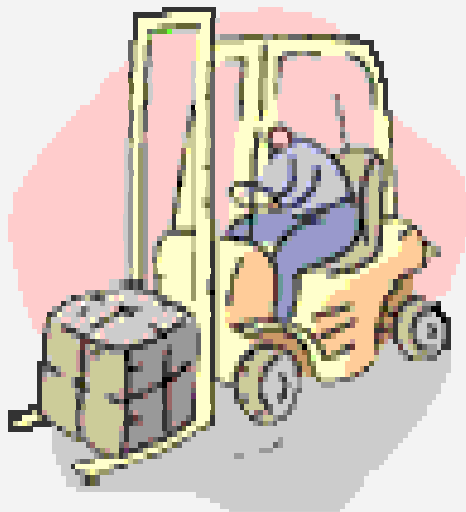




2007 Fall Seminar

FACTS Customer Returns



FACTS Return Possibilities

➤ Credit Memo Entry

- Return or Allowance
- Return reasons for reports
- Creates immediate invoice
- No opportunity for review

➤ Negative Sales Order

- Return type only
- No return information captured for reports

➤ Customer Returns System

- Authorization Document
- Return Document
- Disposition Codes (huh ?)
- Return Reasons for reports
- Past Sale/Invoice look up
- Opportunity to review
- Pending Returns visibility
- Converts to a credit memo

Customer Return Documents Authorization

FACTS 7.6 Demo
Returns Authorization Form

Date of Issue: 09/21/07
Southeastern Industrial Supply
Attn: JOE SMITH
This is your Returns Authorization for the goods listed below. Please include the Returns Authorization Number with any returned merchandise.
Returns Authorization Number: 000219
Authorization Date: 09/21/07
Reference #: PO 444
Return Merchandise to: FACTS 7.6 Demo
685 Fulton Industrial
Atlanta, GA 33025

Item	Description	Quantity	UM	Return For
I100	Pallet Loading Hand Truck CUSTOMER CLAIMS ITEM DAMAGED IN SHIPMENT	2	EA	Credit

- Authorization Number (document number)
- Reference to Item
- Reference to Quantity
- No reference to price

Customer Return Documents

Return Acknowledgment

```

RETURN GOODS ACKNOWLEDGMENT
FACTS 7.6 Demo NO. 000220
13560 Morris Road Page 1
Suite 4100
Alpharetta, GA 30004 09/21/07
(678) 319-8000

Bill-to: C100 Ship-to: S100
Southeastern Industrial Supply Southeastern Industrial Supply
12490 South Peachtree Street 1145-A Fulton Industrial Park
Atlanta, GA 30348 Atlanta, GA 30223

Reference # Returned Date Terms Tax Code Doc # Wh Ship Via
PO 444 09/21/07 30 Net 30 1000220101 UPS

Item Description Shipped UM Price UM Extension UM
1100 Pallet Loading Hand Truck -2 EA 156.25 EA -312.50
Cust Item: WHS-1000
Hand Truck
Credit, return to stock
RESTOCK RESTOCKING FEE 15.63

TOTAL -296.87
JnForm Trial Version
We are presently processing your returns
  
```

- Document looks more like a sales order
- Reference to price
- Reference to restock fee
- Reference to Disposition code

Past Sale Information Invoice look up

Customer Returns Entry (SOE810)

01-FACTS 7.6 Demo CUSTOMER RETURNS ENTRY CRS DOC 000221 SOE810

CUSTOMER C100 PL 0 SHIP-TO S100 RETN WHSE 01
 Southeastern Industrial Supply Southeastern Industrial Supply AUTH DATE None
 REFERENCE # 4444 DOC TYPE Return RETN DATE 09/21/07

LN#	ITEM	RSN	DSP	QUANTITY	UM	PRICE	UM	EXTENSION	STATUS
-->	I100		DG		EA		EA		Returned

Pallet Loading Hand Truck Disposition Code not on file (0)
 1000 lb capacity DISCOUNT RETN VEND N
 Cust Item#: WHS-1000 - Hand Truck VENDOR U110 RETN STCK
 URS # LN STATUS REPAIR AWAIT APP
 INU # |..... CM # SO # LN RESTOCK FEE WARRANTY

No Past Invoice Search Defaults Backup OK

ENTER PAST INVOICE NUMBER, F1-NO PAST INVOICE, F2-SEARCH, F3-DEFAULTS, F4-BACKUP

Past Invoice Lines for C100 Search - Infor

Options Export Print

Invoice #

Go To

Filters

Keywords And Go

Inv#	LN#	Doc#	Date	W..	Shipped	U..	Price	U..
001646	001	001449	06/29/08	01	10	EA	156.25	EA
001791	001	D00143	06/27/08	01	5	EA	156.25	EA
001841	001	C00050	06/28/08	01	-3	EA	156.25	EA
001921	001	C00086	02/28/09	01	-1	EA	400.00	EA
001922	001	C00096	11/26/09	01	-5	EA	156.25	EA
001923	001	D00206	09/19/07	01	1	EA	300.00	EA
001924	001	D00207	09/19/07	01	1	EA	340.00	EA
001925	001	D00208	09/19/07	01	1	EA	500.00	EA
001929	001	D00212	09/19/07	01	1	EA	300.00	EA
001930	001	D00213	09/19/07	01	1	EA	750.00	EA
001931	001	D00214	09/19/07	01	1	EA	800.00	EA

Seq/Lot# OK Cancel

Enter beginning invoice # to go to

Invoices only for customer and item.

Past Invoice required is optional setting.

Return Reason Codes

Customer Returns Entry (SOE810)

01-FACTS 7.6 Demo CUSTOMER RETURNS ENTRY CRS DOC 000222 SOE810

CUSTOMER C100 PL 0 SHIP-TO S100 RETN WHSE 01
Southeastern Industrial Supply Southeastern Industrial Supply AUTH DATE 09/21/07
REFERENCE # DOC TYPE Authorization RETN DATE

LN#	ITEM	RSN	DSP	QUANTITY	UM	PRICE	UM	EXTENSION	STATUS
-->	I100		DG		EA		EA		Authorized

Pallet Loading Hand Truck Disposition Code not on file (0)
1000 lb capacity DISCOUNT RETN VEND N
Cust Item#: WHS-1000 - Hand Truck VENDOR U110 RETN STCK
URS # LN STATUS REPAIR AWAIT APP
INU # 001791 CM # SO # LN RESTOCK FEE WARRANTY

ENTER REASON CODE FOR THIS RETURN, F2-SEARCH, F3-DEFAULTS, F4-BACKUP Backup OK

- Optional restocking fee
- Returns Reports by Reason Code

Returns Reason Code Search - Infor

Starts with Go To

Filters
Keywords And Go

Code	Description	Fee
DG	Goods were damaged on delivery	N
WS	We shipped wrong size/color	N
DNL	Customer did not like item	Y
OVR	Customer over ordered item	Y

Enter characters reason code must start with

OK Cancel

Disposition Codes

What happens to the inventory, what type of document gets generated for the transaction

- ❖ Return to Stock / Credit Customer
(creates credit memo)
- ❖ Return Allowance / Credit Customer
(creates credit memo)
- ❖ Return and Replace
(creates sales order and credit memo)
- ❖ Return to Vendor / Credit Customer
(creates credit memo - pending vendor approval)
- ❖ Return for Repairs
(creates sales order charge for repairs)

Disposition Codes

Customer Returns Entry (SOE810)

01-FACTS 7.6 Demo CUSTOMER RETURNS ENTRY CRS DOC 000222 SOE810

CUSTOMER C100 PL 0 SHIP-TO S100 RETN WHSE 01
 Southeastern Industrial Supply Southeastern Industrial Supply AUTH DATE 09/21/07
 REFERENCE # DOC TYPE Authorization RETN DATE

LN#	ITEM	RSN	DSP	QUANTITY	UM	PRICE	UM	EXTENSION	STATUS
-->	I100	DNL	...		EA		EA		Authorized

Pallet Loading Hand Truck Disposition Code not on file (0)
 1000 lb capacity DISCOUNT RETN VEND N
 Cust Item#: WHS-1000 - Hand Truck VENDOR U110 RETN STCK
 URS # LN STATUS REPAIR AWAIT APP
 INU # 001791 CM # SO # LN RESTOCK FEE WARRANTY

Search Defaults Backup OK

ENTER DISPOSITION CODE FOR THIS RETURN, F2-SEARCH, F3-DEFAULTS, F4-BACKUP

Returns Disposition Code Search - Infor

Options Export Print

Returns Disposition Code

Starts with Go To

Filters

Keywords And Go

Code	Description	For	Type	Options
CFA	Credit, vendor credit, app req	CRS	Credit	
CFV	Credit, vendor credit	CRS	Credit	Await Approval
CRA	Credit, replacement, app req	CRS	Credit	
CRV	Credit, vendor replacement	CRS	Credit	Await Approval
CSC	Credit, scrap	CRS	Credit	
CST	Credit, return to stock	CRS	Credit	
RA1	Replace, Approval, Warranty	CRS	Replace	Warranty, Await Approval
RA2	Replacement, Approval	CRS	Replace	Await Approval
RFV	Replacement, vendor replacemnt	CRS	Replace	Warranty, Await Approval
RP1	Repair, Return, Warranty	CRS	Repair	Warranty
RP2	Repair, Return, Warranty	CRS	Repair	Warranty

OK Cancel

Enter characters code must start with

- Inventory Stock Handling
- Type of Document to generate
- Return Reports by Disposition Code

Past Invoice Cost/Sale Reference

Customer Returns Entry (SOE810)

01-FACTS 7.6 Demo CUSTOMER RETURNS ENTRY CRS DOC 000222 SOE810

CUSTOMER C100 PL 0 SHIP-TO S100 RETN WHSE 01
 Southeastern Industrial Supply Southeastern Industrial Supply AUTH DATE 09/21/07
 REFERENCE # DOC TYPE Authorization RETN DATE

LN#	ITEM	RSN	DSP	QUANTITY	UM	PRICE	UM	EXTENSION	STATUS
-->	I100	DNL	CST	1	EA	156.25	EA	156.25	Authorized

Pallet Loading Hand Truck Credit, return to stock (1)

Past Invoice Cost	111.490	EA
-------------------	---------	----

DISCOUNT RETN VEND N
 VENDOR U110 RETN STCK Y
 REPAIR AWAIT APP -
 LN RESTOCK FEE WARRANTY -

COST | 111.590< [Past Inv Cost] [Defaults] [Backup] [OK]
 ENTER CREDIT COST, F1-PAST INV COST, F3-DEFAULTS, F4-BACKUP

Customer Returns Entry (SOE810)

01-FACTS 7.6 Demo CUSTOMER RETURNS ENTRY CRS DOC 000222 SOE810

CUSTOMER C100 PL 0 SHIP-TO S100 RETN WHSE 01
 Southeastern Industrial Supply Southeastern Industrial Supply AUTH DATE 09/21/07
 REFERENCE # DOC TYPE Authorization RETN DATE

LN#	ITEM	RSN	DSP	QUANTITY	UM	PRICE	UM	EXTENSION	STATUS
-->	I100	DG	CST	1	EA	240.00	EA	240.00	Authorized

Pallet Loading Hand Truck Credit, return to stock (1)

Past Invoice Price	156.25	EA
--------------------	--------	----

1000 lb capacity DISCOUNT RETN VEND N
 Cust Item#: WHS-1000 - Hand Truck VENDOR U110 RETN STCK Y
 URS # LN STATUS REPAIR AWAIT APP -
 INU # 001791 CM # SO # LN RESTOCK FEE WARRANTY -

[Past Inv Price] [Change Um] [Defaults] [Backup] [OK]
 ENTER CREDIT PRICE, F1-PAST INV PRICE, F2-CHANGE UM, F3-DEFAULTS, F4-BACKUP

Past Invoice Discount Restock Fee Information

Customer Returns Entry (SOE810)

01-FACTS 7.6 Demo CUSTOMER RETURNS ENTRY CRS DOC 000222 SOE810

CUSTOMER C100 PL 0 SHIP-TO S100 RETN WHSE 01
Southeastern Industrial Supply Southeastern Industrial Supply AUTH DATE 09/21/07
REFERENCE # DOC TYPE Authorization RETN DATE

LN#	ITEM	RSN	DSP	QUANTITY	UM	PRICE	UM	EXTENSION	STATUS
-->	I100	DG	CST	1	EA	240.00	EA	240.00	Authorized

Pallet Loading H 1000 lb capacity Cust Item#: WHS- URS # LN INU # 001791 CM		Past Invoice Discounts	Credit, return to stock (1)
		Invoice	DISCOUNT .00<
		Line	VENDOR U110
		Total	REPAIR
			RESTOCK FEE
			RETN VEND N
			RETN STCK Y
			AWAIT APP -
			WARRANTY -

Total Defaults Backup OK

ENTER DISCOUNT PERCENT, F1-TOTAL (.00), F3-DEFAULTS, F4-BACKUP

Customer Returns Entry (SOE810)

01-FACTS 7.6 Demo CUSTOMER RETURNS ENTRY CRS DOC 000222 SOE810

CUSTOMER C100 PL 0 SHIP-TO S100 RETN WHSE 01
Southeastern Industrial Supply Southeastern Industrial Supply AUTH DATE 09/21/07
REFERENCE # DOC TYPE Authorization RETN DATE

LN#	ITEM	RSN	DSP	QUANTITY	UM	PRICE	UM	EXTENSION	STATUS
-->	I100	DG	CST	1	EA	240.00	EA	240.00	Authorized

Pallet Loading Hand Truck 1000 lb capacity Cust Item#: WHS-1000 - Hand Truck URS # LN STATUS INU # 001791 CM # SO # LN		Credit, return to stock (1)
		DISCOUNT .00
		VENDOR U110
		REPAIR
		RESTOCK FEE
		RETN VEND N
		RETN STCK Y
		AWAIT APP -
		WARRANTY -

Standard Defaults Backup OK

ENTER THE RESTOCKING FEE, F1-STANDARD (\$12.00), F3-DEFAULTS, F4-BACKUP

calculated as a flat fee or percent of price.

Accounts Receivable Returns Pending Message

01-FACTS 7.6 Demo, AR Customer Inquiry - Customer Order (ARI610) - Infor

Options View Sort By Export Print Help

Go To Starts with

Customer	Name	Notes	City, State	30
C100	Southeastern Industrial Supply	Y	Atlanta, GA	30
C101	Deluxe Equipment Warehouse	U	Douglasville, GA	30
C102	Roark Architectural, Inc.	Y	Acworth, GA	30

Equipment General Ledgercards Open Docs Options Orders

'Returns Pending Credit'

Customer C100

Alpha SOUTHEASTE

Cust Name Southeastern Industrial Supply

Address 1 12490 South Peachtree Street

Address 2

Address 3 Atlanta, GA 30348

Credit Limit 50000.00

Current Balance 7383.98

Alpha SOUTHEASTE

Cust Class WSL Wholesale Custo

Price Class WSL Wholesale Custo

Price Level 0

Commission .00 %

Inv Discount 5.00 %

Ship Via UPS BLUE

UPS Zone 2C

Exit

Enter beginning customer to go to

AR Customer Inquiry-General View

FACTS 7.6 Demo
ARR715 Page: 1
Time: 12:22 PM

Date: 09/21/07
User: IN4 T2
Customer: C100 to C100
Aging Date: 09/21/07

Customer Name Last Payment

Doc#	D	TY	Date	Date	CURRENT	1-30	31-60	61-90	OVER 90	

C100			06/30/08		7383.98					
Returns Pending Credit										
7708929623										
Sales: 128004.52 YTD 73224.42 PYD										
S100	001646	IN	04/27/08	05/26	1816.00					
S100	001777	IN	06/28/08	07/28	1802.99					
S100	001791	IN	06/27/08	07/27	726.00					
S100	001865	IN	06/10/08	07/10	1231.34					
S100	001881	CM	06/27/08	07/27	-183.54					
S100	001888	IN	06/12/08	07/12	342.52					
S100	001889	IN	06/16/08	07/16	24.98					
S100	001892	IN	04/22/08	05/22	515.09					
S100	001919	IN	06/20/08	07/20	2176.50					
S100	001922	CM	11/26/09	12/26	-742.19					
SAME	002001	IN	06/05/08	07/05	50.00					
SAME	002003	IN	06/02/08	07/02	1.00					
SAME	0A2045	CA	06/20/08	06/20	-401.84					
SAME	SC0764	SC	06/30/08	06/30	30.13					

Report Total					7383.98	7383.98	.00	.00	.00	.00

Customer Count: 1
D=Disputed Invoice, TY=Document Type

End of Report

- AR Aged Trial Balance Report
- AR Open Receivables Report

Convert to Credit Memo

Customer Returns Entry (SOE810)

01-FACTS 7.6 Demo CUSTOMER RETURNS ENTRY CRS DOC 000220 SOE810

CUSTOMER C100 PL 0 SHIP-TO S100 RETN WHSE 01
Southeastern Industrial Supply Southeastern Industrial Supply AUTH DATE None
REFERENCE # PO 444 DOC TYPE Return RETN DATE 09/21/07

LN#	ITEM	RSN	DSP	QUANTITY	UM	PRICE	UM	EXTENSION	STATUS
001	I100	DG	CST	2	EA	156.25	EA	312.50	Create CM

Credit Memo Creation

AR INVOICE # NONE
ADD TO PRINT Y
DOC MEMO ME appreciate your business!

ENTER DOCUMENT MEMO, F4-BACKUP

Important Message - Infor
Credit Memo C00097 Created.
OK

Apply directly to Open Invoice

01-FACTS 7.6 Demo, Credit Memo Document C00097 Southeastern Industrial Supply (SOE330) - Infor

Customer C100 Ship-To S100 Init Whse 01 Atlanta Ware Document C00097

Southeastern Industrial Supply 12490 South Peachtree Street Atlanta, GA 30348
Southeastern Industrial Supply 1145-A Fulton Industrial Park Atlanta, GA 30223

Pr Lvl 0 Invoice
Memo Date 09/21/2007
Invoice Date 09/21/2007

L...	Item	Flags	WH	Quantity	UM	Price	UM	GM%	Source
001	I100		01	-2	EA	156.25	EA	28.8	CRS 000220
002	RESTOCK	T	01	1	EA	15.63	EA	100.0	CRS 000220

Weight -158.000 Units: -1 Midse: -296.87 Ext: -296.87

Payments Header Line Detail Done

VERY GOOD CUSTOMER

Credit Memo references CRS document

Many Happy 'Returns'

