

## Return Maintenance Codes

### **800 - Process Returns**

This program allows you to scan or key enter returns. Each transaction scanned is used by the system to automatically post returns to the O/R File, accumulate retailer returns in the Bulk File, and calculate retailer return credit. The returns that are processed will update the Bulk and O/R Files immediately as they are scanned. This code creates the data used to print Credit Memos when code 830 (Credit Memo Processing) is run.

You can have Code 800 check the A/R transaction file to see if there is any reference number and date that match what was keyed. To use this option, update Code 321, A/R Options screen, 800 Dup Artran Refr Chk, to a Y. If this option is set to Y, then Code 800 cannot be used when Code ARUN is done. Then, after the reference number and date are entered in Code 800, the A/R transaction file will be read for the retailer and then for the retailer's chain to see if there is any reference number and date that match. If a match is made, the screen will display the message "Duplicate A/R Transaction Continue (N/Y)" and will force the operation to stop and key Y or N. If N is entered, the cursor will go back to the Date prompt. If Y is entered, the cursor will go to Return Type.

You can indicate if the retailer is allowed to have returns entered in Code 800 by updating the field, 800 Allow Return, in Code 500. If 'Y', Code 800 will be allowed. If 'N', Code 800 will display the message "Return Not Allowed For This Dealer".

If Code 800 is used to enter only an A/R amount with no titles entered or scanned, the system will use the first product code in the product file to post the dollar amount to A/R sales.

The O/R file will be checked when a return quantity is subtracted out even if the net checking option is not used. A pop-up window will display with the title/issue/quantity keyed and the message "Return Amount in O/R Cannot Be Negative" if the quantity entered is greater than the return amount posted in the O/R file. Press enter to return to title. No copies are posted.

For EDI users, if there is no UPC in the Bulk File, the UPC from the Title File is used when the Save EDI file is updated.

For 'Pending Return' File users, Code 800 will automatically delete records from the pending return form file as the return forms are processed.

You can also post your short/overage/canceled invoices and charge back returns through single entry by selecting the appropriate 'Return Type'. Return Type 2 - Cancel will always use a return variance of 99 to create A/R from the dollar amount entered. A dollar amount has to be entered for all retailers when using return type 2, even if their normal return variance is a 0. These items will print on a Credit/Debit Form when code 830 is run. To generate shortage reports, see Section 'Shortages Through Single Entry'. For Return type 4 - Charge back enter the quantity without a minus. The quantity keyed subtracts from retailer returns in the bulk and O/R files. A

Charge back Form will print when code 830 is run. The charge back copies and dollars print as a sales transaction on the EOD - Detail Sales Listing.

Step	Enter	Digits	Comments
	Code 800		
1	Operator/Breaker	2	Assign operator numbers to your scan operators or press 'Enter' to use terminal number.
2	Retlr Nbr	5	Press enter to look up
*	Store Nbr		*Displays
*	Address 2, City, State		*Displays
3	Reference Number	8	
4	Date	6	MMDDYY
5	Return Type	1	F4 to look up 0 - Return 1 - Picker Shortage 2 - Cancel 3 - Shipping Shortage 4 - Charge back 5 - Overage
6	A/R Desc	3	System displays default, press F4 to select a different description number.
7	Entered Amount	7	Dollar amount from the Retailer's Return Form.
8	Entered Copies	5	Total copy count from the Retailer's Return Form.
*	Return Variance	*	Displays
*	Scanned Copies	*	Displays total for accepted and rejected copies as copies are scanned.
*	Accumulated Amount	*	Displays as copies are scanned. Tax, if applicable, is not calculated until F9 is done to complete the return.
*	Accumulated Copies	*	Displays as copies are scanned.
9	Scan/Key Title	5	Key bipad, scan UPC, or enter title name for lookup.
10	Key Issue	8	Validates to the Title/Bulk Files.
11	Key Qty	3	System default allows quantities over 99 by keying quantity followed by a C, then press enter (ex. 100C). Use Code 321, Returns screen, to update field, Nbr Return Copy, to allow quantity up to 9999 with no C.

The system displays "Is Date OK?" if the date entered is less than or greater than the system date. To continue without changing the date, the operator has to key a "Y". If the date needs to be changed, the operator can press the enter key to return to the date prompt so it can be rekeyed. When the cursor returns to the date prompt, the date will automatically be updated with the system date.

If you have keyed an incorrect reference number, date, entered amount, or entered copies, you can press **F1 to backspace to reference number and then make the correction to the appropriate field.**

***When processing a Code 345 - Retailer Return Ticket for a 99% Return Variance Retailer, F1 to update reference number, date, entered amount, and entered copies is not allowed.***

***If you have keyed an incorrect quantity for a title, you can press the F8 key.*** This will position the cursor at the quantity fields, you can then key in the correct quantity. Use the arrow keys to move the cursor to the quantity field of the next title.

When a title is keyed or scanned, the title, issue, disposition, quantity, name, price, and extension will display. Each time the same issue is scanned, the accumulated amount will display under 'Qty'. The Scanned Copies will display the total copies scanned/keyed (accepted + rejected).

If a title/issue is set up to be strip and save or whole copy, the screen displays the ND name after 'strip and save' or 'whole copy'.

Under the NET/REJ, the net sale is displayed unless the record has been rejected. In that case, the number is the number of copies rejected and next to that is an abbreviated reason the record is rejected.

1	NMNS	Made net minus
2	NBIS	No bulk issue/issue not ours
3	NOR	No O/R
4	NOIS	No O/R issue
5	NNOR	Non O/R title
6	NORA	No O/R, base added
7	NTTL	No title / title not ours
8	FINL	Returned after final affidavit
9	OLD	Issue too old
I	NSTK	No Stock Account found
	RMNS	Made Returns Negative

A	NAUT	Not authorized
B	NDLR	No dealer
C	BUPC	Bad BIPAD/UPC
D	DTTL	Title deleted#
E	DBLK	Bulk deleted#
F	FRGH	Freight
G	DOR	O/R deleted#
H	NDRW	No draw
S	STCK	Sticker
*	NEG	Negative return

**\*\* Title Lookup \*\***

At 'Scan/Key Title', key in the title name, the first couple of letters or just the beginning letter. The system will list all titles that correspond with your alphabetical entry.

**\*\*Issue Lookup\*\***

*At 'Key Issue' press F4 for a pop-up window that displays all the issues from the Bulk File with the issue number, issue description (affidavit description) and title name from the Bulk File. You can F5/F6 to move back and forth through the issue data. Press enter to select the issue you want or press F1 to return to the issue prompt.*

For Client 101 only, the issue lookup uses the retailer O/R issue lookup window displaying issue, invoice date, draw, P/R, return and net sale.

**\*\* Reference Number Lookup \*\***

If you are downloading returns via a hand held terminal, you will be able to press F4 at this prompt to look up the desired reference number.

**\*\* Overriding Disposition Code \*\***

The disposition of an issue displays on screen as the title is scanned. The dispositions display as:

Blank	=	Destroy (post as return)
S	=	Strip (strip cover, post as return)
W	=	Whole Copy (save copy, post to stock)

If a title is returned prematurely and you need to override the displayed Destroy Disposition, enter the bipad number followed by a 'C' (10227C) then press the 'Enter' key. This will force the copy to post as a Return To Stock (whole copy).

If the disposition of a title posts as 'Whole Copy' and you want it processed as a return, backspace to Issue, re-key the issue number followed by a 'C' (12C), then press return and enter the quantity. This will force the copy to post as a return (destroy).

**\*\*Alternate Disposition by Title and Chain\*\***

Some national distributors may require returns from certain POS retailers to be 'strip and save' or 'whole copy' when the title is typically a 'destroy' title.

Code 700 - More Data Screen - POS Disp Flag allows you to setup an alternate disposition for the title.

Code 500 - General Options Screen - Use TTL POS Disp option allows you to specify the retailers or chains that should use the alternate disposition table.

**\*\* Book Lookup - Book System Users \*\***

If a book will not scan and you are using the DPS Book System, press F4 at 'Scan/Key Title'. The system will go into Book Lookup and allow you to search for a book by name, author, category, book number, or UPC code.

To key in ISBN number (either it will not scan or you do not physically have the book to scan), key 'ISBN' at 'Scan/Key Title'. The system will prompt for ISBN-Pub Number, ISBN-TTL number and quantity.

**\*\*UPC Book Stickers (DPS Book System Users)\*\***

If the retailer has an entry for 'Item List Number' in the Code 500 - More Data Screen, then when you scan a book with a special Alternate Book UPC sticker, the system will check the alternate UPC list created with Code 507- Maintain Item List Entries. The system uses the ISBN Publisher/Title entered in 507 for the Alternate UPC, to update the proper records in the Book Master File. The credit memos will print with the Alternate UPC entered in 507.

**\*\*Paperbacks - Non-book System Users\*\***

If you have a book that will not scan, type in 'BOOK' at 'Scan/Key Title'. The system will prompt for retail. Enter the retail price of the book including the decimal point. Then key the quantity of that book.

If a book is scanned and retail picked up by the scan is greater than \$40.00, the system will prompt for retail and require you to enter the retail amount to ensure that it was not a bad scan.

If a book is scanned and retail picked up by the scan is equal to \$0.00, the system will display the message "Retail Cannot Be Zero, Please Re-Key It" and will require you to enter the retail amount by hand.

**\*\* Change Retailer Number \*\***

If you realize midway through scanning a retailer that you keyed an incorrect retailer number, press F1 to backspace to retailer. The following will display:

Are You Sure You Want To Change Retailer?

Answer 'Y' and the returns will be transferred to the new retailer number. If you are using the Net Checking option for the retailer, the system will go through all the titles that have been scanned already and will net check them for the corrected retailer number and then allow you to continue scanning.

**\*\* UPC/Bipad Validation \*\***

If an incorrect bipad or UPC code has been flagged using code 151, 'Bad UPC' will display when title is scanned or 'Bad Bipad Under Scanning' will display when title is keyed. The current issues will display and the screen will reposition for the correct issue number to be entered. To enter a correct bipad number, backspace to 'Title'.

**\*\*Printing Tote Number on Credit Memos\*\***

If the retailer is flagged as "Y" for "Tote Number On Credit Memo" in retailer file, Code 800 will prompt for a tote number and will print this tote number on the retailer's credit memo. The tote numbers will only print on credit memo format E.

The system will prompt "Enter Tote Number" before prompting for the title number. Enter the tote serial number in this field. F3 at the title number prompt will allow you to enter the next tote number for that retailer. For example, a retailer has 3 return totes (tote numbers 111111, 222222, and 333333). At the first "Enter Tote Number" prompt, key in "111111", then scan the returns for all of the magazines in that tote. When the first tote is complete, press F3 at the title number prompt. This will bring up the "Enter Tote Number" prompt again. Key in "222222", then scan the returns for all the titles in the second tote. Repeat this process for the third tote. The credit memo will be broken down by tote number.

**\*\*EAN UPC with 5 Digit Add-on Code (Magazines)\*\***

Magazine EAN UPC's with a 5 digit add-on code can be scanned. The program will stop at issue so that it can be keyed. If the next cover scanned is the same EAN UPC, the program remembers the issue keyed and allows the scan. After the issue is keyed, a quantity may be keyed.

**\*\*Over Sale Limit Option\*\***

When this option is activated ("No Sale Copies", Code 321 - Return Options Screen 2), if the operator hand keys a quantity that causes a negative net sale, the system will display the message "You have entered XXX copies. Please Recount and Reenter quantity or F1 to cancel". If the operator then hand keys a quantity that causes the net sale to equal zero, and if the quantity that the operator has keyed in is greater than the quantity entered in the "No Sale Copies" field in Code 321, then an "Over Sale Limit" occurrence will be recorded for reporting on the X837 - Return Operator Totals and X837 - Operator Detail reports.

**\*\*F7 Option\*\***

This option will allow you to rework a return transaction. You can change the quantity and/or accept/reject a title/issue already scanned/keyed. At any point while scanning/keying a return, you can press F8 at Scan/Key Title to go to the quantity field for the last title/issue entered. You can use the arrow keys to move the cursor to the quantity field of the title/issue to be changed. Press F7 and a popup window with 'New Qty' will display. To keep the quantity previously entered, press enter. To change the quantity previously entered, key the new quantity and press enter. The program will then clear all errors and recheck the transaction. The screen will then display the popup window for the error message associated with that return. At this point, you can select the option you want for this title/issue (R - reject, Y - Accept, Z - Zero Net Sale). The 'N' option is not allowed as a selection in this mode. In this mode, you cannot change the issue or the title.

**\*\*F8 Option\*\***

If you have keyed an incorrect quantity for a title, you can press the F8 key at Scan/Key Title. This will position the cursor at the quantity field for the last title/issue entered. You can then key in the correct quantity. Use the arrow keys to move the cursor to the quantity field of the next title.

**\*\*Completing A Retailer\*\***

Press F9 at 'Scan/Key Title'. The following will display:

	Amount	Qty
Total Entered	XXXX.XX	XXX
Total Accumulated	XXXX.XX	XXX
Difference	.XX	XX

End Of Retailer Process Return  
Sort/ Review/ Print Returns  
Adjust  
Cancel Retailer  
Cancel/Delete Returns - HHT

When processing returns for return variance 0 retailers, the system will automatically calculate the entered amount. The entered amount will include sales tax, if applicable.

Verify that the return totals are correct. If the difference is a large number, select Review/Sort Returns to review for errors.

If all is okay and you want to go to the next retailer, press F9.

### **End of Retailer Process Returns**

This selection ends the retailer and processes the return. It then positions you to enter the next retailer number. Either enter the next retailer or F9 to end.

### **Sort/Review/Print Returns**

If there is a difference between the totals entered and what was accumulated, you can go back and review all transactions for the retailer. You can review the return on the screen (printer 5 or 6) or you can print a hard copy. If the print option is selected, the printed listing will print the Scan Qty column before the Acc Qty column.

You can sort the transactions by disposition, quantity, price, retail, or no sort which allows you to review the titles in the order that they were scanned. If you sort by retail, the system will ask if you want to break on title/issue. If you answer 'Y', each title will display sorted by retail. If you answer 'N', the system will summarize the data by retail price point. The total quantity for each retail price will display (50 @ \$3.75, for example). Use F5 and F6 to page back and forth through the sort screen. After review, press F9. Use Adjust to make corrections to the screen.

### **Adjust**

*Allows you to return to scanning mode to add more titles and/or make adjustments to titles that were entered incorrectly. If you keyed 100 copies for a title/issue and it should be 10, key the title, issue, and 90- for copies. If you keyed 10 and it should be 100, key the title, issue, and 90 for copies. This option also allows you to back up and change reference number, date, return type, entered amount and entered copies by pressing F1.*

**Cancel Retailer**

Cancels everything that was entered for the current retailer only.

**Cancels/Delete Returns - HHT**

This option is used when downloading returns from a hand held terminal only. It allows you to cancel the current return and put the original data back into the HHT File.

**Important** - When all operators are finished scanning for the day, they must end Code 800 and return to the menu screen. When the last retailer has been completed, press F9 at Retailer. The screen will display the menu. This will ensure that the operator has actually ended. If the screen is not at the menu when the credit memos are printed, the operator totals will be incorrect.