Returns and Credit Management

Release 8.6.4 (Eterm)

Legal Notices

© 2008 Activant Solutions Inc. All rights reserved. Unauthorized reproduction is a violation of applicable laws. Activant and the Activant logo are registered trademarks and/or registered service marks of Activant Solutions Inc. in the United States and other countries. Activant Eclipse is a trademark and/or service mark of Activant Solutions Inc. All other trademarks or service marks are the property of their respective owners and should be treated as such.

Activant® Eclipse™ 8.6.4 (Eterm) Online Help System

This online help system, as well as the software described in it, is provided under license and may be used only in accordance with the terms of the license. The content provided is for informational use only and is subject to change without notice. Activant Solutions Inc. assumes no responsibility or liability for any errors or inaccuracies that may be included in this documentation.

Publication Date: December 5, 2008

Table Of Contents

Sales Management Overview

Use Eclipse to manage every aspect of a sale, from the moment it is quoted until the day it is invoiced.

Flexible Searching

Look up customers, vendors, transactions, and products by virtually any identifier.

- Find customers and vendors by any part of a company name, phone number, or keyword.
- Find transactions by order number, product, customer PO number, or shipping address.
- Find products by UPC number, product description, size, color, or manufacturer.

Numerous Product Entry Options

When entering products on sales orders, change your screen view to see any number of details about order items. Create non-stocks, access substitute and add-on products, or add recently ordered products to the current order. Robust product and pricing information are a keystroke away. Real-time inventory accuracy helps order writers fulfill inventory commitments, increasing customer satisfaction.

Bid Management

Use bid management features to create and copy bids, subtotal and reprice bid items, and convert bids into orders. Follow up on bids by creating bid reminders and reviewing bids that have not been converted into orders.

Management of Everyday Events

Use the system to handle everyday occurrences, like credit denials, product returns, credit and rebill transactions, and warranty tracking. Use reporting options to track trends in these areas, and reprint needed documents at will.

Quick Access to Related Features

Hot keys throughout order entry provide instant access to product features, discounts, shipment history, pricing information, and accounts receivable balances. You can schedule blanket orders, conduct credit checks, review order commitments, and check inventory availability at other locations.

Payment and Credit Management

Review invoices or orders before sending them to your customers, print consolidated invoices, and review invoices that match the criteria you specify. Monitor a customer's credit status at every stage of the order, and establish credit, past-due, and per-order limits as you like.

© 2008 Activant Solutions Inc. All rights reserved.

Operational Excellence

Use management tools to examine sales trends and to list orders that meet the criteria you specify. Uncover issues that impact profitability, view changes to orders, track sales sources, and more effectively manage your sales force.

 © 2008 Activant Solutions Inc. All rights reserved.

Returns and Credits Management Overview

Use Return and Credit Management to return products, kits, or nonstock products from your customer. You can run detailed reports, apply credits or rebilled orders, and other tasks.

Use the following topic to assist you in your return and credit management:

- Returning Products
- Verifying Returned Products
- Categorizing Product Returns
- Returning Kits or Kit Components
- Returning Tag-Along Products
- Running the Nonstock Products Returned Report
- Running the Warranty Report
- Adding Warranty Information to Returns
- Running the Detailed Open Credits Report
- Crediting and Rebilling Sales Orders
- Running the Credit Reason Report
- Counter Returns Workflow
- Non-Counter Returns Workflow
- Managing Returned Goods Workflow

© 2008 Activant Solutions Inc. All rights reserved.

Returning Products from Sales Order Entry

Returning products is similar to entering products in Sales Order Entry. If your company requires that products be returned within a certain number of days and that return period has expired, you may need proper authorization to accept the return.

Use the When Creating A Return Order, Use Writer From Original Order control maintenance record to indicate if you want to always use the original order writer. The system logs the change when you update or change the writer on an order.

Note: If the **Exclude SOE Returns From PIL Check** control maintenance record is set to Yes, then return items on a sales order will be excluded from the projected inventory level check at the time of order status change on the Status screen.

To return a product:

1. Create a sales order for the customer returning the product, and display the order's Body screen.
2. In the **Qty/Unit** field, enter the return quantity as a negative amount ("-1" for example).
3. In the **Product Description** field, enter the product.
4. If prompted, choose a Return Type. The Return Goods Verification screen displays.

   Note: You may also be alerted that returning the product affects inventory levels. Press **Y** to continue.

5. In the **Original Sales Order** field, enter the order number.

   Note: If the order number is unknown, use the **Inv Hist** hot key to list recent orders on which the product may have appeared. When the Customer Inventory History Ledger screen displays, select the order on which the product was included and press **Enter**.

6. In the **Return Quantity Type** field, press **F10** and select a return type.

   Note: If you change a direct order that contains return items on it into a regular sales order, the system prompts you to review and change the return type for those items.

7. In the **Reason Code** field, press **F10** and select a reason for the return. If you are required to enter a reason code, you cannot exit the screen without entering one.
8. In the **Restocking Price Fee** field, enter any applicable restocking percentage you want to deduct from the return. The percentage is based on the customer selling price, and the fee displays when you return to the order's Body screen.
9. In the **Return Comments** field, enter any additional explanation needed.
10. Press **Esc** to return to the Body screen.

 © 2008 Activant Solutions Inc. All rights reserved.

Note: If you did not specify an original sales order in the Return Goods Verification screen, the Customer Inventory History Ledger will display. In the list of orders, navigate to the original sales order on which the product was sold and press **Esc**.

11. Enter any additional returns on the Body screen, and then press **Esc** to display the Status screen.

    Note: If any Header screen information is required (such as a customer PO number), the system will display the Header screen first. Make any needed changes and press **Esc** to display the Status screen.

12. Specify an **Order Status**. If you want to approve the return immediately, specify **Pick Up Now** to process the return. If the return needs to be reviewed before credit is issued, specify **Call When Complete**.

    Note: If the return needs to be reviewed, you can print a return goods acknowledgment for a non-cash or non-COD customer by entering **Y** in the **Prt** field.

13. Specify a Ship Via, if necessary.
14. Press **Esc** to process the return.

    Note: If this is a cash or COD customer, the Totals screen will display. Enter the payment as a negative amount, and press **Esc** to process the return.

© 2008 Activant Solutions Inc. All rights reserved.

Verifying Returned Products

Whenever you enter a return on a sales order, the system displays the Return Goods Verification screen. Use this screen to enter the information that ties the return to a previous order, and to specify the reason the customer is returning the item.

To verify that a returned product was purchased:

1. From the **Orders** menu, select **Sales Order Entry** to display the Sales Order Entry Body screen.
2. Enter a negative quantity of the product you want to return. The Return Goods Verification screen displays.
3. Use the **Inv Hist** hot key to display the Customer Inventory History Ledger screen.
4. Do one of the following:

If...	Then...
the system does not find an order that contains the selected item	press **Esc** to return to the Return Goods Verification screen. Press **Esc** to display a delete order prompt. Enter **Y** if you are certain you entered the correct product; otherwise, enter **N**. The Sales Order Entry screen displays. Correct the description, if applicable, to re-display the Return Goods Verification screen.
the system finds orders that include the selected item	select the order to use to price the return and press **Esc** to return the order number to the **Original Sales Order** field.

5. In the **Return Quantity Type** field, enter the type of return, if needed.
6. In the **Reason Code** field, enter the reason the customer returned the product.
7. In the **Restocking Price Fee** field, enter a restocking fee percentage you want deducted from the return. The percentage is based on the customer selling price.
8. In the **Return Comments** field, enter any additional information the customer gave you about the reason for the return.
9. Use hot keys, as needed:

To...	Use this hot key...
search for the product serial number, if any	**Ser Search** The Serialized Search screen displays.
add warranty information to the return	**Warranty** The Warranty Information screen displays.
add a standard comment to the return	**Std Cmts** The Standard Comments screen displays. Select a comment and press **Enter** to return it to the Return Comments field.

© 2008 Activant Solutions Inc. All rights reserved.

To...	Use this hot key...
view the vendor's return policy for the item	**Return Policy** The Return Policy screen displays. Note: Return policy messages are set up in Price Line Maintenance.

10. Press **Esc** to return to the Sales Order Entry Body screen. The system includes the comment in the description and populates the next line item with the restocking fee, if any.
11. Continue processing the return.

© 2008 Activant Solutions Inc. All rights reserved.

Categorizing Product Returns

Return quantity types categorize products returned by your customers. For example, you might categorize a returned product as Defective or Over-shipment. Other returned products might have a Review type, meaning the items need to be checked before returning them to stock.

A return type is specified in the **Return Quantity Type** field on the Return Goods Verification screen, which automatically displays when you enter a negative order quantity on a sales order's Body screen. The type also displays in the **Qty Typ** field on the Scheduling screen. Pressing **F10** in either field displays a list of types. Ask how your company uses quantity types.

Code	Type	Indicates...
S	**Stock**	a product available for sale, whether stock or nonstock.
F	**Defective**	a defective or broken product, although it can still be for sale.
O	**Overshipment**	an excess shipment or purchase, flagged for return to the vendor.
E	**Exceptional**	an unusual purchase or sale, not to be used in demand calculations.
R	**Review**	a product requiring inspection or review.
L	**Display**	a sample product, often on display in a showroom. Sales orders indicate when display inventory is available to fill order needs.
T	**Tagged**	a product tied to a branch or vendor procurement.
P	**Procure**	a product in the process of being procured.

Select an F, R, or O type to send the return order to the Return Goods Queue. This queue is monitored by the person responsible for checking in returned items. Once checked in, the appropriate action takes place. This can be issuing the customer a credit invoice, returning the item to a vendor, or creating an inventory adjustment to discard the unwanted item.

Selecting an F, R, or O type also increases an item's quantity on hand — but not the availability. Availability does not increase until the type is changed. This prevents you from selling a defective product to another customer. Select **S** (stock) to simultaneously increase quantity on hand and availability.

> **Note:** Changes made in the Scheduling screen's **Qty Typ** field are not reflected on the Return Goods Verification screen. The Scheduling screen's **Tag/Location** column lists transaction numbers associated with returns having a type of Defective, Overshipment, Review, Display, and Tagged.

 © 2008 Activant Solutions Inc. All rights reserved.

Returning Kits or Kit Components

Use these instructions to accept a return of an entire kit, or to return only certain kit components.

When accepting a return of a full *standard* or *dynamic* kit, you can return the entire kit as one item. When accepting a return of a full *kit-on-the-fly*, you must return the kit's individual components as separate line items.

To return an entire kit:

1. Create a sales order for the customer returning the kit, and display the order's Body screen.
2. In the **Qty/Unit** field, enter the kit return quantity as a negative amount (for example, enter "-1" if one kit is being returned).
3. In the **Product Description** field, enter the kit product.
4. If prompted, verify the returned product kit.
5. Continue processing the return as usual.

To return only certain kit components:

1. Create a sales order for the customer returning the kit components, and display the order's Body screen.
2. In the **Qty/Unit** field, enter the quantity of an individual kit component that is being returned as a negative amount. For example, if a quantity of "1" is being returned, enter "-1".
3. In the **Product Description** field, enter the kit component product.
4. If prompted, verify the returned kit component.
5. Repeat steps 2-4 for each component being returned.
6. Continue processing the return as usual.

© 2008 Activant Solutions Inc. All rights reserved.

Returning Tag-Along Products

When a customer returns parent and tag-along products, you can return all of the tag-along products, or only some.

To return tag-along products:

1. Create a sales order for the returned items and display the order's Body screen.
2. In the **Qty/Unit** field, enter the return quantity as a negative amount (for example, enter "-1" if the customer is returning one parent product along with all, or some, of the parent's tag-along items) and press **Enter**.
3. In the **Product Description** field, enter the parent product and press **Enter**.

   The Returned Tag-Along Items Selection screen displays all of the parent product's associated tag-along items. If you entered a negative amount for more than one parent product (for example, if the customer is returning two or three of the parent product) the screen multiplies the quantities for each tag-along by that number. You can adjust these quantities, as needed.
4. Do any of the following to select the tag-along items you want to return:

To select...	Do this...
all of the tag-along items in the quantities shown	Use the **Select All** hot key. **Note:** If you want to clear your selections and start over, use the **Clear Select** hot key.
only some of the tag-along items in the quantities shown	For each item you want to select, move the cursor to that line item, then type any character and press **Enter**. An asterisk (*) displays in the **S** column for each selected item. **Note:** If you want to clear your selections and start over, use the **Clear Select** hot key.
all of the tag-along items, or just some of the tag-along items, and adjust the actual quantities being returned	Select all, or some, of the tag-along items using the instructions in the two rows above. Then, change the return quantities for any selected item in the **Qty** column.

5. When you are finished designating the tag-along items you want to return, press **Esc** to exit the Returned Tag-Along Items Selection screen.
6. If prompted to select a return type, do so, and then continue processing the return as usual. For more information, see Returning Products.

 © 2008 Activant Solutions Inc. All rights reserved.

Running the Nonstock Products Returned Report

Run the Nonstocks Returned Report to list all the nonstock products that have been returned.

Nonstocks are special-order products that you do not stock, often because the products have a low turnover. The report lets you examine whether certain types of special orders are more troublesome than others. You can also see which order writers are responsible for these nonstock products.

For each nonstock product returned for the specified branch and date range, the report lists:

- Order number, customer name, and order writer
- Gross profit percentage
- Type, quantity, and product description
- Regular price, net price, replacement cost, and gross profit
- Branch, and ship date

To report on nonstock products that were returned:

1. From the **Orders > Reports** menu, select **Nonstock Products Returned**.
2. In the **Br/Tr/All** field, enter the branch or territory for which you want to generate a report. Enter ALL to generate reports for all branches and territories.
3. In the **Start Date** and **End Date** fields, press **F10** and specify the desired calendar date range.
4. Set options, if needed, and generate the report.

© 2008 Activant Solutions Inc. All rights reserved.

Running the Warranty Report

Run the Warranty Report to see information about customer returns of products that are under warranty.

When a customer returns a product under warranty, you must collect certain information to obtain a refund from the manufacturer. You provide the requested information on the Warranty Information screen. The information you provide is stored in a file named UD.WARRANTY, or in a similar user-defined file. You can then use the Report Writer to create the needed reports for sending warranty information to your vendors for reimbursement.

The Warranty Report instructions below are used with the UD.WARRANTY file. Because this report is used with the Report Writer, it does not have the same user interface of other reports. However, the interface lets you customize the report to provide the information your vendors demand. Refer to the Report Writer help topics for more information on using it for custom reports.

To report on products under warranty:

1. From the **Orders > Reports** menu, select **Warranty**.
2. Review the following fields, as needed:

Field	Specifies the report's...
Design ID	name.
Created	creation date.
By	creator.
File Name	data file. This is the file where the report gets its information.
Total Width	width from left to right, counting all characters and spaces.
Title	name, as it appears on the heading for each page.
Sample	maximum number of selected records. This field is optional.

3. In the **Multi Value Pos** field, enter **1** (or the number representing a different subvalue).
4. The UD.WARRANTY file's **Reason for Return Comment** field is multi-valued, so you enter the position of the subvalue you want to include on the report.
5. In the **BLINE** field, enter a product buy line.
6. Use a hot key to finalize the report:

To...	Use this hot key...
print the report	**Print** When prompted, specify the printer you want to use. A copy is also saved to your Hold file.
save the report to your Hold file	**Hold** Hold for later viewing or printing.

© 2008 Activant Solutions Inc. All rights reserved.

To...	Use this hot key...
list print options	**Opts** Use to schedule, fax, add user-defined heading, forward, or send to reporting server.
open the Column Data screen	**Column Data** Refer to the Report Writer topics.
open the Selection Data screen	**Selection Data** Refer to the Report Writer topics.
open the View Notes screen, which shows notes about a report	**Notes**

© 2008 Activant Solutions Inc. All rights reserved.

Adding Warranty Information to Returns

Use the Warranty Information screen to capture the information required to use the warranty on a product being returned. This topic describes the default Warranty Information screen. However, your company may use a custom screen, which was set up to gather specific warranty information that your suppliers require. If your screen does not look like the one described here, see your manager for information about how to use it.

To add warranty information to a return:

1. Begin a return order and display the order's Body screen.
2. Enter a negative quantity of the product you want to return. The Return Goods Verification screen displays.
3. Use the **Warranty** hot key to display the Warranty Information screen.
4. Complete the following fields, as needed, for this warranty:

Field	Description
Order ID	The number that identifies the order from which this product was originally sold.
Ticket #	The manufacturer's warranty number for the product.
End User Name	The name of the person who purchased the product.
End User Address	A location where the user organization may be communicated with in writing.
End User Address	Any additional address information that did not fit on the first Address line, for example, the suite number.
City	The city where the person lives.
Phone Number	The telephone number of the company or individual who is returning the product.
Install Date	The date the product was installed at the job site or customer' s location.
Installed By	The name of the company or individual who installed the product.
Warranty Terms	A description of what the warranty covers.
Reason	The reason the customer is returning the item.

5. Press **Esc** to return to the Return Goods Verification screen, and continue processing the return.

 © 2008 Activant Solutions Inc. All rights reserved.

Running the Detailed Open Credits Report

Run the Detailed Open Credits report to see which customers have a pending credit with your company. Open credits exist because most companies do not issue credit immediately. For example, you may need time to test damaged items, or you may wait until the vendor first gives you credit. You can run this report to list the orders with unresolved credits.

The report includes details on:

- Customers and ship dates.
- Return quantity types.
- Products and quantities.
- Prices and costs.

To report on open credits:

1. From the **Orders > Reports** menu, select **Detailed Open Credits**.
2. If desired, enter a batch identifier in the **Batch ID** field. This lets you report on the group of invoices entered as a batch. An order's Header screen **Batch ID** field shows the ID used.
3. In the **Br/Tr/All** field, enter the branch or territory for which you want to generate a report. Enter ALL to generate reports for all branches and territories.
4. In the **Sort by** field, press **F10** and specify how to sort the report:
   - **Time –** Sorts by invoice date and time.
   - **Customer –** Sorts alphabetically by customer name.
   - **Invoice # –** Sorts by invoice number.
5. Set options, if needed, and generate the report.

© 2008 Activant Solutions Inc. All rights reserved.

Crediting and Rebilling Sales Orders

Use the credit and rebill feature to adjust billing discrepancies on orders. You can create a *credit only*, a *rebill only*, or a *credit and rebill*. You can do any of these for an entire order generation, or for specific line items within an order generation.

> **Note:** You cannot perform a credit/rebill for any orders in your system that were converted from a legacy system (a system prior to running Eclipse).

When creating a credit and rebill for an invoiced order generation, the system verifies your SOE.CLOSED.ORDER.EDIT authorization level to ensure that you are authorized to edit that generation.

> **Note:** You cannot credit and rebill products on a junior order that is associated with a master job bid.

To credit and/or rebill a sales order:

1. Open the sales order.
2. On the Body screen, select the **Cr/Rbl** hot key to display the Credit/Rebill Invoice screen.
3. In the **Enter Option** field, press **F10** and select one of the following:
   - **Both Credit and Rebill**
   - Credit Only
   - Rebill Only
4. Do one of the following:

If you want to...	Select this hot key...
credit and/or rebill the entire generation	**All Line Items**
credit and/or rebill specific line items	**Select Line Items** The Line Item Selection screen displays. Select the items you want to include in the credit and/or rebill and press **Esc**.

5. If prompted to enter a date for the credit/rebill, enter a date and press **Enter**.

   Note: In some cases, you may also be prompted to enter a serial number. Press **Y** to display the Serial Number Entry screen, or press **N** to continue.

 © 2008 Activant Solutions Inc. All rights reserved.

6. Depending on whether you are doing a credit and rebill, a credit only, or a rebill only, do one of the following:

If you are...	Then...
crediting and rebilling	press **Enter** to exit the C/R - Both Credit and Rebill screen and return to the sales order Body screen. **Note:** You may be prompted to enter a Reason Code for the credit. Press **F10** and select a reason. On the Body screen, adjust quantities, products, or prices, as needed, and then process the order as usual.
crediting only	press **Enter** to exit the C/R - Credit Only screen and return to the sales order Body screen. **Note:** You may be prompted to enter a Reason Code for the credit. Press **F10** and select a reason. On the Body screen, verify the negative quantities that now appear and press **Esc** to process the order as usual.
rebilling only	press **Enter** to exit the C/R - Rebill Only screen and return to the sales order Body screen. **Note:** You may be prompted to enter a Reason Code for the credit. Press **F10** and select a reason. On the Body screen, adjust quantities, products, or prices, as needed, and then process the order as usual.

7. If you want to print a credit memo, enter a code in the **Prt** field on the Status screen. For example, if you want to fax a credit memo, enter **F**.
8. Press **Esc** to exit the order.

© 2008 Activant Solutions Inc. All rights reserved.

Running the Credit Reason Report

Use the Credit Reason Report to summarize the credits you have issued for returns, along with the reason codes for those returns. You can run the report for specific locations, customers, employee categories, or employees. In addition to the criteria you select when running the report, the report includes the return codes, line items, total quantities, and dollar amounts associated with each return.

To run the Credit Reason Report:

1. From the **Orders > Reports** menu, select **Credit Reason Report**.
2. In the **Br/Tr/All** field, enter the branch, branches, or territories for which to run the report. Enter **All** to run the report for all locations.
3. In the **Start Date** and **End Date** fields, specify the date range for which to run the report.
4. In the **Select and Sort by** field, specify how you want to select and sort the report. Select **Writer**, **Inside Salesperson**, or **Outside Salesperson**. The default selection is Outside Salesperson.

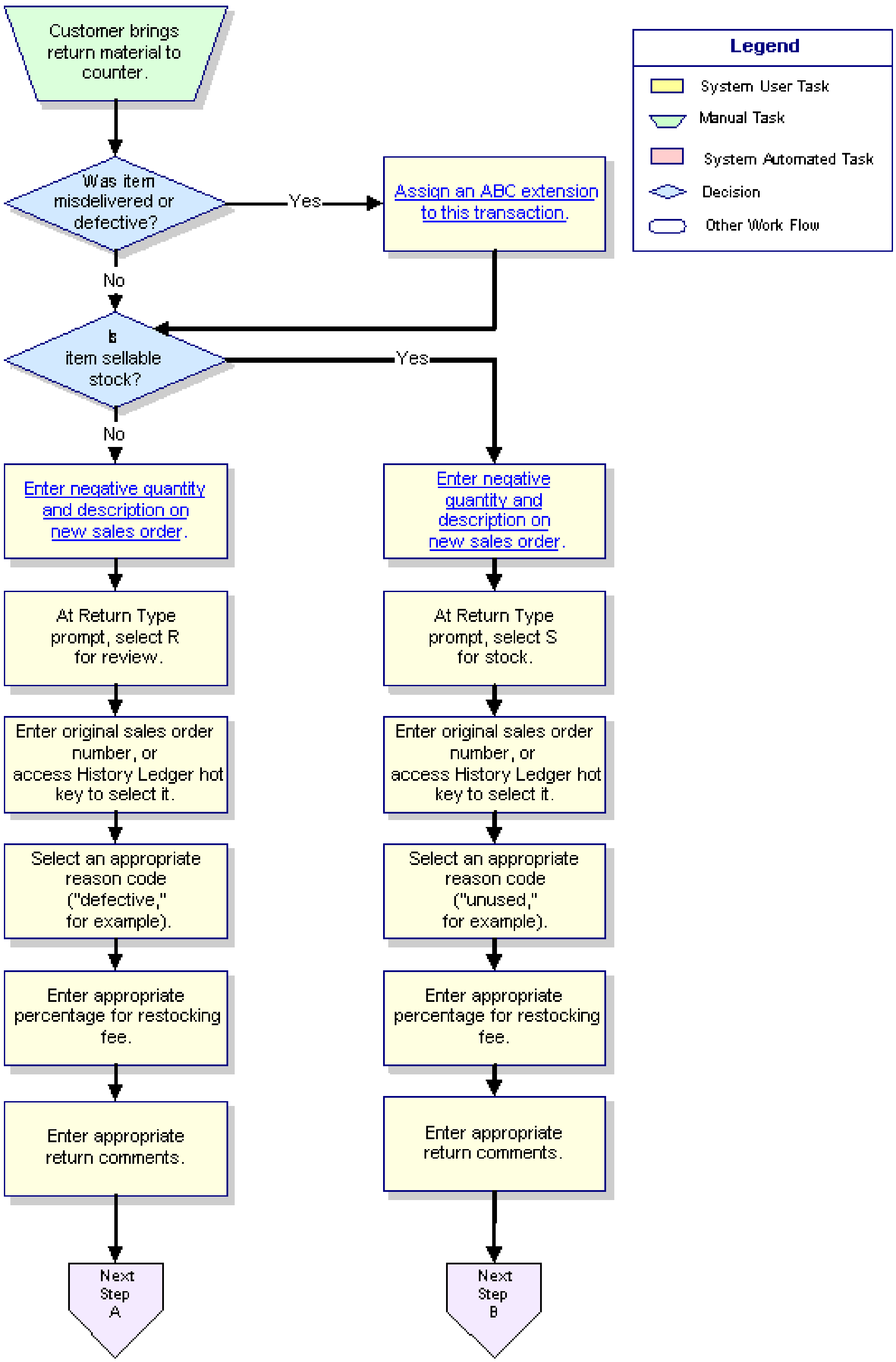
   Depending on your selection, a **Writer**, **Inside Salesperson**, or **Outside Salesperson** field displays. If desired, enter a specific employee to report on, or use the **Multi Items** hot key to select more than one employee.
5. In the **Page Break on Sort (Y/N)** field, enter **Y** if you want a page break after each sort option. Enter **N** if you do not.
6. In the **Customer Level** field, select **Ship-To** or **Bill-To** to specify the type of customer on which you want to report. The default selection is Bill-To.

   Depending on your selection, the **Bill-To Customer** field below remains the same, or changes to a **Ship-To Customer** field.
7. If desired, in the **Bill-To Customer** or **Ship-To Customer** field, enter a customer for which to run the report. Or, use the **Multi Items** hot key to run the report for more than one customer.
8. In the **Warehouse/Direct/Both** field, select **Warehouse**, **Direct**, or **Both** to specify the sales sources for which to run the report.

   Note: If you run the report for a specific customer and that customer has received credits for warehouse and direct orders, those credits will appear separately on the report, based on their sales sources.
9. Set options, if needed, and generate the report.

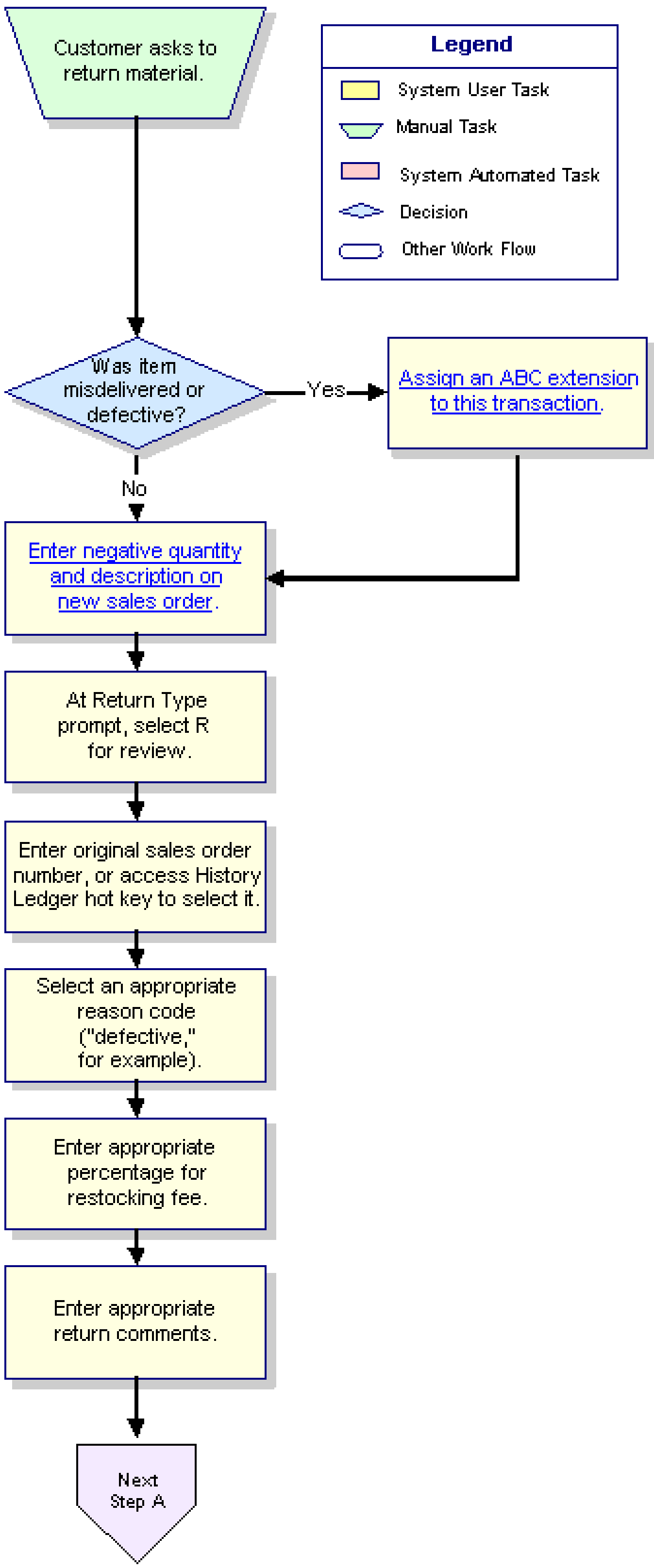
 © 2008 Activant Solutions Inc. All rights reserved.

Counter Returns Workflow



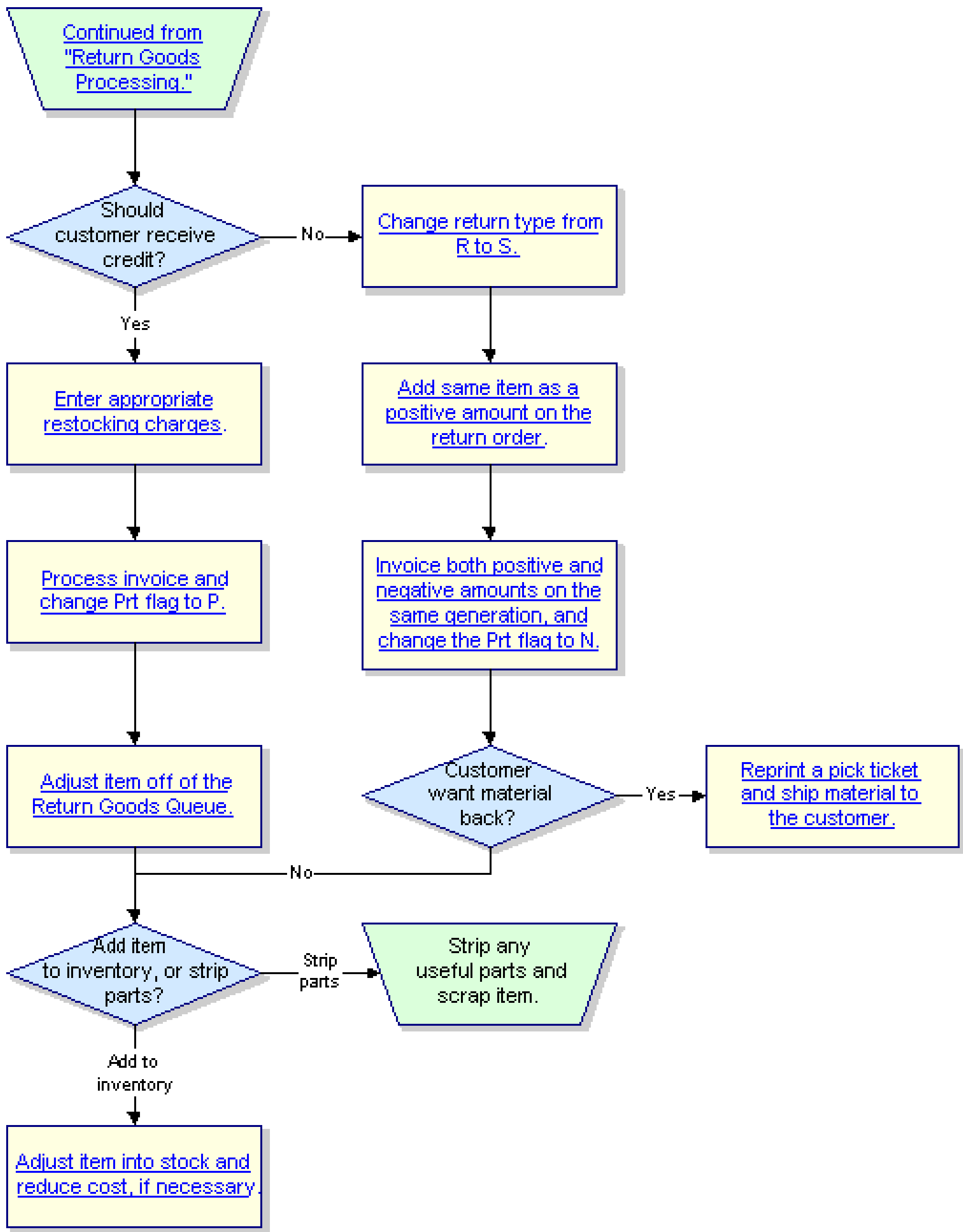
© 2008 Activant Solutions Inc. All rights reserved.

Non-Counter Returns Workflow



 © 2008 Activant Solutions Inc. All rights reserved.

Managing Returned Goods Workflow



© 2008 Activant Solutions Inc. All rights reserved.

Index

© 2008 Activant Solutions Inc. All rights reserved.