PRMS™ RGA's & Credit/Debit Memos

RMS/Teachkit

Version 2.2

A Product of
MXB - Managing the Business
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Sample Agenda

Day 1

Morning

Overview
Setting Up

Afternoon

Step by Step
Procedure Review

RMS/Teachkit

Course Title **RGA's & Credit/Debit Memos**

Course Dates _____

Name (printed)	**Job Function**	**Signature**

Overview

RMS/Present

Returned Goods Processing

RGA's record, approve and track the return prior to your receipt

RGA's use Approval Levels by User ID

RGA Product ID allows receipt as Different Number than shipped

Labels and Authorization Letters supported for RGA's

RGA Line Status

Open (10), **Approved** (20), **Received** (30), **Credited** (40), **No Credit** (50)

Valid Line Types

Regular, Non-Standard, Special Charge, Text, Kit, Bundle, Component

Receipts Entry (PO0410) and Disposition Update (PO0420) process the receipt of the RGA

Credit/Debit Memos update transaction, sales and cost files. They may be created individually or as a result of the receipt of the RGA

Credit/Debit Memo Maintenance creates both RGA's and Credit/Debit Memos

RGA-C/D Memo Process

Task	Application
Create a Returned Goods Authorization Locate shipment to credit, Approve the RGA	Credit/Debit Memo Entry (OB0415)
Communicate to the customer	Labels & Authorization Print (OB0480)
Inquire on RGA's	RGA-C/D Inquiry (OB0470)
Receive RGA	Receipt Entry (PO0410/OB0410)
Inspect/Disposition	Disposition Update (PO0420)
Review Pending Memos for Update	Open RGA Memos Report (OB0455)
Maintain RGA's prior to C/D Memo Create	RGA Receipts Maintenance (OB0425)
Create C/D Memo from RGA Receipts	RGA C/D Memo Generation (OB0490)
Create non-RGA C/D Memo	C/D Memo Entry (OB0415)
Review Pending C/D Memos for Update	Open Credit Memo Report (OB0450)
Update Accounts Receivable	C/D Memo Invoice Print (OB0460)

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Setting Up

RMS/Present

(WCMANT, OBCM) *Owner* _____

RGA-C/D Memo Options

Next Available RGA-C/D Number

Used by C/D Memo Entry (OB0416) and RGA C/D Memo Generation (OB0490) when creating a new Memo

Closed Retention Days

Memos purged to history after this amount of days
OBCDP100, 150, 200, 400, 500 to OBCDP10H, 15H, 20H, 40H, 50H

Line Number Increment

Lines numbers of a Memo are created in multiples of this value

Combine Shipments

If 'Y', allows selection of multiple shipment lines to create a single Memo line during RGA-C/D Memo Entry (OB0415)

C/D Approval Required/Allowed During Entry

Unapproved memos do not update system files. If allowed during entry, then approval can be applied in add mode, if 'N', then approval must be applied in maintenance mode.

G/L Accounts

Updated when Memo Quantity is processed and the Memo Code used "Affects A/R". Occurs when Credit Memo Print (OB0460) is run. (Warehouse, Product, Sys Control or Customer)

Standard Product
Non Standard Product
Special Charges

System Control

(WCMANT, OBCM) *Owner* _____

Minimum Approval Level

RGA's whose total extended value are less than this domestic value will not require approval

Order/Invoice Required for RGA Entry

OK to Pay Default

System uses first non-blank value - Memo, Product, System Control

Days without Receipt to Complete Line

RGA Close *(OB0485)* ***will mark lines complete where the Current Date - Last Update date in the header*** *(OBCDP100)* ***is >= this number of days***

Restocking Charge/Percent

Value to charge, may be overridden on Product Master *(MS0825)* ***or Warehouse Inventory Maintenance*** *(IN0801)*

Mail Authorization/Labels

Provides default to RGA's which determines if output is generated from Labels & Authorization Print *(OB0480)*

Allow Alternate Product on Receipt

Determines if part numbers may be changed during RGA Receipt

Credit Quantity First

If the quantity at a disposition includes both credited and non-credited values, the credited values will be consumed first for PO0420 transactions *(Disposition Update)*

(WCMANT, OB0465) *Owner* _____

MTD Credit/Debit Memo Invoice Totals

Cleared at month end and updated dynamically by C/D Memo Invoice Register (OB0465)

CURRENT MONTH FOR OB

Updated during Month End Update (OB0200) and determines which period fields are updated

MTD CREDIT/DEBIT MEMO AMOUNTS

Net Invoices
Taxes
Special Charges
Freight
Gross Invoice

MTD CREDIT/DEBIT MEMO COSTS

Invoices

Standard or Actual Costs of C/D Memo line items updated

Special Charges

Amount of cost entered for the special charge line entered at Order Entry (OB0020) or RGA-C/D Memo Entry (OB0415)

RGA Authorized Users

(OB0475, OBAUP100) *Owner* _____

Creates Approval Users and their Limits

APPROVAL ID

AS/400 User Profile

NAME

APPROVAL LEVEL

If the total amount of the RGA is less than this value, RGA-C/D Memo may be approved

Current Policy _____

_____

_____

_____

Warehouse Inventory Maintenance

(IN0801, INWIP100) *Owner* _____

Assign unique Restocking Charges G/L Account at Product/Warehouse Level

Override to Product Master and System Control

Current Policy _____

_____

_____

_____

(OB0807, OBMCP100) *Owner* _____

Determines effects of Credit Memo

AFFECT SALES HISTORY DOLLARS

Update the Sales History file with value

AFFECT SALES HISTORY QUANTITY

Update the Sales History file with quantity

AFFECT ACCOUNTS RECEIVABLE

AFFECT INVENTORY

Inventory will be created by Credit Memo Invoice Print for the Inventory Quantity specified. RGA's have 'Affect Inventory = N' since the PO Receipt (PO0410/OB0410) will create inventory.

AFFECT SPECIAL CHARGES

Update Sales Detail History file with these values

AFFECT FREIGHT

Update Sales Detail History file with these values

AFFECT PRODUCT MASTER

Update Product Master and Warehouse Inventory files

AFFECT BLANKET ORDER

Allows Blanket Order Customer Order line item to be included in RGA-C/D Memo

Memo Code Maintenance

WAREHOUSE

The warehouse that returned items will be posted to at Credit Memo Invoice Print.

LOCATION - AISLE, ROW, TIER

The Bin Location that returned items will be posted to at Credit Memo Invoice Print.

"TO" TRANSACTION CODE

The Transaction Code (IN0800) that will be used to affect inventory with this memo code.

OK TO PAY

Default value for memo line items. System uses first non-blank value - Memo, Product, System Control.

RESTOCKING CHARGE AMOUNT

The value in domestic currency that will be charged. Charges may be expressed in amount OR percent

RESTOCKING CHARGE PERCENT

The percent of the original order line price in domestic currency that will be charged

Current Policy _____

_____

_____

_____

Product Master Maintenance

(MS0825, MSPMP100) *Owner* _____

General Ledger Accounts

Sales Returns

Restocking Charges

Order Processing

OK to Pay

Credit Memo Generation (OB0490) will create Credit Memos for items that have been received and are OK to pay. System uses first non-blank value - Memo, Product, System Control.

Restocking Charges

Value of restock charges, updated at RGA Receipt (OB0410) time. May be overridden at Warehouse Inventory and RGA Order level.

Restocking Percent

Percent of original order line value for restock charges, updated at RGA Receipt (OB0410) time. May be overridden at Warehouse Inventory and RGA Order level.

Reclassify on Receipt

When a return is received, the product number may be changed. This permits a product structure relationship to manage the rework/refurb process.

RGA Product ID

If the product number is changed (re-classified), change to this number.

Dock to Stock for RGA's
Receipt Entry
(PO0410/OB0410)
SCRAP
INSP
QUARANTINE/
REWORK
Receiving
Transaction
From/To Disposition
From/To Transaction Code
OK for Insp Req. Products?
Disposition
STOCK
Resident Warehouse
Available for MRP
Completed Disposition?
Update Accept, Reject, Return?
Warehouse
Warehouse ID Comes From:
A) Dispositon Master or
C) Purchase Order Line
B) Purchase Order Header
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What to do with the return

OPTIONS FOR REWORK/REFURBISH

RECEIVE AS SAME PART

Move to disposition in hidden warehouse until acceptable for reuse

Move to disposition in hidden warehouse until acceptable for reuse, then use as component in work order where parent = component

Requires modification to Work Order Maintenance (SF0014) **to allow component to be same as parent**

RECEIVE AS DIFFERENT PART (RGA PRODUCT ID)

Use as component in parent via Shop Floor (WO, RFO, UPR)

Current Policy _____

_____

_____

_____

System Control

(WCMANT, Purchasing & Receiving) *Owner* _____

MULTIPLE SHIP TO *8.3*

Allows designation of deliver to warehouse on the specific line of a PO. When "Yes", the warehouse of the PO line is the inventory the receipt will be posted to, regardless of the disposition master.

IMMEDIATE PRINT OF TRAVELERS

A traveler will be printed upon invoking F3 in PO0410 and PO0420 after receipt is accepted and you end the program

PRINT IMMEDIATE TRAVELERS ON LINE

A traveler will be printed when F5 is invoked to accept the specific receipt and before you end and leave the receipts program

NEXT RECEIVER NUMBER

RECEIVING THRESHOLDS

The number of days that the Receipt date minus the Expected date that is allowed for an item to be considered as on time and late

Current Policy _____

_____

_____

_____

Receipt Transaction Maintenance

(PO0800, POTMP100) *Owner* _____

Receipt Type

Add or Update - Receipt Entry or Disposition Update

From and To Disposition

Where the item is coming from and where it is going

From and To Transaction Codes

What Inventory Transaction Codes are used for the transaction if a warehouse boundary is crossed

Increment Quantity Inspected

How to update the Quantity Inspected Counter

Allowed for Inspection Required Products

Is this transaction allowed for products that are flagged as requiring inspection in the Product Master Or Product Vendor Maintenance

Receiving Adjustment Allowed

Determines if quantities of a receiver may be changed with this transaction. Adjusting the quantity to zero corrects receiving errors.

Disposition Master Maintenance

(PO0804, PODMP100) *Owner* _____

No. Of Travelers to Print

Disposition to Stock Lead Time

Will update "Available" date on Traveler Print and for MRP

Warehouse ID

The Warehouse this Disposition resides. If left blank, will use Warehouse ID from Purchase Order

Completed Disposition

Is this Disposition at the end of the path?

Pending Available for MRP

IF "Y", products at this Disposition will NOT be recognized by MRP

OK To Pay

Used to indicate if Purchase Order receipts are eligible for matching by Transaction Entry *(AP0013)*, ***not for C/D Memos***

Non-Inventoried Disposition

Flag Determines if product in this Disposition is not in inventory - such as Return to Vendor

Update Quantity Accepted, Rejected, Scrapped, Reworked, Returned

If a Completed Disposition, these counters can be updated for Purchasing Performance Tracking

Update Accounts Payable

For items that are rejected or returned to vendor, should Accounts Payable be updated for the credit

Authorized User Maintenance

(MS0813, MSAUP100) *Owner* _____

Every Receiving Transaction requires authorization of who can perform that transaction. For User Profiles that are not authorized to a transaction, the transaction will not appear for selection in Receipts Entry or Disposition Update.

FUNCTION TYPE

POREC is only valid Type at this time

FUNCTION NAME

The Receipt Transaction ID

USER PROFILE

The individual Profiles of those authorized to this transaction or *ALL for everybody

Step by Step

RMS/Present

RGA-C/D Memo Process

RMS/Present

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	Present	+ Print		Present	+ Print
Education & Reference					
General			**Manufacturing**		
Welcome to PRMS	99.00	199.00	Product Definition	199.00	349.00
PRMS Overview	199.00	349.00	Manufacturing Planning	199.00	349.00
Version 9 Enhancements	99.00	199.00	Shop Floor Control	199.00	349.00
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