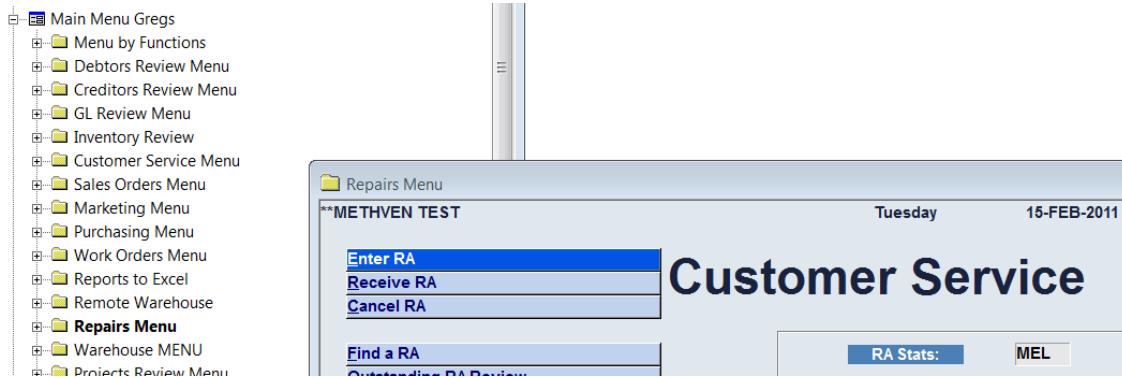


Returns Management ver 97.

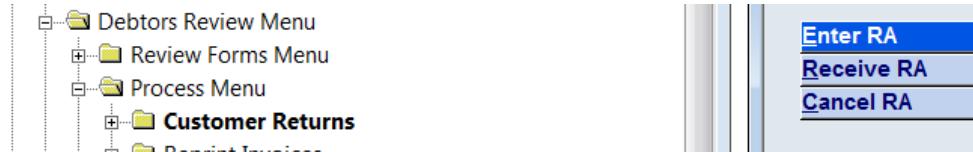
The a5returns RA and Repairs Management program provides facilities to create and manage Pronto RA documents from entry to posting as debit/credit adjustments.

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

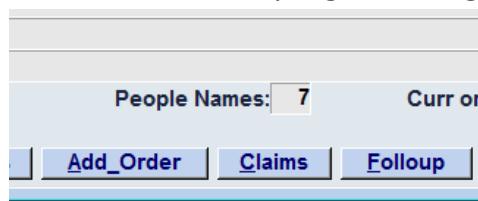
2



3.From debtor review functions



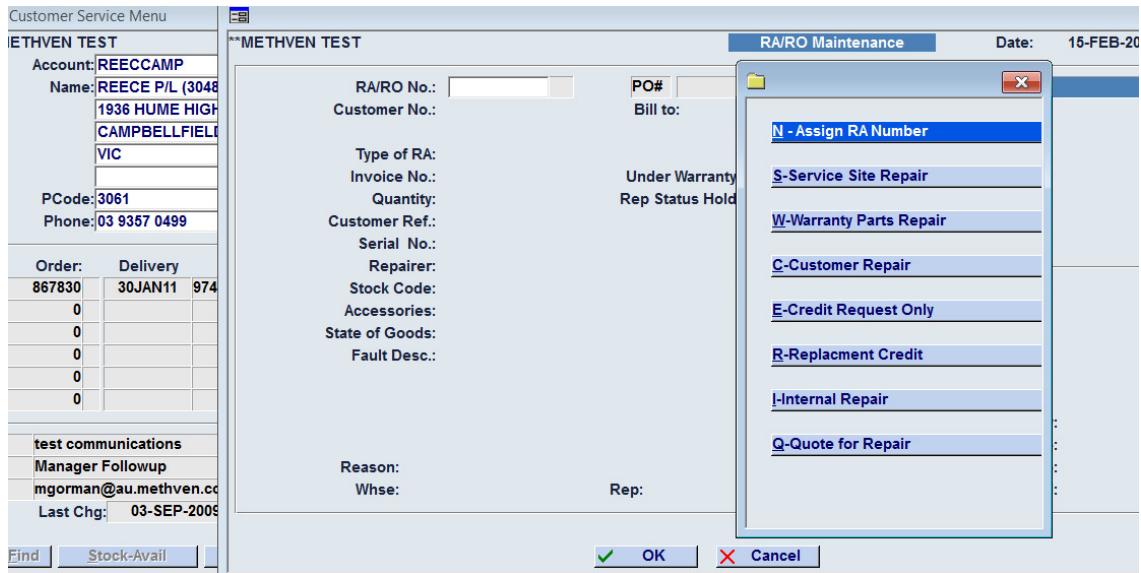
4 from the Customer Service program using either RA command or the



Claims button.

RA Entry /

Creation



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 in 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.

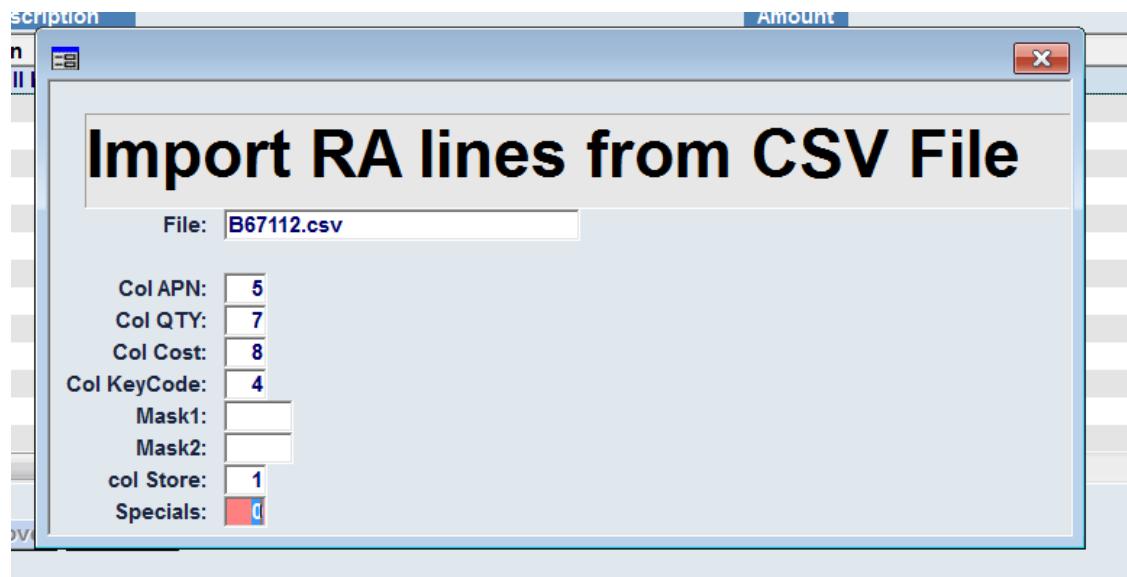
The Customer Reference is a mandatory field either the Client name or merchant Claim No

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

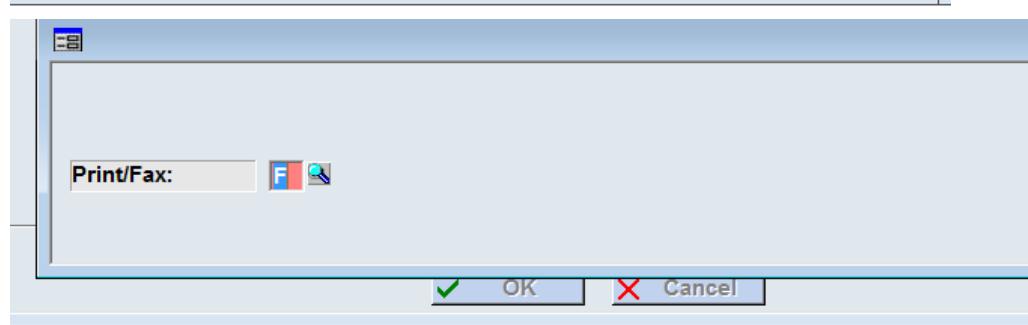
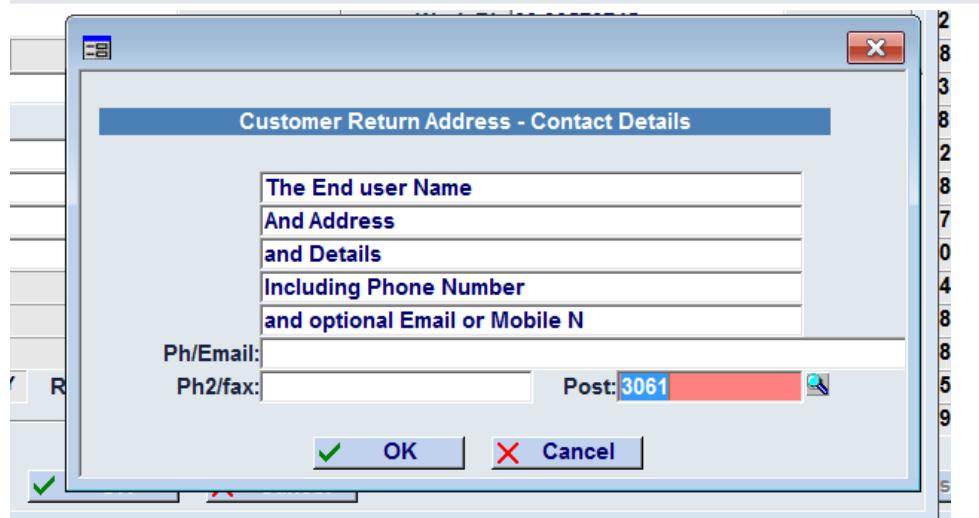
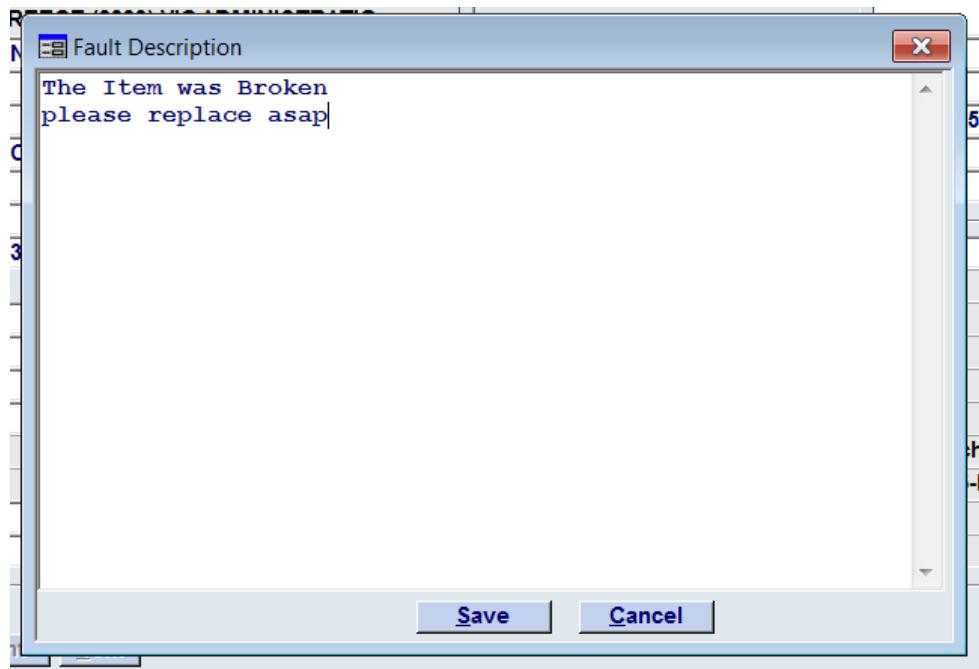
Enter Quantity and optional cost (it will default to customer price and discount) followed by an optional customer line reference and optional product fault code<help key>.

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

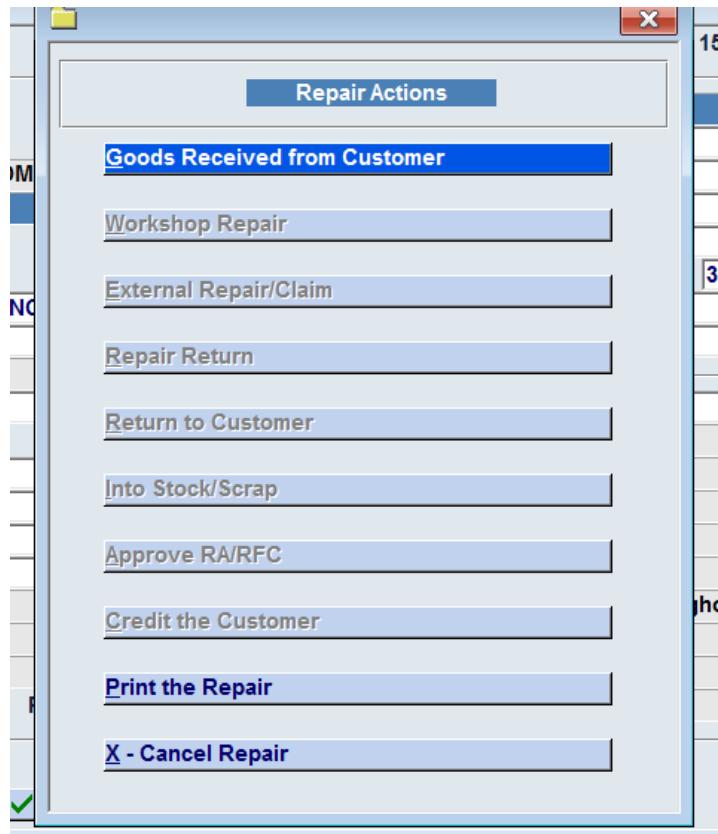
OR escape to the command line and optional Import can be used to bulk upload line details.



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 matvh 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.

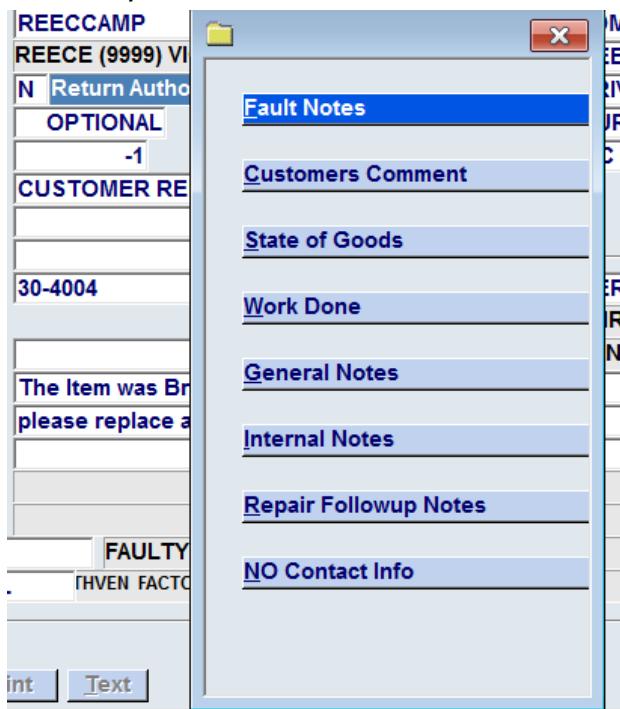


Edit / Review RA Claim



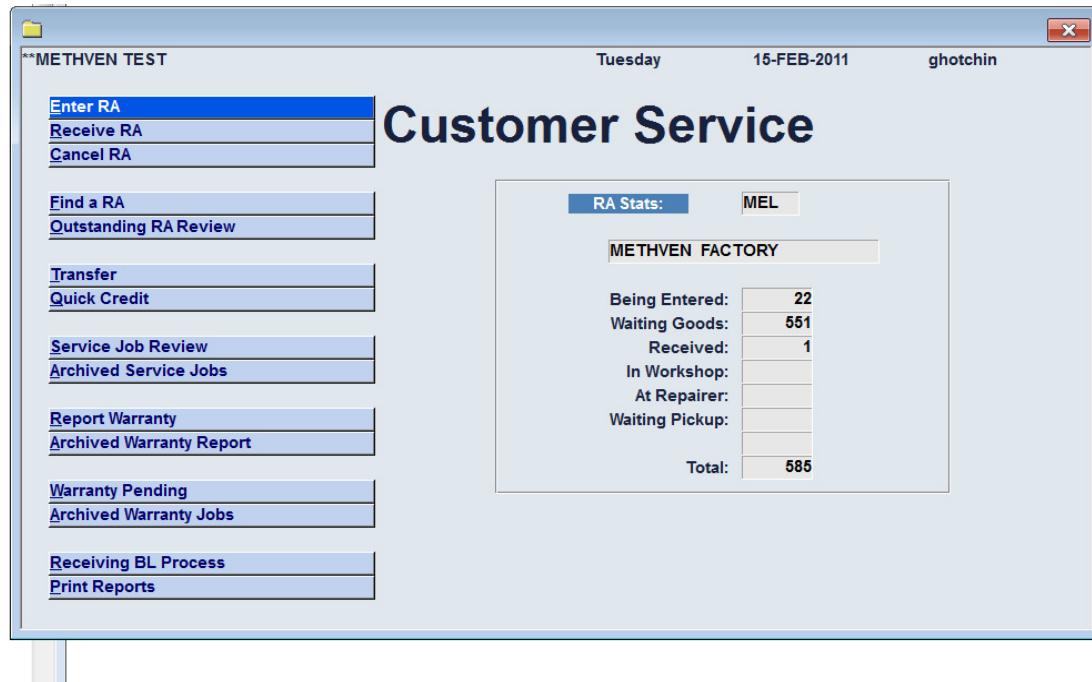
At Any Time an

RA/Return/Service Job may have additional comments added to it for



tracking purposes

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



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

Review.

Review Current Service Repair Jobs									
RA No	Entered	Due-Date	Whse	Customer	Customer	Cust Ref	Product		
870505	21JAN11	01FEB11	MEL	HARVMOLEN	HARVEY NORMAN STAPYLTON	SNAITH	02-4001	▲	
870596	21JAN11	05FEB11	MEL	TRADEFIVE	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	TRADNAIIS	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	SCHWIRTICH	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	▼	

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...	Rep...	l...
870505	21JAN11	01FEB11	MEL	HARVMOLEN	HARVEY NORMAN STA SNAITH	02-4001	FUTURA BASIN MIX upgrade of mixers		LC	LEAKING CARTRIDGE	TAP52000	32061	0.00	145.42	121.00	0	0.00	0	0	
870509	21JAN11	05FEB11	MEL	TRADELINK	TRADELINK FIVE DOGICABDUL RAHMI	02-4358	MINI. HIR SPRING F COMPLETE MIXER		LB	LEAKING MIXER BODY	TAP52000	32064	0.00	0.00	121.00	0	0.00	0	0	
870507	21JAN11	01FEB11	MEL	BATHWAREH	BATH & BATHROOM REPAIR	02-4353	MINI. HIR SPRING F Replace Complete mixer		MF	Material Failure	TAP52000	32065	0.00	62.67	121.00	0	0.00	0	0	
870508	21JAN11	01FEB11	MEL	ARVINDA BATHMANU	ARVINDA BATH & BATH ROOFEN	02-4359	ECHO STRATA SINK LEAKING Complete (03-2388)		MF	Material Failure	TAP52000	32066	0.00	0.00	121.00	0	0.00	0	0	
870720	21JAN11	01FEB11	MEL	BATHWAREH	BATHROOM WAREH ROBERTSON	02-1109	ALPHA SHOWER M leaking cartridge		LC	LEAKING CARTRIDGE	TAP52000	32068	0.00	5.86	121.00	1	0.00	0	0	
870725	21JAN11	01FEB11	MEL	JANBAY	JANBAY HARDWARE LEE	02-9358	MINI. HIR SPRING F split hose		HF	HOSE FAILURE	TAP52000	32069	0.00	0.00	121.00	1	0.00	0	0	
870868	24JAN11	01FEB11	MEL	TRADNAILS	TRADELINK (5512) HAI CARTER	02-4358	MINI. HIR SPRING F hose split		HF	HOSE FAILURE	TAP52000	32070	0.00	111.69	121.00	1	0.00	0	0	
871058	24JAN11	01FEB11	MEL	TRADELINK	TRADELINK (5512) HAI CARTER	02-4358	MINI. HIR SPRING F hose split		LC	LEAKING CARTRIDGE	TAP52000	32071	0.00	0.00	121.00	0	0.00	0	0	
871108	24JAN11	25JAN11	MEL	WARRANTY	WARRANTY/REPLACEI FAVER	02-3007	MAINS SINK MIXE leaking a new cartridge (04-8052)		LC	LEAKING CARTRIDGE	TAP52000	32073	0.00	245.79	121.00	1	0.00	0	0	
871109	24JAN11	25JAN11	MEL	CASSBROT	CASS BROTHERS -PE SCHWIRTZLICH	02-4353	MAINS SINK MIXI leaking from body		LB	LEAKING MIXER BODY	TAP52000	32074	0.00	62.67	121.00	1	0.00	0	0	
871106	24JAN11	25JAN11	MCL	HARDMARA	HARDWARE & GENERA FORWAR	02-1104	SIGMA SHOWER M water will not turn off		LC	LEAKING CARTRIDGE	TAP52000	32076	0.00	5.86	121.00	1	0.00	0	0	
871219	25JAN11	05FEB11	MEL	HARDBROO	HARDWARE & GENERA ORGAN	06-3307	MAINS SINK MIX upgrade to 02-4308 x 1		LB	LEAKING MIXER BODY	TAP52000	32080	0.00	47.14	121.00	1	0.00	0	0	
871220	25JAN11	05FEB11	MEL	HARDCASTH	HARDWARE & GENERA C- PERFORMANCE	06-3307	MAINS SINK MIX upgrade to 02-4308 x 1		LC	LEAKING MIXER BODY	TAP52000	32081	0.00	47.14	121.00	1	0.00	0	0	
871426	25JAN11	26JAN11	MEL	99813	WARRANTY/REPLACEI HARDY	02-4339	FUTURA DELUXE F Replace Cartridge (04-8052)		LC	LEAKING CARTRIDGE	TAP52000	32088	0.00	5.87	121.00	1	0.00	0	0	
871487	27JAN11	28JAN11	MEL	99813	WARRANTY/REPLACEI RYAN	03-3300	ECHO CIRCA SINK leaking from body		LB	LEAKING MIXER BODY	TAP52000	32090	0.00	37.49	121.00	1	0.00	0	0	
871624	27JAN11	28JAN11	MEL	99813	WARRANTY/REPLACEI DULJA	02-4100	FUTURA SHOWER need to but just incase		LC	LEAKING CARTRIDGE	TAP52000	32091	0.00	10.84	121.00	1	0.00	0	0	
871731	27JAN11	28JAN11	MEL	WILHELM	WILHELM PLUMERIA BASILONE	01-2343	WILHELM PLUMERIA BASILONE		LC	LEAKING CARTRIDGE	PINTARQ	32092	0.00	65.00	110.00	1	0.00	0	0	
871801	28JAN11	28JAN11	PER	TRADBALC	TRADELINK (6664) BALDILIOS	02-4358	FUTURA DELUXE F leaking body		LB	LEAKING MIXER BODY	TAP52000	32095	0.00	0.00	121.00	0	0.00	0	0	
872122	28JAN11	31JAN11	MEL	HARVCARIN	HARVEY NORMAN -CA CHO	02-4358	MINI. HIR SPRING F dripping from outlet		LC	LEAKING CARTRIDGE	TAP52000	32098	0.00	0.00	121.00	0	0.00	0	0	
872163	09FEB11		MEL	ZGP	GP TEST ONLY DO NO	30-4004	BERMUDA II HI RIS test 2		FA	FAULTY AERATOR		0	0.00	0.00	121.00	0	0.00	0	0	

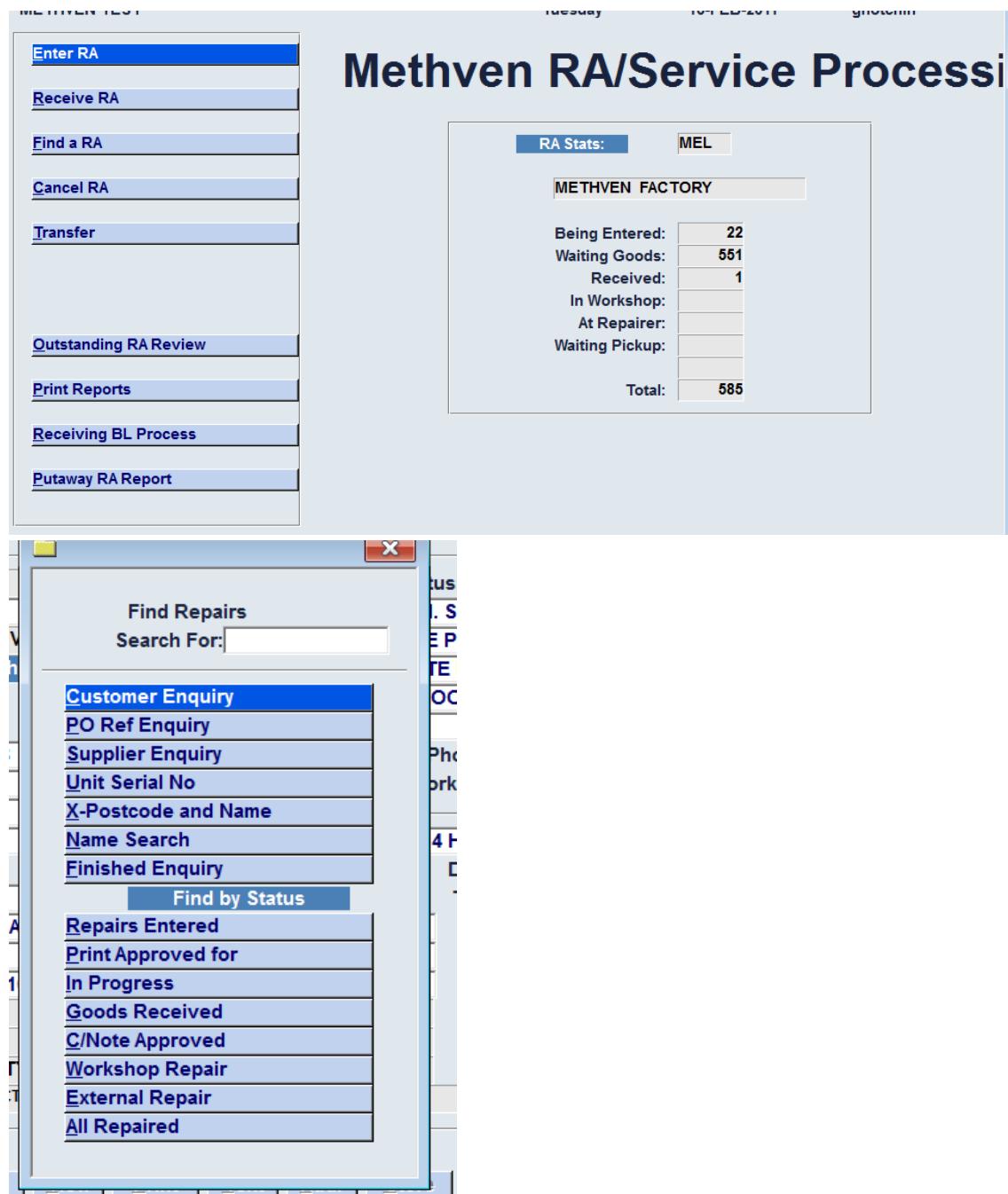
The command WA at customer service scan code shows the outstanding Warranty Claims not yet processed.

Review Warranty Claims Pending																		
Standard		Order ...	B...	Entered	Las...	Whse	Reference	Reseller	Product	Stock	Fault	C...	Desc	Reason	Amount	Cost	l...	
2	866077	24DEC10	MEL	HANNANT			82-2287	FUTURA RAIL SLIDER ONLY CHRC	broken	MF	Material Failure	2	0.00	0.00	0.00	0.00	0	
2	872096	28JAN11	MEL	HOLLIER			82-5905	AMIO RAIL W/SLIDER LDISH CP		DR	Dinted Rail	2	0.00	0.00	0.00	0.00	0	
2	872180	07FEB11	MEL	TEST ONE		DANKSOHN	10-2006	BONZA H/SOWER PVC HLD/BRK*		DR	Dinted Rail	C	0.00	0.00	0.00	0.00	0	
2	872184	09FEB11	MEL	TEST 3			30-4004	BERMUDA II HI RISE SHOWER	test 3	FA	FAULTY AERATOR	2	0.00	0.00	0.00	0.00	0	

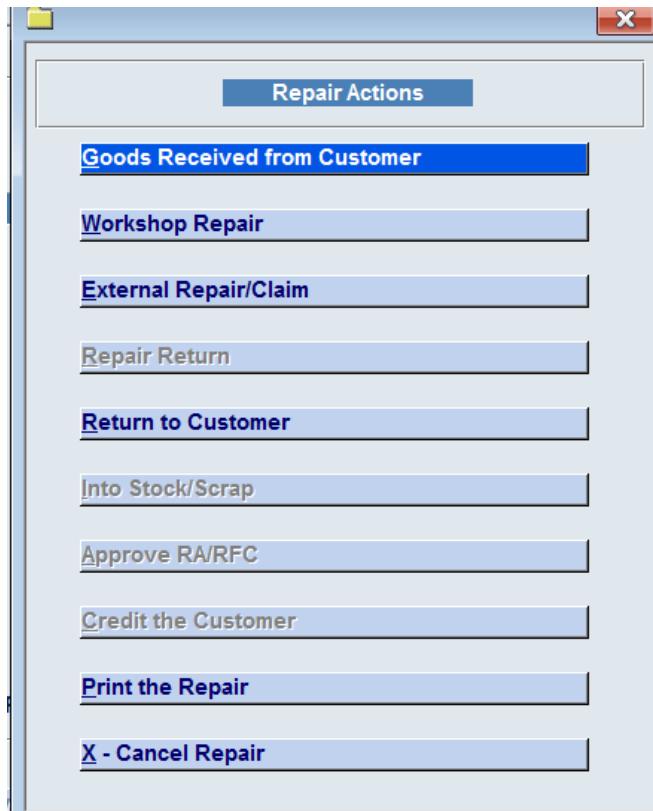
The Service Jobs and Warranty Outstanding review both offer Status To activate the next activity on a Service Job and Warranty Job.

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

The Warehouse Receiving Staff are Presented with a shorter menu.



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..

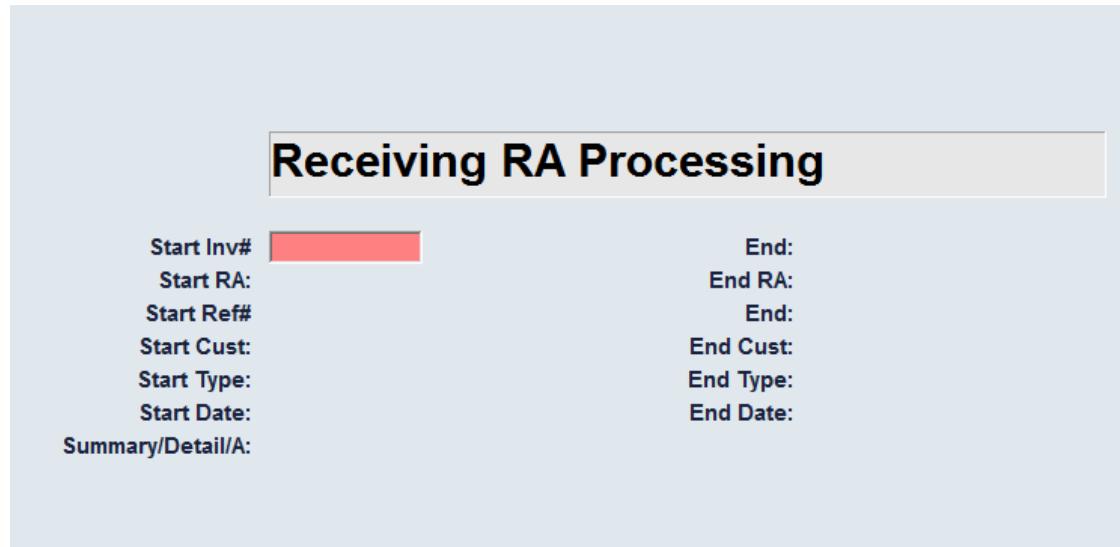
Repair Menu

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

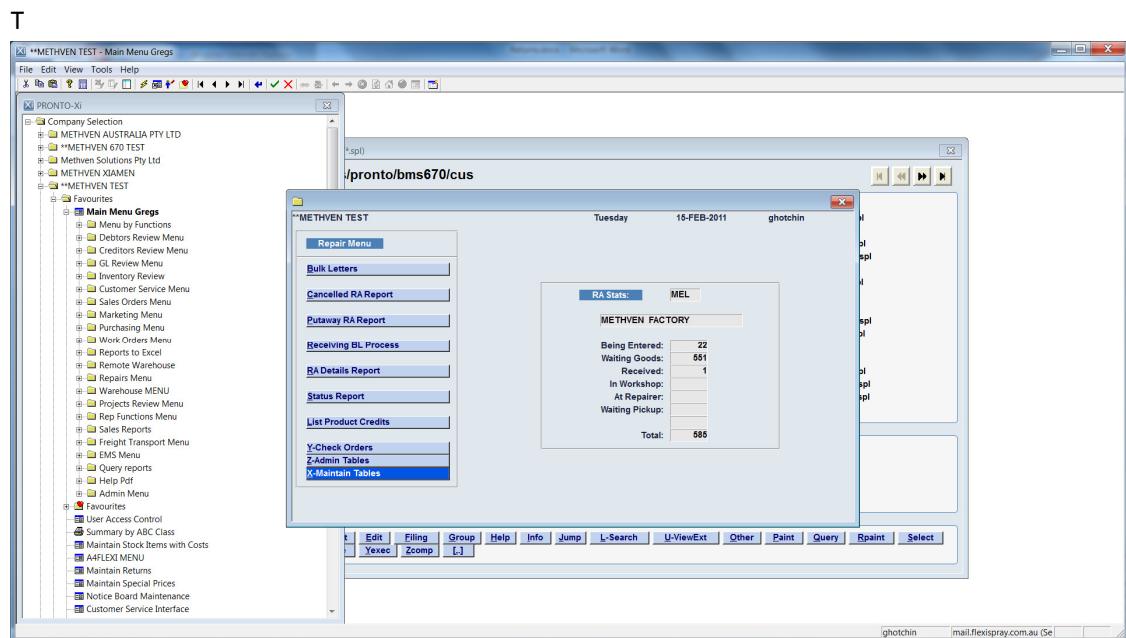
****METHVEN TEST**

- [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](#)

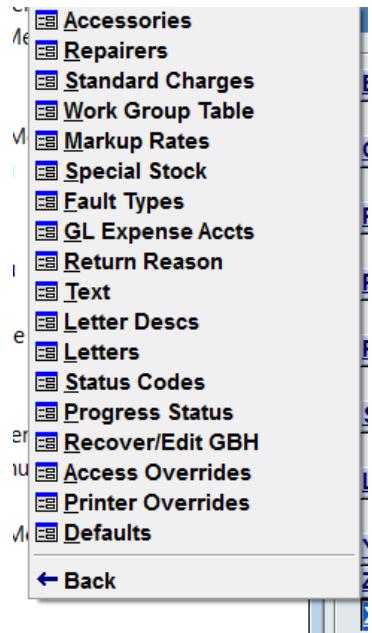
The Warehouse Process the Bulk Items Received on Pallets from DC via the BL processing Functions and record Fault and putaway good stock received before processing the Credit Claim.



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 several other options.