

SHORTAGES, OVERAGES, AND CANCELS

The system allows you various options for creating shortage credit memos for product that was inadvertently left out of a delivery, posting tie line/route overages for product that was left over on the tie line or in the delivery vehicle, and creating overage invoices for product that was inadvertently added to a delivery. The codes that allow you to accomplish this task are listed in this section.

You have the option to capture the shortage data in a file that also contains the corresponding invoices. There are several reports that utilize this file that will allow you to pinpoint where the shortages occurred when the invoice order was pulled from the tie line. To activate this option, update the 'Shortage System' flag in the 'Return Options' section of the Client Record Maintenance (code 321).

With the Shortage System option in effect, a Bin Number File is created as invoices are accepted with code 179. Shortages are accumulated as they are keyed. The bin numbers are merged with the shortage records when End Of Day Processing (code EOD) is done.

Shortage Processing/Maintenance Codes

825 - Process Tie Line Over/Retailer Short

This code allows you to create shortage tickets or process tie line/route overages. Prior to using this code, you must set up the following:

1. Use code 500 to create a stock account number in the Retailer File. This is also referred to as the house account.
2. Use code 321 to update 'Stock Account' in the Return Options section of Client Record Maintenance with the retailer number that you have assigned as the stock account.
3. Use code 350 to update the 'Shortage Posting' field in the National Distribution/Publisher File. This field determines how the retailer shortage quantities will post to the Bulk and O/R files.

Shortage Options

National Distributor Options (Code 350)

'H' Option

When posting shortages using the 'H' option, the quantity entered is subtracted from the retailer's draw and automatically added to the house account's draw in the O/R File. The shortages will print on the Return Error Report as a draw correction. Because the quantity is being subtracted from the retailer's draw and added to the stock account's draw, the result of the draw correction will net to zero. The Bulk File will not be updated, and therefore, the copies will not affect the affidavit. You will not be allowed to post a shortage over the amount of the draw. If the posting of the shortage makes the retailer's net sale become a minus number, an error will appear on the Return Error Report at EOD.

'B' Option

When posting shortages using the 'B' option, the quantity entered is posted to the O/R File and Bulk File as a Retailer Return. Copies will affect the affidavit.

'P' Option

When posting shortages using the 'P' option, the quantity entered is posted to the Bulk and O/R Files as a Pickup. For books, the quantity will post as a return to stock in the Book Master File and as a minus reorder in the Book O/R. Copies will affect the affidavit.

'D' Option (Client 142 Only)

When posting shortages using the 'S' option, the quantity entered is subtracted from the retailer's draw in the O/R file and subtracted from the amount distributed in the Bulk and Warehouse Bulk Files.

For all options, the retailer is given A/R Credit with an A/R description of 10 - Shortage. The A/R transaction will be created when EOD is run. A shortage credit memo will print when the code is ended. Shortages keyed through this code will print with a unique batch number that consists of the number 11 followed by the month and day that the A/R for the shortage was processed. For example, if the shortages were keyed on 10/30/05, the batch number for the shortages would be 111030.

Retailer Options (Code 500)

You have the ability to independently control by retailer whether Code 825 Credit Memos print only, archive only, print and archive, or neither print nor archive. Use Code 500 to update the field, 825 Output Flag, to 'P' - print only, 'A' - archive only, 'B' - print and archive or 'N' - don't print or archive.

Shortages

The system determines whether you are entering shortages or overages by the retailer number that you enter. If you enter the stock account number, the overage screen will appear. All other retailer numbers entered will bring up the shortage screen.

Step	Enter	Digits	Comments
1	Code 825 Retlr Nbr	5	Press enter for retailer look up. Enter retailer number for shortage.
*	Name		*Displays
*	Store Nbr		*Displays
2	Reference Number	8	Reference number is automatically assigned from the 321 file, Invoice Options, Last Invoice Number, or you can enter your own reference number.
*	Route		*Displays
3	Date	6	MMDDYY*
*	Accumulated Copies	*	Displays as copies are keyed/scanned.
*	Accumulated Amount	*	Displays as copies are keyed/scanned.
4	Scan/Key Title	5	Key title, scan UPC or enter title name for lookup.
5	Key Issue	8	Validates to Bulk File. Name displays from Bulk File. F4

			for retailer O/R issue lookup to display the issue, invoice date, draw, P/R, return and net sale.
6	Key Qty	3	For quantities over 99, enter quantity followed by a C, then press enter (ex. 100C).

The system displays “Is Date OK?” if the date entered is 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 the Stock Account O/R Record is not found when keying either a shortage or a tie/route overage, the record will be added for that title with a base of zero and it will be flagged for delete. The last worked date will be updated using the current date with 20 added to the month. For example, 10/01/05 will be added as 30/01/05. This allows you to identify the transactions that were added as a result of the shortage or overage.

**For Clients 162, 165 and 168 only, the message “shortage made net minus” and “draw amount in O/R cannot be negative” will not display if the title number is 20000 to 29999.

Overages

If the stock account number is entered at the Retailer Number prompt, the system automatically knows you are keying a tie line or route overage and will prompt 'Tie or Route Overages? (T/R)'

Option T - Tie Line Overage

When posting tie line overages, the quantity entered for each title/issue is added to the Pickup field in the Bulk File and added to the Pickup field in the O/R File for the house account. No A/R transaction will be created for an overage. When keying overages, if the current stock quantity is greater than the amount entered, a window will appear with the following options:

E - Post entered amount, add to quantity already in stock.

Z - Post nothing. The accumulated copies/amount will reflect what was calculated to be posted to the Bulk File.

If the current stock quantity is less than the amount entered, but greater than zero, the following options will appear:

E - Post entered amount, add to quantity already in stock.

D - Post difference between amount entered and current quantity in stock.

Z - Post nothing. The accumulated copies/amount will reflect what was calculated to be posted to the Bulk File.

Route Overages

When entering route overages, the quantity entered for each title/issue is added to the Pickup field in the Bulk File and to the Pickup field in the O/R File for the house account. No A/R transactions will be

generated for an overage. The code will not check the stock level in the Bulk File as it does for tie line overages. A report will print when the code is ended listing any route overages that were keyed.

Step	Enter	Digits	Comments
	Code 825		
1	Retlr Nbr	5	Enter stock account number for overage.
*	Name		*Displays
*	Store Nbr		*Displays
*	Reference Number	8	N/A
*	Route		*Displays
4	Date	6	MMDDYY (system date)
*	Accumulated Copies	*	Displays as copies are keyed/scanned.
*	Accumulated Amount	*	Displays as copies are keyed/scanned.
9	Scan/Key Title	5	Key title, scan UPC or enter title name for lookup.
10	Key Issue	8	Validates to Bulk File. Name displays from Bulk File. F4 for retailer O/R issue lookup to display the issue, invoice date, draw, P/R, return and net sale.
11	Key Qty	3	For quantities over 99, enter quantity followed by a C, then press enter (ex. 100C).

800- Shortages/Cancel Through Single Entry

Shortages Through Single Entry

A retailer shortage can be entered through code 800 by changing the 'Return Type' to 1-Picker Shortage or 3-Shipping Shortage. The operation of the code remains exactly the same as when processing returns (see code 800 in the Returns section of this manual for operating instructions). How the shortage posts to the Bulk and O/R Files is dependent upon the issue disposition. If the Issue Disposition is a 1-Destroy, the quantity will post to retailer return field in the Bulk File and O/R Files. If the Issue Disposition is a 2-Strip/Save, 3-Whole Copy, or 4-Whole Copy-Hold For Count, the quantity will post to the pickup field in the Bulk and the O/R Files. The shortage credit will be printed with the Credit Memos when code 830 is run. These transactions will appear on the A/R statement with an A/R description 10 - 'Shortage'.

Cancel Invoice Through Single Entry

Cancel of an invoice can be accomplished through Single Entry Returns by using a Return Type of 2-Cancel, when using the 800 Code. You must hand key every title, issue, and quantity that is on the invoice that you want to cancel. To cancel an entire invoice, use code 806 - Cancel Invoice. How the canceled copies post to the O/R and Bulk Files is dependent upon the Issue Disposition. If the Issue Disposition is a 1-Destroy, the quantity will post to retailer returns in the Bulk and O/R Files. If the Issue Disposition is a 2-Strip/Save, 3-Whole Copy, or 4-Whole Copy-Hold For Count, the quantity will post to the pickup field in the Bulk and the O/R Files. The cancel credit will be printed with the Credit Memos when code 830 is run. These transactions will appear on the statement with an A/R description 'Cancel'.

847 - Add Shortage Records

This code allows you to manually add records to the Shortage File. No A/R transaction will be created. The Bulk and O/R Files will not be affected.

Step	Enter	Digits	Comments
	Code 847		
1	Invoice Date	6	MMDDYY-invoice date on which the shortage occurred.
2	Title	5	Title number for which the shortage occurred.
3	Issue	4	Issue for which the shortage occurred. F4 to look up.
4	Retailer	5	Retailer who was shorted copies.
5	Copies	5	Number of copies that were shorted.

849 - Delete Shortage

This code allows you to drop records from the Shortage File by entering an invoice date. Any shortage record with an invoice date less than the date entered will be dropped.

Step	Enter	Digits	Comments
	Code 849		
1	Invoice Date	6	MMDDYY

After the invoice date is entered, the following will display:

All records with an invoice date less than MM/DD/YY (date entered) will be deleted.

Are you sure? (Y/N)

If you answer yes, the number of records dropped and number of records kept will display on the bottom of the screen. No will return you to the menu.

826 - Shortages Report

This code allows you to print the records that are in the Shortage File to pinpoint where the shortages are occurring. There are various select and sort options available. The report contains: Bin number, title, issue, name, route number, retailer, retailer name, copies short, dollar extension of shortage, invoice date, and picker number.

Select by:

- | | |
|-----------|--------------|
| 1 - Bin | 2 - Retailer |
| 3 - Title | 4 - Copies |

5 - Route
7 - Picker

6 - Invoice Date

Sort/Total by:

1 - Bin
3 - Title
5 - Route
7 - Picker

2 - Retailer
4 - Copies
6 - Invoice Date