

Returns Management User Guide

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Returns Management

The Returns Management module gives additional functionality to returned items processing within Microsoft Dynamics™ GP.

The main facilities of the Returns Management module are:

- The facility to print Collection Notes
- The facility for processing selected Return Document IDs using defined statuses
- The facility to base return documents and quantities upon related invoices
- The facility to set a default returned stock option
- The option to include value only credits in a return document

Standard Microsoft Dynamics™ GP 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 organizational 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 Microsoft Dynamics™ GP 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 Microsoft Dynamics™ GP 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 Microsoft Dynamics™ GP 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 the required items from a chosen invoice.

Default Returned Stock Option

The Default Returned Stock option defines where the returned stock should be placed for returns transactions.

You can set Default Returned Stock options against individual return document IDs in the Collection Document Setup window and as a company-wide parameter in the Collection Status Setup window.

Note that if you have No Default set as the default return option at both document and company level, then the following rules apply when entering return sales transactions:

Collections fm Invoices Only selected	Return details will be recorded as QTY Returned
Collections fm Invoices Only not selected	Enter details in Sales Returned Quantities Entry window following standard Microsoft Dynamics™ GP procedure

Value Only Credits

Value only credits are when you credit values for inventory items, without any associated inventory return. This requirement could arise, for example, from over-pricing on an invoice. You can set up value only credit functionality using the Collection Document Setup window. Value only credits are applied via a miscellaneous charge item and can be linked either to an invoice number or to an item number. Dependant on your setup value only credits can be entered in a variety of ways:

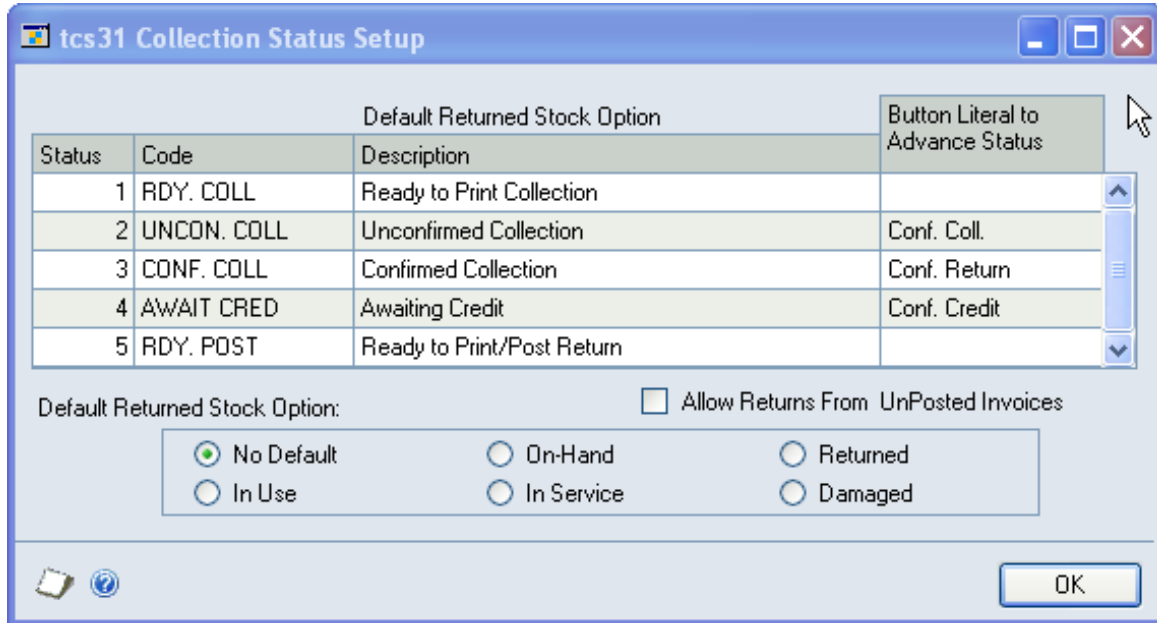
Standard Return	An item is selected in the Add Value Only Item window, then details added. The charge is linked to an item.
Return Based on Invoice	An item is selected in the Base Return On Invoice – Item Selection window, then details added. The charge is linked to an invoice.
Return Based on Invoice with the option selected to enter unlinked miscellaneous charges	An invoice is automatically selected in the Add Value Only Item window, then details added. The charge is linked to an invoice.

1. Collection Status Setup window

Tools >> Setup >> Trinity >> Returns Management >> Status Setup

Use the Collection Status Setup window to:

- Set up collection statuses and default returned stock options



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. Set up status details as required.
2. Select a Default Returned Stock option. This option defines where the returned stock should be placed for returns transactions.

You can set Default Returned Stock options against individual return document IDs in the Collection Document Setup window.

3. Select the Allow Returns from Unposted Invoices option if you want the Base Return on Invoice lookup to allow the selection of unposted invoices.
4. Click OK to save settings and close the window.

2. Collection Document Setup window

Tools >> Setup >> Trinity >> Returns Management >> Document Setup

Use the Collection Document Setup window to:

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

Status	Code	Description	Active
1	RDY. COLL	Ready to Print Collection	<input checked="" type="checkbox"/>
2	UNCON. COLL	Unconfirmed Collection	<input checked="" type="checkbox"/>
3	CONF. COLL	Confirmed Collection	<input checked="" type="checkbox"/>
4	AWAIT CRED	Awaiting Credit	<input checked="" type="checkbox"/>
5	RDY. POST	Ready to Print/Post Return	<input checked="" type="checkbox"/>

Collections From Invoices Only
 Allow Value Only Returns
 Miscellaneous Charge Item:
 Allow entry of an unlinked Miscellaneous Charge

Default Returned Stock Option:

No Default On-Hand Returned
 In Use In Service Damaged

2.1 Setting up returns documents.

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

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 checkbox 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 Microsoft Dynamics™ GP

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 whether you want to Allow Value Only Returns for the selected Return Document ID. If you select this option, then the Miscellaneous Charge Item field will be enabled.

Enter a miscellaneous charge item or select one using the lookup. The miscellaneous charge item is the item that should be used when adding a value-only credit to a return transaction. Note that miscellaneous charge items must have an item type set to Misc, and it is anticipated that they would have a unit cost set to zero (note that you should select the Prices Not Required in Pricelist option in the Sales Order Processing Setup window).

5. If you selected the Collections From Invoices Only option, then the Allow Entry of an Unlinked Miscellaneous Charge option will be enabled. If you select this option, then miscellaneous charge items can be added to returns based on invoice documents, based on the overall invoice value rather than a specific item line from the originating invoice.
6. Select a Default Returned Stock option. This option defines where the returned stock should be placed for returns transactions for the selected return document ID.

Default Returned Stock options set at the company level in the Collection Status Setup window will be overridden by any document-specific settings made in this window.

7. Click Save to save changes.

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 Microsoft Dynamics™ GP documents.

Click the Delete button to delete the collection settings for the selected Return Document ID. If there are any documents partway 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.

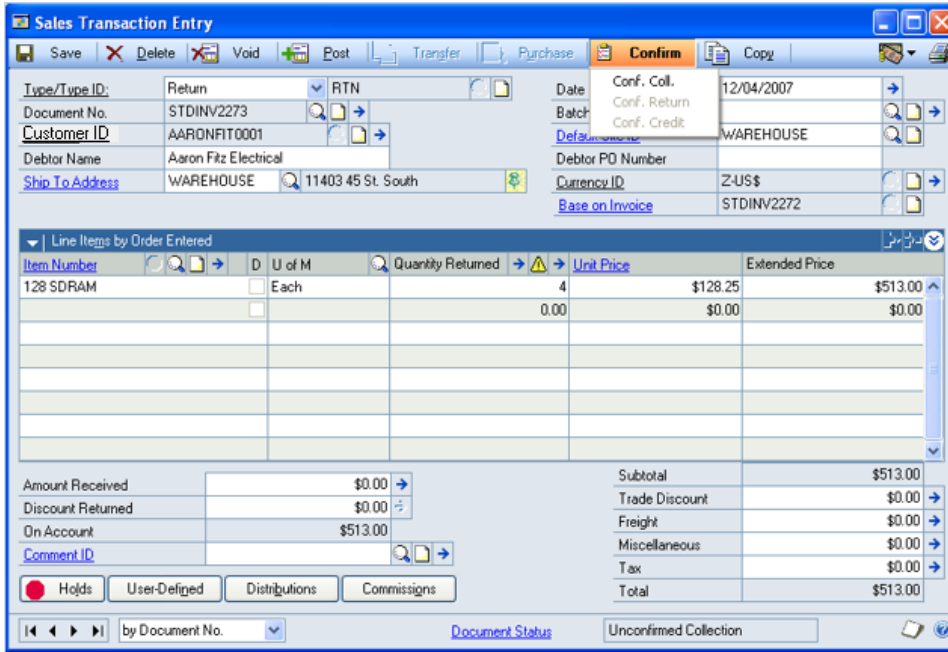
3. Sales Transaction Entry Window - Additional Options

Transactions >> Sales >> Sales Transaction Entry

The Trinity alternate 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
- Add value only credits to a return transaction



Note that individual buttons will be activated by document status; 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 Microsoft Dynamics™ GP.

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 an 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**.

Also, 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.

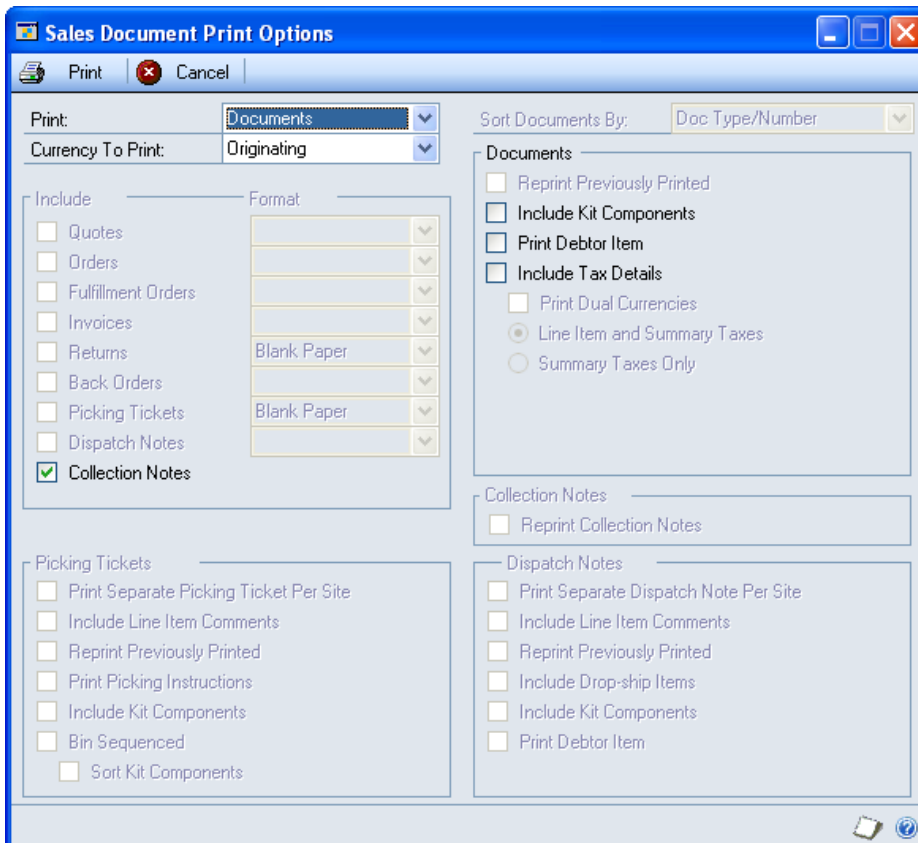
3.3 Printing Collection Notes.

Collection Notes are printed from the Sales Transaction Entry window when using the Returns Management module following the standard Microsoft Dynamics™ GP sales document printing process.

Note that you cannot print collection notes with standard Microsoft Dynamics™ GP, only the returns document.

When you have saved a return document, clicking the print button will display the Microsoft Dynamics™ GP 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 Microsoft Dynamics™ GP Print Sales Documents window (Transactions >> Sales >> Print Sales Documents).



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

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

Collection Number STDINV2273	Fabrikam, Inc. 4277 West Oak Parkway Chicago IL 60601-4277	Page: 1 12/04/2007
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Bill To: Aaron Fitz Electrical One Microsoft Way Redmond WA 98052-6399

Ship To: Aaron Fitz Electrical 11403 45 St. South Chicago IL 60603-0776
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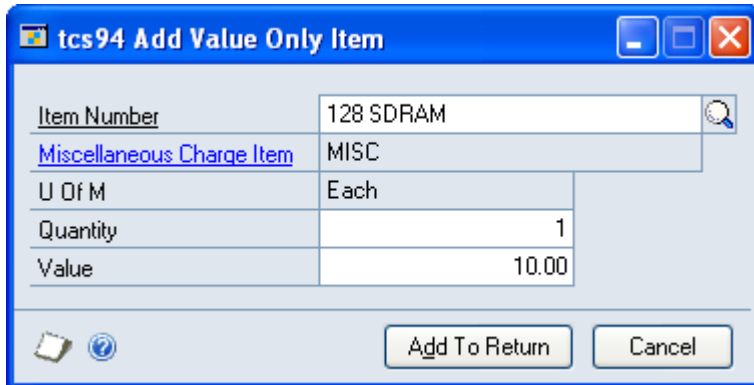
Debtor Id	Shipping Method	Purchase Order No.	Master No.	Delivery Date
AARONFIT0001	LOCAL DELIVERY		362	12/04/2007
Item Number	Bin Location	Qty.	U of M	Collected Qty.
128 SDRAM 128 meg SDRAM		4	Each	

4. Add Value Only Item window

Transactions >> Sales >> Sales Transaction Entry >> Additional >> Linked Value Only Credit

Use the Add Value Only Item window to:

- Add value only credits to a returns transaction



This window is only available if you selected the Allow Value Only Returns option in the Collection Document Setup window.

The window display will vary depending on whether you are working with a standard return document or a return based on an invoice document.

Standard Return Document	The window will display an item number field with the miscellaneous charge item linked to the selected item number.
Return Based on Invoice	The window will display an invoice number field with the miscellaneous charge item linked to the displayed invoice number.

You can link value only credits to item numbers on returns based on invoices using the Base Return On Invoice - Item Selection window.

4.1 Adding Value Only Credits to a Returns Transaction

To add value only credits to a returns transaction using the Add Value Only Item window:

1. Enter an item number or select one using the lookup. If the credit is linked to an invoice rather than an item, then the current invoice number will be displayed by default.
 The Miscellaneous Charge Item assigned to the return document ID in the Collection Document Setup window will be displayed by default, along with its unit of measure.
2. Enter a quantity to return.
3. Enter a value for the return. This should be based on the currency ID on the current return transaction.
4. Click the Add To Return button. The miscellaneous charge item will be added as a new line on the current transaction.

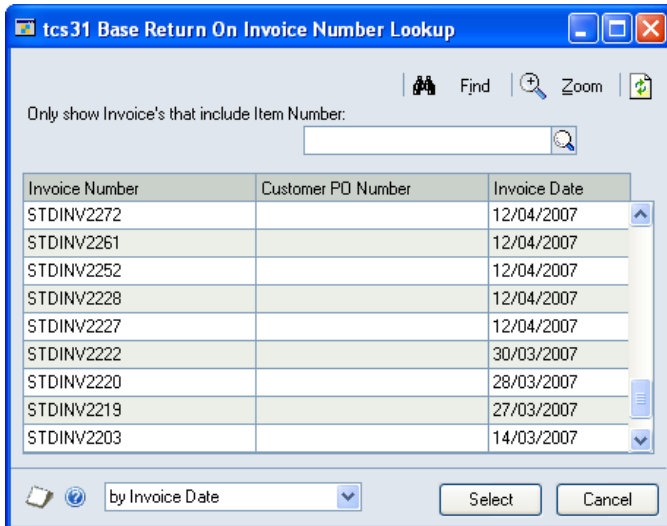
Note that you can click Cancel at any point to close the window.

5. Base Return On Invoice Number Lookup Window

Transactions >> Sales >> Sales Transaction 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



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 Microsoft Dynamics™ GP 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 Customer ID and Ship To Address selected in the Microsoft Dynamics™ GP Sales Transaction Entry window. If the Allow Returns from Unposted Invoices option was selected (see the Collection Status Setup window), unposted Invoice Numbers would also be displayed. 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 on which you want to base the return document.

Note that you can click the Zoom button to view a selected Invoice Number in the Microsoft Dynamics™ GP Sales Transaction Inquiry Zoom window.

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

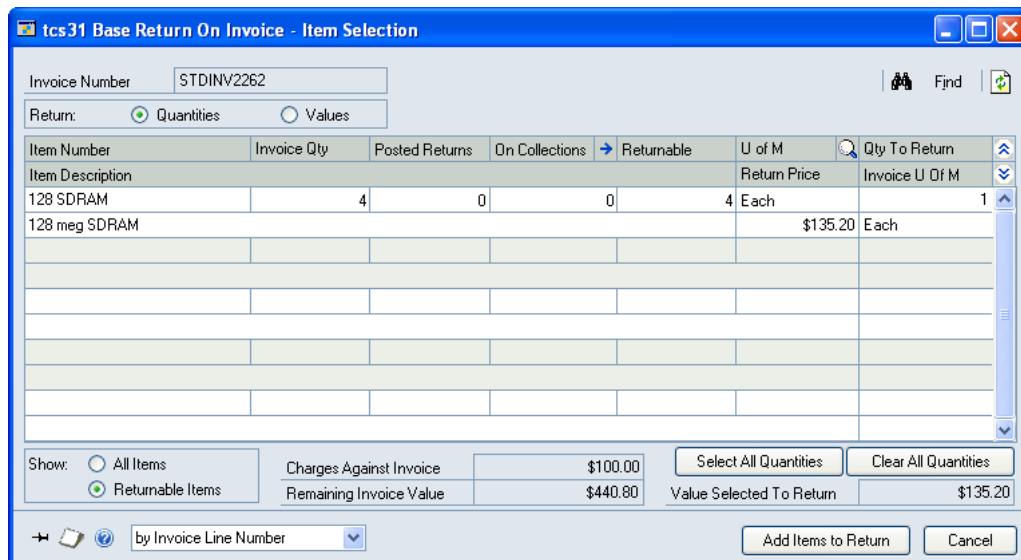
Note that you can click Cancel at any point before clicking the Select button to close the Base Return On Invoice Number Lookup window.

6. Base Return On Invoice - Item Selection Window

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

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

- Select quantities and values for a return document based on an invoice



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.

The window display will differ depending on whether you are entering quantity returns or value returns. If you have not selected the Allow Value Only Returns option for the return document type in the Collection Document Setup window, you will only be able to enter quantity returns, and the value returns information fields will not be displayed.

Click the Quantities and Values radio buttons to select whether to enter quantity returns or value returns.

6.1 Selecting Quantities for a Base On Invoice Return Document

To select a quantity in the Base Return On Invoice - Item Selection window:

The window will be displayed when you click on the Item Number lookup in the Microsoft Dynamics™ GP Sales Transaction Entry window, where you are entering a return document that is based on an invoice. Ensure that the Quantities option is selected.

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.

If you have previously made value returns against the invoice, then these will be displayed in a Charges Against Invoice field, with the Remaining Invoice Value also displayed. Only charges made directly against an invoice in the Add Value Only Item window are included in the charges against invoice field.

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. If required, click the U of M lookup to select a different unit of measure for returning items.
3. Under Qty To Return, enter 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 returns document.

If you have already made value returns against the invoice, then an additional Return Price field will be displayed. This will default to the original invoice unit price but can be amended as required. A Value Selected To Return field will also be displayed. This displays the selected Qty To Return x the Return Price.

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.

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

You will not be able to add items to the return when the Value Selected To Return is greater than the Remaining Invoice Value. The Return Price should be amended accordingly.



Note that if any Item Numbers selected for return are lot/serial controlled, if the total original invoice quantity is returned, the lot/serial numbers from the original invoice will be assigned to the return. For partial returns, if the system cannot automatically identify the lot/serial number to be returned, a warning box will display the message "Lot/Serial numbers should be entered for the appropriate line." Continue as step 5, 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.

5. 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 before 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 Trinity Catchweights module, then opening this window will also display the Base Return On Invoice - Item Selection Catchweight Details window.

6.2 Selecting Values for a Base On Invoice Return Document

To select a value in the Base Return On Invoice - Item Selection window:

The window will be displayed when you click on the Item Number lookup in the Microsoft Dynamics™ GP Sales Transaction Entry window, where you are entering a return document that is based on an invoice. Ensure that the Values option is selected.

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

The miscellaneous charge item and associated unit of measure assigned to the return document type in the Collection Document Setup window will also be displayed. In the scrolling window, values will be displayed rather than quantities.

If you have previously made value returns against the invoice, then these will be displayed in a Charges Against Invoice field, with the Remaining Invoice Value also displayed. Only charges made directly against an invoice in the Add Value Only Item window are included in the charges against invoice field.

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. Enter a Quantity and Value to Return 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 the quantity relates to the miscellaneous charge item and does not affect the quantity returned against the originating invoice item number.

If you have already made value returns against the invoice, then an additional Return Price field will be displayed. This will default to the original invoice unit price but can be amended as required. A Value Selected To Return field will also be displayed. This displays the selected Qty To Return x the Return Price.

Note that you can click Select All Values to set the Quantity for all displayed Item Numbers to 1 and the Value To Return to the Returnable value.

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

- When you have entered the required Value To Return for each required Item Number, click the Add Items to Return button.

You will not be able to add items to the return when the Value Selected To Return is greater than the Remaining Invoice Value. The Return Price should be amended accordingly.

- Where Item Numbers have been given a Value To Return of greater than 0, the miscellaneous charge item will be added to the return transaction in the Sales Transaction Entry window with these values. You can then continue to process the document.

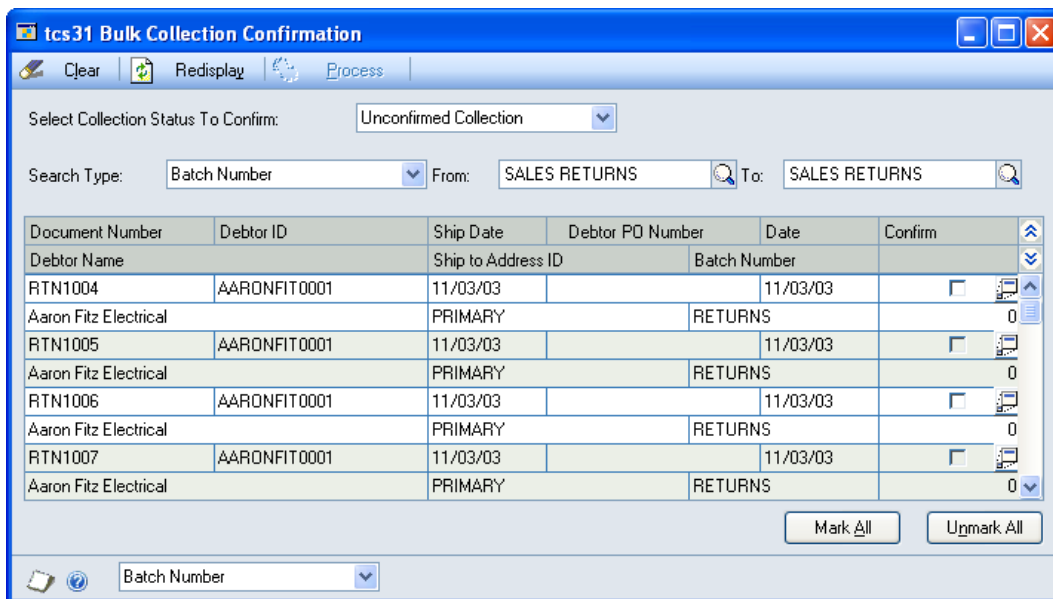
Note that you can click Cancel at any point before clicking the Add Items to Return button to close the Base Return On Invoice - Item Selection window.

7. Bulk Collection Confirmation Window

Transactions >> Trinity >> Returns Management >> Bulk Confirmation

Use the Bulk Collection Confirmation window to:

- Confirm multiple returns documents



7.1 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 document's checkbox 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.

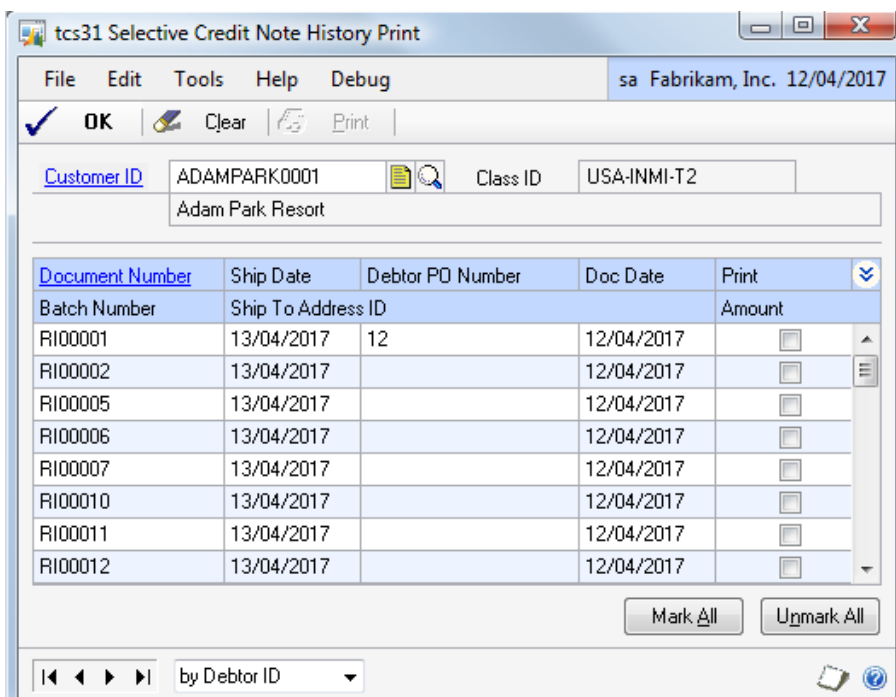
Note that you can click the Clear button at any point to clear any selections that you have made.

8. Selective Credit Note History Print Window

Transactions >> Trinity >> Returns Management >> Selective Credit Note History Print

Use the Selective Credit Note History Print window to:

- Print Return documents for selected Returns after posting



8.1 Printing Historical Return Documents

To print documents from the Selective Credit Note History Print window:



1. Enter a Customer ID or select one from the lookup.
2. A list of posted return documents for this Customer ID will be displayed in the scrolling window.
3. Use the checkbox in the scrolling window to select individual return documents to print, or click the Mark All button to select all documents.
4. Click Print to print the selected documents.
5. Click OK to close the window.

9. Integration with the Trinity Vehicle Load Planning Module

The Trinity 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 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." It 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." It 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 Microsoft Dynamics™ GP Sales Customer 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

Returns Management – Access to Windows

Window Name	 Menu Access	 Other Access
Add Value Only Item		Transactions >> Sales >> Sales Transaction Entry >> Additional >> Linked Value Only Credit
Base Return On Invoice - Item Selection		Transactions >> Sales >> Sales Transaction Entry >> Click the Item Number lookup
Base Return On Invoice Number Lookup		Transactions >> Sales >> Sales Transaction Entry >> Click the Base On Invoice lookup
Bulk Collection Confirmation	Transactions >> Trinity >> Returns Management >> Bulk Confirmation	
Collection Document Setup	Tools >> Setup >> Trinity >> Returns Management >> Document Setup	
Collection Status Setup	Tools >> Setup >> Trinity >> Returns Management >> Status Setup	
Selective Credit Note History Print	Transactions >> Trinity >> Returns Management >> Selective Credit Note History Print	

Appendix B

Alternate Microsoft Dynamics™ GP Windows in the Returns Management Module

Window Name	Series	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 Inquiry Zoom	Sales	Returns Management	For Returns based on the invoice, the original invoice number is displayed
Sales Transaction Entry	Sales	Returns Management	New buttons to advance the status of controlled returns documents When entering a Base On Invoice controlled Return document, an extra Base On Invoice field allows selecting an Invoice Number. Clicking the Item Number lookup displays the Base Return On Invoice - Item Selection window

Appendix C

Returns Management – Links to Other Trinity Modules

Window Name	Module	Additional Module	Modification
Base Return On Invoice - Item Selection window	Returns Management	Catchweight	Opening this window when a catchweight item is selected will also display the Base Return On Invoice - Item Selection Catchweight Details window

Appendix D

About Trinity

Help >> About Microsoft Dynamics GP >> Additional >> About Trinity Suite

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

