Creating a Customer Return

New Table Item Reason Code

First, create a reason code to be selected when the return is processed. This information is used for the following:

- Description appears on customer credit memo for return.
- Can be selected when creating a new Non- Conformance from menu.
- Fills into the Corrective Action when created from a return
- Creates a combo box that allows you to select when creating a CAR menu option
- Fills into the Non-Conformity Tab of the Non-Conformance
- Ability to automatically create a return (Default setting on each code).
- Prints on the Customer/Vendor Returns Summary
- Filter option on reports

Corrective Action Code

If you are using the Quality Module, you will need to create a Corrective Action Code. A Corrective Action can be generated during the processing of a Customer Return. This information is used for following:

- Fills into the Corrective Action when created from the return.
- Creates a combo box that allows you to select from the list when creating a new Corrective Action
- Available to select when creating a Feedback item.
- Filter on CAR Summary
- Search Option for CAR

Non-Conformance Code

If you are using the Quality Module, you can create a Non-Conformance when processing the return. The Non-conformance code is used for following:

- Fills into the Non-Conformance when created from the return.
- Creates a combo box that allows you to select from the list when creating a new Non-Conformance.
- Available to select when creating a Feedback item.
- Filter on Non-Conformance Summary
- Search Option for Non-Conformance

Setting the Next Number Options

Go to File|Company Maintenance|Edit|Next Numbers Tab
Place a check mark next to the Customer Returns/Rework and the system will generate the next number.

Setting a Default Work Code for Rework Job/Create Memos

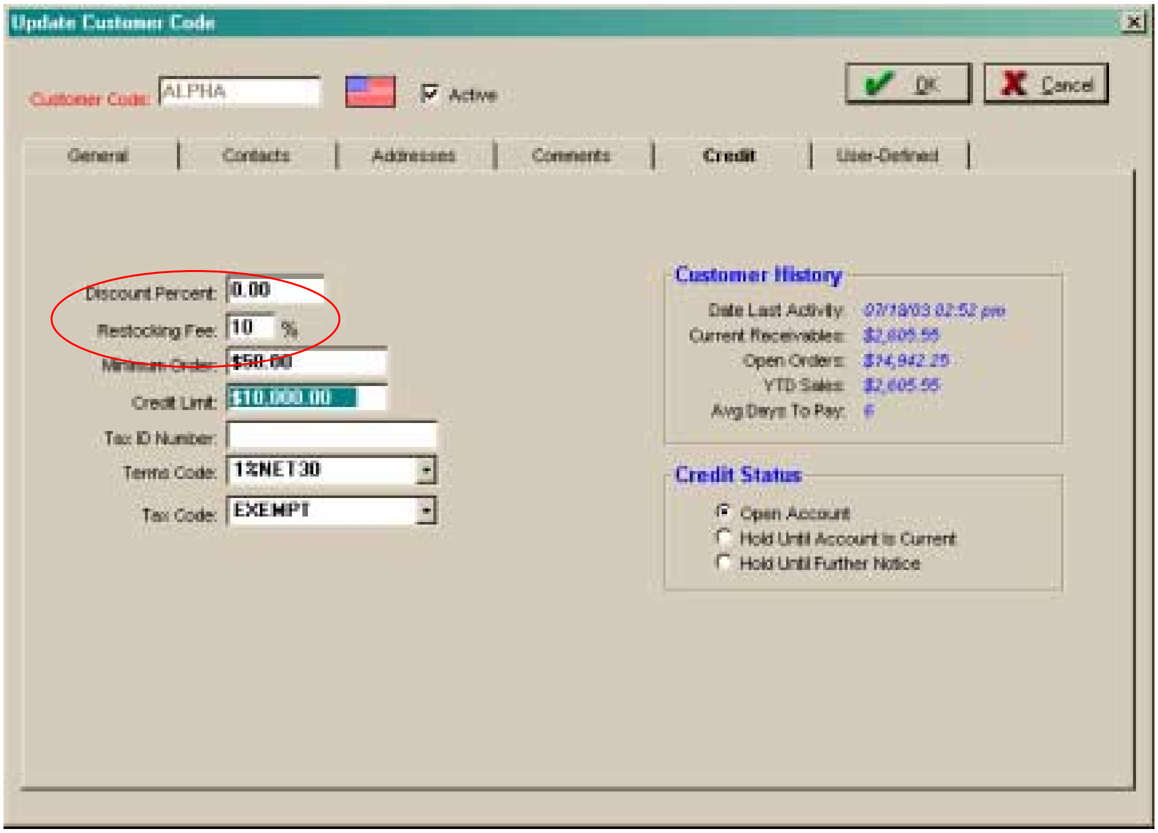
When a rework job is created, the default work code is used on the order. The same default work code is used to generate the credit memo. The general ledger account numbers from that default work code are used for billing purposes.

You also have the option of charging a restocking fee when you create the credit memo. The restocking fee can be set as a default.

To set go to File|Company Maintenance|Defaults\Company

This sets the default Work Code for Restocking jobs and Credit Memos.
In addition, this sets the company default Restocking Fee so that the fields automatically populate when you create a new customer.

To set existing customers up for a restocking fee, go to Tables|Customer Code|Edit the customer and go to the Credit Tab.



Steps to Entering a Customer Return

1. Go to Orders|Customer Returns/Rework
2. Click on New to create a Return. The person issuing the return completes the Return Creation Tab.
3. When the parts are received from customer, the return is edited and the Receiver Tab is completed.
4. Then, the Quality person inspects the parts and determines which parts are good and can be stocked and which ones need reworked.
5. Once the parts have been inspected, select the Reason Code before processing the return so the information will show on the Corrective Action, Non-conformance and the Credit Memo.
6. Next, the rework order needs to be created. Click the process button to create the rework job. The restocked parts are returned to quantity on hand. To create a Corrective Action and a Non-Conformance make sure the line items are checked. Note that the rework job has a master job number of the original job. When the rework job is shipped, the cost rolls to the original job.
7. Lastly, create a credit invoice by clicking on the Create Invoice Button. You have the option of charging the customer a restocking fee. This can be different for each part.
8. The date and the credit memo number fills into the Orders/Accounting Tab.

Note: As you move from one tab to the other, the status changes for tracking purposes.

A Customer Return Summary is available to monitor the returns.

Creating the Rework Job

1. While processing, you have the option of altering the router and adding or deleting the Bill of Materials
2. The system assigns a master job number to the rework job.
3. When the rework job is shipped, the cost roll to the master job so you can see the cost for both the original job and the rework job.

Restocking Parts

1. Increases Qty on Hand for Part
2. Transaction appears on the Inventory Activity Report

Creating a Credit Memo

1. Shipping charges appear but can be removed.
2. Miscellaneous Tooling Charge
3. Restocking fee option per part.
4. Print through the A/R billing Print menu.