myridas™ User Guide

Version 7.7 for Great Plains 7.5

Returns Management

Trinity Computer Services Limited

November 2003

Contents

Using this Guide

The graphics in this document are best viewed or printed with Adobe Acrobat Reader version 4.0 or above.

This guide provides user notes for the Myridas Returns Management module:

- Returns Management

The mouse symbol has been used throughout the manual to help guide you to the location of windows in the software. See Appendix A for a list of Myridas windows and their location in the software.

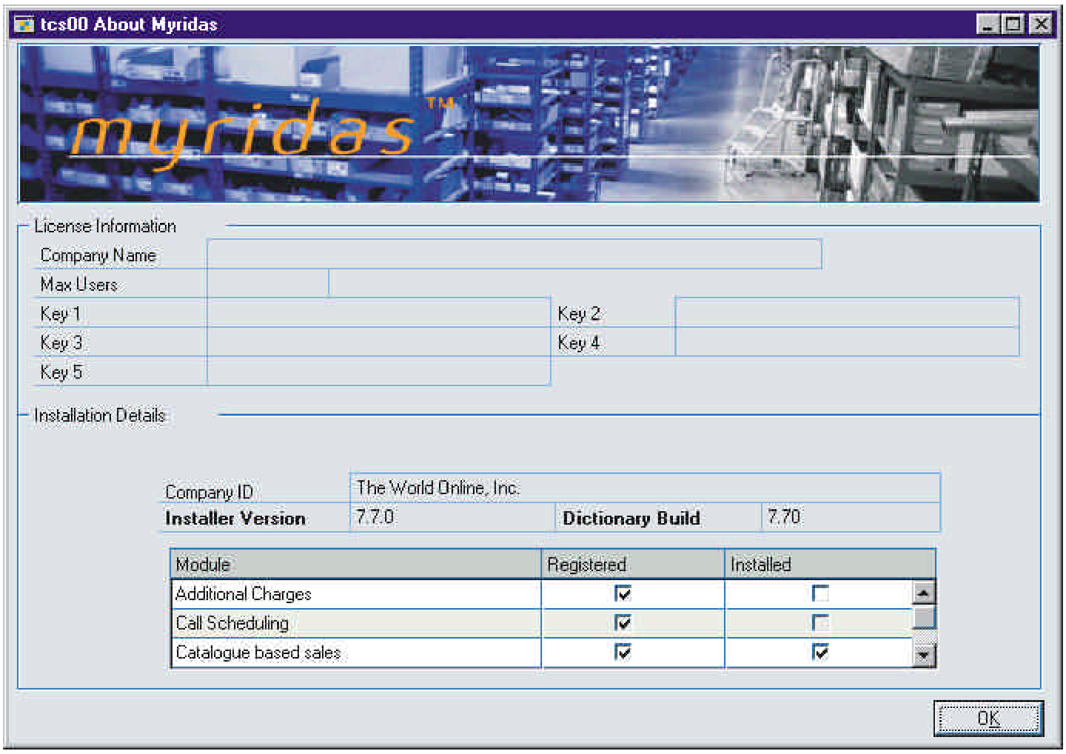
A full range of tutorials is also available on our website, http://www.trinitypartner.com.

About Myridas

Cards >> Myridas Setup >> About Myridas

Use the About Myridas window to check your license information and installation details. The window will tell you which Myridas modules you are registered to use and which have been installed on your system.

The About Myridas window



Returns Management

The Returns Management module gives additional functionality to returned items processing within Great Plains.

The main facilities of the Returns Management module are:

- The facility to print Collection Notes
- The facility to process selected Return Document ID's using defined statuses
- The facility to base return documents and quantities upon related invoices

Standard Great Plains provides the facility to create returns documents but without full controls over the collection process. The Returns Management module provides additional functionality by giving you the ability to print out collection notes and set up specific additional controls over returns processing. These controls are provided by assigning statuses to a return document as it moves through the system, and by controlling which processes are allowed at each stage.

Collection Notes

The option to print collection documents where items require collection from the customer allows greater control over organisational processes. Collection notes may be reprinted as required.

Statuses

The different statuses assigned to a document as it passes through the system are set up for each Return Document ID in the Collection Document Setup window. This allows returns documents with different purposes to be processed in different ways. Documents that have not been selected for returns processing control will be processed as standard Great Plains documents.

The returns processing cycle

This table summarises the possible document statuses and the actions required to move a document from one status to the next. This table applies to returns documents set up using the Returns Management module. The statuses are set in the Collection Status Setup window.

Status Code	**Status Description**	**Button Literal to Advance Status**	**Next Action**
RDY. COLL	Ready to print collection note		Print collection note
UNCON. COLL	Unconfirmed Collection	Conf. Coll.	Click Conf Coll button
CONF. COLL	Confirmed Collection	Conf. Return	Click Conf. Return button
AWAIT CRED	Awaiting Credit	Conf. Credit	Click Conf. Credit button
RDY. POST	Ready to Print/Post Return		Print/Post Return document

Note that these statuses are not fixed. Status Codes and Descriptions may be changed, for example, a Status Code of QA with the Description "Quality Assurance - Check" could be created. The Button Literal is the text label for the action buttons in the Great Plains Sales Transaction Entry window.

Base Returns on Invoices

Use the Collection Document Setup window to specify that a Returns Document Type should have "Collections Based on Invoices Only". Where this option is specified, extra functionality is given to the Great Plains Sales Transaction Entry window. The Base Return On Invoice Number Lookup gives the facility to select a specific Invoice Number on which a return document should be based. The Base Return On Invoice Number - Item Selection window can then be used to select required items from a chosen invoice.

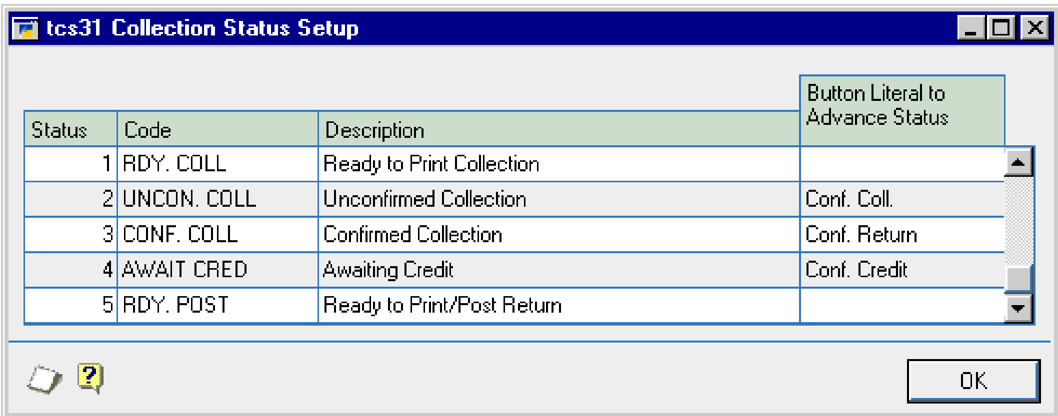
1. Collection Status Setup window

Cards >> Myridas Setup >> Returns Management >> Ret.Man. Status Setup

Use the Collection Status Setup window to:

- Set up collection statuses

The Collection Status Setup window


tcs31 Collection Status Setup

Status	Code	Description	Button Literal to Advance Status
1	RDY. COLL	Ready to Print Collection	
2	UNCON. COLL	Unconfirmed Collection	Conf. Coll.
3	CONF. COLL	Confirmed Collection	Conf. Return
4	AWAIT CRED	Awaiting Credit	Conf. Credit
5	RDY. POST	Ready to Print/Post Return	

OK

1.1 Setting up collections.

The Collection Status Setup window allows you to change the descriptions of the five potential returns document statuses to match the terminology used within your company. For each of the five document statuses, you can change the following information:

- Status Code – a short code used to define the status of a document *e.g.* RDY. COLL for documents ready for printing collection notes
- Status Description – a longer description for each status *e.g.* Ready To Print Collection
- Button Literal to Advance Status - the text label for the action buttons in the Sales Transaction Entry window e.g. Conf. Coll to advance to the document to CONF. COLL status

To use the Collection Status Setup window:

1. When you have set the statuses as required click the OK button

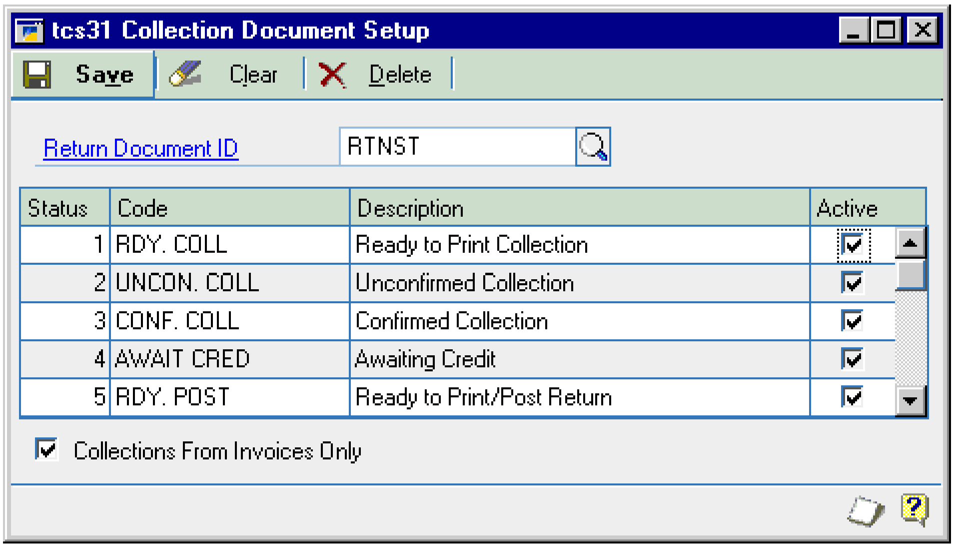
2. Collection Document Setup window

Cards >> Myridas Setup >> Returns Management >> Ret.Man. Doc Setup

Use the Collection Document Setup window to:

- Set up return document processing
- Specify return documents that are to be based on identified invoices

The Collection Document Setup window



2.1 Setting up returns documents.

The statuses that returns documents are required to pass through before a return is finally posted can be specified for each Return Document ID.

To set up a document type ID in the Collection Document Setup window:

1. Enter a Return Document ID or click the lookup to select one from the Sales Type IDs window.

If a collection status control record already exists for this Document ID, the details will be displayed. If not, you will be asked if you want to create one.

2. Select or clear the Active check box against each status.

Status5 – Ready to Print/Post Return – cannot be cleared as it is always set to Active. However, all other statuses can be turned on or off to suit your method of working or the processing required for documents of this type.

3. Click whether you want to have Collection From Invoices Only for the selected Return Document ID. Confirming this option will mean that in the Great Plains Sales Transaction Entry window you must select an Invoice on which the Return document will be based, using the Base Return On Invoice Lookup window.

Note that if you select this option then returns with this Document ID must always be based on an invoice.

4. Click the Save button.

Note that if a Document ID does not have any associated collections control details, no controls will be applied to process that document type. These document types will be processed as standard Great Plains documents.

Deleting status settings

Click the Delete button to delete the collection settings for the selected Return Document ID. If there are any documents part way through the return cycle for the selected Return Document ID, deletion will be prohibited.

Note that you can click Clear at any point to clear any entries made in the window.

3. Sales Transaction Entry Window – additional options

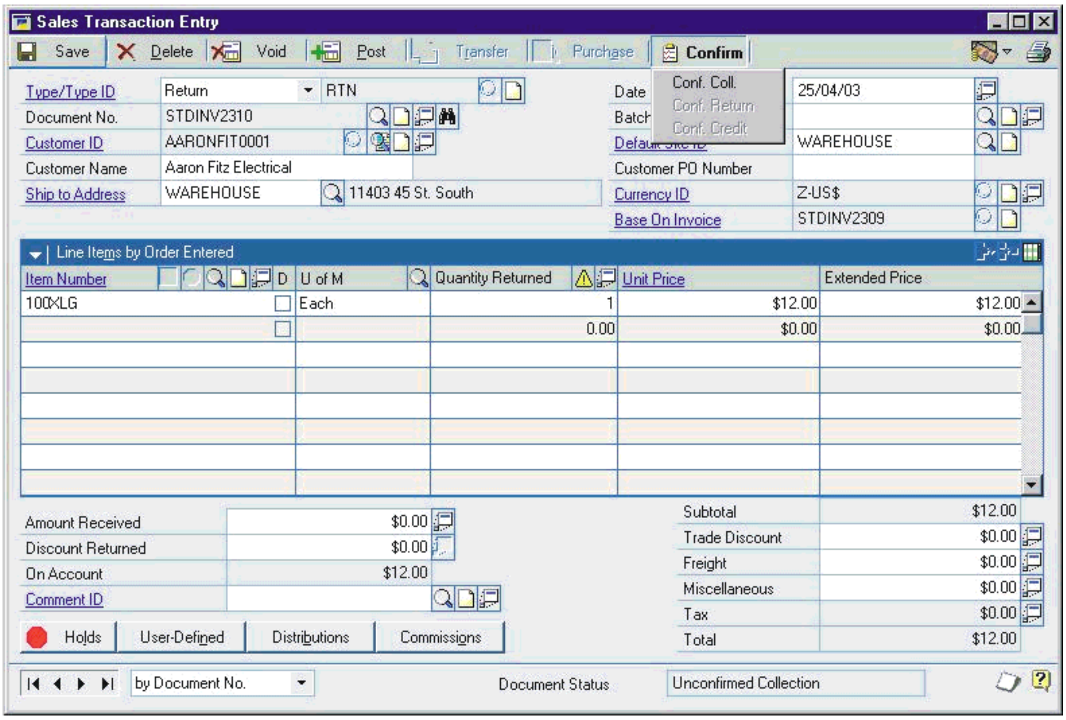
Transactions >> Sales >> Sales Trx Entry

The Myridas version of the Sales Transaction Entry window is used with the Returns Management module.

Use the additional features on the Sales Transaction Entry window to:

- Confirm actions and advance the status of returns documents via the additional buttons (see Setting Up Collections).
- Initiate the printing of collection notes
- Select invoices on which to base return documents

The Sales Transaction Entry window - additional options



Note that individual buttons will be activated by document status, for example, in the above example the collection note has been printed and the document is at status two, UNCON. COLL. Clicking Conf. Coll would move the document to CONF. COLL status.

3.1 Entering returns

Returns are entered in the Sales Transaction Entry window when using the Returns Management module as they would be when using standard Great Plains.

Note that if you have selected the Collections from Invoices Only option in the Collection Document Setup window then you will have the additional option to select an invoice on which the return document will be based.

3.2 Processing returns

When a return is created (by entry in the Sales Transaction Entry window) it will be assigned the first active status for that Return Type id if it has been set up in the **Collection Document Setup window**.

In addition, a posting process hold will be automatically applied unless the only active status for the Return Type ID is 5, Ready to Post/Print. The hold will be automatically removed when the document reaches status 5. You should only remove the process hold yourself if you want to override the system and post the return without going through the earlier stages. The default password required for the removal of this process hold ID (TCSCOLLSTOPPOST) is YTINIRT (Note that if you are operating in a case sensitive environment then the password must be in upper case). To change the password or remove the process hold, select Setup >> Sales >> Process Holds to access the Sales Process Holds Setup window.

The following steps outline the stages that a status controlled return might go through:

1. **Ready to Print Collection Note** When printing collection notes (for individual documents, for batches, or from the Print Sales Documents window) only returns with a status of 1 (Ready to Print Collection Note) will be produced. Printing the collection note sets the status of the document to the next relevant value associated with the Return Type ID.
2. **Unconfirmed Collection** To confirm collection, display your return document in the Sales Transaction Entry window. Adjust any quantities as required to account for quantities collected. Click the Conf. Coll button to set the status of the document to the next relevant value.
3. **Confirmed Collection** To confirm collection, display your document in the Sales Transaction Entry window and adjust any quantities as required. Click the Conf. Return button to set the status of the document to the next relevant value.
4. **Awaiting Credit** To confirm credit, display your document in the Sales Transaction Entry window and adjust any quantities as required. Click the Conf. Credit button to set the status of the document to the next relevant value.
5. **Ready to Print/Post.** When the document reaches this status, the posting process hold is automatically removed so that the document can be posted. When printing returns, only returns with a status of 5 (Ready to Print/Post) will be produced.

3.3 Printing Collection Notes.

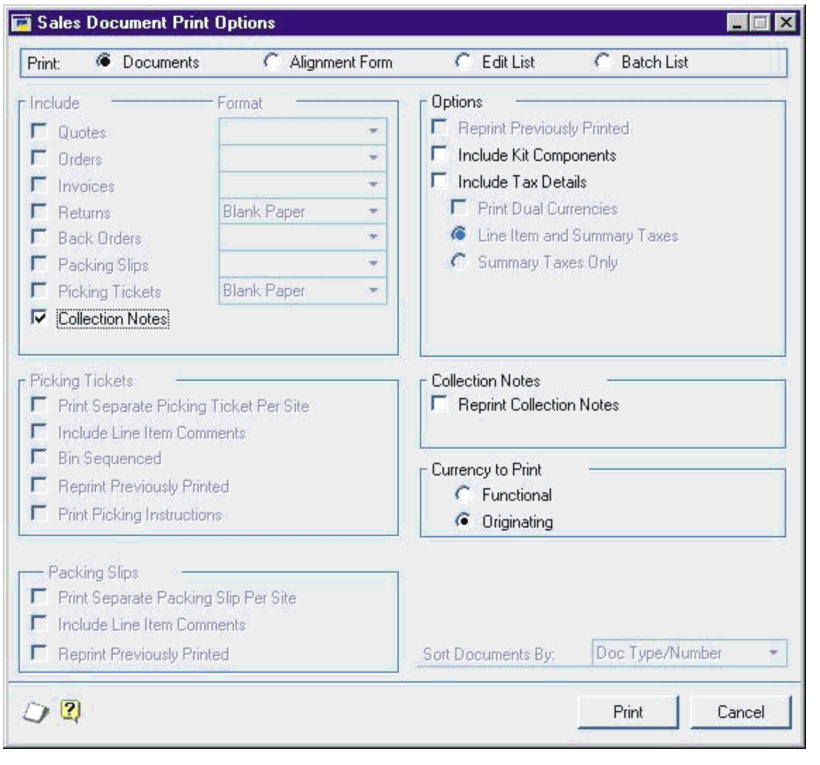
Collection Notes are printed from the Sales Transaction Entry window when using the Returns Management module following the standard Great Plains sales document printing process.

Note that you cannot print collection notes with standard Great Plains, only the returns document.

When you have saved a return document, clicking the print button will display the Great Plains Sales Document Print Options window. This has been amended for the Returns Management module to include the options to print and reprint collection notes.

Note that the same amendments have been made to the Great Plains Print Sales Documents window (Transactions >> Sales >> Print Sales Docs).

The Great Plains Sales Document Print Options window



Note that the option to print Picking Tickets is disabled whilst printing returns documentation through the Returns Management module.

Returns document printing options

Document Status	**Printing Options**
1	Printing collection note only - will advance to status 2
2	Reprint collection note only
3	Reprint collection note only

4	Reprint collection note only
5	Print/post returns document only

example of a collection note

Collection Number
RTN1006

The World Online, Inc.
4277 West Oak Parkway
Chicago IL 60601-4277

Page: 1
25/02/02

Bill To:	Ship To:
A1 Phones Ltd. 10 Blue Street Drew NE	A1 Phones Ltd. 10 Blue Street Drew NE

Debtor ID	Shipping Method	Purchase Order No.	Master No.	Delivery Date
A1 PHONES			243	25/02/02

Item Number	Bin Location	Qty.	U of M	Collected Qty.
100XLG Green Phone		10	EACH	________

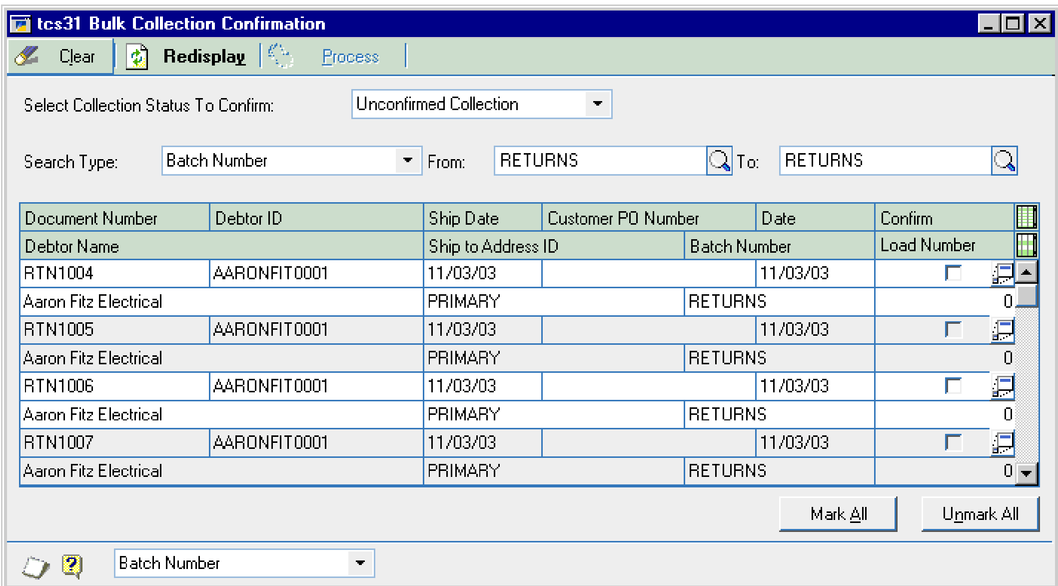
4. Bulk Collection Confirmation window

Transactions >> Myridas Transactions >> Returns Management >> Bulk Confirmation

Use the Bulk Collection Confirmation window to:

- Confirm multiple returns documents

The Bulk Collection Confirmation window



4.1 Bulk Confirmation of Collection Documents

Note that documents in the window are subject to collection statuses set up in the Collection Status Setup window.

To perform bulk confirmation of collection documents in the Bulk Collection Confirmation window:

1. There are three options available: Unconfirmed Collection, Confirmed Collection and Awaiting Credit. From the drop-down menu select the action that is to be performed.

2. Select a search type from the drop-down menu then enter from and to values or, where enabled, select them using the lookup.

3. Click Redisplay to display the results of your selection in the scrolling window. All documents available for the selected confirmation, within the selected criteria will be displayed.

Note that if you select new criteria then you should click Redisplay to display the results of your modified selection.

4. Use the Unmark All and Mark All buttons to select and clear all documents displayed in the scrolling window as required. Alternatively, you can click on each documents check box to mark/unmark it.

Clicking a document expansion button will display that document in the Sales Transaction Entry window.

5. When you have made your selection click the Process button to move all selected documents to the next collection status. When your selections have been processed the scrolling window will be cleared of processed documents.

Note that you can click the Clear button at any point to clear any selections that you have made.

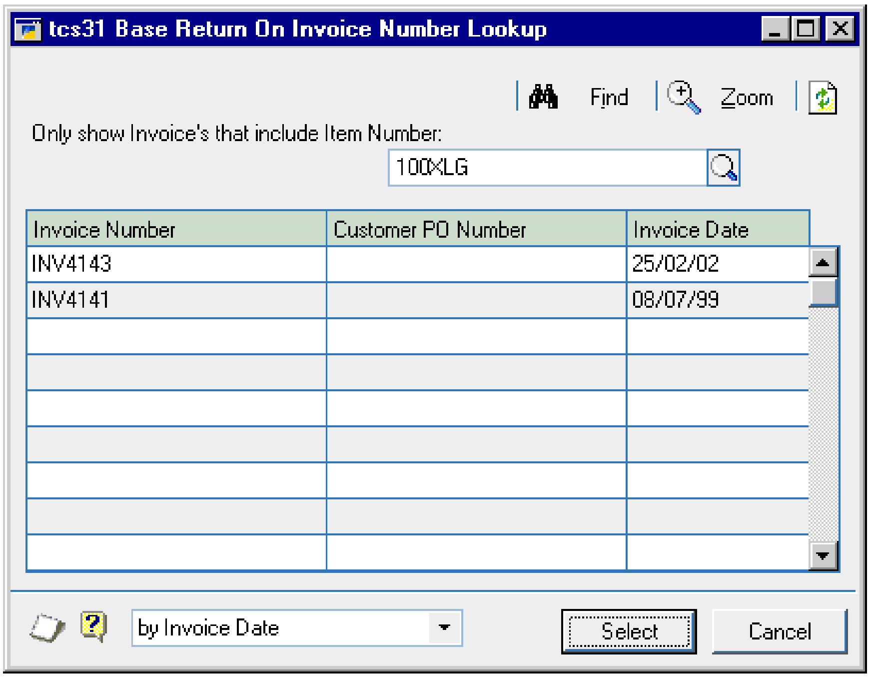
5. Base Return On Invoice Number Lookup.

Transactions >> Sales >> Sales Trx Entry >> Click the Base On Invoice lookup

Use the Base Return On Invoice Number Lookup window to:

- Select invoices on which return documents will be based

The Base Return On Invoice Number Lookup window



Note that this window is only available if you have selected the Collections From Invoices Only option for this Return Document ID in the Collection Document Setup window.

5.1 Selecting an Invoice as the Base for a Return Document

To select an invoice as the base for a return document in the Base Return On Invoice Number Lookup window:

This window will be displayed when you click the Base On Invoice lookup in the Great Plains Sales Transaction Entry window. Note that you can enter an invoice number manually into the return transaction if you would prefer.

1. The window will be displayed with all posted Invoice Numbers for the Debtor ID and Ship To Address selected in the Great Plains Sales Transaction Entry window. Invoices with no returnable quantity against any item (i.e.: where all Item Numbers on the invoice have already been returned) will not be displayed.

   Note that you can then amend the scrolling window selection to display only those documents containing a specific Item Number. To do this enter an Item Number or select one using the lookup.

Also note that you can click the Find button to locate a specific Invoice Number in the Find window.

2. Click on the Invoice Number that you want to base the return document on.

Note that you can click the Zoom button to view a selected Invoice Number in the Great Plains Sales Transaction Enquiry Zoom window.

3. Click Select to display the Invoice Number in the Base On Invoice field in the Return transaction.

Note that you can click Cancel at any point prior to clicking the Select button to close the Base Return On Invoice Number Lookup window.

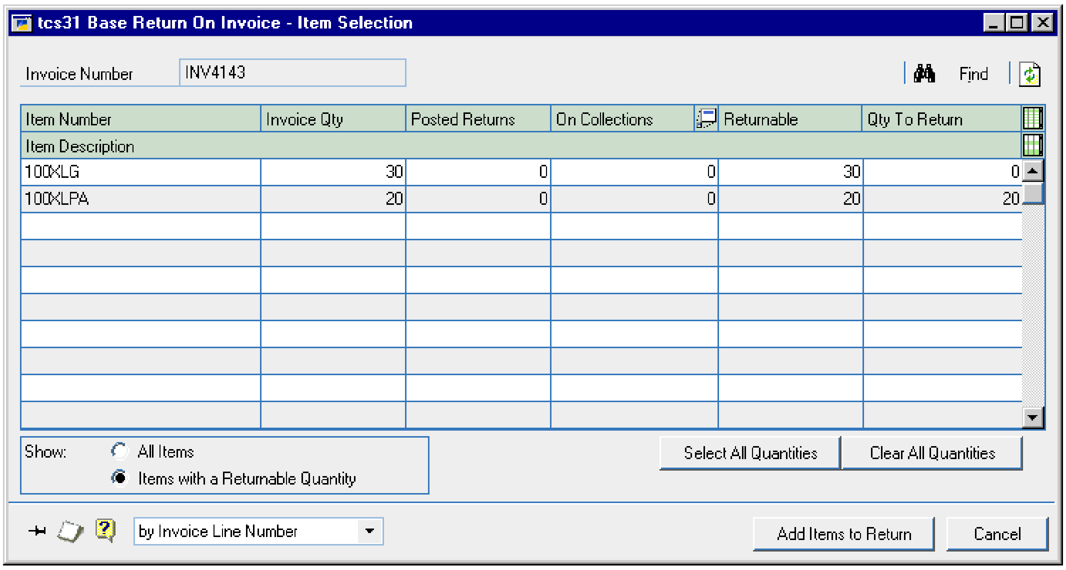
6. Base Return On Invoice - Item Selection window.

Transactions >> Sales >> Sales Trx Entry >> Click the Item Number lookup

Use the Base Return On Invoice - Item Selection window to:

- Select Item Numbers for a return document based on an invoice

The Base Return On Invoice - Item Selection window



Note that this window is only available if you have selected the Collections From Invoices only option for this Return Document ID in the Collection Document Setup window.

6.1 Selecting Item Numbers for a Base On Invoice Return Document.

To select an Item Number in the Base Return On Invoice - Item Selection window:

The window will be displayed when you click on the Item Number lookup in the Great Plains Sales Transaction Entry window, where you are entering a return document that is based on an invoice.

1. All Item Numbers on the selected invoice will be displayed in the scrolling window. The displayed Returnable quantity is the maximum quantity of the Item Number that is available to be returned from the selected invoice.

   Note that you can select to show only items with a returnable quantity (i.e.: a quantity available that has not already been returned) by clicking Show: Items with a Returnable Quantity. If there is a quantity On Collection then click the Expansion button to view details in the Collections Assigned To Invoice Line window.

   Also note that you can click the Find button to locate a specific Item Number in the Find window.

2. Under Qty To Return, enter in the quantity that you want to assign to the return document for each Item Number. A Qty To Return of 0 for an Item Number will exclude that item from the return document.

   Note that you can click Select All Quantities to set the Qty To Return for all displayed Item Numbers to the Returnable quantity.

   You can click Clear All Quantities to set all Qty To Return values to 0.

3. When you have entered the required Qty To Return for each required Item Number click the Add Items to Return button.

   Note that if any Item Numbers selected for return are lot/serial controlled then a warning box will display the message "Lot/Serial numbers should be entered for appropriate line". Continue as step 4, ensuring that you select the Item Number expansion button for the lot/serial items to display the Sales Item Detail Entry window where you can enter the required lot/serial numbers.

   If you do not enter Lot/Serial information then the Item Numbers Returned will be assigned to the Lot/Serial Numbers that appeared on the Invoice.

4. The Item Numbers with Qty To Return of greater than 0 will be added to the return transaction in the Sales Transaction Entry window where you can continue to process the document.

Note that you can click Cancel at any point prior to clicking the Add Items to Return button to close the Base Return On Invoice - Item Selection window.

Also note that if any of the displayed Item Numbers are Catchweight items set up using the Myridas Catchweights module then opening this window will also display the Base Return On Invoice - Item Selection Catchweight Details window.

7. Integration with the Myridas Load Planning module.

The Myridas Load Planning module provides functionality for the creation and management of delivery loads. Enhancements have been made to allow full integration with the Returns Management module. This allows you to assign collections to specified loads.

Note that for this functionality to be available you must have access to both the Load Planning module and the Returns Management module.

Returns documents will only be subject to Load Planning functionality if the relevant customer/address combination has been implemented in the Extra Address Information window.

Returns documents will be subject to the same functionality as invoice documents in the relevant Load Planning windows. For full details see the Load Planning user documentation. Below are details of windows where the enhanced functionality is of particular note.

Load Planning Enhanced Functionality

Load Planning window	Enhanced Functionality
Document Delivery Details window	Allows processing of Returns documents - the next available ship date will automatically be assigned. (Note: this can be amended manually)
Documents Not Assigned To Loads window	Will display and allow processing of returns documents as "Collections". Also displays the collection status of returns documents. 
Load Maintenance window	Allows the assigning of returns documents to loads.
Documents Assigned To Loads window	Will display and allow processing of returns documents as "Collections". Also displays the collection status of returns documents. 
Load Schedule Prints window	Driver's load sheets printed with any collections highlighted.

Collections (i.e. returns documents) will be assigned to "Today", or the next available delivery date based on the customer's assigned delivery days. If the ship to address relating to a return document is changed in the Great Plains Sales Debtor Detail Entry window (or within the Sales Transaction Entry window), then the requested ship date will be recalculated and assigned delivery days for the new ship to address.

Appendix A

Access to Myridas Windows

Returns Management

Window Name	**Menu Access**	**Other Access**
Base Return On Invoice - Item Selection	Transactions >> Sales >> Sales Trx Entry >> Click the Item Number lookup	
Base Return On Invoice Number Lookup	Transactions >> Sales >> Sales Trx Entry >> Click the Base On Invoice lookup	
Bulk Collection Confirmation	Transactions >> Myridas Transactions >> Returns Management >> Bulk Confirmation	
Collection Document Setup	Cards >> Myridas Setup >> Returns Management >> Ret.Man. Doc Setup	
Collection Status Setup	Cards >> Myridas Setup >> Returns Management >> Ret.Man. Status Setup	

Appendix B

Alternate Great Plains Windows

Some Great Plains windows have been modified to incorporate Myridas behaviour:

Great Plains Window Name	**Series**	**Myridas Module**	**Modification**
Print Sales Documents	Sales	Returns Management	Option to print and reprint collection notes from returns documents controlled by collection statuses
Sales Document Print Options	Sales	Returns Management	Option to print and reprint collection notes from returns documents controlled by collection statuses
Sales Transaction Entry	Sales	Returns Management	New buttons to advance status of controlled returns documents When entering a Base On Invoice controlled Return document an extra Base On Invoice field allows to select an Invoice Number. Clicking the Item Number lookup displays the Base Return On Invoice - Item Selection window

Appendix C

Modified Myridas Windows with additional modules

Some Myridas windows will have additional functionality when used in conjunction with other Myridas modules:

Myridas Window Name	Module	Additional Myridas Module	Modification
Documents Not Assigned To Loads window	Load Planning	Returns Management	Will display and allow processing of returns documents as "Collections". Also displays the collection status of returns documents
Documents Not Assigned Loads window	Load Planning	Returns Management	Will display and allow processing of returns documents as "Collections". Also displays the collection status of returns documents
Base Return On Invoice - Item Selection window	Returns Management	Catchweights	Opening this window when a catchweight item is selected will also display the Base Return On Invoice - Item Selection Catchweight Details window

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