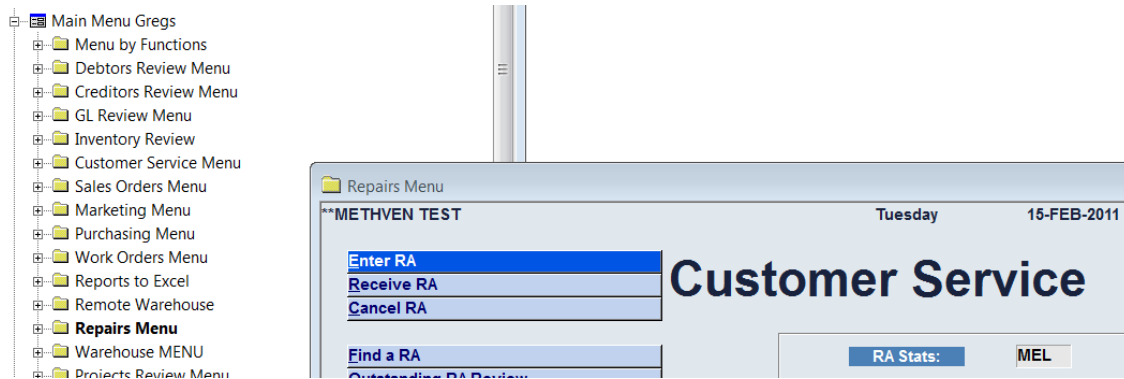


Returns Management ver 97.

The a5returns RA and Repairs Management program provides facilities to create and manage Pronto RA documents from entry to posting as debit/credit adjustments.

The RA program can be started from 4 places. 1.Via Favourites Menu.

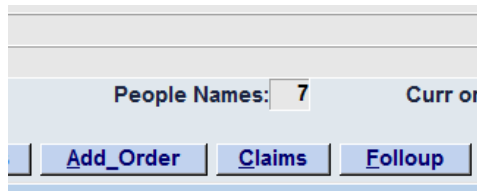
2



3.From debtor review functions



4 from the Customer Service program using either RA command or the



Claims button.

RA Entry / Creation

Customer Service Menu

METHVEN TEST

Account: REECCAMP

Name: REECE P/L (3048)

1936 HUME HIGH

CAMPBELLFIELD

VIC

PCode: 3061

Phone: 03 9357 0499

Order: 867830

Delivery: 30JAN11 974

test communications

Manager Followup

mgorman@au.methven.cc

Last Chg: 03-SEP-2009

Find Stock-Avail

RA/RO No.: PO#

Customer No.: Bill to:

Type of RA: Under Warranty

Invoice No.: Rep Status Hold

Quantity:

Customer Ref.: Serial No.:

Repairer:

Stock Code:

Accessories:

State of Goods:

Fault Desc.:

Reason:

Whse:

Rep:

RA/RO Maintenance

Date: 15-FEB-20

N - Assign RA Number

S-Service Site Repair

W-Warranty Parts Repair

C-Customer Repair

E-Credit Request Only

R-Replacement Credit

I-Internal Repair

Q-Quote for Repair

OK Cancel

N will create an Inprogress RA and is the default type of Normal.

S is for service Jobs , optional external Purchase Order and Parts Issued for an external Customer or Merchant.

W is for Warranty Replacements and Stock Issues.

C is for Customer Repairs , like service jobs but goods are returned to customer with optional charges.

E is for Credit Requestes only

R will raise goods return order and issue of replacement sales order.

I for internal Repairs and Workshop jobs , allows recording Labour,Parts, Cost again stock item

Q used for quotes on repairs or service jobs.

The Entry detail screen will confirm the Merchant/customer code

Followed by optional Invoice Number . If Invoice number is entered then one or more items can be selected from the original invoice.

The Customer Reference is a mandatory field either the Client name or merchant Claim No

EN TEST RA/RO Maintenance Date: 15-FEB-2011

RA/RO No.: PO# 0 Status: RA BEING ENTERED

Customer No.: REECCAMP Bill to: REECHOV ADMIN. SUPPORT SERVICES

REECE (9999) VIC ADMINISTRATIO REECE PTY. LTD. (VIC)

Type of RA: N Return Authority PRIVATE BAG 109

Invoice No.: OPTIONAL Under Warranty: Y BURWOOD

Quantity: -1 Rep Status Hold: VIC 3125

Customer Ref.: CUSTOMER REFERENCE # Phone: 03 93570499

Serial No.: Work Ph: 03 93570745

Repairer: Make/Model:

Stock Code: MULTIPLE Accessories:

State of Goods: Fault Desc.:

Reason: 2 FAULTY Entered by:

Whse: MEL Rep: Entered Date:

Due Date:

Completed:

OK Cancel

Most Versions of RA will then ask for a list of the products claimed or affected by the RA.

Standard

RA No.: 872187 Whse: MEL View Invoice Details

Customer: REECCAMP REECE (9999) VIC ADMINISTRATIO Ref: CUSTOMER REFERENCE #

Seq	StockCode	Description	Qty	Price	Disc%	Amount	CustRef	Fault	Description	M
1.12	30-4004	BERMUDA II HI RISE SHOWER	-1	62.00	33.30	0.00	XX123	FA	FAULTY AERAT	
1.12										

Find Text Entry Correct Remove Import

Enter Quantity and optional cost (it will default to customer price and discount) followed by an optional customer line reference and optional product fault code<help key>.

Multiple Items can be entered as well several Note/Changes options or Q for Quit entry and continue completing the form.

OR escape to the command line and optional Import can be used to bulk upload line details.

Import RA lines from CSV File

File:

Col APN:

Col QTY:

Col Cost:

Col KeyCode:

Mask1:

Mask2:

col Store:

Specials:

Use The Help Key to select a CSV file from the SAMBA/Returns folder followed by the Col number A=1 for the stock/EAN number
 Col Number containing the Quantity (positive number)
 Col Number of Item Cost (multiplied by qty for value)
 Col Number of Customer Reference (saved in sales order line notes)
 Mask Code to match Key Codes (enter spaces by default) or Mask eg NSW to matchvh all references containg NSW.
 Specials default to ZERO to treat non stock items as specials ELSE code 1 to create temporary stock items for tracking purposes.
 The Entry process Proceeds to a pop-up window for text comments
 Followed by customer address entry/confirmation.
 Entry concludes with a window asking to Print or Email or Fax a copy of Claim to the Customer or Merchant.

Fault Description

The Item was Broken
please replace asap

Save Cancel

Customer Return Address - Contact Details

The End user Name
And Address
and Details
Including Phone Number
and optional Email or Mobile N

Ph/Email:
Ph2/fax: Post: 3061

OK Cancel

Print/Fax: F

OK Cancel

Edit / Review RA Claim

Repair Actions

- Goods Received from Customer
- Workshop Repair
- External Repair/Claim
- Repair Return
- Return to Customer
- Into Stock/Scrap
- Approve RA/RFC
- Credit the Customer
- Print the Repair
- X - Cancel Repair

At Any Time an RA/Return/Service Job may have additional comments added to it for

Fault Notes

- Customers Comment
- State of Goods
- Work Done
- General Notes
- Internal Notes
- Repair Followup Notes
- NO Contact Info

tracking purposed

The RA Command at Customer service Scan Code calls the full menu.

METHVEN TEST Tuesday 15-FEB-2011 ghotchin

Customer Service

Enter RA

Receive RA

Cancel RA

Find a RA

Outstanding RA Review

Transfer

Quick Credit

Service Job Review

Archived Service Jobs

Report Warranty

Archived Warranty Report

Warranty Pending

Archived Warranty Jobs

Receiving BL Process

Print Reports

RA Stats: MEL

METHVEN FACTORY

Being Entered:	22
Waiting Goods:	551
Received:	1
In Workshop:	
At Repairer:	
Waiting Pickup:	
Total:	585

While the SJ command at customer service scan code calls Outstanding Service Jobs Review.

Review Current Service Repair Jobs

Standard	RA No	Entered	Due-Date	Whse	Customer	Customer	Cust Ref	Product
	870505	21JAN11	01FEB11	MEL	HARVMOLEN	HARVEY NORMAN STAPYLTON	SNAITH	02-4001
	870596	21JAN11	06FEB11	MEL	TRADFIVE	TRADELINK FIVE DOCK 2203	ABDUL/ RAHMIN	02-9358
	870597	21JAN11	01FEB11	MEL	BATH	SINK & BATHROOM SHOP	CARTER	02-4353
	870694	21JAN11	01FEB11	MEL	BATHMANJ	ARMANTI TILES & BATHROOMS	ROOYEN	03-2358
	870720	21JAN11	01FEB11	MEL	BATHWAREH	BATHROOM WAREHOUSE	ROBERTSON	02-1109
	870725	21JAN11	01FEB11	MEL	JANBAY	JANBAY HARDWARE	LEE	02-9358
	870868	24JAN11	01FEB11	MEL	TRADNAILS	TRADELINK (5512) NAILSWORTH	CARTER	02-9358
	871019	24JAN11	01FEB11	MEL	HARVALEX	HARVEY NORMAN - ALEXANDRIA	WHITE	01-4200
	871058	24JAN11	25JAN11	MEL	99813	WARRANTY/REPLACEMENT NAT.	FAYER	06-3307
	871109	24JAN11	25JAN11	MEL	CASSBROT	CASS BROTHERS - PETERSHAM	SCHWIRTLICH	02-4353
	871136	24JAN11	25JAN11	MEL	HARDMARA	HARDWARE & GENERAL - MARAYONG	FORWAR	02-6104
	871219	25JAN11	09FEB11	MEL	HARDBROO	HARDWARE & GENERAL BROOKVALE	ORKIN	06-3307
	871243	25JAN11	26JAN11	MEL	HARVCASTH	HARVEY NORMAN - CASTLE HILL	PERFORMANCE TECH	02-3851
	871426	25JAN11	26JAN11	MEL	99813	WARRANTY/REPLACEMENT NAT.	HARDY	02-4339
	871487	27JAN11	28JAN11	MEL	99813	WARRANTY/REPLACEMENT NAT.	RYAN	03-3300
	871626	27JAN11	28JAN11	MEL	99813	WARRANTY/REPLACEMENT NAT.	DJULA	02-4100
	871731	27JAN11	28JAN11	MEL	WESTPLUM	WESTERN PLUMBING SUPPLIES P/L	BASILONE	01-2343
	871981	28JAN11	28FEB11	PER	TRADBALC	TRADELINK (6604) BALCATT	GOULIOS	02-4339
	872122	28JAN11	31JAN11	MEL	HARVCARIN	HARVEY NORMAN - CARINGBAH	CHO	02-9358
	872183	09FEB11		MEL	ZGP	GP TEST ONLY DO NOT SHIP		30-4004

Find Details View Status Print RepairPO Issue SO Addr Text Locate NewJob Letter Workshop All Archiv

The Service job screen is very wide and adjustment of column width shows.

Review Current Service Repair Jobs																
Standard																
RA No	Entered	Due-Date	Wh...	Customer	Customer	Cust Ref	Product	Stock	Fault	C... Desc	Repairer	PO...	follo...	Amo...	Parts C...	Reps...
870905	21JAN11	01FEB11	MEL	HARVMOLEN	HARVEY NORMAN STA SNAITH		02-4001	FUTURA BASIN MI	upgrading of mixers	LC LEAKING CARTRIDGE	TAP2000	32061		0.00	145.42	121.00
870998	21JAN11	09FEB11	MEL	TRADPIVE	TRADELINK FIVE DOG/ABDUL RAHMI		02-8358	MIN. HIR SPRING F	COMPLETE MIXER	LB LEAKING MIXER BODY	TAP2000	32064		0.00	0.00	121.00
870997	21JAN11	01FEB11	MEL	BATH	SINK & BATHROOM SP CARTER		02-4353	FUTURA SINK MIXI	Replace complete mixer	MF Material Failure	TAP2000	32065		0.00	62.67	121.00
870994	21JAN11	01FEB11	MEL	BATHMANJ	ARMANTI TILES & BAT ROOVEN		03-2358	ECHO STRATA SIN	Replace Complete (03-2358)	MF Material Failure	TAP2000	32066		0.00	0.00	121.00
870720	21JAN11	01FEB11	MEL	BATHWAREH	BATHROOM WAREHOL/ROBERTSON		02-1109	ALPHA SHOWER M	leaking cartridge	LC LEAKING CARTRIDGE	TAP2000	32068		0.00	5.86	121.00
870725	21JAN11	01FEB11	MEL	JANBAY	JANBAY HARDWARE LEE		02-8358	MIN. HIR SPRING F	split hose	HF HOSE FAILURE	TAP2000	32069		0.00	0.10	121.00
870686	24JAN11	01FEB11	MEL	TRADNAILS	TRADELINK (8512) MHC CARTER		02-8358	MIN. HIR SPRING F	hose split	HF HOSE FAILURE	TAP2000	32070		0.00	111.89	121.00
871019	24JAN11	01FEB11	MEL	HARVALEX	HARVEY NORMAN - AL/WHITE		01-4200	AMIO SHOWER MI	need a new cartridge (04-80)	LC LEAKING CARTRIDGE	TAP2000	32071		0.00	5.86	121.00
871058	24JAN11	25JAN11	MEL	99813	WARRANTY/REPLACE FAYER		06-3307	MAXUS SINK MIXE	leaking cartridge	LC LEAKING CARTRIDGE	TAP2000	32073		0.00	245.79	121.00
871109	24JAN11	25JAN11	MEL	CASSBROT	CASS BROTHERS - PE SCHWIRTLICH		02-4353	FUTURA SINK MIXI	leaking from body	LB LEAKING MIXER BODY	TAP2000	32074		0.00	62.67	121.00
871106	24JAN11	25JAN11	MEL	HARDMARA	HARDWARE & GENERAL/FORWAR		02-6164	SIGMA SHOWER M	water will not turn off	LC LEAKING CARTRIDGE	TAP2000	32076		0.00	5.00	121.00
871219	25JAN11	09FEB11	MEL	HARDBROO	HARDWARE & GENERAL/ORKIN		06-3307	MAXUS SINK MIXE	upgrade to 02-4308 x 1	LB LEAKING MIXER BODY	TAP2000	32080		0.00	47.15	121.00
871343	25JAN11	26JAN11	MEL	HARVCASTH	HARVEY NORMAN - CA/PERFORMANC		02-3851	TROPAX HR PI/UT	leaking cartridge	LC LEAKING CARTRIDGE	TAP2000	32081		0.00	4.45	121.00
871426	25JAN11	26JAN11	MEL	99813	WARRANTY/REPLACE HARDY		02-4339	FUTURA DELUXE I	Replace Cartridge (04-8052)	LC LEAKING CARTRIDGE	TAP2000	32088		0.00	5.87	121.00
871487	27JAN11	28JAN11	MEL	99813	WARRANTY/REPLACE RYAN		03-3300	ECHO CIRCA SINK	leaking from body	LB LEAKING MIXER BODY	TAP2000	32090		0.00	37.49	121.00
871626	27JAN11	28JAN11	MEL	99813	WARRANTY/REPLACE DUJLA		02-4100	FUTURA SHOWER	need to but just in case	LC LEAKING CARTRIDGE	TAP2000	32091		0.00	10.84	121.00
871731	27JAN11	28JAN11	MEL	WESTPLUM	WESTERN PLUMBING BASILONE		01-2343	MIN. TWIN HANDLE	leaking from cold side	LC LEAKING CARTRIDGE	PINOTARQ	32092		0.00	66.10	110.00
871981	28JAN11	28FEB11	PER	TRADBALC	TRADELINK (8604) BAL GOULIOS		02-4339	FUTURA DELUXE I	leaking body	LB LEAKING MIXER BODY	TAP2000	32095		0.00	0.00	121.00
872122	28JAN11	31JAN11	MEL	HARVCARIN	HARVEY NORMAN - CA CHO		02-8358	MIN. HIR SPRING F	dripping from outlet	LC LEAKING CARTRIDGE	TAP2000	32096		0.00	0.00	121.00
872183	09FEB11		MEL	ZGP	GP TEST ONLY DOING		30-4004	BERMUDA II HI RI	test 2	FA FAULTY AERATOR		0		0.00	0.00	121.00

The command WA at customer service scan code shows the outstanding Warrantry Claims not yet processed.

review warranty Claims Pending												
Standard												
Order ...	B...	Entered	Las...	Whse	Reference	Reseller	Product	Stock	Fault	C... Desc	Reason	Amount
2	866077	24DEC10		MEL	HANNANT		82-2287	FUTURA RAIL SLIDER ONLY CHRC	broken	MF Material Failure	2	0.00
2	872096	28JAN11		MEL	HOLLIER		82-5905	AMIO RAIL W/SLIDER L/DISH CP		DR Dinted Rail	2	0.00
2	872180	07FEB11		MEL	TEST ONE	DANKSOHN	10-2006	BOZZA II SHOWER PVC HLD/BRK		Dinted Rail	C	0.00
2	872184	09FEB11		MEL	TEST 3		30-4004	BERMUDA II HI RISE SHOWER	test 3	FA FAULTY AERATOR	2	0.00

in Costs Items with Costs

The Service Jobs and Warranty Outstanding review both offer Status To activate the next activity on a Sdervice Job and Wannty Job.

Job	Status	Details	View	Print	Addr	Text	Locate
-----	--------	---------	------	-------	------	------	--------

h Costs

The Warehouse Receiving Staff are Presented with a shorter menu.

[Enter RA](#)
[Receive RA](#)
[Find a RA](#)
[Cancel RA](#)
[Transfer](#)

[Outstanding RA Review](#)
[Print Reports](#)
[Receiving BL Process](#)
[Putaway RA Report](#)

Methven RA/Service Process

RA Stats:

MEL

METHVEN FACTORY

Being Entered:	22
Waiting Goods:	551
Received:	1
In Workshop:	
At Repairer:	
Waiting Pickup:	
Total:	585

Find Repairs

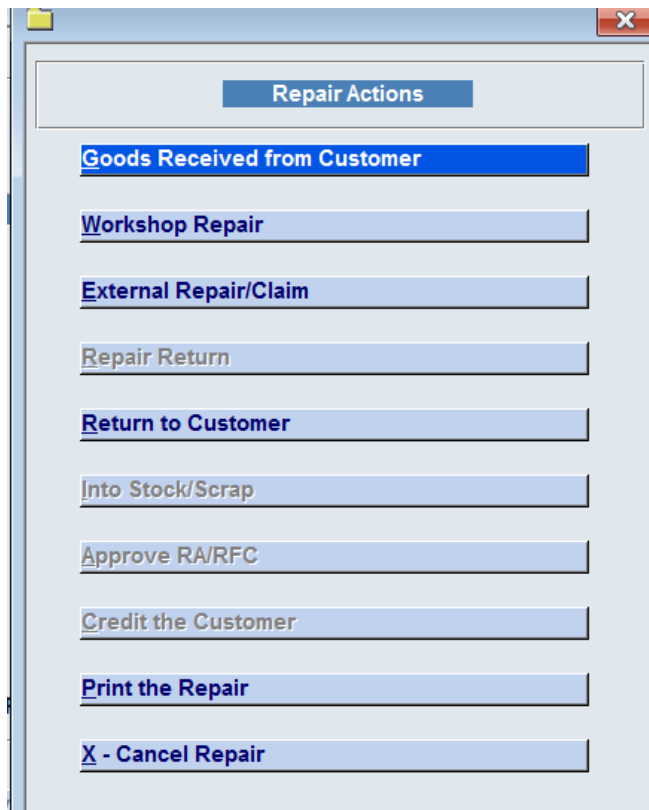
Search For:

[Customer Enquiry](#)
[PO Ref Enquiry](#)
[Supplier Enquiry](#)
[Unit Serial No](#)
[X-Postcode and Name](#)
[Name Search](#)
[Finished Enquiry](#)

Find by Status

[Repairs Entered](#)
[Print Approved for](#)
[In Progress](#)
[Goods Received](#)
[C/Note Approved](#)
[Workshop Repair](#)
[External Repair](#)
[All Repaired](#)

The Warehouse will find and select the RA received the Select Next_Action menu



The RA system Xtras Menu provides additional RA management functions and these are defined by separate Documents including

The Sending of Letters to Merchants / Clients

The Creating of Service Purchase Orders to Repairs.

The Receiving of Service Repair Purchase Orders..

<u>Audit Review</u>	ol
<u>Letter Process</u>	spl
<u>Maintain Estimates</u>	
<u>Customer Accept</u>	ol
<u>Transfer to New Store</u>	
<u>History Repair</u>	
<u>Supplier Details</u>	spl
<u>1.Edit Repair Order</u>	ol
<u>2.Print Customer RA</u>	
<u>3.Edit Purchase</u>	
<u>4.Print Purchase</u>	ol
<u>Reject Repair</u>	spl
<u>Enquiry Debtor</u>	spl
<u>X-Maintain Tables</u>	
<u>GL Ledgers Update</u>	
<u>Update CSV</u>	
<u>Original Invoice</u>	
<u>Issue/Return Loan</u>	
<u>Duplicate RA</u>	
<u>Finish RA</u>	
<u>Recover Cancelled</u>	
<u>Fast Credit</u>	

METHVEN TEST

Repair Menu

Bulk Letters

Cancelled RA Report

Putaway RA Report

Receiving BL Process

RA Details Report

Status Report

List Product Credits

Y-Check Orders

Z-Admin Tables

X-Maintain Tables

The Warehouse Process the Bulk Items Received on Pallets from DC via the BL processing Functions and record Fault and putaway good stock received before processing the Credit Claim.

Receiving RA Processing

Start Inv#

Start RA:

Start Ref#

Start Cust:

Start Type:

Start Date:

Summary/Detail/A:

End:

End RA:

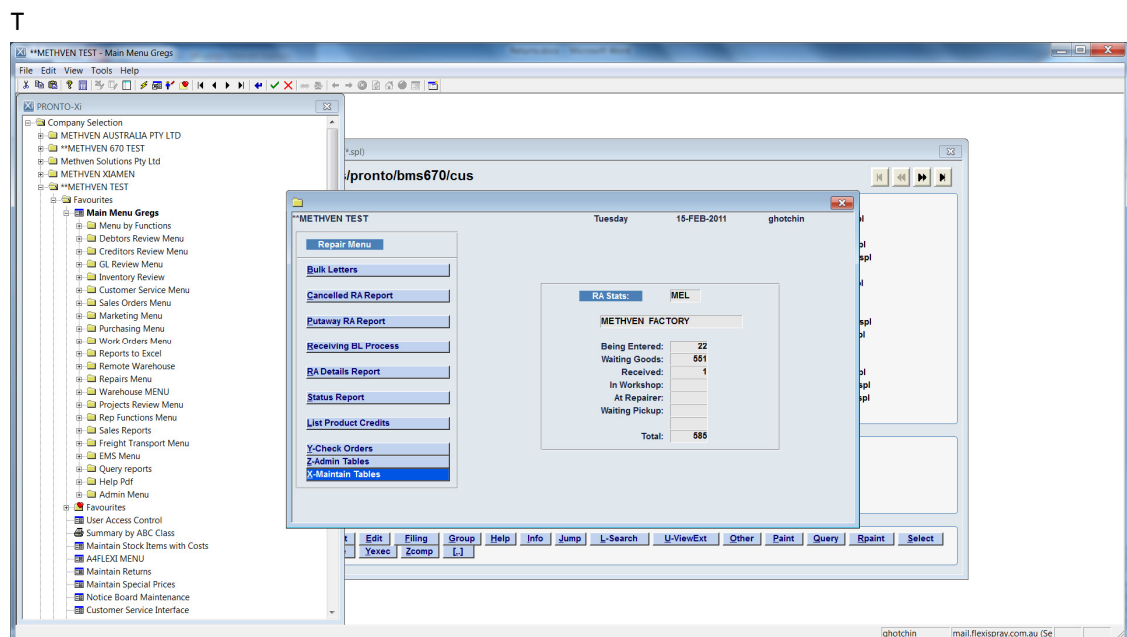
End:

End Cust:

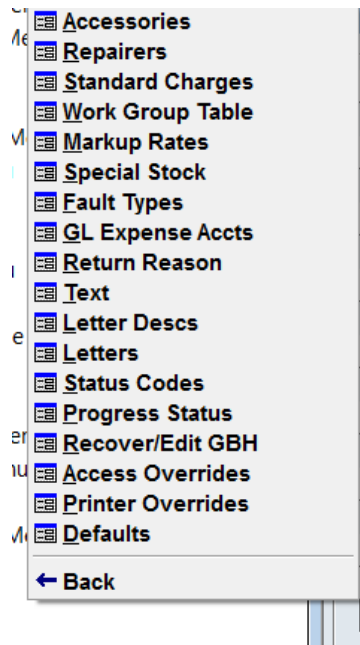
End Type:

End Date:

The RA system provide a menu of standard reports.



And [provides a system menu of tables to be maintained for RA system including a Config screen of system defaults for admin use only.



Maintain Repairs/Returns Defaults

System Name: Methven RA/Service Processing

Mode of Use (A=Assume POS):

The Creditor Group of Repairers: SR

The Default Repair Reason: 2

The Unix Import Directory Path: /mnt/dataexchange/temp

The Unix Letters Directory: /mnt/dataexchange/LETTERS

The Network Letters Directory: c:/tmp/

The Default Purchase StockCode: ZREPAIR

The Default RA StockCode: REPAIR

The Default Docket printer: maucopy-80

The Default Warranty text:

Warranty Acct: 99813

Handling Charge: 0.00 Warning Price: 0

Number of Copies: 1

Copies of Internal PO: 1

Restocking Fee%: 0

Claims Limit Days: 60

Write Off\$: 0

OK Cancel

The RA System has serveral other options.