by entering another value.

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

Cash Discount

If the credit is based on 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 necessary.

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 necessary.

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 enter a despatch method.

Alternatively, use the prompt facility to select from the MODE Despatch Methods pop-up.

Functions

Previous (F12)

Use this if you want to re-select codes or amend entered values.

Payment Detail (F13)

Use this to display the payment details pop-up.

Note: *This is only displayed if an entry is set up in the Inventory Descriptions file under major type TASK.*

Override Currency (F19)

Use this to override the currency details for transactions where currencies are not linked to the Euro.

Press Enter twice to update the details and display the Credit Notes Line Details window.

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 necessary.

You can view the credit lines and the potential charged lines (reward items, if not returned).

Fields

Item

This field displays the code of the [item](#) that you are crediting.

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 on either an invoice or a price list, and you cannot 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.

UoM

This field displays the unit of measure in which the [item](#) price is expressed.

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.

Rsn

This field displays the reason code associated with the return line you are crediting.

Description

This field displays the description of the [item](#) that you are crediting.

Value

This field displays the line value to be credited.

Lot Number

This field displays the lot number for lot-controlled [items](#).

Options**Amend Price**

Use this to amend the [item](#) price for the credit note. The Price Override pop-up is displayed.

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.

Select Trailer (F13) to display the Credit Notes Trailer window for the entry or refund of charges previously made to the customer.

Price Override Pop-up

To display this pop-up, select Amend Price 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 on 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

Item

This field displays the code of the [item](#) that you are crediting.

Price

Enter the fixed price for the [item](#).

Press Enter to update the details.

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

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.

Lin

This field displays the line number of the text.

External Text

This field displays the text.

Functions

Refresh (F5)

Use this to re-enter the text from the beginning.

Select **Update (F8)** 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 can change 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.

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.

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 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.

Alternatively, use the prompt facility to select from the SUNC Sundry Charge Codes pop-up.

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 necessary.

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.

Note: *You must always enter sundry charges as values in inventory descriptions. You cannot use percentages when adding an entry to major type SUNC.*

Description

This field displays the description for the corresponding charge code you have entered or selected, 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.

Tax Rate

This field displays the percentage rate applying to the specified tax code. The tax percentage cannot be amended.

Base Amount

This field displays the value, in the base currency, of the charge.

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.

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 Base 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 base currency.

Credit Total

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 Base Total

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 details.

Select **Complete (F13)** to complete the credit note and assign a credit note reference number. The Credit Notes Selection window is re-displayed, showing the credit note reference number, together with the customer code and name for the credit note just created.

Note: If the customer account is a factored account, the following additional information is written to the invoice header file so the General Ledger posting can be made to alternative account(s) rather than the AR control account.

- Factored invoice flag (This is only set if the suppress post to AR flag is set to Yes (1))
- Factor ID
- Factors Customer ID

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
- Create Credit Note

You can display text using the following enquiry tasks:

- Enquire on Returns by Item
- Enquire on Returns by Customer
- Enquire on Returns by Return
- Enquire on Returns by Job
- Enquire on Returns by Officer
- Enquire on Credit Notes

Chapter 4 Enquiries

4

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 task 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/STCRP]

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.

If you enter a style code, a matrix pop-up will be displayed for you to make selections down to SKU level.

Press Enter to display the Returns by [Item](#) Detail window.

Returns by Item Detail Window

To display this window, enter or select an [item](#) 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](#), but you can change it for a new enquiry.

UOM

This field displays the unit of measure for this [item](#).

Customer

These fields display the customer code 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.

O/S Quantity

This field displays the quantity of the selected [item](#) not yet returned by the customer.

Currency Return

This field displays the currency of the return note, if it differs from the default currency.

Options

Detail

Use this to display the Return Summary Enquiry window.

Text

Use this to view the internal text for the selected return note.

Select Detail against a return note to display the Return Summary Enquiry window.

Enquire on Returns by Customer [22/STCRP]

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 Customer Scan pop-up.

Charge Back Number

You can optionally enter a charge back number to limit the enquiry.

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

Press Enter to display the Returns by Customer Detail window.

Returns by Customer Detail Window

To display this window, enter or select a customer and select the level of detail you require 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 the customer code you selected but you can change it for a new enquiry.

All/Outstanding

This field displays the selection you made on the previous window. You can change this if necessary.

Charge Back Number

This field displays the charge back number you entered, if any.

Phone

This field displays the contact telephone number for the customer.

The customer's name is displayed in the field to the right of this.

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.

Customer Reference

This field displays the customer's reference for the return note, if applicable.

Original Invoice

This field displays the invoice number, if the return was based on an invoice.

Potential Credit

This field displays the potential credit value.

Job Number (Untitled)

This field displays the [job number](#), if applicable.

Options

Detail

Use this to display the Return Summary Enquiry window.

Text

Use this to display the internal text for the selected return note.

Select Detail against a return note to display the Return Summary Enquiry window.

Enquire on Returns by Return [23/STCRP]

Use this task 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 tasks:

- Enquire on Returns by Item
- Enquire on Returns by Customer
- Enquire on Returns by Job
- Enquire on Returns by 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 and then press Enter on the Returns by [Return Number](#) Selection window or select Detail against a return note on any of the other return enquiry detail windows.

Use this window to view the details of the selected return note.

Fields

Return

This field displays the return note number you selected on the previous window, but you can enter another return note for a new enquiry.

Customer

These fields display 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.

Charge Back Number

This field displays the charge back number, if applicable.

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, if applicable.

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.

Table**Line**

This field displays the individual return note line number.

Item

This field displays the code of the returned [item](#).

Return Rec'd

This field displays the quantity of the returned [item](#).

Out/s Crd'd

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 can be from the original sales invoice or the specified price list, and may have been amended manually during the credit note process.

Job Number (Untitled)

If a [job number](#) was entered in the return note header, it is displayed in this field.

Received (Untitled)

This field displays the quantity already received for this return note line.

Credited (Untitled)

This field displays the quantity of [items](#) on the return note line for which credit notes have been raised.

Return Reason Code (Untitled)

If a return reason code was entered in the return note header, it is displayed in this field.

Expected Return Date (Untitled)

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

Description (Untitled)

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

Options**Text**

Use this to display the return line text on the Line Text to Print on Return pop-up.

Status

Use this to display the current location of quantities on this return line on the Return Line Status window.

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 on the Line Receipts window.

Return

Use this to display the Return Quantity pop-up.

Received

Use this to display the Receipt Quantity pop-up.

Outstanding

Use this to display the Outstanding Quantity pop-up.

Credited

Use this to display the Credited Quantity pop-up.

Functions

Credit Note Enquiry (F14)

Use this to drill down to the Credit Note Enquiry to show the details of the credit note generated from a return note.

Select an option to display the relevant pop-up or window.

Return 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

Invtry Units/Return Units (F11)

Use this to toggle the display between the receiving unit of measure and the stock 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.

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 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.

Unit

This field displays the unit of measure for the quantity received.

Loc

This field displays the location at 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.

Credit Note

This field displays the credit note number, if applicable.

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.

Description (Untitled)

This field displays the colour and size.

Functions**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/STCRP]

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 Returns Entry or in Returns 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 re-work 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](#).

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

Job Number

This field displays the selected [job number](#). You can change this to view return details for another [job number](#).

Customer

These fields display the customer code and address code for the return.

Return

This field displays the return note reference number.

Item

This field displays the [item](#) on the return note line.

Ret. Date

This field displays the [request date](#) of the return note.

Return Qty

This field displays the quantity of the [item](#) on the return note line.

UOM

This field displays the unit of measure in which the quantity returned is expressed.

Exp Date

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

O/S Quantity

This field displays the quantity of the selected [item](#) not yet returned by the customer.

Options

Details

Use this to display the Return Summary Enquiry window.

Text

Use this to display the return line text.

Select Detail against a return note to display the Return Summary Enquiry window.

Enquire on Returns by Officer [25/STCRP]

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 officer](#) or enter a returns office code 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](#) code 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. You can change this to enquire on a different [returns officer](#). The name is displayed in the field to the right of this.

Tel. Extension No.

This field displays the internal telephone extension number for the selected [returns officer](#).

Customer

These fields display 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.

Ret. Date

This field displays the [request date](#) of the return note.

Ret. Qty

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.

Exp Date

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

O/S Qty

This field displays the quantity of the [item](#) not yet returned by the customer.

Options

Detail

Use this to display the Return Summary Enquiry window.

Text

Use this to view the internal text for the selected return note.

Select Detail against a return note to display the Return Summary Enquiry window or select Text to view the internal text for the return. Select **Exit (F3)** to leave the task.

Enquire on Credit Notes [26/STCRP]

Use this task to enquire on credit notes raised against returned goods.

Credit Enquiry Selection Window

To display this window, select the Enquire on Credit Notes task.

Use this window to enter the credit note number on which you want to enquire.

Fields

Size Sys

Optionally, enter the size system on which you want to enquire.

Alternatively, use the prompt facility to select from the SIZS Size System (Type) pop-up.

Credit

Enter the credit note number on which you want to enquire.

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](#).

Matrix

Use this to display the matrix for the [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.

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.

Int. Text (F21)

Use this to display the Internal Text pop-up, where you can view the [item](#) text that is for internal use only.

Ext. Text (F22)

This displays the External Text pop-up, where you can view the [item](#) text that is for external use.

Use Select against a line to display the Credit Enquiry Line Detail window.

Credit Enquiry Line Detail Window

To display this window, use Select against a line on the Credit Enquiry Detail window.

Use this window to view [item](#) details for the selected line.

The credit note number, the [return number](#), the currency of the credit note, the currency rate and the 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.

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

Restart (F15)

Use this to re-start the query and to select a new credit note for display.

Mark For (F16)

Use this to display the Mark For Details Enquiry window.

Charges (F19)

Use this to display charges applied to the whole credit note.

Mark For Details Enquiry Pop-up

To display this window, select **Mark For (F16)** on the Credit Enquiry Further Details window.

Use this pop-up to view any mark for details that are available. If no details exist, a message will be displayed.

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.

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 Notes [1/STCRR]

This task prints or re-prints authorised return notes.

You can print returns notes 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 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 processing option and for which batch printing was specified

The reason code and [job number](#) assigned to each return are printed on each 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](#).

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

If this field is left blank, returns notes for all [stockrooms](#) are printed.

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 to 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/STCRR]

Use this task to print the goods received notes for all return receipts made since this task was last invoked. 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.

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

Returns Amendment Audit [3/STCRR]

This report provides an audit trail of all amendments made to return notes, giving before and after images, since this task was last invoked.

There are no selection criteria for this report.

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

Returns Expected [4/STCRR]

This report provides details of goods that you expect to be returned within the selected range of dates. 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/STCRR]

Use this report to provide details of all receipt, scrap and rejection transactions for returned goods within the specified selection criteria. You can print this report as often as required.

Returns and Adjustments Report Window

To display this window, select the Returns and Adjustments task.

Use this window to enter the selection criteria for the receipts and adjustments that you want to include in the report

Fields

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/STCRR]

This report provides details of goods that have been received on return notes and have not yet appeared on credit notes. 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/STCRR]

This report provides an overall picture of task for return notes, including the value of returns per period and the total value of returns. 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

Select **Submit (F8)** to submit the batch job.

Maintain Company Profile [1/STCRU]

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 Maintain 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, 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 the [Receiving Addresses](#) maintenance task.

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 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:

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

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

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](#)

Mandatory Purchase Order Entry at Receipt

Use this checkbox as follows:

Unchecked - If purchase order entry is not mandatory

Checked - If purchase order entry is mandatory

Allow Additions to a Return at Goods Receiving

Use this checkbox as follows:

Unchecked - If additions are not permitted for a return

Checked - If additions can be entered on a return

Allow Changes to a Return Line at Goods Receiving

Use this checkbox as follows:

Unchecked - If changes to a line are not permitted

Checked - If changes to lines can be made

Allow Deletion from Return at Goods Receiving

Use this checkbox as follows:

Unchecked - If deletions are not permitted

Checked - If deletions are permitted

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 field displays 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 field displays 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/STCRU]

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 necessary.

Select **Submit (F8)** to submit your job for batch processing.

Returns Purge [3/STCRU]

Use this utility 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 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 **Re-select (F12)** to re-select the purge criteria.

Character Definitions Maintenance [4/STCRU]

Use this utility 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 Maintenance 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

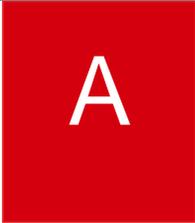
This displays the character that you entered in the previous window.

Grid Lines 1 to 5

Use the grid lines to design your selected character.

Press Enter to update the character definition.

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

Collection Address

The customer address from which 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 style

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 Style 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 at which 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 on which 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 Style 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 Style Warehousing application