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Slide notes: In this tutorial we will process a Customer Stock Return, on the Sari Sari business process. Due to the nature of this business, being mostly Cash on Delivery, the system will automatically generate a Voucher that can be used either now or later, i.e. on the next Delivery. It is important to process the Return directly from the Dispatch Console, since this particular option is recognized as a different procedure from the other Customer Credit Note options available in the system.

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Slide notes: The actual processing of the Customer Return is the same as with other Return options. First, we select the Customer profile and indicate the Origination Code for the Transaction.

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Slide notes: Then we dbl-click the RETURNS to add 1 or more Items.

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Slide notes: We can process the return to HOLD if it is unsuitable to be placed back on the shelf, or else directly to Stock, as we will do in this example. The Invoice Number can be looked up, since we have already selected the Customer profile.

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Stock Code	1			Return Value		0.00			
Return Reason	1			Internal Tax Credit	LOCAL R	0.00			
item Description				Currency Serial No (Batch	Locial it				
			2	Original Payment					
			2						
Original Quantity	0.00				Ex	it	Accept		
Previously Returned	0.00								
Quantity Returned	0.00			Note: Fo	r Forex Values on r	non-Invoice Retu	rns,		
Remaining Quantity	0.00			please use	the Lookup on the R	ETURN VALUE F	ield		



B IES Client(Q) v8.24 : My IES	Companion Wizard Howdo I DataMarks Business Medules: Action Facus: Onlino Select	
• 0 Q	🎔 🕖 « » 🗊 💷	(*) (*) (*)
	Goods Return	_
Type Method	catalog v to stock v	
Invoice Item Line	01.100206-683	
Stock Code	Return Value	
Return Reason	SINGLE SELECT: CATALOG ITEMS	90
Item Description	SELECT ITEM TO RETURN	
	1 3007058 Nikon Coolpix 4100	
Original Quantity		Accept
Quantity Returned	Select ALL Show Full Line Cancel OK	ce Returns,
Remaining Quantity	0.00 please use the Lookup on the RETURN V	ALUE Field
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Slide 15 Slide notes:

	IES Client(Q) v8.24 : My IES		
He	lp Infolab Connections Logon Logoff	Companion Wizard How do I DataMarts Business Modules Action Focus Option Select	
-	e (?) Q	V 🖉 « » 🗊 💷 🖏	× ×
		Goods Return	
	Type Method	catalog to stock 100206-683	
	Invoice Item Line	1 Store Main Store	
	Stock Code	30-07058 NIKON COOLPIX 41 Return Value 413.82	
	Return Reason	SINGLE SELECT: DATA SELECTION	-
	Ren Description	ITEM ID :DESCRIPTION :	
		1 01 Correction	
	Original Quantity	3 03 Other	
	Previously Returned		
	Quantity Returned	0.00 places use the Lonking on the PETIIPN VALUE Field	
	remaining outernary	please use the bookup on the Ken on window here	
100			
56			
	10		

Slide notes: We always have to choose a Return Reason, and of course there can be many more options than we show in this example.

🛃 II Help	ES Client Infolab	(Q) v8.24 : Connections	: My IES Logon Logoff	Companion	Wizard	How do I	DataMart:	s Business	Modules	Action Fo	icus Op	tion Sele	ect						
4		?	۹			γ	\bigcirc	~~	»		T		_	-	_	6	()	×
ľ				Good	is Re	eturn													
			Туре	catalog	_	•													
			Method	to stock	6-683	•													
			Item Line	1							Store	Main	Store						
			Stock Code Return Reason	30-07058	NIKON C	DATAS	41 51 FCTIO	м		Retu	rn Value			41	3.82				
			Item Description	N	EM ID	:DESCF	IPTION	4				2							
				1 0	1	Correc	tion												
			Original Quantity	2 C 3 C	3	Unsati Other	.sfactor	Ϋ́								Assent			
		Pre	eviously Returned	Selec	t ALL	Show Fi	ull Line	Cancel		ок	11	1				Accept			
		R	Quantity Returned emaining Quantity	-	0.00			1		pi	ease use	e the Loc	okup on the	RETUR	N VALUE	urns, Field			
Ses																			
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Slide 17 Slide notes:

IES Client(Q) v8.24 : My IES Help Submit Quit Functions Commands							
• ? Q	v (D « »			4	Ø	×
	Goods Return						
	lectolog						
Method	to stock						
Invoice Item Line	1		Store	Main Store			
Stock Code Return Reason	p2	R	eturn Value I Tax Credit		413.82 50.82		
Item Description	NIKON COOLPIX 4100	Seria	Currency I No / Batch	LOCAL R			
	<u>s</u>	Origin	nal Payment				
Original Quantity	1.00			E	xit <u>Accept</u>		
Quantity Returned	1.00		Note: F	or Forex Values on	non-Invoice Returns,		
Remaining Quantity	0,00		please use	the Lookup on the I	RETURN VALUE Field		
See							
Ē							

Slide notes: When we choose ACCEPT the Item is added to the Returns List.

telp	S Client(Q) v8.24 Infolab Connection	: My IES s Logon Logoff	Companion	Wizard How do :	DataMarts	Business I	Modules A	action Focus C	ption Select				
•	?	Q			Ø	«	»	ιT.			(5 📀	×
i.													
	Credit No	te (from	Invoic	e Retur	ns)								
H													
										Perform: -			
	Find Cust?												
	Origination UI M	ain Store								8	Proce	ess Credit Note	
	Return Items	\sim	\sim										
					Add / Ed	/ Del Retur	n Items						
	>>> Status	Descript	ion										
	1												
										TAX	INCLUS	SIVE AMT	
								Returns		0.00		0.00	
								Nett		0.00		0.00	
										_		0.00	
		1 1					-			Due		0.00	
1	Nex Pre Add Ins	Ed <u>D</u> el											
		new					filve's 1	ast			00014	00506	
	Deal Status	may include t	axable a			Name .	00028				CRM		
	Operator	Terry			Accour	t Balance			0.00		Expiry		
	Sys Ref #	1537850900			C	redit Limit	9	,999,999,99	9.99				
4	Currency	LOCAL R			Availa	ble Credit	9	,999,999,99	9.99				
-													

Slide 19 Slide notes:

Help	Submit Quit	v8.24 : My IES Functions Commands						
•	?	Q	•	» «	» i⊺	0	6	 ×
			Goods Return					
		Туре	catalog 🗾					
		Method	to stock					
		Item Line			Store			
		Stock Code Return Reason			Return Value Internal Tax Credit		0.00	
		Item Description		1	Currency	LOCAL R		
			<	>	Original Payment			
		Original Quantity	0.00			Evit	Accort	
		Previously Returned	0.00				Accent	
		Quantity Returned Remaining Quantity	0.00		Note: Fo please use	or Forex Values on non-Ir the Lookup on the RETUF	nvoice Returns, RN VALUE Field	
-								
F								
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Slide notes: And of course we can process more Items, but in this case we do not wish to, so we quit the screen.

ES Client(Q) v8.24 : My IES				
Submit Quit Functions Commands				
- ? Q	• Ø «	>>> 1T	j.	
Credit Note (from Invoice F	Returns)			
			Porform	
Find Cust2			Fenom: -	
Ovidination 01 Main Store				Process Credit Note
ong man			X	2
Return Items				
	Add / Ed / Del Retu	rn Items		
>>> Status Description				
1 r001 return NIKON COOLPIX 4100				
			TAX	INCLUSIVE AMT
		Returns	-50.82	-413.82
		Nett	-50.82	-413.82
		•	Due	-413.82
Nex Pre Add Ins Ed Del				
Deal Status new	Name	wiiye's Fast		CRM UUSU6
Tax Status may include taxable a	Account	000028		Club
Operator Terry	Account Balance	0.00		Expiry
Sys Ref # 1037800900	Credit Limit	9,999,999,999.99		
Currency LUCAL R	Available Credit	a'aaa'aaa'aaa		

Slide notes: On our Credit Note Master, we have 1 Item listed. In this case, that is all we wish to process, so we choose 'Process Credit Note'.

IES Client(Q)	v8.24 : My IES									
icip Jabriik Qak	Commonda		() ()							
· ("	"	alla a			6		×
Credit	Note (from	Invoice Retu	(rns)							
Croan	note (nom	interes rest	inioj							
F. 10.10							Perform: -			
Find Cust?	01 Main Store							Proce	ss Credit Note	
Origination							X	1000	00 0100111010	
	_						-			
Return Iten	15 🗸	· 🗸								
			Add / Ed / Del Retu	im Items						
>>> \$	itatus Descrip	tion								
1 r001	return NIKON	COOLPIX 4100								
							TAX	INCLUS	IVE AMT	
					Returns	-5	0.82		-413.82	
					Nett	-0	0.02		-413.02	
									-413 82	
	-1-1-1-1			- -			Due		110101	
Nex Pre Ad	d Ins Ed Del									
Deal	Status new		Name	Wilye's E	'ast			CRM (10506	
Tax	Status may include	axable a	Account 1	D00028				Club		
O	perator Terry		Account Balance		0	. 00		Expiry		
Sy:	s Ref # 1537850900		Credit Limit	9,	999,999,999	. 99				
CL CL	ITTENCY LOCAL R		Available Credit	9,	999,999,999	. 99				
E Rat	te Book none									

Slide 22 Slide notes:

IES Client(Q)	v8.24 : My IES									
icip Jabriik Qak	Commonda		() ()							
· ("	"	alla a			6		×
Credit	Note (from	Invoice Retu	(rns)							
Croan	note (nom	interes rest	inioj							
F. 10.10							Perform: -			
Find Cust?	01 Main Store							Proce	ss Credit Note	
Origination							X	1000	00 0100111010	
	_						-			
Return Iten	15 🗸	· 🗸								
			Add / Ed / Del Retu	im Items						
>>> \$	itatus Descrip	tion								
1 r001	return NIKON	COOLPIX 4100								
							TAX	INCLUS	IVE AMT	
					Returns	-5	0.82		-413.82	
					Nett	-0	0.02		-413.02	
									-413 82	
	-1-1-1-1			- -			Due		110101	
Nex Pre Ad	d Ins Ed Del									
Deal	Status new		Name	Wilye's E	'ast			CRM (10506	
Tax	Status may include	axable a	Account 1	D00028				Club		
O	perator Terry		Account Balance		0	. 00		Expiry		
Sy:	s Ref # 1537850900		Credit Limit	9,	999,999,999	. 99				
CL CL	ITTENCY LOCAL R		Available Credit	9,	999,999,999	. 99				
E Rat	te Book none									

Slide 23 Slide notes:

S Client(Q) v8.24 : My IES Submit Quit Functions Commands				
	• 0 «	»		
	•			
Credit Note (from Invoice R	eturns)			
			Porform	
Find Cust?			renomi	
Origination 01 Main Store			\$2	Process Credit Note
			X	
Return Items 🛛 💛 💛				
	Add / Ed / Del Retur	<u>n Items</u>		
>>> Status Description				
1 r001 return NIKON COOLPIX 4100				
			TAX	INCLUSIVE AMT
		Returns	-30.82	-413.82
		Nett	-30,02	-413.02
				-413 82
			Due	413.02
Deal Status new	Name N	ïlye's Fast		CRM 00506
Tax Status may include taxable a	Account D	00028		Club
Operator Terry	Account Balance	0.00		Expiry
Sys Ref # 1537850900	Credit Limit	9,999,999,999.99		
Currency LOCAL R	Available Credit	9,999,999,999.99		

Slide 24 Slide notes:

New Report	- Microsoft I	nternet Explorer			
jile <u>E</u> dit <u>V</u> iew	F <u>a</u> vorites	<u>T</u> ools <u>H</u> elp			
Back - () - 💌	💈 🏠 🔎 Search 🤸	Favorites 🧭 🔗	• 질 💿 •	
dress 🙋 \\127	.0.0.1\Bridge\D)1537850932.htm			
Infolab	(Pty) L	td Tel +27 12	PO Box 10341 (320 9999 hello@infc	0046 Centurior Nabies.com wv	n South Africa ZAR vw.openmyies.com
		Tax Invoic Tax Registration	C e 01.100206-684 n No 4444444445	Accour	nt: D00028 Tax No Currency: R Date: 06/02/2010
Wilye's Fast Direct Sales					
	<u>Date</u>	Description	Document Quantity	∠ <u>R</u> .4	Amount Incl Tax
	06/02/20	10 NIKON COOLPIX 4100) :	1	-413.82 -50.82
				Before Tax	-363.00
				Tax	-50.82
				Inclusive To	tal -413.82
Terms:					

Slide notes: Of course, a Credit Note print is produced, and the Return is now concluded.

S Client(Q) v8.24 : My IES				
Submit Quit Functions Commands				
- 9 Q	• Ø «	>> 11 🗆		
Credit Note (from Invoice F	(leturns)			
			Porform	
Find Curt2			Fertorin: -	
Origination				Process Credit Note
Origination			X	
Return Items				
	Add / Ed / Del Return	Items		
>>> Status Description				
1				
			TAX	INCLUSIVE AMT
		Returns	0.00	0.00
		Nett	0.00	0.00
			Due	0.00
Deal Status new	Name			CRM
Tax Status may include taxable a	Account			Club
Operator Terry	Account Balance	0.00		Expiry
Sys Ref # 1537851000	Credit Limit	0.00		
Currency LOCAL R	Available Credit	0.00		

Slide notes: Although the procedure is complete now, we are going to look at what has happened and exactly how the Customer has been given a credit, for the sake of understanding. Sari Sari is often or mostly a Cash Transaction and the Customer is not present when the Return is processed. Either the Customer has already been allowed a deduction on an Order just Delivered and which was probably C.O.D., or the Credit must be available at the next Delivery.

🖻 IES Client(Q) v	8.24 : My IES						
Help Submit Quit	Functions Commands						
• ?	۹	v Ø	« »	i — 0		0	 ×
	Sari Sari Dispatch						
Delivery Truck	22				s <u>Do Ord</u>	tock Actions: - er Transfers	Save Order Actions: -
Name	Truck 22		Crate Load Capacity	100	Undo Ord	er Transfers	Load
Cash Account	10-00-00-84e Cash Account: Tr	uck 22	Loaded: -	n	Custo	mer Returns	Release
Truck Store	22 Truck 22		When No Break Crates	18	Tru	<u>ck Transfers</u>	Process
Deliv Date	06/02/2010		When Break Crates Used	10		Print Actions: -	Cash Up: -
				0		1000	Transfer to Bank
	Change Display	Selec	t Delivery Sequence			Po	st CR Vouchers
	>>> Order No		Deliv Seq Load	Factor	Stock Xfer	Order Status	Am 🔺
1	0000194 GRABOWSKI, THERESA		1	0.30	TRANSIT	Pre Delivery	
2	0000197 GRABOWSKI, THERESA		2	0.30	TRANSIT	Pre Delivery	
3	0000218 GRABOWSKI, THERESA		3	0.75	NO	Pre Delivery	
4	0000221 GRABOWSKI, THERESA		4	0.75	NO	Pre Delivery	
5	0000222 GRABOWSKI, THERESA		5	0.55	NO	Pre Delivery	
6	0000229 GRABOWSKI, THERESA		6	1.25	NO	Pre Delivery	
7	0000230 ARS TECHNICAL IMAGES		7	0.20	NO	Pre Delivery	
8	0000232 BABLO ELECTRIC & ENG	INEERING LID.	8	0.25	TRANSIT	Pre Delivery	
9	0000233 AUTOMN IMAGES INC.		9	0.00	TDANSIT	Pre Delivery	_
10	0000235 DOORNKLOOF SUN		11	3.55	TRANSIT	Pre Delivery	
12	0000236 Cassandra		12	0.30	NO	Pre Delivery	
13	0000237 Wilve's Fast		13	0.25	NO	Pre Delivery	
14	0000238 ABC Stationery		14	0.12	NO	Pre Delivery	
ies 🔒 📊							
6							
E							



IES Client(Q) v	8.24 : My IES							
p Submit Quit	Functions Commands							
ə ()	٩	•	Ø «	»			\$	
	Sari Sari Dis	patch						
Delivery Truck	22					Do Ore	Stock Actions: -	Save
	Truck 22				108	Undo Ore	ler Transfers	Urder Actions: -
Name	10-00-00-84e Cash Br	count: Truck 22		Crate Load Capac	ny 100	Cueto	mer Returns	Release
Cash Account	22 Truck 22	NOUNCE II NOW LE		Loaded	18	Tru	rek Transfore	Process
Truck Store	06/02/2010			when No Break Cra	es 10		or the re-	<u>1100000</u>
Deliv Date				hen Break Crates Us	ed 10		Print Actions: -	Cash Up: - Fransfer to Bank
	Change Dis	plav	Select Delive	rv Sequence			Po Po	st CR Vouchers
	>>> Order No			Deliv Seg Lo	ad Factor	Stock Xfer	Order Status	Am, 🔺
1	0000194 GRABOWSKI,	THERESA		1	0.30	TRANSIT	Pre Delivery	
2	0000197 GRABOWSKI,	THERESA		2	0.30	TRANSIT	Pre Delivery	
3	0000218 GRABOWSKI,	THERESA		3	0.75	NO	Pre Delivery	
4	0000221 GRABOWSKI,	THERESA		4	0.75	NO	Pre Delivery	
5	0000222 GRABOWSKI,	THERESA		5	0.55	NO	Pre Delivery	
6	0000229 GRABOWSKI,	THERESA		6	1.25	NO	Pre Delivery	
7	0000230 ARS TECHNI	CAL IMAGES		7	0.20	NO	Pre Delivery	
8	0000232 BABCO ELECT	TRIC & ENGINEERING L	TD.	8	0.25	TRANSIT	Pre Delivery	
9	0000233 AUTUMN IMA	GES INC.		9	0.60	TRANSIT	Pre Delivery	
10	0000234 AVONMORE S	CHOOL		10	0.30	TRANSIT	Pre Delivery	
11	0000235 DOORNKLOOF	SUN		11	3.55	TRANSIT	Pre Delivery	
12	0000236 Cassandra			12	0.30	NO	Pre Delivery	
13	0000237 Wilye's Fa:	st		13	0.25	NO	Pre Delivery	
14	0000238 ABC Station	nery		14	0.12	NO	Pre Delivery	
								-
								•

Slide 28 Slide notes:

1	ES Client(Q) v8.24 : My IE	S				
Help	Submit Quit Functions Co	mmands				
•	- 9 Q	Ÿ) () ((» 11	Ū.	4) (V) (X)
	<u>1</u> Main <u>2</u> Settings	3 Contact Detail 4 Notes				
		AR RECEIVABL	.E / DEBTOI	R MASTER	ء 速	Save
	Account Key				2: Currency Management	Contact Manage
	AR / Debtor Account	d debtor		Managed Currency	BOCKE K	CPM Connect
	Type	4. Main Castings		Financials: -	0.00	CRM Other
	too News Court News	1: Main Settings		Current Month	0.00	Date Event Drill
	"Co Name / Cust Name		~	Dalance y ID		Receipts and Credits
	Pirst / Given Names			Physicals	0.00	Invoices
				Guy Curreni	0.00	Matching
			~	Salae-		Statement(s)
			>	Sales Current	0.00	Delete Account
	Cheque Beneficiary			Sales VTD	0.00	
	Client Ref			Ageing: -		
	CRM Number			Current	0.00	
	Contact Master	1537851108		30+	0.00	
		Synchronize With Crm ?		60+	0.00	
				90+	0.00	
	Last Upd By			120+	0.00	
	Last Upd			Unallocated Receipts	0.00	
-						
266						
Ê						

Slide notes: Now, we look at the Customer Account. Even though it is a Cash Customer, we still have an Account through which the Transactions are processed.

1 Main 2 Settings	3 Contact Detail <u>4</u> Notes				
			DMACTED	= =	Sa
	AR RECEIVABL	E / DEBTO	RMASTER	×	
Account Key	wilye			2: Currency Management	
AR / Debtor Account			Managed Currency	LOCAL R	Contact Mana
Туре	d debtor		Financials: -		CRM Conn
	1: Main Settings		Current Month	0.00	CRM Oth
*Co Name / Cust Name			Balance YTD	0.00	Date Event D
First / Given Names		~	Physicals: -		Receipts and Cred
			Gty Current	0.00	Invoic
			Qty Ytd	0.00	Matchi
	2	N N	Sales: -		Statement
			Sales Current	0.00	Delete Accou
Cheque Beneficiary			Sales YTD	0.00	
Client Ref			Ageing: -		
CRM Number			Current	0.00	
Contact Master	1537851108		30+	0.00	
	Synchronize With Crm ?		60+	0.00	
			90+	0.00	
			120+	0.00	
Last Upd By			Unallocated Receipts	0.00	

Slide 30 Slide notes:

IES Client(Q) v8.24 : Help Infolab Connections	My IES	How do I DateMarts Business Modules: Action Foots	Option Select	
• ?				45 Ø X
1 Main 2 Settin	gs <u>3</u> Contact Detail <u>4</u> Notes			
	AR RECEIVAE	BLE / DEBTOR MASTER		Save
Accourt	t Key wilye		2: Currency Management	
AR / Debtor Ac	count	Managed Currency	LOCAL R	Contact Manage
	Type d debtor	Financials: -	0.00	CRM Other
*Co Name (Cust	Name	Current Month		Date Event Drill
First / Given N	SINGLE SELECT ONE 1 D00028	OF THESE? Vilye's Past		Receipts and Credits Invoices Matching Statement(s) Delete Account
Cheque Benef	iciary		· · · · · · · · · · · · · · · · · · ·	
Clier	t Ref	Show Full Line Cancer OK		
CRM Nu	mber 1527951109	Current	0.00	
Contact M	Synchronize With Crm ?	30+	0.00	
		00+ 90+	0.00	
Last U	ad By	120+	0.00	
Las	t Upd	Unallocated Receipts	0.00	
Ses				
Ē				



ļ	AR RECEIVABLE /	DEBTOR	RMASTER		sa Sa
Account Key D	00028			2. Currency Management	
AR / Debtor Account	00028		Managed Currency	LOCAL R	Contact Mana
Type			Financials: -		CRM Conn
1	: Main Settings		Current Month	0.00	CRM Oth
*Co Name / Cust Name 🛛	ilye's Fast		Balance YTD	0.00	Date Event D
First / Given Names		~	Physicals: -		Receipts and Cred
			Gty Current	0.00	Invoic
			Gty Ytd	0.00	Matchi
	E	<u>×</u>	Sales: -		Statement
			Sales Current	413.82	Delete Accou
Cheque Beneficiary	ilye's Fast		Sales YTD	413.82	
Client Ref			Ageing: -		
CRM Number	0506		Current	413.82	
Contact Master	00028		30+	0.00	
F	Synchronize With Crm ?		60+	0.00	
			90+	0.00	
Last Upd By	erry		120+	0.00	
Last Upd	04/02/2010		Unallocated Receipts	-413.82	

Slide 32 Slide notes:

e 18	S Client(Q) v8.24 : My IE	15	
Help	Infolab Connections Logor	n Logort Companion Wizard How do L DataMarts Business Modules Action Focus Uption Select	<u> </u>
	1 Main 2 Settings	3.Contact Detail 4.Notes	
		AR RECEIVABLE / DEBTOR MASTER	Save
	Account Key	D00028 SINGLE SELECT: CURRENT YEAR PERIODS	
	AR / Debtor Account	D00028 PLEASE SELECT A PERIOD	Contact Manage
	Type	D 1 [108] Jan 2010> 2 1: Main S 2 [109] Feb 2010> 0 Vilve's 1 3 [110] Mar 2010> 0	CRM Connect CRM Other Date Event Drill
	First / Given Names	4 [111] Apr 2010 > 0 5 [112] May 2010 > 0 6 [113] Jun 2010 > 0 7 [114] Jul 2010 > 0 8 [115] May 2010 > 0 9 [116] Sep 2010 > 0 9 [116] Jort 2010 > 0	Receipts and Credits Invoices Matching Statement(s) Delote Assount
	Cheque Beneficiary	Wilye's I 11 [118] Nov 2010> 0 12 [119] Dec 2010> 0	Deteleviceouni
	Client Ref	13 Show All Periods	
	Contact Master	D00028	
		Synchrol Terry Select ALL Show Full Line Cancel OK	
	Last Upd By Last Upd	04/02/2010 Unallocated Receipts -413.82	
2.4			
Ē			

Slide 33 Slide notes:

۱۱ 🧟	S Client(Q) v8.24 : My IE	is	
Help	Infolab Connections Logor	n Logoff Companion Wizard How do I DataMarts Business Modules Action Focus Option Select	
	- ? Q	V 🕐 « » 17 💷	🔅 🐼 🔅
	1 Main 2 Settings	3 Contact Detail 4 Notes	
		AR RECEIVABLE / DEBTOR MASTER	Save
		SINGLE SELECT: CURRENT YEAR PERIODS	
	Account Key AR / Debtor Account	DOOD28 PLEASE SELECT A PERIOD	Contact Manage
	Type	D 1 [108] Jan 2010> 2	CRM Connect
		1: Main S 2 [109] Feb 2010> 0 3 [110] Mar 2010> 0	CRM Other
	*Co Name / Cust Name	Wilye's 4 [111] Apr 2010> 0	Date Event Drill Receipte and Credite
	First / Given Names	5 [112] May 2010 > 0 6 [113] Jun 2010 > 0 7 [114] Jul 2010 > 0 8 [115] Aug 2010 > 0 9 [116] Sep 2010 > 0 10 [117] Oct 2010 > 0 Willye's I 11 [118] Nov 2010 > 0	Invoices Matching Statement(s) Delete Account
	Client Ref	13 Show All Periods	
	CRM Number	00506	
	Contact Master	V00028	
Sec	Last Upd By Last Upd	Terry Select ALL Show Full Line Cancel OK 04/02/2010 Unallocated Receipts -413.82	
Ĺ			-

Slide 34 Slide notes:

ES Client(Q) v8.24 : My IES					
Submit Quit Functions Commands					
— 🧿 Q	\sim \odot	« »		\$	Ø (
1 Main 2 Transactions					
ACCOUNT DRIL	L				
Type 2: ar / debtor account Account Code D00028 Description Wilye's Fast			<u>)]</u>	L 5ª	
BALANCES SUMMARY					Exit
	Urdered	Com	mitted	Actual	-
1 b/f financial		0.00	0.00	0.00	
2 movement		0.00	0.00	0.00	
5 C/I IIMancial		0.00	0.00	0.00	
4 b/l physical		0.00	0.00	0.00	
6 c/f physical		0.00	0.00	0.00	
o oʻr phiotodi		0.00	0.00	0.00	-
<u>Nex</u> Pre					
MOVEMENT SUMMARY					
	Ordered	Com	nitted	Actual	
1 debit movement financial		0.00	0.00	413.82	
2 credit movement financial		0.00	0.00	-413.82	
3 debit movement physical		0.00	0.00	0.00	
4 credit movement physical		0.00	0.00	0.00	
BUDGET SUMMARY					
	Actual	≉ Bi	udget Applied	Budget	
1		0.00	0.00	0.00	
					-

Slide 35 Slide notes:

ES Client(Q) v8.24 : My IES					
Submit Quit Functions Commands					
- 🤊 Q	• Ø	« »	n ()	6 (0
1 Main 2 Transactions					
ACCOUNT DRI	_L				
Type 2: ar / debtor account Account Code Description Wilye's Fast			<u>al 11.</u> E*		
BALANCES SUMMARY					Exit
	Urdered	Committe	ed Actual	0.00	-
1 b/f financial		0.00	0.00	0.00	
2 movement		0.00	0.00	0.00	
5 C/I IIMANCIAI		0.00	0.00	0.00	
4 D/I physical		0.00	0.00	0.00	
6 c/f physical		0.00	0.00	0.00	
o cyr physicar		0.00	0.00	0.00	-
Nex Pre					
MOVEMENT SUMMARY					
	Ordered	Committe	ed Actual		
l debit movement financial		0.00	0.00	413.82	
2 credit movement financial		0.00	0.00	-413.82	1
3 debit movement physical		0.00	0.00	0.00	
4 credit movement physical		0.00	0.00	0.00	-
BUDGET SUMMARY					-
	Actual	% Budget	Applied Budget		-
1		0.00	0.00	0.00	
					-

Slide 36 Slide notes:



Slide notes: When we drill the latest Transaction on this Customer Account, we can see the Retail Return Invoice amount, and it is followed immediately by an 'Auto CRV', i.e. a Credit Voucher. In other words, the Credit Note resulted in the 1st instance in a Credit on the Customer Account, and then followed automatically by a Credit Voucher for that Amount.









Ø 18	S Clien	t(Q) v	78.24 : My IES								
Help	Submit	Quit	Functions Commands	s							
•		?	Q		v 0	« »	ii)	0		\$	 X
			Cori Cori I	Jionotak							
			San San L	Jispatch							
									1	Stock Actions: -	Save
	Delivery 1	ruck	22						Do Ord	der Transfers	Order Actions: -
	ţ	lame	Truck 22			Crate Load Ca	pacity	100	Undo Ord	<u>der Transfers</u>	Load
	Cash Acc	ount	10-00-00-84e Cas	h Account: Truck 2	2	Los	ided: -		Custo	imer Returns	Release
	Truck 3	Store	22 Truck 22			When No Break	Crates	18	Tru	<u>ick Transfers</u>	Process
	Deliv	Date	06/02/2010			When Break Crates	Used	10		Print Actions: -	Cash Up: -
											<u>Transfer to Bank</u>
			Change	e Display	Selec	t Delivery Sequence				<u> </u>	ost CR Vouchers
			>>> Order No			Deliv Seq	Load H	actor	Stock Xfer	Order Status	Am 📥
		1	0000194 GRABOWS	KI, THERESA		1		0.30	TRANSIT	Pre Delivery	
		2	0000197 GRABOWS	KI, THERESA		2		0.30	TRANSIT	Pre Delivery	
		3	0000218 GRABOWS	KI, THERESA		3		0.75	NO	Pre Delivery	
		4	0000221 GRABOWS	KI, THERESA		4		0.75	NO	Pre Delivery	
		5	0000222 GRABOWS	KI, THERESA		5		0.55	NO	Pre Delivery	
		6	0000229 GRABOWS	KI, THERESA		6		1.25	NO	Pre Delivery	
			0000230 ARS TEC	HNICAL IMAGES		/		0.20	NU	Pre Delivery	
		8	0000232 BABCO E	LECIRIC & ENGINEER	ING LID.	8		0.25	TRANSIT	Pre Delivery	
		10	0000233 AUTUMN	INAGES INC.		9		0.60	TDANSIT	Pre Delivery	
		10	0000234 AVONMUR	OOF SIN		10		0.30	TDANSTT	Bre Delivery	
		12	0000235 DOORNKL	JUDE DON		11		0.00	NO	Pre Delivery	
		12	0000230 Cassaid	La Fast		12		0.30	NO	Pre Delivery	
		14	0000237 WILYE S	tionery		14		0.23	NO	Pre Delivery	
			0000200 ADC 500	reroner?		**		0.15	10	ILC PCHIOCH	
-											-
505		4									
Ē											
-											

Slide notes: If the Customer has not already been allowed a reduction on Payment collected, then the Voucher will be printed on the Next Delivery Note for this Customer. If the Customer has already been allowed a reduction on collected Payment, then we will be short of this Amount in the Cash Account during the Cash Up procedure, unless we process the Credit Voucher immediately.

S Client(Q) v8.24 : My IES		
Submit Quit Functions Commands	•• () « » II	n 0 0
	• • • • • •	
	Post Cradit Vausbar to Cash	
	Post credit voucher to Cash	
Cash Account	10-00-00-84e Cash Account: Truck 22	Post
Customer Account CRV Number		Quit
Amount	0.00	
Description		

Slide 41 Slide notes:

S Client(Q) v8.24 : My IES		
Submit Quit Functions Commands		
0 Q	V () « » II	
	Post Credit Voucher to Cash	
Cash Account	10-00-00-84e Cash Account: Truck 22	Post
Customer Account		0.11
CRV Number	0.00	<u>oun</u>
Description		
Description		

Slide 42 Slide notes:

Client(Q) v8.24 : My IES			
Submit Quit Functions Commands			
- 9 Q	Ti 🔇 🤍 🔋		<)
	Post Credit Voucher to Cash		
Cash Account	10-00-00-84e Cash Account: Truck 22	Post	
Customer Account	wilye		
CRV Number	0.00	Quit	
Amoun	0.00		
Description			

Slide 43 Slide notes:

IES Client(Q) v8.24 : My IES			
p Submit Quit Functions Commands	т. <u>т.</u>		
	V (O
	Post Credit Voucher to Cash		
Cash Account	10-00-00-84e Cash Account: Truck 22	Post	
Customer Account	wilye		
CRV Number	2.00	Quit	
Amount	0.00		
Description	,		

Slide 44 Slide notes:

A IES Client(Q) v8.24 : My IES	
Help Infolab Connections Logon Logoff Companion Wizard How do I DataMarts Business Modules Action Focus Option Select	
• • • • • • • • • • • • • • • • • • •	* 🖌 🛪
Post Credit Voucher to Cash	
Post credit voucher to cash	
Cash Account 10-00-00-84e Cash Account: Truck 22	Post
Customer Account WilYe	
CRV Number 0,00	Gun
Description	
SINGLE SELECT: Open CRV's	
Select -	
1 06/02/2010 413.82 Stock Return	
Select ALL Show Full Line Cancel OK	
	·
	1

Slide notes: And here we can see the Credit Voucher issued for the Stock Return, and it is available for processing.

5 Client(Q) v8.24 : My IES			
Submit Quit Functions Commands			
() Q	TI « » •	¥¥ ♥	_
	Post Credit Voucher to Cash		
Cash Account	10-00-00-84e Cash Account: Truck 22	Post	
Customer Account		Quit	
Amount	0.00		
Description			

Slide 46 Slide notes:

IES Client(Q) v8.24 : My IES Help, Submit: Out, Euroctions, Commands			
Con Say Farmera	🗢 🕖 « » m		x
	Post Credit Voucher to Cash		
Cash Account	10-00-00-84e Cash Account: Truck 22	Post	
Customer Account CRV Number Amount	1537850999B 413.82	Quit	
Description	CRV: Stock Return		
See			
Ê			

Slide notes: If we choose POST now, then the Voucher is applied against the Cash Account for the Dispatch, and of course the expected Cash is reduced. So that is how the Customer Return is processed in the Sari Sari Business process.