

DAC

User Guide

Returns Management

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Returns Management

Returns Management, an optional DAC module, is used to handle the return of items from customers to the warehouse. This includes return requests initially created at the customer site using remote communication by a sales representative, and those entered at the warehouse on the request of a customer or sales rep.

If the UST Credits Import optional module is used to process the returns from the distributor's customers to US Tobacco, a return request is automatically generated for creating the customer's credit memo. Refer to Appendix E: UST Credits Import of the Billing document for information about this DAC optional module.

The following tasks must be completed before using the Returns Management applications:

- Add a **DAMAGE** location. Refer to Adding Location Records of the Warehousing document for additional information.
- Enter values for the fields of the SYS045 (Returns Management) default system option as necessary. Refer to the DAC Default System Options document for additional information.
- Add new billing reason records for designating how returned inventory is handled when credits are processed through Returns Management. Refer to Adding Billing Reasons below.
- Use the **Product Audit Method** field of vendors' spoils policy records as necessary. Refer to Defining A Vendor's Spoil Policy below.

These steps are followed when working with returns:

Step 1: Enter a return request with or without the use of a scanner. When a return request is entered for items that must be picked up for return, its status will be *OPEN*, and users continue with Step 2. When a return request is entered for items which have already been returned to the warehouse (with or without the use of a scanner), the request will have a status of *PUTAWAY*, and users continue with Step 6 below.

If the UST Credits Import module is used, return requests with an *OPEN* status will automatically appear on the Work With Returns screen, and users continue with Step 5 below.

Step 2: Users can manually print a pickup request document, or wait until an invoice is printed for the customer. Pickup request documents are automatically printed for return requests (with an *OPEN* status) the next time any invoice is printed for the customer. In both instances, the request's status changes from *OPEN* to *PICKUP*.

Step 3: Check in the returned items of a return request with a *PICKUP* status. The return request's status changes from *PICKUP* to *PUTAWAY*.

Step 4: Exceptions in a return request with a *PUTAWAY* status must be accepted by the user when the request includes a item that was never returned; otherwise, a credit request cannot be created for the return.

Step 5: Receive return requests with an *OPEN* status which are automatically created when the UST Credits Import module is used. This step changes their status to *PUTAWAY*.

Step 6: Print a putaway document, and change the return request from *PUTAWAY* TO *CRREADY*. This should never be done until the returned items are ready to be returned to inventory because on-hand inventories are adjusted at the same time.

Step 7: Print a credit ready report if desired.

Step 8: Create a credit memo which is ready for invoicing. This step changes the return request from *CRREADY* to *CRMEMO*.

Step 9: Print a returns exception report if desired.

Adding Billing Reasons

New billing reason records should be added for use exclusively with credits that are processed through the Returns Management module. To "keep it simple," it is recommended that a minimum number new billing reasons be added (see samples below).

The instructions below describe how the **Inven Affect** and the **Non Guarnt Credit** fields affect inventory when used with Returns Management. Before these fields can be used, *Y* must be entered for the **Display Inventory Effect?** field of the SYS045 (Returns Management) default system option. Refer to the DAC Default System Options document for additional information.

```
User: JEANNINE          Menu: DACCV1          Date: 5/02/13
=====
>>> THE DAC SOFTWARE SYSTEM <<<=====
||||| Distributor Analysis and Control |||||
||||| MAIN OPERATIONS MENU |||||
=====
|||||
THE  ||      1. File Maintenance Menu
DAC  ||      2. Accounts Receivable
SYSTEM ||    3. Billing System
|||||      4. Inventory System
|||||      5. Purchasing System
|||||      6. Reports Menu
|||||      7. Truck Scheduling
|||||      8. Closing Procedures
|||||      9. Integration
|||||     10. Other Functions Menu
|||||     11. Accounts Payable
|||||     12. General Ledger
|||||     90. Sign Off
=====
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====>
```

1. Select option 1 (File Maintenance Menu) from the Main Operations Menu screen. The File Maintenance screen appears.

```
User: JEANNINE          Menu: FMCV1          Date: 5/02/13
=====
>>> F I L E   M A I N T E N A N C E <<<=====
|||||
THE  ||      1. Customer Related Maintenance
DAC  ||      2. Product Related Maintenance
SYSTEM ||    3. Billing Related Maintenance
|||||      4. System Options Maintenance
|||||      5. Inquiry Options
|||||      6. Price Maintenance
|||||      7. G/L Interface Maintenance
|||||      8. Scan Code Maintenance

M E N U   C A L L S
19. Deletions      20.
22.                23. Dac Main Menu      21. Reports
                      90. Sign Off
=====
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====>
```

2. Select option 3 (Billing Related Maintenance) from the File Maintenance screen. The Billing File Maintenance #1 screen appears.

```

User: JEANNINE          Menu: BFM1CV1          Date: 5/02/13

=====> B I L L I N G   F I L E   M A I N T E N A N C E   # 1 <=====
=====
||||||| 1. Work with Customer Contracts      12. Contract Overview
THE  || 2. Work with Billing Matrix Contracts  13. Product Eligibility
DAC  || 3. Work with Retail Contracts        14. PAR Item Inventory
SYSTEM || 4. Work with Selling Allowances
||||||| 5. Work with Commissions
6. Edit Minimum Order Charges
7. Work with Customer/Item Flags
8. Work with Rebates
9. Work with Advance Disposal Fee
10. Edit Order Header Codes
11. Work with Qty Break Pricing
      M E N U   C A L L S
19. BF Maintenance #2  20. Billing System      21. Billing Reports
22. File Maintenance  23. Dac Main Menu     90. Sign Off
=====
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==>

```

3. Select option 19 (BF Maintenance #2) from the Billing File Maintenance #1 screen. The Billing File Maintenance #2 screen appears.

```

User: JEANNINE          Menu: BFM2CV1          Date: 5/02/13

=====> B I L L I N G   F I L E   M A I N T E N A N C E   # 2 <=====
=====
||||||| 1. Work With Customer Category Descs.
THE  || 2. Work With Customer Categories
DAC  || 3. Update C/I File With Customer Categories
SYSTEM || 4. Create/Update Authorized Item Records
||||||| 5. Edit Billing Reasons
6. Work With Invoice Boxes
7. Define Invoice Boxes
8. Define Invoice Messages
9. Order Status Change(Caution!!!)
10. Work With Customer Invoice Options
11. Work With Special Billing Charges
      M E N U   C A L L S
19. VoCollect Maint  20. Billing System      21. Billing Reports
22. File Maintenance  23. Dac Main Menu     90. Sign Off
=====
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====>

```

4. Select option 5 (Edit Billing Reasons) from the Billing File Maintenance #2 screen. The Edit Billing Reasons screen appears with the billing reason records previously entered for use when entering credits (and cancelling orders) with the Billing System.

```

BSC6EFR  CHANGE  CDR Customer Conference          5/02/13 12:37:07
                Edit Billing Reasons

Billing Reason . _ Note: Restock option applies to credit memos
                    and canceling orders.

Type options, press Enter.
D=Delete request

? R  Billing Reason Desc.      Restock Inventory/      Restk  Inven  Non
      Apply Restock Fee      Pct.  Affect  Guarnt
                                Credit
_ C Cancelled Order          Y Restock/Apply Fee    _____  -  -
_ D Damaged                  N No Restock/Apply Fee _____  -  -
_ G Good Merchandise         Y Restock/Apply Fee    _____  -  -
_ M Merged with another order D No Restock/Dont Apply Fee _____  -  -
_ N Not guaranteed           N No Restock/Apply Fee _____  -  -
_ O Out Of Date              N No Restock/Apply Fee _____  -  -
_ R Rebate Credit            D No Restock/Dont Apply Fee _____  -  -
_ S Customer Overstocked     Y Restock/Apply Fee    _____  -  -
_ W Wrong Item Shipped       R Restock/Don't Apply Fee _____  -  +

F3=Exit  F6=Print  F9=Go to 'Add' mode

```

5. Press F9 (Go to 'Add' mode).

14. Press <Enter> when prompted to confirm. The Edit Billing Reasons screen is redisplayed without the previously entered data. To display the new billing reason records, press <F9> (Go to 'Change' mode), and use <Page Down> if necessary.

```

BSC6EFR      CHANGE  CDR Customer Conference          5/02/13 16:36:05
                Edit Billing Reasons

Billing Reason .          Note: Restock option applies to credit memos
                           and canceling orders.

Type options, press Enter.
D=Delete request

? R  Billing Reason Desc.      Restock Inventory/      Restk  Inven  Non
                               Apply Restock Fee      Pct.  Affect Guarnt
                                       Credit
- 1 Ship Error Return to Inv  D No Restock/Dont Apply Fee _____ Y -
- 2 Damaged NOT back to Inv  D No Restock/Dont Apply Fee _____ N -
- 3 Order Error Return to Inv D No Restock/Dont Apply Fee _____ Y -
- 4 Refused Return to Inv    N No Restock/Apply Fee   _____ Y -
- 5 Mis-pick                  D No Restock/Dont Apply Fee _____ - P

F3=Exit  F6=Print  F9=Go to 'Add' mode

```

15. Press <F3> to exit.

Defining A Vendor's Spoils Policy

A vendor's spoils policy can be used to designate how the return of unsellable items are handled.

Refer to the DAC Default System Options document for information about using the **Default Damage Placement** field of SYS045 (Returns Management) to designate how inventory is handled when a spoils policy is not used.

1. Select option 5 (Purchasing System) from the Main Operations Menu screen. The Purchasing screen appears.

```

User: JEANNINE           Menu: PUCV1           Date: 12/22/11
===== > P U R C H A S I N G < =====
=====
||||||| 1. Work With Purchase Orders      12. Import Costs
THE    || 2. Work With Vendors
DAC    || 3. Work With Items
SYSTEM || 4. Work With Buyer Control File
||||||| 5. Work With Buying Allowances
        6. Work With Dock Receiving
        7. Work With A/P Transfers
        8. Work With RF Receiving
        9. Work With Buyer Messages
        10. Vendor Receivables
        11. Work With Vendor Groups
            M E N U   C A L L S
19. Truck Scheduling    20. A/P Menu           21. Purchasing Reports
22. Inventory Menu     23. Dac Main Menu      90. Sign Off
=====
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==>

```

2. Select option 2 (Work With Vendors) from the Purchasing screen. The Work With Vendors screen appears.

```

DSI8DFR   DISPLAY CDR Customer Conference           12/22/11 14:12:54
                                Work with Vendors
Vendor Name           Buyer# Vendor Vendor Whse
                                Group
-----
                                1
Type options, press Enter.
2=Edit 3=EDI 5=Vendor Items Order Guides-->P=Standard B=Shortened L=By Locat.
N=Notes V=View Inquiry S=Spoils Policy
? Vendor Name           Buyer Vendor Group
- ALTADIS USA           SHERI ALT001
- AMERICAN SNUFF COMPANY SHERI AMER01
- BIC CORPORATION      KIM   BIC001
- CADBURY              SHERI CAD001
- CONWOOD CORP.       SHERI CON001
- DOT FOODS INC.      KIM   DOT001
- HEINZ USA           KIM   HEI001
- HERSHEY CHOCOLATE   KIM   HER001
- JOHN MIDDLETON INC. KIM   JOH001
- KEEBLER COMPANY     KIM   KEE001
- KRAFT FOODS         JP    KRA001
                                +
F3=Exit F6=Print Vendors F7=Print Buyer/Vendors F10=Add F17=Vendor/Item Costs

```

3. Enter S (Spoils Policy) in the selection column next to the desired vendor, and press <Enter>. The Edit Spoils Policy Details screen appears.

```

GWD6E1R      CHANGE  CDR Customer Conference      12/22/11 14:14:44
                Edit Spoils Policy Details

Vendor RJR100 R.J. REYNOLDS TOBACCO INC.

Type changes, press Enter.

Product Audit Method .  _ (H=Hold, D=Destroy)

                POLICY DESCRIPTION
_____
_____
_____

F3=Exit  F11=Delete  F12=Key screen

```

4. Enter one of the following values for the **Product Audit Method** (1,a) field:
 - *D* (Destroy) designates that unsellable items returned by customers are not returned to the vendor. When the vendor's items are returned with a billing reason that specifies no restocking, *DESTROY* appears on the Putaway Document, and on-hand quantities are unchanged.
 - *H* (Hold) designates that unsellable items returned by customers are returned to the vendor. When the vendor's items are returned with a billing reason that specifies no restocking, the vendor's code appears on the Putaway Document, and the on-hand quantity of the *DAMAGE* location is changed.

If the **Product Audit Method** field is blank, and a valid value is not entered for the **Default Damage Placement** field of SYS045 when the vendor's items are returned with a billing reason that specifies no restocking, the vendor's code appears on the Putaway Document, and the on-hand quantity of the *DAMAGE* location is changed.

5. Press <Enter> twice. The Work With Vendors screen appears.
6. Repeat the steps above to continue defining vendors' spoils policies, or press <F3> to exit.

Adding A Return Request For Unreturned Items

The instructions below describe adding a return request without the use of a scanner. When complete, the request will have an OPEN status, and users can print a pickup request document for it.

```
User: JEANNINE           Menu: DACCv1           Date: 12/13/11
=====
> THE DAC SOFTWARE SYSTEM <=====
||||||| Distributor Analysis and Control |||||
||||||| MAIN OPERATIONS MENU |||||
=====
|||||||
THE  ||      1. File Maintenance Menu
DAC  ||      2. Accounts Receivable
SYSTEM ||    3. Billing System
|||||||    4. Inventory System
|||||||    5. Purchasing System
|||||||    6. Reports Menu
|||||||    7. Truck Scheduling
|||||||    8. Closing Procedures
|||||||    9. Integration
|||||||   10. Other Functions Menu
|||||||   11. Accounts Payable
|||||||   12. General Ledger
|||||||   90. Sign Off
=====
COPYRIGHT @1992-2010@ Creative Data Research, Inc.
=====>
```

1. Select option 4 (Inventory System) from the Main Operations Menu screen. The Inventory Menu screen appears.

```
User: JEANNINE           Menu: IVCv1           Date: 12/13/11
=====
> I N V E N T O R Y   M E N U <=====
|||||||
THE  ||      1. Inventory Control
DAC  ||      2. Physical Inventory
SYSTEM ||    3. Warehouse Management
|||||||    4. Returns Management
|||||||
|||||||
M E N U   C A L L S
19.      20. Purchasing      21.
22.      23. Dac Main Menu   90. Sign Off
=====
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=====>
```

2. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```

User: JEANNINE           Menu: RACV1           Date: 12/13/11

===== R E T U R N S   M A N A G E M E N T =====
|||||||
THE  || 1. Work with Returns
DAC  || 2. Create Credits
SYSTEM || 3. Print Exceptions
||||||| 4. UST Returns Import

M E N U   C A L L S
19.                20.                21.
22.                23. Dac Main Menu    90. Sign Off

=====
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==>

```

3. Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```

GWL8DFR  DISPLAY CDR Customer Conference      12/13/11 14:16:03
Work with Returns
Batch  Cust#  Date  Originator  Sts  W.H.
-----
                1

Type options, press Enter.
P=Print Z=Edit Header Info.  2=Edit  5=Display  O=Reopen
?  Batch  Cust#  Customer Name  Date  Status  WH
- 175 100301 THREE RIVERS CHEVRON 12/13/11 OPEN 1
- Originator 10 Checker Msg
- 171 100002 DIANNE'S GROCERY 11/29/11 PICKUP 1
- Originator TIM Checker Msg BTN: LASD00996122

F3=Exit F6=Print Putaway F8=Check in Returns F10=Add New Record

```

4. Press <F10> (Add New Record). The Start New Request screen appears.

```

GWMCPVR  ENTER  CDR Customer Conference      12/13/11 14:16:53
Start New Request

Type choices, press Enter.
WH 1 Entered JEANNI

Cust# _____ Order # _____ (Optional. For Pricing.)

Driver RTN = Y  _

Msg _____

F3=Exit F4=Search F10=Continue

```

5. Enter a customer number for the **Cust#** (6,n) field, or press <F4> to select a customer from the Select Customer Master screen.

6. If necessary, enter the invoice number of the customer's order for the **Order #** (7,n) field, and press <Field Exit>. This ensures the correct pricing of the items, and prohibits the return of items not included in the designated order.

```
GWMCVPR  ENTER  CDR Customer Conference  12/13/11 14:18:49
                               Start New Request

Type choices, press Enter.
WH 1      Entered JEANNI

Cust# 100850      Order # 0005249 (Optional. For Pricing.)
EXPRESS WAY FOOD MART

Driver RTN = Y  _

Msg _____

F3=Exit  F4=Search  F10=Continue
```

Tip: If no message is required as described below, press <F10> to continue, and skip to step 9.

7. To print a message on the pickup request document, tab to the **Msg** (35,n) field to enter it. The message will also appear on the Credit Ready Report, the credit memo, and the Returns Exceptions report.
8. Press <F10> (Continue).

```
GWMCVPR  ENTER  CDR Customer Conference  12/13/11 14:18:49
                               Start New Request

Type choices, press Enter.
WH 1      Entered JEANNI

Cust# 100850      Order # 0005249 (Optional. For Pricing.)
EXPRESS WAY FOOD MART

Driver RTN = Y  _

Msg _____

F3=Exit  F4=Search  F10=Continue

CONFIRM: Y (Y/N)
```

9. Press <Enter> when prompted to confirm. The Enter Returns screen appears with the *No data to display* message.

```

GWMDDFR   DISPLAY CDR Customer Conference           12/13/11 14:49:35
                Enter Returns
Qty         U M   Rsn      Batch #   Order #
-----
EXPRESS WAY FOOD MART      186     5249 (For Pricing)

Type options, press Enter.
2=Edit  D=Delete

F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
No data to display.

```

10. Enter a billing reason code for the Rsn (1,a) field, or press <F4> to select a reason code from the Select Billing Reasons screen.
11. Enter the item number of the item, or press <F4> to select the item from the Select Item By Description screen.
12. Enter the return quantity in the Qty (5,n) field, and press <Field Exit>.

```

GWMDDFR   DISPLAY CDR Customer Conference           12/13/11 15:00:09
                Enter Returns
616600
Qty         U M   Rsn      Batch #   Order #
-----
20          -   W        186     5249 (For Pricing)
EXPRESS WAY FOOD MART

Type options, press Enter.
2=Edit  D=Delete

F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
No data to display.

```

13. Enter the unit of measure of the item for the U M (1,n) field, and press <Enter>.

```

GWMDDFR   DISPLAY CDR Customer Conference           12/13/11 15:03:00
                Enter Returns
Qty         U M   Rsn      Batch #   Order #
-----
EXPRESS WAY FOOD MART      186     5249 (For Pricing)

Type options, press Enter.
2=Edit  D=Delete
? Item Description                Item   Last Pur   Last Prc Last Inv
- HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ 616600 12/07/11   2.00   5249
  Qty  20 EA W 3210      4

F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete

```

14. Repeat the previous steps to continue adding items.

```

GWMDDFR   DISPLAY CDR Customer Conference           12/13/11 15:19:17
                Enter Returns
-----
Qty          U M  Rsn      Batch #  Order #
EXPRESS WAY FOOD MART
                O           186     5249 (For Pricing)

Type options, press Enter.
2=Edit D=Delete
? Item Description                               Item  Last Pur  Last Prc Last Inv
- HERSHEY NUGGET ASSORTED                        403078 12/07/11   69.00  5249
  Qty 25 CS O DESTROY DESTROY
- BIC LIGHTER MINI CLASSIC 3PK                   802662 12/07/11    .75  5249
  Qty 258 EA W BIC001 DAMAGE
- HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ           616600 12/07/11    2.00  5249
  Qty 20 EA W 3210 4
F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete

```

As illustrated above:

- All unit of measure abbreviations are highlighted except those of the lowest (U/M1).
- *DESTROY* appears when (1) an item is not guaranteed for return and the billing reason designates the item will not be restocked, and (2) the vendor's spoil policy method is destroy and the billing reason designates the item will not be restocked.
- *DAMAGE* appears when (1) the unit of measure is not sold by the distributor, and (2) vendor's spoil policy method is not destroy and the billing reason designates the item will not be restocked.

If an item was not previously purchased by the customer, its description will appear in a different color, and no values appear for the **Last Pur** and **Last Inv** fields on the Enter Returns screen.

15. When data entry is complete, press <F3> to exit. The Work With Returns screen appears, and the return request's status is *OPEN*.

```

GWL8DFR   DISPLAY CDR Customer Conference           12/13/11 15:26:02
                Work with Returns
Batch  Cust#  Date  Originator  Sts  W.H.
-----
                - 1
Type options, press Enter.
P=Print Z=Edit Header Info. 2=Edit 5=Display O=Reopen
? Batch Cust# Customer Name Date Status WH
- 186 100850 EXPRESS WAY FOOD MART 12/13/11 OPEN 1
  Originator JEANNI Checker Msg
- 175 100301 THREE RIVERS CHEVRON 12/13/11 OPEN 1
  Originator 10 Checker Msg
- 171 100002 DIANNE'S GROCERY 11/29/11 PICKUP 1
  Originator TIM Checker Msg BTN: LASD00996122
F3=Exit F6=Print Putaway F8=Check in Returns F10=Add New Record

```

Adding A Request For Returned Items

The instructions below describe adding a return request without the use of a scanner. When complete, the request will have a PUTAWAY status, and a putaway document can be printed for it. If data entry is interrupted before the request is complete, it will have an ARRIVED status, and can be edited later to complete.

1. Select option 4 (Inventory System) from the Main Operations Menu screen. The Inventory Menu screen appears.

```
User: JEANNINE          Menu: IVCV1          Date: 12/15/11
===== > I N V E N T O R Y   M E N U < =====
|||||
THE  ||          1. Inventory Control
DAC  ||          2. Physical Inventory
SYSTEM ||        3. Warehouse Management
|||||          4. Returns Management

                                M E N U   C A L L S
19.                                20. Purchasing          21.
22.                                23. Dac Main Menu       90. Sign Off
=====
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==>
```

2. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```
User: JEANNINE          Menu: RACV1          Date: 12/15/11
===== R E T U R N S   M A N A G E M E N T =====
|||||
THE  ||          1. Work with Returns
DAC  ||          2. Create Credits
SYSTEM ||        3. Print Exceptions
|||||          4. UST Returns Import

                                M E N U   C A L L S
19.                                20.                    21.
22.                                23. Dac Main Menu       90. Sign Off
=====
COPYRIGHT @1992-2004@ Creative Data Research, Inc.
==>
```

3. Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```

GWL8DFR      DISPLAY CDR Customer Conference      12/15/11 13:06:42
                                Work with Returns
Batch   Cust#   Date   Originator Sts   W.H.
-----
Type options, press Enter.
P=Print  Z=Edit Header Info.  2=Edit  5=Display  O=Reopen
?      Batch Cust#   Customer Name      Date   Status  WH
-      187 800237 DANNY & CLYDE'S FOOD STORE #20 12/15/11 OPEN  1
- Originator 20 Checker      Msg
-      171 100002 DIANNE'S GROCERY      11/29/11 PICKUP 1
- Originator TIM Checker      Msg BTN: LASD00996122

F3=Exit  F6=Print Putaway  F8=Check in Returns  F10=Add New Record

```

4. Press <F10> (Add New Record). The Start New Request screen appears.

```

GWMCPVR      ENTER  CDR Customer Conference      12/15/11 13:07:54
                                Start New Request

Type choices, press Enter.
WH 1      Entered JEANNI

Cust# _____ Order # _____ (Optional. For Pricing.)

Driver RTN = Y  _

Msg _____

F3=Exit  F4=Search  F10=Continue

```

5. Enter a customer number for the **Cust#** (6,n) field, or press <F4> to select a customer from the Select Customer Master screen.
6. If necessary, enter the invoice number of the customer's order for the **Order #** (7,n) field, and press <Field Exit>. This ensures the correct pricing of the items, but also prohibits the return of items not included in the designated order.
7. Enter **Y** for the **Driver RTN = Y** (1,a) field, as illustrated below, to designate that the product has been returned to the warehouse.

```
GWMCVPR  ENTER  CDR Customer Conference  12/15/11 13:18:08
                               Start New Request

Type choices, press Enter.
WH 1      Entered JEANNI

Cust# 100850      Order #   5249 (Optional. For Pricing.)
EXPRESS WAY FOOD MART

Driver RTN = Y   Y

Msg _____

F3=Exit  F4=Search  F10=Continue
```

Tip: If no message is required as described below, press <F10> to continue, and skip to step 10.

- 8. To print a message on the pickup request document, tab to the **Msg** (35,n) field to enter it. The message will also appear on the Credit Ready Report, the credit memo, and the Returns Exceptions report.
- 9. Press <F10> (Continue).

```
GWMCVPR  ENTER  CDR Customer Conference  12/15/11 13:18:59
                               Start New Request

Type choices, press Enter.
WH 1      Entered JEANNI

Cust# 100850      Order #   5249 (Optional. For Pricing.)
EXPRESS WAY FOOD MART

Driver RTN = Y   Y

Msg _____

F3=Exit  F4=Search  F10=Continue

CONFIRM: Y (Y/N)
```

- 10. Press <Enter> when prompted to confirm. The Enter Returns screen appears with the *No data to display* message.

```

GWMDDFR   DISPLAY CDR Customer Conference           12/15/11 13:20:15
                Enter Returns

Qty          U M   Rsn      Batch #   Order #
-----
EXPRESS WAY FOOD MART -          190     5249 (For Pricing)

Type options, press Enter.
2=Edit D=Delete

F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
No data to display.

```

11. Enter a billing reason code for the Rsn (1,a) field, or press <F4> to select a reason code from the Select Billing Reasons screen.
12. Enter the item number of the item, or press <F4> to select the item from the Select Item By Description screen.
13. Enter the return quantity in the Qty (5,n) field, and press <Field Exit>.

```

GWMDDFR   DISPLAY CDR Customer Conference           12/15/11 13:20:15
                Enter Returns

616600
Qty          U M   Rsn      Batch #   Order #
-----
7            -    W          190     5249 (For Pricing)
EXPRESS WAY FOOD MART

Type options, press Enter.
2=Edit D=Delete

F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
No data to display.

```

14. Enter the unit of measure of the item for the U M (1,n) field, and press <Enter>.

```

GWMDDFR   DISPLAY CDR Customer Conference           12/15/11 13:27:25
                Enter Returns

Qty          U M   Rsn      Batch #   Order #
-----
EXPRESS WAY FOOD MART -          190     5249 (For Pricing)

Type options, press Enter.
2=Edit D=Delete
? Item Description          Item   Last Pur   Last Prc Last Inv
- HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ 616600 12/07/11   2.00   5249
  Qty      7  EA  W 3210      4

F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete

```

15. Repeat the previous steps to continue adding items.

Qty		U M	Rsn	Batch #	Order #		
EXPRESS WAY FOOD MART			O	190	5249 (For Pricing)		
Type options, press Enter. 2=Edit D=Delete							
? Item Description				Item	Last Pur	Last Prc	Last Inv
HERSHEY NUGGET ASSORTED				403078	12/07/11	69.00	5249
Qty 250	CS	O DESTROY	DESTROY				
BIC LIGHTER MINI CLASSIC 3PK				802662	12/07/11	.75	5249
Qty 12	EA	W BIC001	DAMAGE				
HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ				616600	12/07/11	2.00	5249
Qty 7	EA	W 3210	4				

F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete

As illustrated above:

- All unit of measure abbreviations are highlighted except those of the lowest (U/M1).
- *DESTROY* appears when (1) an item is not guaranteed for return and the billing reason designates the item will not be restocked, and (2) the vendor's spoil policy method is destroy and the billing reason designates the item will not be restocked.
- *DAMAGE* appears when (1) the unit of measure is not sold by the distributor, and (2) vendor's spoil policy method is not destroy and the billing reason designates the item will not be restocked.

If an item was not previously purchased by the customer, its description will appear in a different color, and no values appear for the **Last Pur** and **Last Inv** fields on the Enter Returns screen.

16. If necessary, press <F3> (Exit) to save the request before it is complete. It will appear on the Work With Returns screen with an ARRIVED status, and can be edited later to complete.
17. When all the returned items are scanned, press <F7> (Update) to exit. The TOTALS: Display screen appears.

```

TOTALS: Display
Total Qty      269
Total Items    3

```

18. Press <Enter>.

```

End Scanning
1=Yes 2=NO ?
-

```

19. Enter *1* when the **End Scanning** message appears, and press <Enter>. The Work With Returns screen appears, and the return request's status is *PUTAWAY*.

```

GWL8DFR   DISPLAY CDR Customer Conference           12/15/11 13:48:22
                                Work with Returns
Batch  Cust#  Date  Originator  Sts  W.H.
-----
-      -      -      -          -   1

Type options, press Enter.
P=Print  Z=Edit Header Info.  2=Edit  5=Display  O=Reopen
?      Batch  Cust#  Customer Name           Date  Status  WH
-  DR    190 100850 EXPRESS WAY FOOD MART           12/15/11  PUTAWAY  1
- Originator JEANNI Checker JEANNI Msg
-      187 800237 DANNY & CLYDE'S FOOD STORE #20    12/15/11  OPEN    1
- Originator 20 Checker Msg
-      171 100002 DIANNE'S GROCERY                 11/29/11  PICKUP  1
- Originator TIM Checker Msg BTN: LASD00996122

F3=Exit  F6=Print Putaway  F8=Check in Returns  F10=Add New Record

```

Adding A Request For Returned Items Using A Scanner

The instructions below describe adding a return request with the use of a scanner. When complete, the request will have a PUTAWAY status, and a putaway document can be printed for it.

1. Select option 4 (Inventory System) from the Main Operations Menu screen. The Inventory Menu screen appears.

```
User: JEANNINE          Menu: IVCV1          Date: 12/15/11
===== > I N V E N T O R Y   M E N U <=====
|||||
THE  ||          1. Inventory Control
DAC  ||          2. Physical Inventory
SYSTEM ||        3. Warehouse Management
|||||          4. Returns Management

                                M E N U   C A L L S
19.                                20. Purchasing          21.
22.                                23. Dac Main Menu       90. Sign Off

=====
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===>
```

2. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```
User: JEANNINE          Menu: RACV1          Date: 12/15/11
===== R E T U R N S   M A N A G E M E N T =====
|||||
THE  ||          1. Work with Returns
DAC  ||          2. Create Credits
SYSTEM ||        3. Print Exceptions
|||||          4. UST Returns Import

                                M E N U   C A L L S
19.                                20.
22.                                23. Dac Main Menu       90. Sign Off

=====
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===>
```

3. Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```

GWL8DFR   DISPLAY CDR Customer Conference           12/15/11  9:29:27
                                     Work with Returns
Batch   Cust#   Date   Originator   Sts   W.H.
-----  -
Type options, press Enter.
P=Print  Z=Edit Header Info.  2=Edit  5=Display  O=Reopen
?   Batch Cust#   Customer Name           Date   Status  WH
-   -   -   -   -   -   -
Originator 20   Checker   Msg
-   -   -   -   -   -
Originator 171 100002  DIANNE'S GROCERY       11/29/11 PICKUP  1
Originator TIM   Checker   Msg BTN: LASD00996122

F3=Exit  F6=Print Putaway  F8=Check in Returns  F10=Add New Record

```

4. Press <F10> (Add New Record). The Start New Request screen appears.

```

GWMCPVR   ENTER   CDR Customer Conference           12/15/11  9:31:54
                                     Start New Request
Type choices, press Enter.
WH 1      Entered JEANNI

Cust# _____ Order # _____ (Optional. For Pricing.)

Driver RTN = Y  _

Msg _____

F3=Exit  F4=Search  F10=Continue

```

5. Enter a customer number for the **Cust#** (6,n) field, or press <F4> to select a customer from the Select Customer Master screen.
6. If necessary, enter the invoice number of the customer's order for the **Order #** (7,n) field, and press <Field Exit>. This ensures the correct pricing of the items, but also prohibits the return of items not included in the designated order.
7. Enter **Y** for the **Driver RTN = Y** (1,a) field, as illustrated below, to designate that the product has been returned to the warehouse.

```

GWMCPVR  ENTER  CDR Customer Conference      12/15/11  9:31:54
                               Start New Request

Type choices, press Enter.
WH 1      Entered JEANNI

Cust# 100850      Order # 0005249 (Optional. For Pricing.)

Driver RTN = Y   Y

Msg _____

F3=Exit  F4=Search  F10=Continue

```

Tip: If no message is required as described below, press <F10> to continue, and skip to step 10.

8. To print a message on the pickup request document, tab to the **Msg** (35,n) field to enter it. The message will also appear on the Credit Ready Report, the credit memo, and the Returns Exceptions report.
9. Press <F10> (Continue).

```

GWMCPVR  ENTER  CDR Customer Conference      12/15/11  9:47:14
                               Start New Request

Type choices, press Enter.
WH 1      Entered JEANNI

Cust# 100850      Order #      5249 (Optional. For Pricing.)
EXPRESS WAY FOOD MART

Driver RTN = Y   Y

Msg _____

F3=Exit  F4=Search  F10=Continue

CONFIRM: Y (Y/N)

```

10. Press <Enter> when prompted to confirm. The Enter Returns screen appears with the *No data to display* message.

```

GWMDDFR      DISPLAY CDR Customer Conference      12/15/11  9:48:59
                          Enter Returns

Qty           U M  Rsn      Batch #  Order #
-----
EXPRESS WAY FOOD MART      -          188    5249 (For Pricing)

Type options, press Enter.
2=Edit  D=Delete

F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete
No data to display.

```

11. Enter a billing reason code for the Rsn (1,a) field, or press <F4> to select a reason code from the Select Billing Reasons screen.
12. Press <F9> (Auto Scan), and enter *1* when the **Auto Scan Mode ?** message appears.

```

Auto Scan Mode ?

1=Yes 2=NO 3=Enter Price
      1

```

13. Press <Enter>. The Enter Returns screen appears.

```

GWMDDFR      DISPLAY CDR Customer Conference      12/15/11  9:55:48
                          Enter Returns

Qty           U M  Rsn      Batch #  Order #
-----
EXPRESS WAY FOOD MART      W          188    5249 (For Pricing)

Type options, press Enter.
2=Edit  D=Delete

F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete

```

- Begin scanning the UPCs of all the returned items.

```

GWMDDFR  DISPLAY CDR Customer Conference           12/15/11 10:20:15
                Enter Returns

Qty          U M  Rsn      Batch #  Order #
-----
EXPRESS WAY FOOD MART
                W           188    5249 (For Pricing)

Type options, press Enter.
2=Edit  D=Delete
? Item Description          Item  Last Pur  Last Prc Last Inv
- HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ 616600 12/07/11    2.00  5249
  Qty  1  EA  W 3210      4
- HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ 616600 12/07/11    2.00  5249
  Qty  1  EA  W 3210      4

F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete

```

When the same item is scanned repeatedly, multiple entries will appear with a return quantity of 1 for each. These entries will be combined into a single entry when the request is completed.

- To enter items using a different reason code, tab to the **Rsn** (1,a) field *before* scanning the item, and enter the code.

```

GWMDDFR  DISPLAY CDR Customer Conference           12/15/11 10:20:15
                Enter Returns

Qty          U M  Rsn      Batch #  Order #
-----
EXPRESS WAY FOOD MART
                O           188    5249 (For Pricing)

Type options, press Enter.
2=Edit  D=Delete
? Item Description          Item  Last Pur  Last Prc Last Inv
- HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ 616600 12/07/11    2.00  5249
  Qty  1  EA  W 3210      4
- HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ 616600 12/07/11    2.00  5249
  Qty  1  EA  W 3210      4

F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete

```

Press <Enter> and resume scanning items.

```

GWMDDFR   DISPLAY CDR Customer Conference           12/15/11 10:27:45
                Enter Returns

Qty         U M   Rsn      Batch #   Order #
-----
EXPRESS WAY FOOD MART
                O          188     5249 (For Pricing)

Type options, press Enter.
2=Edit D=Delete
? Item Description                               Item   Last Pur   Last Prc Last Inv
- HERSHEY NUGGET ASSORTED                        403078 12/07/11   69.00   5249
  Qty 1 CS O DESTROY DESTRY
- BIC LIGHTER MINI CLASSIC 3PK                   802662 12/07/11    .75    5249
  Qty 1 EA O BIC001 DAMAGE
- HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ           616600 12/07/11    2.00   5249
  Qty 1 EA W 3210 4
- HERSHEY CHOCOLATE SYRUP BOTTLE 24OZ           616600 12/07/11    2.00   5249
  Qty 1 EA W 3210 4

F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete

```

As illustrated above:

- All unit of measure abbreviations are highlighted except those of the lowest (U/M1).
- *DESTROY* appears when (1) an item is not guaranteed for return and the billing reason designates the item will not be restocked, and (2) the vendor's spoil policy method is destroy and the billing reason designates the item will not be restocked.
- *DAMAGE* appears when (1) the unit of measure is not sold by the distributor, and (2) vendor's spoil policy method is not destroy and the billing reason designates the item will not be restocked.

If an item was not previously purchased by the customer, its description will appear in a different color, and no values appear for the **Last Pur** and **Last Inv** fields on the Enter Returns screen.

16. When all the returned items are scanned, press <F7> (Update) to exit. The TOTALS: Display screen appears.

```

TOTALS: Display

Total Qty      4
Total Items    3

```

17. Press <Enter>.

```

End Scanning

1=Yes 2=NO ?

-

```

18. Enter *1* when the **End Scanning** message appears, and press <Enter>. The Work With Returns screen appears, and the return request's status is *PUTAWAY*.

```

GWL8DFR   DISPLAY CDR Customer Conference           12/15/11 10:31:36
                                     Work with Returns
Batch    Cust#   Date    Originator  Sts  W.H.
-----  -
                                     -    1

Type options, press Enter.
P=Print  Z=Edit Header Info.  2=Edit  5=Display  O=Reopen
?      Batch  Cust#   Customer Name      Date   Status  WH
-      -      -      -
DR     188  100850 EXPRESS WAY FOOD MART      12/15/11  PUTAWAY  1
Originator JEANNI Checker JEANNI Msg
-      -      -      -
187  800237 DANNY & CLYDE'S FOOD STORE #20  12/15/11  OPEN    1
Originator 20 Checker      Msg
-      -      -      -
171  100002 DIANNE'S GROCERY           11/29/11  PICKUP  1
Originator TIM Checker      Msg BTN: LASD00996122

F3=Exit  F6=Print Putaway  F8=Check in Returns  F10=Add New Record

```

Editing A Return Request

The instructions below describe changing the reason code, unit of measure, and return quantity of an item; deleting items from a return request; and adding items to a return request.

```
User: JEANNINE           Menu: RACV1           Date: 12/13/11

===== R E T U R N S   M A N A G E M E N T =====
|||||||
THE  ||           1. Work with Returns
DAC  ||           2. Create Credits
SYSTEM ||         3. Print Exceptions
SYSTEM ||         4. UST Returns Import
|||||||

M E N U   C A L L S
19.                20.                21.
22.                23. Dac Main Menu    90. Sign Off

=====
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==>
```

1. Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```
GWLSDFR  DISPLAY CDR Customer Conference           12/13/11 10:05:23
                Work with Returns
Batch  Cust#  Date  Originator  Sts  W.H.
-----
Type options, press Enter.
P=Print Z=Edit Header Info.  2=Edit  5=Display  O=Reopen
?   Batch Cust#  Customer Name           Date  Status  WH
-   175 100301  THREE RIVERS CHEVRON      12/13/11  OPEN   1
-   Originator 10  Checker  Msg
-   171 100002  DIANNE'S GROCERY          11/29/11  PICKUP  1
-   Originator TIM  Checker  Msg BTN: LASD00996122

F3=Exit  F6=Print Putaway  F8=Check in Returns  F10=Add New Record
```

2. Locate the desired return request, enter 2 (Edit) in the selection column next to its Batch number, and press <Enter>. The Enter Returns screen appears.

```

GWMDDFR  DISPLAY CDR Customer Conference 12/13/11 10:06:09
                Enter Returns

Qty          U M  Rsn      Batch #
-----
THREE RIVERS CHEVRON -          175

Type options, press Enter.
2=Edit D=Delete
? Item Description                Item  Last Pur  Last Prc Last Inv
- HERSHEY HUGS 12 OZ              439397 12/12/11  34.10  5246
  Qty 1 BAG W
- HERSHEY KISSES 12 OZ           439394  3/21/11  70.20  3602
  Qty 10 CSE W

F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete

```

3. To edit an item, enter 2 in the selection column next to its description.

```

GWMDDFR  DISPLAY CDR Customer Conference 12/13/11 10:06:09
                Enter Returns

Qty          U M  Rsn      Batch #
-----
THREE RIVERS CHEVRON -          175

Type options, press Enter.
2=Edit D=Delete
? Item Description                Item  Last Pur  Last Prc Last Inv
2 HERSHEY HUGS 12 OZ              439397 12/12/11  34.10  5246
  Qty 1 BAG W
- HERSHEY KISSES 12 OZ           439394  3/21/11  70.20  3602
  Qty 10 CSE W

F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete

```

4. Press <Enter>. The Edit Detail screen appears.

```

GWPTe1R  CHANGE CDR Customer Conference 12/13/11 10:13:04
                Edit Detail

Line      2

Type changes, press Enter.
Reason Code W
Qty to Return 1
U/M to Return 2

F3=Exit F11=Delete F12=Key screen

```

5. Enter data for the following fields as necessary to make changes to the item:
- **Reason Code** (1,a) - billing reason code.
 - **Qty to Return** (5,n) - return quantity.
 - **U/M to Return** (1,n) - unit of measure of the item.

6. Press <Enter> when data entry is complete.

```

GWPT1R  CHANGE  CDR Customer Conference      12/13/11 10:14:12
                        Edit Detail

Line      2

Type changes, press Enter.
Reason Code  W
Qty to Return  2
U/M to Return 2

F3=Exit  F11=Delete  F12=Key screen

CONFIRM: Y (Y/N)

```

7. Press <Enter> when prompted to confirm. The Enter Returns screen appears.

```

GWMDDFR  DISPLAY CDR Customer Conference      12/13/11 10:16:09
                        Enter Returns

Qty      U M  Rsn      Batch #
-----  - -  -      -----
THREE RIVERS CHEVRON  -      175

Type options, press Enter.
2=Edit  D=Delete
? Item Description          Item  Last Pur  Last Prc Last Inv
- HERSHEY HUGS  12 OZ      439397 12/12/11   34.10  5246
  Qty      2  BAG W
- HERSHEY KISSES 12 OZ      439394  3/21/11   70.20  3602
  Qty      10 CSE W

F3=Exit  F7=Update  F9=Auto Scan  F10=Rcv Complete

```

8. To delete an item, enter *D* in the selection column next to its description.

```

GWMDDFR  DISPLAY CDR Customer Conference      12/13/11 10:31:53
                        Enter Returns

Qty      U M  Rsn      Batch #
-----  - -  -      -----
THREE RIVERS CHEVRON  -      175

Type options, press Enter.
2=Edit  D=Delete
? Item Description          Item  Last Pur  Last Prc Last Inv
- HERSHEY HUGS  12 OZ      439397 12/12/11   34.10  5246
  Qty      2  BAG W
D HERSHEY KISSES 12 OZ      439394  3/21/11   70.20  3602
  Qty      10 CSE W

F3=Exit  F7=Update  F9=Auto Scan  F10=Rcv Complete

```

9. Press <Enter>.

```

GWMDDFR   DISPLAY CDR Customer Conference           12/13/11 10:35:21
                Enter Returns

Qty         U M   Rsn      Batch #
-----
THREE RIVERS CHEVRON          175

Type options, press Enter.
2=Edit D=Delete
? Item Description              Item   Last Pur   Last Prc Last Inv
- HERSHEY HUGS 12 OZ           439397 12/12/11   34.10   5246
Qty      2  BAG W

F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete

```

10. To add an item, enter the item number of the item, and data for the following fields:
- **Qty** (5,n) - return quantity.
 - **U M** (1,n) - unit of measure of the item.
 - **Rsn** (1,a) - billing reason code.

```

GWMDDFR   DISPLAY CDR Customer Conference           12/13/11 10:35:21
                Enter Returns

439336
Qty         U M   Rsn      Batch #
-----
1           2  W          175
THREE RIVERS CHEVRON

Type options, press Enter.
2=Edit D=Delete
? Item Description              Item   Last Pur   Last Prc Last Inv
- HERSHEY HUGS 12 OZ           439397 12/12/11   34.10   5246
Qty      2  BAG W

F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete

```

11. Press <Enter> when data entry is complete.

```

GWMDDFR   DISPLAY CDR Customer Conference           12/13/11 10:42:07
                Enter Returns

Qty         U M   Rsn      Batch #
-----
THREE RIVERS CHEVRON          175

Type options, press Enter.
2=Edit D=Delete
? Item Description              Item   Last Pur   Last Prc Last Inv
- HERSHEY PLAIN GIANT BAR      439336 5/03/11   38.40   3795
Qty      1  BOX W 3229          4
- HERSHEY HUGS 12 OZ           439397 12/12/11   34.10   5246
Qty      2  BAG W 3220          4

F3=Exit F7=Update F9=Auto Scan F10=Rcv Complete

```

12. Repeat the previous steps to continue editing the return request, or press <F3> to exit. The Work With Return screen appears.

Printing A Pickup Request Document

The instructions below describe manually printing a pickup request document after entering a return request when the items must be picked up for return to the warehouse.

Pickup request documents will be automatically printed for return requests (with an *OPEN* status) the next time any invoice is printed for the customer.

As illustrated in the example following the instructions:

- *Brk* appears next to the pickup quantity (**Qty** column) when the unit of measure returned is the lowest (U/M1).
- **CURRENT* appears in the **Date** column when pricing is derived from the item record, not from billing history, because it was not sold to this customer.
- *T* appears next to the extended price of an item to designate that sales tax was levied on the item.

```
User: JEANNINE          Menu: IVCV1          Date: 9/14/07

===== > I N V E N T O R Y   M E N U < =====
=====
|||||||          1. Inventory Control
THE   ||          2. Physical Inventory
DAC   ||          3. Warehouse Management
SYSTEM ||          4. Returns Management
|||||||

                                M E N U   C A L L S
19.                                20. Purchasing          21.
22.                                23. Dac Main Menu       90. Sign Off

=====
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===>
```

1. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```
User: JEANNINE          Menu: RACV1          Date: 9/14/07

===== R E T U R N S   M A N A G E M E N T =====
=====
|||||||          1. Work with Returns
THE   ||          2. Create Credits
DAC   ||          3. Print Exceptions
SYSTEM ||
|||||||

                                M E N U   C A L L S
19.                                20.
22.                                23. Dac Main Menu       90. Sign Off

=====
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===>
```

- Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```

GWL8DFR  DISPLAY Creative Data Research, Inc.          9/14/07  8:51:40
                Work with Returns
Batch  Cust#  Date  Originator  Sts  W.H.
                1

Type options, press Enter.
P=Print  Z=Edit Header Info.  2=Edit  5=Display
?      Batch  Cust#  Customer Name          Date  Status  WH
      58 900300 USA CONVENIENCE STORE #300      9/14/07 OPEN  1
Originator JEANNI Checker      Msg Pickup in front office
      57 100801 BARON EXPRESS #2 BP            9/13/07 OPEN  1
Originator JEANNI Checker      Msg
DR      42 320001 BIG P MINI MART              9/12/07 ARRIVED 1
Originator JEANNI Checker      Msg
      12 770060 PACKS FOOD STORE              9/10/07 PICKUP 1
Originator JEANNI Checker      Msg

F3=Exit  F6=Print Putaway  F8=Check in Returns  F10=Add New Record

```

- Locate the desired return request with an *OPEN* status, and enter *P* (Print) in the selection column next to its Batch number. **Tip:** *P* can be entered for more than one request to print multiple documents.

```

GWL8DFR  DISPLAY Creative Data Research, Inc.          9/14/07  8:51:40
                Work with Returns
Batch  Cust#  Date  Originator  Sts  W.H.
                1

Type options, press Enter.
P=Print  Z=Edit Header Info.  2=Edit  5=Display
?      Batch  Cust#  Customer Name          Date  Status  WH
P      58 900300 USA CONVENIENCE STORE #300      9/14/07 OPEN  1
Originator JEANNI Checker      Msg Pickup in front office
      57 100801 BARON EXPRESS #2 BP            9/13/07 OPEN  1
Originator JEANNI Checker      Msg
DR      42 320001 BIG P MINI MART              9/12/07 ARRIVED 1
Originator JEANNI Checker      Msg
      12 770060 PACKS FOOD STORE              9/10/07 PICKUP 1
Originator JEANNI Checker      Msg

F3=Exit  F6=Print Putaway  F8=Check in Returns  F10=Add New Record

```

- Press <Enter>. The status of the request changes to *PICKUP*.

```

GWL8DFR  DISPLAY Creative Data Research, Inc.          9/14/07  8:52:45
                Work with Returns
Batch  Cust#  Date  Originator  Sts  W.H.
                1

Type options, press Enter.
P=Print  Z=Edit Header Info.  2=Edit  5=Display
?      Batch  Cust#  Customer Name          Date  Status  WH
      58 900300 USA CONVENIENCE STORE #300      9/14/07 PICKUP 1
Originator JEANNI Checker      Msg Pickup in front office
      57 100801 BARON EXPRESS #2 BP            9/13/07 OPEN  1
Originator JEANNI Checker      Msg
DR      42 320001 BIG P MINI MART              9/12/07 ARRIVED 1
Originator JEANNI Checker      Msg
      12 770060 PACKS FOOD STORE              9/10/07 PICKUP 1
Originator JEANNI Checker      Msg

F3=Exit  F6=Print Putaway  F8=Check in Returns  F10=Add New Record

```

Pickup Request

Creative Data Research, Inc. JEANNINE 9/14/07 8:52:45 GWMOPFR

P I C K U P R E Q U E S T

Cust# Name Request# Message Route Stop

900300 USA CONVENIENCE STORE #300 58 Pickup in front office

25800 HWY 190

COVINGTON LA 70433

Reason	Item#	Description	Size	Pack U/M	Qty	UPC	Invoice	Date	Retail	Extended Retail	Price	Extended
D Damaged	125800	DORAL FF MENT 100		10 CTN	1	125800	251	08/07/07	4.39	43.90	29.57	29.57 T
G Good Merchandis	130585	GPC 100 ULTRA BOX		10 CTN	2	130585	123	04/13/07	3.39	67.80	24.30	48.60 T
D Damaged	770130	BLACKJACK FULL FLAVOR 16OZ		1 EA	3	770130	251	08/07/07	11.60	34.80	6.02	18.06 T
G Good Merchandis	930030	CAPTAIN BLACK GOLD POUCH	6 PK	1 EA	4	930030	251	08/07/07	5.99	23.96	3.08	12.32 T
D Damaged	403078	HERSHEY NUGGET ASSORTED		12 CS	5	403078		*CURRENT	6.75	405.00	59.61	298.05 T
G Good Merchandis	101300	CARLTON MENTHOL		10 CTN	6	101300	123	04/13/07	4.99	299.40	36.71	220.26 T
Total Qty 21											Subtotal	626.86
Batch ID											Tax	25.06
58 Date											Memo total	874.86
Signature												

End of Report

Checking In Returned Items

The instructions below describe checking in returned items with and without the use of a scanner.

```
User: JEANNINE           Menu: IVCV1           Date: 9/10/07

===== > I N V E N T O R Y   M E N U <=====
=====
|||||||                1. Inventory Control
THE  ||                2. Physical Inventory
DAC  ||                3. Warehouse Management
SYSTEM ||            4. Returns Management
|||||||

                                M E N U   C A L L S
19.                                20. Purchasing                21.
22.                                23. Dac Main Menu           90. Sign Off

=====
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===>
```

1. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```
User: JEANNINE           Menu: RACV1           Date: 9/10/07

===== R E T U R N S   M A N A G E M E N T =====
=====
|||||||                1. Work with Returns
THE  ||                2. Create Credits
DAC  ||                3. Print Exceptions
SYSTEM ||

                                M E N U   C A L L S
19.                                20.                                21.
22.                                23. Dac Main Menu           90. Sign Off

=====
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===>
```

2. Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```

GWL8DFR   DISPLAY Creative Data Research, Inc.          9/10/07 13:20:16
                Work with Returns
Batch   Cust#   Date   Originator   Sts   W.H.
                1

Type options, press Enter.
P=Print  Z=Edit Header Info.  2=Edit  5=Display
?
Batch   Cust#   Customer Name           Date   Status   WH
DR      10 100222 TODD'S COUNTRY CORNER  9/10/07 ARRIVED 1
Originator JEANNI Checker      Msg
Originator 5 100222 TODD'S COUNTRY CORNER  9/06/07 OPEN    1
Originator JEANNI Checker      Msg
Originator 4 900400 USA CONVENIENCE STORE #400 9/06/07 PUTAWAY 1
Originator JEANNI Checker JEANNI Msg

F3=Exit  F6=Print Putaway  F8=Check in Returns  F10=Add New Record

```

3. Press <F8> (Check In Returns). The Check In Returns screen appears.

```

GWNGPVR   ENTER   Creative Data Research, Inc.          9/10/07 12:39:51
                Check in Returns

Type choices, press Enter.

Returns ID

Customer

F3=Exit  F4=Search

```

4. Enter data for the following, and press <Enter>:
- **Returns ID** (7,n) - the batch number on the Work With Returns screen, and the Request# on the Pickup Request document.
 - **Customer** (6,n) - customer number. If necessary, press <F4> to select a customer from the Select Customer Master screen.

```

GWNGPVR   ENTER   Creative Data Research, Inc.          9/10/07 13:21:30
                Check in Returns

Type choices, press Enter.

Returns ID      5
TODD'S COUNTRY CORNER

Customer      100222

F3=Exit  F4=Search

CONFIRM: Y (Y/N)

```

5. Press <Enter>.

```

AUTO

No data to display.

```

- Users with scanners may begin scanning returned items; otherwise, item numbers or UPCs may be entered by users without scanners.

The *ITEM NOT IN RTRN* message appears when the item is not included in the return request.

```

AUTO
                                1

403078          G
HERSHEY NUGGET  1 CS
02820016220    G
BASIC FF 100 BO 1 CTN

```

- To edit a returned item, enter 2 next to the item's number or UPC. Use the <Page Down> and <Page Up> keys if necessary to scroll through the items.

```

AUTO

403078          G
HERSHEY NUGGET  1 CS
2 02820016220  G
BASIC FF 100 BO 1 CTN

```

- Press <Enter>. The Edit Details screen appears.

```

Edit Details
02820016220

Item 131761
BASIC FF 100 BOX
Reason G

U/M 2 CTN

Qty 1

Loc 1012

```

9. Enter data for the following fields as necessary to make changes to the item:
 - **Reason** (1,a) - billing reason code.
 - **U/M** (1,n) - unit of measure of the item.
 - **Qty** (5,n) - return quantity.
 - **Loc** (9,a) - warehouse location code.
10. Press <Enter> when data entry is complete.

```

Edit Details
02820016220

Item 131761
BASIC FF 100 BOX
Reason G

U/M 2 CTN

Qty 9

Loc 1012

CONFIRM: Y (Y/N)

```

11. Press <Enter> when prompted to confirm.

```

AUTO

403078 G
HERSHEY NUGGET 1 CS
02820016220 G
BASIC FF 100 BO 9 CTN

```

If necessary an item can be deleted from the request by entering *D* next to the item's number or UPC, and pressing <Enter>.

12. Repeat the steps above to continue checking in item, or press <F7> to exit. The Totals: End Entry screen appears.

TOTALS: End Entry		
	Scanned	Expected
Batch	5	
Qty	10	10
Items	2	2
Lines	2	2

13. Press <Enter>. The End Scanning screen appears.

```
End Scanning
1=Yes 2=NO ?
```

14. Enter 1 when prompted to confirm, and press <Enter>. The Work With Returns screen appears, and the status of the request changes to *PUTAWAY*.

Accepting Exceptions

Return request exceptions may be reviewed after items are checked in. Exceptions include the failure to return an item; the return of a different quantity; and the return of a different unit of measure of an item. A return request will appear with a status of a different color on the Work With Returns screen when one or more items of the request has a return quantity less than the expected pickup quantity (short or missing).

The instructions below describe accepting a return request with exceptions. Accepting exceptions is only required when the request includes an item that was never returned. If accepting such exceptions is not completed, a credit request cannot be created for the return request.

```
User: JEANNINE          Menu: RACV1          Date: 9/13/07

===== R E T U R N S   M A N A G E M E N T =====
|||||||
THE    ||          1. Work with Returns
DAC    ||          2. Create Credits
SYSTEM ||          3. Print Exceptions
|||||||

                                M E N U   C A L L S
19.                                     20.
22.                                     23. Dac Main Menu          21.
                                           90. Sign Off

=====
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==>
```

1. Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```
GWL8DFR  DISPLAY Creative Data Research, Inc.          9/13/07  8:28:50
                                Work with Returns
Batch  Cust#  Date  Originator  Sts  W.H.
                                1

Type options, press Enter.
P=Print  Z=Edit Header Info.  2=Edit  5=Display
?  Batch  Cust#  Customer Name          Date  Status  WH
Originator JEANNI Checker   Msg          9/12/07  OPEN  1
DR 43 771230 B & D FOOD STORE          9/12/07  PUTAWAY 1
Originator JEANNI Checker JEANNI Msg
DR 42 320001 BIG P MINI MART          9/12/07  ARRIVED 1
Originator JEANNI Checker   Msg          9/12/07  PUTAWAY 1
DR 41 100900 JR FOOD MART - ABITA
Originator JEANNI Checker JEANNI Msg
DR 40 100003 BOB'S SHELL          9/12/07  PUTAWAY 1
Originator JEANNI Checker JEANNI Msg
39 800237 DANNY & CLYDE'S FOOD STORE #20          9/12/07  PUTAWAY 1
Originator JEANNI Checker JEANNI Msg

F3=Exit  F6=Print Putaway  F8=Check in Returns  F10=Add New Record
```

Tip: Enter 4 (PUTAWAY) for the Sts (1,n) restrictor field, and press <Enter> to limit the requests appearing on the screen to those which are checked in.

```

GWL8DFR   DISPLAY Creative Data Research, Inc.          9/13/07  8:29:10
                Work with Returns
Batch   Cust#   Date   Originator   Sts   W.H.
                4     1

Type options, press Enter.
P=Print  Z=Edit Header Info.  2=Edit  5=Display
?
  Batch Cust#   Customer Name          Date   Status WH
DR    43 771230 B & D FOOD STORE    9/12/07 PUTAWAY 1
Originator JEANNI Checker JEANNI Msg
DR    41 100900 JR FOOD MART - ABITA  9/12/07 PUTAWAY 1
Originator JEANNI Checker JEANNI Msg
DR    40 100003 BOB'S SHELL    9/12/07 PUTAWAY 1
Originator JEANNI Checker JEANNI Msg
      39 800237 DANNY & CLYDE'S FOOD STORE #20 9/12/07 PUTAWAY 1
Originator JEANNI Checker JEANNI Msg
      36 100900 JR FOOD MART - ABITA  9/12/07 PUTAWAY 1
Originator JEANNI Checker JEANNI Msg
      11 320033 KINGS GROCERY    9/10/07 PUTAWAY 1
Originator JEANNI Checker JEANNI Msg
+

F3=Exit  F6=Print Putaway  F8=Check in Returns  F10=Add New Record

```

2. Enter 5 (Display) in the selection column next to the desired return request, and press <Enter>. The Display Returns screen appears.

```

GWMADFR   DISPLAY Creative Data Research, Inc.          9/13/07  8:30:09
                Display Returns
Line  Item  Cust#   Name          Batch
   Number
      320033 KINGS GROCERY          11

Type options, press Enter.
? Line  Item  Loc          Rsn Qty  U/M Sts  Date
   1 125800 1008          Pickup-> G    1  2
DORAL FF MENT 100  Receive-> G    1  2  R  9/12/07
H Price      27.76 Retail  4.39 Net    26.22 Base    26.41

   2 130585 1007          Pickup-> G    1  2
GPC 100 ULTRA BOX  Receive-> G    0  0
H Price      22.49 Retail          Net    20.89 Base    21.14

   3 111700 1006          Pickup-> G    1  2
KOOL MENT 100 MILD  Receive-> G    1  2  R  9/12/07
H Price      30.37 Retail  4.75 Net    28.86 Base    29.02
+

F2=Show All/Excpt  F3=Exit  F8=Accept Exceptions

```

3. To limit the items appearing on the Display Returns screen, press F2 (Show All/Excpt).

```

GWMADFR   DISPLAY Creative Data Research, Inc.          9/13/07 10:17:52
                Display Returns
Line  Item  Cust#   Name                               Batch
Number
                320033 KINGS GROCERY                11 EXCEPT

Type options, press Enter.

? Line  Item  Loc                               Rsn Qty  U/M Sts  Date
   2 130585 1007                               Pickup-> G    1  2
   GPC 100 ULTRA BOX                               Receive-> 0  0
   H Price      22.49 Retail                               Net    20.89 Base    21.14

   5 930030 2105                               Pickup-> G    1  1
   CAPTAIN BLACK GOLD POUCH                       Receive-> G    1  2  R  9/12/07
   H Price      3.48 Retail                               Net    2.81 Base    2.90

   7 101300 1009                               Pickup-> C    20  2
   CARLTON MENTHOL                                Receive-> D    20  2  R  9/12/07
   H Price      34.90 Retail    4.99 Net    33.32 Base    33.55

F2=Show All/Except  F3=Exit  F8=Accept Exceptions

```

As illustrated above, *H* appears next to **Price** to indicate pricing is derived from billing history. If the item was never sold to this customer, pricing is derived from the item record.

The following values appear in the screen's **Sts** column to indicate:

- *R* - the item is ready for putaway.
- *A* - the unreceived item is accepted.
- *P* - the item was previously included in a putaway document.

4. If changes, such as changing the reason code, are necessary, press <F3> to exit, and use the 2=Edit option of the Work With Returns screen. Refer to Editing A Return Request above for additional information.
5. When review of the exceptions is complete, press <F8> (Accept Exceptions).
6. When the *Except Acceptions Y/N?* message appears, enter *Y* and press <Enter>. The Work With Returns screen appears.
7. Press <F3> to exit. The Work With Returns screen appears.

Printing A Putaway Document

Putaway documents should not be printed until the user is ready to immediately return the items to inventory, because on-hand quantities of item and location records are adjusted at the same time.

The instructions below describe printing putaway documents for all the returned items that are checked in, or only the returned items of a specific warehouse area that are checked in.

```
User: JEANNINE          Menu: IVCV1          Date: 9/13/07

===== > I N V E N T O R Y   M E N U < =====
|||||||
THE   ||      1. Inventory Control
DAC   ||      2. Physical Inventory
SYSTEM ||    3. Warehouse Management
SYSTEM ||    4. Returns Management
|||||||

                                M E N U   C A L L S
19.                                20. Purchasing          21.
22.                                23. Dac Main Menu      90. Sign Off

=====
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==>
```

1. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```
User: JEANNINE          Menu: RACV1          Date: 9/13/07

===== R E T U R N S   M A N A G E M E N T =====
|||||||
THE   ||      1. Work with Returns
DAC   ||      2. Create Credits
SYSTEM ||    3. Print Exceptions
SYSTEM ||
|||||||

                                M E N U   C A L L S
19.                                20.
22.                                23. Dac Main Menu      90. Sign Off

=====
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==>
```

2. Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```

GWL8DFR   DISPLAY Creative Data Research, Inc.          9/13/07 15:47:51
                Work with Returns
Batch   Cust#   Date   Originator   Sts   W.H.
                1

Type options, press Enter.
P=Print  Z=Edit Header Info.  2=Edit  5=Display
?
Batch   Cust#   Customer Name           Date   Status   WH
56 771230 B & D FOOD STORE 9/13/07 PUTAWAY 1
Originator JEANNI Checker JEANNI Msg
DR 53 800237 DANNY & CLYDE'S FOOD STORE #20 9/13/07 PUTAWAY 1
Originator JEANNI Checker JEANNI Msg
52 771230 B & D FOOD STORE 9/13/07 PUTAWAY 1
Originator JEANNI Checker JEANNI Msg
DR 51 100003 BOB'S SHELL 9/13/07 PUTAWAY 1
Originator JEANNI Checker JEANNI Msg
DR 42 320001 BIG P MINI MART 9/12/07 ARRIVED 1
Originator JEANNI Checker      Msg
12 770060 PACKS FOOD STORE 9/10/07 PICKUP 1
Originator JEANNI Checker      Msg

F3=Exit  F6=Print Putaway  F8=Check in Returns  F10=Add New Record

```

3. Press <F6> (Print Putaway). The Print Putaway Document screen appears.

```

GWOPFVR   ENTER   Creative Data Research, Inc.          9/13/07 15:48:29
                Print Putaway Document

Type choices, press Enter.

W.H. 1      MAIN WAREHOUSE

W.H. Area   (Blank for all)

F3=Exit  F6=Print

```

4. Enter a warehouse area code for the **W.H. Area** (6,a) field, or press <F4> to select an area from the Select Warehouse Area screen. If the **W.H. Area** field is left blank, a putaway document will be printed for all the returned items.

5. Press <F6> (Print), and press <Enter> when prompted to confirm. The Work With Returns screen appears.

```

GWL8DFR   DISPLAY Creative Data Research, Inc.          9/13/07 16:49:04
                Work with Returns
Batch   Cust#   Date   Originator   Sts   W.H.
                1

Type options, press Enter.
P=Print  Z=Edit Header Info.  2=Edit  5=Display
?
Batch   Cust#   Customer Name           Date   Status   WH
56 771230 B & D FOOD STORE 9/13/07 PUTAWAY 1
Originator JEANNI Checker JEANNI Msg
DR 42 320001 BIG P MINI MART 9/12/07 ARRIVED 1
Originator JEANNI Checker      Msg
12 770060 PACKS FOOD STORE 9/10/07 PICKUP 1
Originator JEANNI Checker      Msg

F3=Exit  F6=Print Putaway  F8=Check in Returns  F10=Add New Record

```

A return request with a *PUTAWAY* status will no longer appear on the Work With Returns screen after putaway documents are printed unless:

- Any of the received items of the request are not checked in.
- Any of the unreceived items of the request are not accepted (see below).
- The putaway documents were not printed for a warehouse area in which the items of the request are located.

```

GWMADFR   DISPLAY Creative Data Research, Inc.          9/13/07 16:49:27
                Display Returns
Line  Item  Cust#      Name                      Batch
      Number
      771230 B & D FOOD STORE                      56

Type options, press Enter.

? Line  Item  Loc          Rsn Qty  U/M Sts  Date
   1 120200 1106          Pickup-> C    4    2
Winston 100 LIGHT          Receive-> C    2    2  P  9/13/07
H Price      38.67 Retail          Net    37.16 Base    37.32

   2 108300 1013          Pickup-> C    4    2
B&H MENT 100 LT          Receive-> C    4    2  P  9/13/07
H Price      45.20 Retail    4.99 Net    43.61 Base    43.85

   3 125800 1008          Pickup-> C    4    2
DORAL FF MENT 100          Receive-> C    0    0
H Price      40.06 Retail    4.39 Net    38.52 Base    38.71

F2=Show All/Excpt  F3=Exit  F8=Accept Exceptions
  
```

As illustrated above, the Doral item has not been received or accepted. After pressing <F8> (Accept Exceptions) and <F3> (Exit), the Work With Returns screen appears without this return request (see below), and appears as a credit request on the Work With Credit Requests screen.

```

GWL8DFR   DISPLAY Creative Data Research, Inc.          9/13/07 16:54:09
                Work with Returns
Batch  Cust#  Date  Originator  Sts  W.H.
      1

Type options, press Enter.
P=Print Z=Edit Header Info.  2=Edit  5=Display
?   Batch  Cust#      Customer Name                      Date  Status  WH
DR   42 320001 BIG P MINI MART          9/12/07 ARRIVED 1
Originator JEANNI Checker      Msg
      12 770060 PACKS FOOD STORE          9/10/07 PICKUP 1
Originator JEANNI Checker      Msg

F3=Exit  F6=Print Putaway  F8=Check in Returns  F10=Add New Record
  
```

Putaway Document

Creative Data Research, Inc.	Putaway Document	JEANNINE	GWN9PFR	9/12/07 14:01:51	Page 1
W.H. 1 MAIN WAREHOUSE					
Area DAMAGE					
Location	Qty	U/M	Item Number	Description	
HER001	1	BOX	418950	HERSHEY ALMOND 36CT	
HER001	1	CS	403078	HERSHEY NUGGET ASSORTED	
RJR100	2	CTN	100500	CAMEL FILTER 85 BOX	

Creative Data Research, Inc.	Putaway Document	JEANNINE	GWN9PFR	9/12/07 14:01:51	Page 2
W.H. 1 MAIN WAREHOUSE					
Area DESTROY					
Location	Qty	U/M	Item Number	Description	
DESTROY	3	CTN	108300	B&H MENT 100 LT	

Creative Data Research, Inc.	Putaway Document	JEANNINE	GWN9PFR	9/12/07 14:01:51	Page 3
W.H. 1 MAIN WAREHOUSE					
Area 1 Cigarettes					
Location	Qty	U/M	Item Number	Description	
1001	1	CTN	108300	B&H MENT 100 LT	
1009	2	CTN	101300	CARLTON MENTHOL	
1012	3	CTN	131761	BASIC FF 100 BOX	
Final totals					
** END OF REPORT **					

Deleting A Return Request

```
User: JEANNINE          Menu: RACV1          Date: 9/11/07

===== R E T U R N S   M A N A G E M E N T =====
|||||||
THE  || 1. Work with Returns
DAC  || 2. Create Credits
SYSTEM || 3. Print Exceptions
|||||||

M E N U   C A L L S
19.      20.      21.
22.      23. Dac Main Menu  90. Sign Off

=====
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==>
```

1. Select option 1 (Work With Returns) from the Returns Management screen. The Work With Returns screen appears.

```
GWL8DFR  DISPLAY Creative Data Research, Inc.          9/11/07 9:26:23
          Work with Returns
Batch  Cust#  Date  Originator  Sts  W.H.
          1

Type options, press Enter.
P=Print  Z=Edit Header Info.  2=Edit  5=Display
?  Batch  Cust#  Customer Name          Date  Status  WH
   12  770060  PACKS FOOD STORE          9/10/07  PICKUP  1
   Originator JEANNI Checker      Msg
   11  320033  KINGS GROCERY          9/10/07  OPEN    1
   Originator JEANNI Checker      Msg
   DR   10 100222  TODD'S COUNTRY CORNER  9/10/07  ARRIVED  1
   Originator JEANNI Checker      Msg

F3=Exit  F6=Print Putaway  F8=Check in Returns  F10=Add New Record
```

2. Locate the desired return request, enter Z (Edit Header Info) in the selection column next to its Batch number, and press <Enter>. The Display Return Info screen appears.

```
GWM3PVR  ENTER  Creative Data Research, Inc.          9/11/07 9:27:24
          Display Return Info

Type choices, press Enter.

RA#      10 Status 3

Message

Cust# 100222 TODD'S COUNTRY CORNER

Whs# 1      Juris. LA0001 Route      Stop

Origination JEANNI Checked By
Created 9/10/07

F3=Exit  F11=Delete
```

3. Press <F11> (Delete), and press <Enter> when prompted to confirm.

4. When the ***Confirm Delete?*** message appears, enter *Y* and press <Enter>. The Work With Returns screen appears.

Printing A Credit Ready Report

As described below, Credit Ready Reports can be printed for:

- One or more selected credit requests.
- All credit requests.
- Only “driver returned” requests (no pickup request document was printed). Refer to Adding A Request For Returned Items above for additional information.

Credit Ready Reports cannot be printed for credit requests with a *CRMEMO* status.

As illustrated in the examples following the instructions:

- *Brk* appears next to the unit of measure (**U/M** column) when the unit of measure returned is the lowest (U/M1).
- **CURRENT* appears in the **Date** column when pricing is derived from the item record, not from billing history, because it was not sold to this customer.
- *T* appears next to the extended price of a product to designate that sales tax was levied on the item.

```
User: JEANNINE           Menu: IVCV1           Date: 12/29/11
===== > I N V E N T O R Y   M E N U <=====
|||||||
THE    ||           1. Inventory Control
DAC    ||           2. Physical Inventory
SYSTEM ||           3. Warehouse Management
|||||||           4. Returns Management

                                M E N U   C A L L S
19.                                     20. Purchasing           21.
22.                                     23. Dac Main Menu       90. Sign Off
=====
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==>
```

1. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```

User: JEANNINE           Menu: RACV1           Date: 12/29/11

===== R E T U R N S   M A N A G E M E N T =====
|||||||
THE  || 1. Work with Returns
DAC  || 2. Create Credits
SYSTEM || 3. Print Exceptions
||||||| 4. UST Returns Import

M E N U   C A L L S
19.                20.                21.
22.                23. Dac Main Menu    90. Sign Off

=====
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==>

```

2. Select option 2 (Create Credits) from the Returns Management screen. The Work With Credit Requests screen appears.

```

GWQ9DFR  DISPLAY CDR Customer Conference      12/29/11 12:58:19
Work with Credit Requests
Batch  Driver  Cust#  Date  Checked By  Originator  W.H.
Return
-----
-      -      -      -      -      -      1

Type options, press Enter.
S=Select U=Unselect P=Print Z=Edit Header 5=Display H=Hold
?      Batch  Cust#  Customer Name      Date  Status  WH
-      -      -      -      -      -      -
- DR    196 500121 ABC STORE      12/29/11 CRREADY 1
- DR    195 100801 BARON EXPRESS #2 BP 12/29/11 CRREADY 1
- DR    191 771230 B & D FOOD STORE. 12/16/11 CRREADY 1

F2=Toggle Status  F3=Exit  F6=Print  F10=Create Credits

```

Credit requests will appear with a status of a different color on the Work With Credit Requests screen when one or more items of the request has a return quantity less than the expected pickup quantity (short or missing), or when a different unit of measure was returned for an item.

3. To print reports for one or more select requests, enter *P* (Print) in the selection column next to the Batch numbers, and press <Enter>.

Tip: Enter *Y* (yes) for the **Driver Return** restrictor field, and press <Enter> to limit the requests appearing on the screen to those which were returned without a pickup request document.

```

GWQ9DFR      DISPLAY CDR Customer Conference      12/29/11 12:58:19
                    Work with Credit Requests
Batch  Driver  Cust#  Date  Checked By  Originator  W.H.
Return
-----
Type options, press Enter.
S=Select U=Unselect P=Print Z=Edit Header 5=Display H=Hold
?      Batch  Cust#  Customer Name      Date  Status  WH
-      196  500121  ABC STORE          12/29/11  CRREADY  1
-      DR   195  100801  BARON EXPRESS #2 BP 12/29/11  CRREADY  1
-      DR   191  771230  B & D FOOD STORE.   12/16/11  CRREADY  1

F2=Toggle Status  F3=Exit  F6=Print  F10=Create Credits

```

4. To print a single report detailing all the credit requests, press <F6> (Print). The Prompt Print Credit Ready screen appears.

```

GWSIPVR      ENTER  CDR Customer Conference      12/29/11 13:36:59
                    Prompt Print Credit Ready

Type choices, press Enter.

Driver Returns Only Y/N? N

F3=Exit  F6=Print

```

5. To limit the report to “driver returned” requests, enter *Y* for the **Driver Returns Only Y/N?** field.
6. Press <F6> (Print), and press <Enter> when prompted to confirm. The Work With Credit Requests screen appears.

Credit Ready Report

Creative Data Research, Inc. Credit Ready Report JEANNINE GWSHPFR 9/14/07 12:15:15 Page 1

BatchID Date Cust# Name Pickup in front office

58 9/14/07 900300 USA CONVENIENCE STORE #300

Accepted Reason	Item#	Description	Size	Pack	Qty	U/M	Invoice	Date	Retail	Price	Extended
D Damaged	125800	DORAL FF MENT 100		10	1	CTN	251	08/07/07	4.39	29.57	29.57 T
G Good Merchandis	130585	GFC 100 ULTRA BOX		10	2	CTN	123	04/13/07	3.39	24.30	48.60 T
D Damaged	770130	BLACKJACK FULL FLAVOR 16OZ		1	6	EA	251	08/07/07	11.60	6.02	36.12 T
G Good Merchandis	930030	CAPTAIN BLACK GOLD POUCH	6 PK	1	4	EA	251	08/07/07	5.99	3.08	12.32 T
D Damaged	403078	HERSHEY NUGGET ASSORTED		12	10	CS		*CURRENT	6.75	59.61	596.10 T
G Good Merchandis	101300	CARLTON MENTHOL		10	6	CTN	123	04/13/07	4.99	36.71	220.26 T
Total Qty 29											942.97
Subtotal											37.70
Tax											1314.66
Memo total											980.67

** END OF REPORT **

Creative Data Research, Inc. Credit Ready Report JEANNINE GWSHPFR 9/14/07 12:46:45 Page 1

BatchID Date Cust# Name

41 9/12/07 100900 JR FOOD MART - ABITA Driver Return Y

Accepted Reason	Item#	Description	Size	Pack	Qty	U/M	Invoice	Date	Retail	Price	Extended
C CANCEL ORDER	100500	CAMEL FILTER 85 BOX		10	4	CTN	370	08/30/07	4.75	32.18	128.72 T
C CANCEL ORDER	108300	B&H MENT 100 LT	20PK	1	3	EA	370	08/30/07	4.99	3.47	10.41 T
Total Qty 7											139.13
Subtotal											5.57
Tax											204.97
Memo total											144.70

** END OF REPORT **

Creating A Credit Memo

The instructions below describe using credit requests with a *CRREADY* status to generate credit memos ready for printing at the Select Orders For Processing-Invoices screen (option 5 of the Billing System screen). When complete, the credit requests will have a *CRMEMO* status.

1. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```

User: JEANNINE           Menu: RACV1           Date: 12/29/11

===== R E T U R N S   M A N A G E M E N T =====
|||||||
THE  ||          1. Work with Returns
DAC  ||          2. Create Credits
SYSTEM ||        3. Print Exceptions
|||||||          4. UST Returns Import

                                M E N U   C A L L S
19.                                20.
22.                                23. Dac Main Menu          21.
                                90. Sign Off

=====
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==>

```

2. Select option 2 (Create Credits) from the Returns Management screen. The Work With Credit Requests screen appears.

```

GWQ9DFR  DISPLAY CDR Customer Conference           12/29/11 13:58:19
                                Work with Credit Requests
Batch  Driver  Cust#  Date  Checked By  Originator  W.H.
Return
-----
-      -      -      -      -      -      1

Type options, press Enter.
S=Select U=Unselect P=Print Z=Edit Header 5=Display H=Hold
?      Batch  Cust#  Customer Name           Date  Status  WH
-      -      -      -      -      -      -
- DR    196 500121 ABC STORE           12/29/11 CRREADY 1
- DR    195 100801 BARON EXPRESS #2 BP  12/29/11 CRREADY 1
- DR    191 771230 B & D FOOD STORE.    12/16/11 CRREADY 1

F2=Toggle Status  F3=Exit  F6=Print  F10=Create Credits

```

One or more of the restrictor fields at the top of the screen can be used to locate the desired credit requests. For example, enter *Y* (yes) for the **Driver Return** field, and press <Enter> to limit the requests appearing on the screen to those which were returned without a pickup request document.

Credit requests will appear with a status of a different color on the Work With Credit Requests screen when one or more items of the request has a return quantity less than the expected pickup quantity (short or missing), or when a different unit of measure was returned for an item.

- Enter *S* (Select) in the selection column next to the Batch number of the desired credit requests (with a *CRREADY* status), and press <Enter>.

```

GWQ9DFR  DISPLAY CDR Customer Conference           12/29/11 14:13:53
                Work with Credit Requests
Batch  Driver  Cust#  Date  Checked By  Originator  W.H.
Return
-----  -
Type options, press Enter.
S=Select U=Unselect P=Print Z=Edit Header 5=Display H=Hold
?      Batch  Cust#  Customer Name           Date  Status  WH
-      196  500121  ABC STORE                12/29/11  CRREADY  1
- DR   195  100801  BARON EXPRESS #2 BP     12/29/11  CRREADY  1
- DR   191  771230  B & D FOOD STORE.       12/16/11  SELECT   1

F2=Toggle Status  F3=Exit  F6=Print  F10=Create Credits

```

The status of the request changes to *SELECT*.

If necessary, enter *U* (Unselect) and press <Enter> to unmark a request. The status of the request changes to *CRREADY*.

- Press <F10> (Create Credits). The Prompt Create Credit Memos screen appears.

```

GWOWPVR  ENTER  CDR Customer Conference           12/29/11 14:43:54
                Prompt Create Credit Memo
Type choices, press Enter.

                Any Returns that have been Selected will be processed.

F3=Exit  F10=Process

```

- Press <F10> (Process), and press <Enter> when prompted to confirm. The Work With Credit Requests screen appears.

```

GWQ9DFR      DISPLAY CDR Customer Conference      12/29/11 14:45:11
              Work with Credit Requests
Batch  Driver Cust#  Date  Checked By  Originator  W.H.
Return
-----
              1

Type options, press Enter.
S=Select U=Unselect P=Print Z=Edit Header 5=Display H=Hold
?      Batch  Cust#      Customer Name      Date  Status  WH
-      196  500121  ABC STORE          12/29/11  CRREADY  1
- DR   195  100801  BARON EXPRESS #2  12/29/11  CRREADY  1

F2=Toggle Status  F3=Exit  F6=Print  F10=Create Credits

```

- Use <F2> (Toggle Status) to toggle between the display of requests with a *CRREADY* and *SELECT* status, and all the credit requests including those with the *CRMEMO* status.

```

GWQ9DFR      DISPLAY CDR Customer Conference      12/29/11 15:00:11
              Work with Credit Requests
Batch  Driver Cust#  Date  Checked By  Originator  W.H.
Return
-----
              1

Type options, press Enter.
S=Select U=Unselect P=Print Z=Edit Header 5=Display H=Hold
?      Batch  Cust#      Customer Name      Date  Status  WH
-      196  500121  ABC STORE          12/29/11  CRREADY  1
- DR   195  100801  BARON EXPRESS #2  12/29/11  CRREADY  1
-      194  99000  99 MART PLUS      12/19/11  CRMEMO   1
- DR   191  771230  B & D FOOD STORE   12/16/11  CRMEMO   1
- DR   190  100850  EXPRESS WAY FOOD  12/15/11  CRMEMO   1
- DR   188  100850  EXPRESS WAY FOOD  12/15/11  CRMEMO   1
-      186  100850  EXPRESS WAY FOOD  12/13/11  CRMEMO   1
-      175  100301  THREE RIVERS CHEV  12/13/11  CRMEMO   1
-      174  800333  KINGS FOREST EXX  12/10/11  CRMEMO   1
-      173  100003  BOB'S SHELL       11/29/11  CRMEMO   1
-      172  100001  STOP 'N SHOP      11/29/11  CRMEMO   1
-      171  100002  DIANNE'S GROCERY  11/29/11  CRMEMO   1  +

F2=Toggle Status  F3=Exit  F6=Print  F10=Create Credits

```

Printing A Returns Exceptions Report

```
User: JEANNINE          Menu: IVCV1          Date: 9/11/07

===== > I N V E N T O R Y   M E N U <=====
=====
|||||||
THE  ||          1. Inventory Control
DAC  ||          2. Physical Inventory
SYSTEM ||        3. Warehouse Management
|||||||          4. Returns Management

                                M E N U   C A L L S
19.                                20. Purchasing          21.
22.                                23. Dac Main Menu       90. Sign Off

=====
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==>
```

1. Select option 4 (Returns Management) from the Inventory Menu screen. The Returns Management screen appears.

```
User: JEANNINE          Menu: RACV1          Date: 9/11/07

===== R E T U R N S   M A N A G E M E N T =====
=====
|||||||
THE  ||          1. Work with Returns
DAC  ||          2. Create Credits
SYSTEM ||        3. Print Exceptions
|||||||

                                M E N U   C A L L S
19.                                20.                    21.
22.                                23. Dac Main Menu       90. Sign Off

=====
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==>
```

2. Select option 3 (Print Exceptions). The Prompt Print Exceptions screen appears.

```
GWOZPVR  ENTER  Creative Data Research, Inc.          9/11/07 10:46:51
Prompt Print Exceptions

Type choices, press Enter.

Start Date

End Date

F3=Exit  F6=Print
```

3. Enter a range of dates for the **Start Date** and **End Date** (6,n) fields, and press <F6> (Print).

```

GWOZPVR  ENTER  Creative Data Research, Inc.          9/11/07 11:20:06
                Prompt Print Exceptions

Type choices, press Enter.

Start Date  90107

End Date    91007

F3=Exit    F6=Print

CONFIRM: Y (Y/N)

```

4. Press <Enter> when prompted to confirm. The Returns Management screen appears.

Returns Exceptions Report

```

CDR Customer Conference          Print Returns Exceptions          JEANNINE  GWOYPPFR  12/28/11 16:08:12 Page  1
Employee JEANNI

```

Date	BatchID	Cust#	Name	Return Message				
12/13/11	186	100850	EXPRESS WAY FOOD MART					
Item#	UPC	Description	Qty Request	U/M	Qty Accept	Orig Rsn	Rtn Rsn	Exception
403078	403078	HERSHEY NUGGET ASSORTED	25	CS	25	0		Non Guaranteed Item
12/15/11	188	100850	EXPRESS WAY FOOD MART					
Item#	UPC	Description	Qty Request	U/M	Qty Accept	Orig Rsn	Rtn Rsn	Exception
403078	03400001688	HERSHEY NUGGET ASSORTED	1	CS	1	0		Non Guaranteed Item
12/15/11	190	100850	EXPRESS WAY FOOD MART					
Item#	UPC	Description	Qty Request	U/M	Qty Accept	Orig Rsn	Rtn Rsn	Exception
403078	403078	HERSHEY NUGGET ASSORTED	250	CS	250	0		Non Guaranteed Item

```

Employee 10          SAM CARRINGTON

```

Date	BatchID	Cust#	Name	Return Message				
12/13/11	175	100301	THREE RIVERS CHEVRON					
Item#	UPC	Description	Qty Request	U/M	Qty Accept	Orig Rsn	Rtn Rsn	Exception
439397		HERSHEY HUGS 12 OZ	2	BAG	4	W	W	Quantity Diff

```

Final totals
** END OF REPORT **

```