VERSION 1.0 JULY 2, 2018

Apps for Greentree

AR CREDITS FROM CRM REQUESTS

APP NUMBER: 010030

Powered by:

MYOB Greentree

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FEATURES

1. Link inventory transactions to CRM Calls

This app gives you the ability to link inventory transactions to CRM Calls. This might be done to assist in monitoring;

- Goods being returned
- Goods sold and needing service or repair
- Goods to be modified before they are despatched
- Goods returned and requiring transfer to a quarantine or seconds location.

2. Generate AR credits from CRM Calls

This app allows you to generate AR credits from a CRM Call. This might be physical stock being returned, it might be price only credits with no stock.

IMPORTANT NOTES

- This app functionality works with CRM Calls, not Service Requests.
- We recommend that you test the configuration of the App thoroughly in a test system prior to deploying the App in your live Greentree system.

OTHER REQUIREMENTS

Greentree Modules: Inventory, CRM Service and Support, Accounts Receivable

Optional Greentree Modules: CRM Assets

Associated Apps: AR Sales History Tab

USER INSTRUCTIONS

SERVICE CALL GOODS RETURN

ADVICE THAT THE GOODS ARE TO BE RETURNED

Enter the initial details of the call to record the fact that goods are being returned.

GT					Call						
	i 0 %	ê 64	\leftarrow \leftarrow \rightarrow \rightarrow	•							∽⊋ AFG
Number	Q Cros	s Reference	Q Sun	nmary Big dent a	nd scratch on monitor			Q	View A	II V	
Main /	Additional	Time Line	Time Sheets	Inventory	Comments/Merge	Logs	Security	History	Enquiry	Custom	Notes
Organisation	1052		୍ (19) 887 5659 🔍	HiTech Computers			Q			
Contact	<code></code>	🔍 <alpha></alpha>	Q .	<name></name>				Q			
Primary Asset	00AOPEN1	Q	୍ ୦	0AOPEN17MONITO	DR			Q			
Contract	<code></code>	◯ <alpha></alpha>	Q 5	ervice Level < d	lescription>	Q Status	Goods to be ret	urned 🗸 🗸			
Contact Notes											~

Put this on an appropriate status so it appears on the desktop to indicate we are expecting goods to come back.

GT							Call				
	C X (à <i>6</i> 3	$ \leftarrow$ \leftarrow	$\rightarrow \rightarrow$							
Number 1198	Cross F	Reference	Q	Summ	ary Big dent and	l scratch on monitor					🔍 View All 🔨
Main Add	ditional	Time Line	Time S	heets	Inventory	Comments/Me	rge	Logs	Security	History	Enquiry C
Status	Open		~	Related	Split						
Assigned User	SUPER		\sim	— (119	8) Big dent and so	ratch on monitor					
Assigned Team	Admin Tea	am	\sim								
Customer Priority			\sim								
Customer PO #											
Contact Method			\sim	Primary			Second	lary			
Method Detail				Asset	00AOPEN17MON		Asset			Q	
Assigned Job				Item		Q	Item			Q	
				Product		Q	Produc	t		Q	
									Add	<u>L</u> ine	
				Seconda	агу						
				Туре	Code	Descriptio	n				
Consiste Consum											
Service Group			×								
Type	Service		×	1							
Parent				1							
	Private	Veb Acc	essible	Other Ir	nterested Parties						
Reseller Org.		- Heb Act		Туре	Organisation	Name			On Behalf Of (O	rg) O	n Behalf Of (Name)
Reseller Cont.				CRM							
	Logaed	bv reseller	~								
Knowledge Base c	ross referen	ce									
Product		\sim									
Model		~		3							
Version		\sim									
Ready								Last Cal	I of 60		

The Call Type must be selected on the Additional tab. The Call Type is used to determine what action to take - based on the App control settings.

Inventory items are added to the Call. They can be added manually using the Inventory tab, using standard Greentree functionality. Alternatively, if the item was sold to a customer on an AR Invoice, you can use the "Add Invoice button" (as shown below), to locate and link to the original invoice. This creates a link between the original invoice and that item's return.

	GT				Call							_ 🗆 X
4	008		$\mid \leftarrow \ \rightarrow \ \Rightarrow \mid$								∽≂ AF	© © ∅ % ∆ ?
	Number 1197	◯ Cross Reference	🔍 Summa	ry Big dent ar	nd scratch on monitor			Q	View All	\sim		
	Main	Additional Time Line	Time Sheets	Inventory	Comments/Merge	Logs	Security	History	Enquiry	Custom	Notes	OPEN
			L .		_	Allow Addit						Attachments (0)
						Allow Addit	ions					Search Knowledge Base
	Code	Description	Quantity Unit	Cost	Total Cost Location	Mandatory	Allow Qty Change	Allow Substitutio	on IN Issue Refere	Su <u>b</u>	stitute	Create Service Request
	17MONITOR	AOpen 17 LCD Monitor	0.0000 EA	450.0000	0.00				992	Check /	vailability	Assign Job
			0.0000			1		1		Locatio	n Balances	Action Plans (0)
G	r)		Custor	mer Sales End	quiry				_ 🗆 X	Issue	nventory	<u>R</u> e-list
C	68		$\leftarrow \ \rightarrow \ \rightarrow \mid$				(i) 🤜 AF	° ⊕ 🗖 🖉 🖉	?∆* @ ⊘	Return	Inventory	Quote
Co	ode 1052 🔍	Alpha HITECH 🔍 Nam	HiTech Computers			Q				Create	Revision	Create <u>F</u> ollow-up
		Main	Displayed cu		Sales Histo	rv		_		pi	rklist	Create Communication
s	election Criteria	_	Description So	arch							Investor	Create Actio <u>n</u>
	Date >> 01 /	01 / 1890 🗮 31 / 12 / 2020	₽	arch						Auu	Invoice	Fin <u>d</u> Contract
	Code	7777777777	Enter any num	per of words or	partial words.							Show Times
L	Reference	Q 12347,992										Start/Stop Timer
	Salespersor Sall	y Scoresby (: V Steve Sampson	Summary by F	eriod U Sur	nmary by Code			Add t	o Call			Asset Usage
	include enild at	counci	Total 450.00	Adva	nced Search Now			-				Show Field Actuals
+	Date Type	Stock Code Stock Descrip	tion									Chow Summany
+	05/07/2018 IN	T/MONITOR AUpen 17 L	CD Monite									Show Summary
												Merge
												Inventory Transaction
												Raise AR Credit

If you have chosen the "Add Invoice" button, the Sales History for that customer is shown. You can search for the invoice using the search criteria as shown below. Click the Select tick box, then "Add to Call".

GT	c	Customer Sales Enquiry	_ 0
			@ ¬ #F6 ⊕ D % % ∆ @
Code 1019 🔍 Alpha CASHS	A 🔍 Name Cash Sales Displayed currency 🔿 Foreign	© ● Local	
	Main	Sales History	
Selection Criteria From Date >> 01 / 01 / 1890 Code Reference	To Description Search 31/12//2020 To Enter any number of words or partia	I words.	
Salesperson Sally Scoresby (!~	Steve Sampson V Summary by Period Summary	by Code	Add to Call
Include child accounts	Total 565.22 <u>A</u> dvanced	Search Now	
+ Date Type Stock Code	Stock Description Salesperson Brance	h Quantity F	
- 13/12/2013 IN 100007 13/12/2013 Inv 310	Test 3rd Buyin Product Sandra Sandston 03 Sandra Sandston 03	10.00	

If you have specified a "Proof of Purchase UDF" in Apps Module Control, the invoice number chosen will populate that field. This makes the detail available for other reporting if required.

The invoice and the call will also be "Link"ed.

THE GOODS ARE PHYSICALLY RETURNED

When the goods are returned, open the Call.

Click the box "Inventory Transaction" as below.

GT			Call							_ 🗆 ×
	icxê & k ← →	\rightarrow							→ AFI	;⊖ ◘ ∅ ⅔ ∆ ♡
Number 1197	ି Cross Reference	Summary Big dent and	scratch on monitor			Q	View All	\sim		
Main A	dditional Time Line Time She	ts Inventory	Comments/Merge	Logs	Security	History	Enquiry	Custom	Notes	OPEN
										<u>A</u> ttachments (0)
Organisation	1052 C HITECH	्रे (19) 887 5659 ् म	iTech Computers			Q				Search Knowledge Base
Contact		2				Q				Create Service Request
Primary Asset	00AOPEN1	00AOPEN17MONITOR			0	Q				Assign Job
Contract Contact Notes		2 Service Level		ر Status	Open	~				Action Plans (0)
										<u>R</u> e-list
		GT	Create IN Trar	saction		_ 0	×			Quote
										Create Follow-up
Problem		Transaction Option	Return of Goods to G	UAR	~					Create Communication
Problem	Big dent and scratch on monitor	Stock Code	Description AOpen 17" LCD Monitor		Location	Quantity 1				Create Action
Description										Find Contract
		L					_			Fing Contract
										Show Times
				_		_				Start/Stop Timer
				1	Process	Cancel				Asset Usage
Solution		1								Show Field Actuals
										Show Summary
										Merge
									[Inventory Transaction
									101	Raise AR Credit
Ready				Last Cal	l of 59					

Select the transaction option you require – this populates based on the options selected in the Apps Module Control, as well as options chosen previously. For example you need to perform a "Return of Goods" before doing a location transfer. Note: The app assumes you return items to a "Quarantine" location, inspect them and take appropriate action after that.

The Inventory items from the "Inventory" tab of the Call show in the pop-up.

Enter the quantity to be returned and click Process

GT		IN Trans	saction Entry	,				_		
	016 6	$\mid \leftarrow \ \rightarrow$	\rightarrow				GL 🤜 afg (0 0 Ø Z	?∆?⊘	
Batch S4290	Transaction type IN	w SR 🔍 Warrar	nty return of SR	to INW	Q La	ast reference	1670			
Branch 02 (Wellingt	on)	\sim								
Docu	ment	Line	tems			Cust	om	View Tra	nsfer Req	
Document details	Document details									
Reference 16	70 Q	Description Retu	urn of Goods: 1	670			Q	Print tra	nsfer out	
Date 05	/ 07 / 2018 🗮	Detail			Currenc	y NZD	Q	Print tra	ans <u>f</u> er in	
Narration SE	RV 1197. Goods to be ret	urned to QUAR of Fin	ished Goods		Rate	1.00000000		<u>F</u> O re	eceipt	
Transfer details						Frei	ght	Seria	l/ <u>L</u> ot	
Auto receipt	Waybi	II/airbill				ltem	(<u>K</u> it	set	
Expected date	/ / Earrie					Qty		Bi	ins	
Posting date 05	/ 07 / 2018 🗮 Period	end 31 / 07 / 20	18 🏛				Save <u>h</u> eader			
Quantity 1.00	Net 31	7.49	Tax 0.00			Total 3	17.49			
Code	Description	Transaction Analysis	Location	Unit	Tax Ty	Tax Code	Quantity	Cost/Price	Discou	
17MONITOR	AOpen 17** LCD Monit		QUAR	EA	E	NZ exempt	1.0000	317.4876		
			01		Е	NZ exempt	0.0000	0.0000	_	
<									2	
Ready			IN T	ransacti	on 486 of	f 883				

This will pop-up the IN Transaction entry screen pre-populated based on App control settings and the items selected.

Escape to return to the Call

G			Call					
002	0 C X 🖨 🕅	$\mid \leftarrow \ \rightarrow \ \rightarrow \mid$						~⊊ AF
Number 1197	🔍 Cross Reference	🔍 Summary Big dent ar	nd scratch on monitor		Q	View All	~	
Main	Additional Time Line	Time Sheets Inventory	Comments/Merge	Logs Security	History	Enquiry	Custom	Notes
Organisation	1052 🔍 HITECH	୍ (19) 887 5659 ୍ ୍	HiTech Computers		Q			
Contact	Q	Q			Q			
Primary Asset	00AOPEN1	Q 00AOPEN17MONITO	IR		\odot	-		
Contract	Q	C Service Level	Q	Status Hold	~			
Contact Note	s			L		_		~
								~
Problem		Q	Q	Version				
Problem	Big dent and scratch on mo	nitor						^
Description								

The status of the Call will have been updated based on App control settings.

You should have a desktop configured so that the correct team are notified that they need to inspect the goods or take other appropriate action.

TRANSFER RETURNED GOODS

Once the goods have been inspected, depending on the condition they can be transferred back to stock, to a different location or written off.

GT	Create IN Transaction		_ □ ×
Transaction Option Stock Code	Return of Goods to QUAR Descri Transfer from QUAR to INTR Transfer from INTR to Stock Transfer from INTR to Other Transfer Adjustment Write Off Transfer to SEC/3RD	^	Quantity
		Process	<u>C</u> ancel

From the call click on the Inventory transaction button again – the options available are determined by the App setup and the current status.

GT	Create IN Transaction		_ 🗆 X
Transaction Optio	n Transfer from QUAR to INTR	\sim	
Stock Code	Description	Location	Quantity
17MONITOR	AOpen 17" LCD Monitor	QUAR	1
		Process	<u>C</u> ancel

Once you select the transaction type the line will default, edit if required and click Process

GT							IN T	rans	action	Entry	,							_		ĸ
Ľ			C %	Ē	<i>6</i> 73	$\left \leftarrow\right.$		→ -	\rightarrow						GL	-S AFI	G 💮 [D, 10 à	8 A C	Ð
Batch	S4291		Transact	tion type	Tra	nsfer	Q Lo	catior	n Trans	fer		Q	Last refe	erence	1671					
Branch	02 (Well	ingtor	n)		_	\sim														
	0	ocum)	ent				Li	ine Ite	ems					Custo	m			View Tra	ansfer Re	p
Docume	ent detai	ls			_										0			Drint tr	ansfer ou	.+
Referen	ce	1671	07 / 2018	r in	Q	Desc	ription	Locat	tion Tra	nsfer: 1	671	Curren						Print tr	ansfer in	1
Narratio	n	SERV	/ 1197. Tra	insfer fro	m QU	AR to II	NTR					Rate	1.0000	0000	~			<u>F</u> O 1	eceipt	
Transfer	r details													Freig	jht			Seri	al/ <u>L</u> ot	
 Auto 	Auto receipt Waybill/airbill										Item			6	K	itset				
Expecte	d date	/	/	₩ C	arrier	er				Qty					Bi	ns <u>i</u> n				
Posting	date	05 / 0	07 / 2018	(<u>0−0</u>) (±±) P	eriod	end	31 / 07	/ 2018	8 🛱						Save h	eader		<u>B</u> in	s out	
Quantit	1.0			Nat	200				Tax	0.00			Total	1 20	0.04					
Quantit	y 1.00	,		Net	29	7.04				0.00				- 29					_	
Code 17MONI	TOP		AOpen 17	on Z ^{en} LCD M	lonit	Iransac	tion Ana	lysis		n	Locati	on Io	Unit	F Ia	(I) Tax (Lode	(Quantity	200	1/1
17110014			Aopenti		onne				QUAR		Interior			-	142.0	xempt		1.0000	20.	~
Read C	Only: This	transa	action is re	ead only						IN T	ransacti	on 487	of 884							

The IN Transaction created is displayed

The location of the Call will be updated based on App settings – again this should trigger the call to appear on the appropriate desktop for further processing.

WRITE-OFF RETURNED GOODS

Once the goods have been inspected, if it is deemed they need to be written off, this can be recorded via the call. Click on the Inventory Transaction button again.

The same transaction selection screen is displayed, this time selecting the transaction for write-off. An inventory transaction will be created, and the call status updated per the App control.

CREDIT GOODS RETURNED OR PRICE ADJUSTMENT

Calls may relate to goods being returned per above, or the call may have seen a service person go out and investigate, or it may relate to an overcharge. A credit can be raised to credit purchased items or to give a value credit if the customer is going to keep them or was overcharged.

Open the call and click on the Raise AR Credit button in the bottom right.

GT		Create	AR Credit		_	$\Box \times$
۲	Credit	Value Only Credit				
St	ock Code	Description	Location	Quantity	Price	
17	MONITOR	AOpen 17"" LCD Monitor	INTR	1	450.00	
				Process	Car	ncel
				<u>_</u> ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	<u> </u>	

You have two options

Credit – full credit for the goods

Value only credit – if a price reduction has been agreed and no further inventory transactions are required

GT	N			AR Credit N	lote Entry	/				_ 🗆 X
002	i C X é		> €						🗎 (j] 🖘 afg 🕞 [02230
Batch S4293	Branch	01 (Auckland)	∨ La	st credit note numb	er 327					
Credit Note	e Line Item	Apply Details	Delivery Details	Custom	Em	ail Tracker				
Credit detail		Customer det	ail							
Number 32	27 (Code	1052 🔍	Alpha	HITECH	Q				
Date 05	/ 07 / 2018 🜐	Name	HiTech Computers			Q				
Order no.		Salesperson	Sally Scoresby (SSc 🔍							
Entered by SI	UPER	Currency	NZD Rate 1.00	000000	Custon	ner status				
Payment date	05 / 07 / 2018 🗮	Posting date 05 / 07 / 2018	8 ∰ Period end 3	1 / 07 / 2018 🗮						
Narration	Credit from CRM 1197									
			-							
Discount	.00 1	vet 450.00	Tax 67.50	Iotai	517.50					
Туре Тах Туре	Company/Trans Account	t/Code/Job Description	Transaction Analysi	Subcode/Location	n/Activity	Quantity	Price Tax Code	Tax	Amount Narration	
IN E	StockCredit 17MON	ITOR AOpen 17" LCD N	Monit	30CH.BULK		1.0000	450.0000 NZ GST	67.50	450.00 Credit from CRM 1197	
IN E	AR Credit					0.0000	0.0000 NZ GST	0.00	0.00 Credit from CRM 1197	

This will create an AR Credit Note for that item

The effect on stock will be determined by the IN transaction type specified in module control. If your process is always to receive the goods back first, then determine if they will be credited, you would want your IN transaction type to have no effect on inventory levels.

Each item on a call can be only be credited once.

b			Call					_ □ ×
002		$\models \leftarrow \rightarrow \rightarrow \mid$					P	afg 🕞 🗊 🤣 🖄 🔿
Number 1197	Cross Reference	🔍 Summary Big dent a	ind scratch on monitor		୍	View All	~	
Main	Additional Time Line	Time Sheets Inventory	Comments/Merge	Logs	Security History	Enquiry	Custom Notes	OPEN
								<u>A</u> ttachments (0)
Organisation	1052 🔍 HITECH	(19) 887 5659 🔍	HiTech Computers		Q			Search Knowledge Base
Contact	Q	Q			Q			Create Service Request
Primary Asset	00AOPEN1	C 00AOPEN17MONIT	OR	Status Hold	Q			Assign Job
Contact Notes	~	Q Sunde Level		Q 510105 11010				Action Plans (0)
								<u>R</u> e-list
								Quote
								Create <u>F</u> ollow-up
Problem		Q		Q Version				Create Communication
Problem Description	Big dent and scratch on mon	nitor						Create Action
								Fin <u>d</u> Contract
								Show Times
								Start/Stop Ti <u>m</u> er
								Asset Usage
Solution		Q						Show Field Actuals
	I							Show Summary
							_	
								Merge
							I	Inventory Transaction
								Raise AR Credit
							L	
Ready				Last Call of 59				

Once you have created a Credit, the Raise AR credit button is greyed out.

You may still need to process further inventory transactions to move the stock to its final location for re-sale.

GT	Creat	e AR	Credit				_
Credit	 Value Only Credit HITECH 	Q	HiTech Comput	ters			୍
Stock Code	Description		Location	Qu	antity	Price	
17MONITOR	AOpen 17" LCD Monitor				1	450.00	
						_	
					Proces	S	Cancel

If you select value only credit, when you click Process both an AR credit Note and an AR Invoice screen will open.

GT			AR Credit No	te Entry			
	$\mathbb{A} \models \leftarrow \rightarrow \rightarrow$	• (-)					
	1 (Auckland)	- U	st sradit pata pumba	200			
Batch 54294 Branch C		✓ La	st treat note number	328			
Credit Note Line Item	Apply Details	Delivery Details	Custom	Email Tracker			
Credit detail	Customer deta	il					
Number 328	Code	1052 🔍	Alpha	HITECH 🔍			
Date 05 / 07 / 2018 🗮	Name	HiTech Computers		\odot			
Order no.	Salesperson	Sally Scoresby (SSc 🔍					
Entered by SUPER	Currency	NZD Rate 1.00	000000	Custo <u>m</u> er status			
		(1	1 (07 (2010 🕮				
Payment date 05/07/2018 # Po	sting date 05/07/2018	(#) Period end 5	1/0//2018 🖽				
Narration Value only credit from CR	M 1198			<u></u>			
Discount 0.00 Net	450.00	Tax 67.50	Total	517.50			
Type Tax Type Company/Trans Account/Co	de/Job Description	Transaction Analysis	Subcode/Location/	Activity Quantity	Price Tax Code	Тах	Amount Narration
IN E StdARFreight 17MONITO	R AOpen 17 ^{**} LCD M	onit	30CH.BULK	1.0000	450.0000 NZ GST	67.50	450.00 Value only credit from
IN E AR Credit				0.0000	0.0000 NZ GST	0.00	0.00 Value only credit from

The credit note will be per the original price charged on the linked invoice

ज 📐									AR Inv	oice Entry							_ 🗆 ×
DÔE] [Ē	673	$\leftarrow - \rightarrow \rightarrow$	$\rightarrow \rightarrow \in$									6) 🖻 GL 🤜	afg 🕞 🖸 🖉 🞘 🛆 🕐
Batch S42	295		Branch	01 (Auc	kland)		~	Last i	invoice nur	nber 993							
Invoice		Line It	em	Deli	very Details	E	mail Tracker		Special Ter	ms	Custom						Return Authority Requ
Line type	Invento	ory	~	Tax type	Exclusive		✓ Tax code	NZ GS	т	Q							Create Call
Inventory																	Free Format Invoice
Code		17MONITOR	ł	Q	Description	AOpen 17	LCD Monitor			Q	IS <u>K</u> itset						Update Order Number
Location		30CH.BULK		Q	Tran type	StdARFrei	ght Q Price	e book	RETAIL	Q							Update Narration
Unit of me	asure	BOX		Q	Text type		Q On	order		Serial	l/Lot <u>n</u> umber						Create credit note
Data																	Create receipt
Quantity	1.0000) Di	scount %	0.00	Tax %	15.00					Bins						
Price	350.00	00 Di	scount	0.00	Tax	52.50	Line total	350.00	D	Exclus	sive						
Narration	Value	only credit f	rom CRM	1198						-	Next <u>L</u> ine						
										Update N	Narration						
Discount	0.00		Net	350.0	0	Tax	52.50		Total	402.50							
Type Tax Typ	e Co	mpany/Tran	Account	/Code/Job	Description	T	ransaction Analy	sis Sub	code/Locat	tion/Activity	Quantity	Price	Discount%	Discount	Tax%	Tax	Amount Narration
IN E	Ste	dARFreight	17MONI	TOR	AOpen 17**	LCD Monit		300	H.BULK		1.0000	35d	0.00	0.00	15.00	52.50	350.00 Value only credit
IN E	lss	ue									0.0000	0.0000	0.00	0.00	15.00	0.00	0.00 Value only credit

The invoice will have the stock item on it – you will be able to edit the price to be charged.

LINKED ITEMS ON CALL

Each time you use the App buttons to create a transaction, the transaction is also being linked.

ਰਾ	k		Call				_ 🗆 X
	10%6 % K	$- \leftarrow \rightarrow \rightarrow$				A	° ⊕ D Ø 🕅 ⊖ ?
Number 1197	🔍 Cross Reference	C Summary Big dent ar	nd scratch on monitor	0	ک View All	\sim	
Main A	dditional Time Line	Time Sheets Inventory	Comments/Merge Logs	Security History	Enquiry	Custom Notes	OPEN
			a	Linked Percende List		\sim	<u>A</u> ttachments (0)
Organisation	1052 🔍 HITECH	୍ (19) 887 5659 ୍ ୍				^	Search Knowledge Base
Contact	QQ	Q				-S AFG 🕂 🕐	Create Service Request
Primary Asset	00AOPEN1		Source Call 1197 Big dent and s	cratch on monitor			Assign Job
Contract	Q	୍ତ୍ Service Level	Link Detail				Action Plans (0)
Contact Notes			Link To AR Invoice [992] [05/07/2	018] Customer [1052] [HiTech Com	iputers]	ave Line	Pelist
			Expine / / Pool	le C	<u>K</u> er	nove Link	<u>N</u> e nav
				15 2	<u>c</u> rea		Quote
			Description Notes	Expiry	Created By	Create Date Sys	Create Follow-up
Problem		Q	AR Invoice [992] [05/07/2018]		SUPER	05/07/2018	Create Communication
Problem Description	Big dent and scratch on monito	r	IN Transaction [1670] [05/07/2 ~CRM~S IN Transaction [1671] [05/07/2 ~CRM~S	ERV 1197. Goods to be reti ERV 1197. Transfer from QL	SUPER	05/07/2018	Create Action
							Fin <u>d</u> Contract
							S <u>h</u> ow Times
							Start/Stop Ti <u>m</u> er

Click on the Linked Objects icon at the top.

A list of all the transactions is displayed. You can drill into them at any time by double clicking.

IMPLEMENTATION GUIDE

Please refer to the Important Notes section above before installing and configuring this App

APP INSTALLATION

- 1. Log into Greentree as the Super user
- 2. Select the menu item | System | Apps for Greentree | Apps Module Control |
- 3. Enter the New Registration Codes supplied and click Install App

GT		Apps For Greentree Modu	e Cont	rol				_
		N				~	a afg 💮 🕕	₽₽₫?
Enter N	ew Registration Coc	ん Install App		Del	ete Inactive/E	xpired App	<u>U</u> ninstall App	s For Greentre
	Filter Apps							
Code 📼	Name	Description	Active	Expiry Date	User Count	Settings	App Count	~
000000	Apps For Greentree Form	App Usage information on Forms	v	31 December 2099	0-Edit Users			
010001	AR Sales Orders Tab	Tab in Customer maintenance to display Sales Ord	I 🔽	03 December 2098	0-Edit Users			
010002	IN Reorder Workbench	Inventory Reorder Workbench	v	31 December 2049	100-Edit Use	Change		
010003	IN Min/Max Workbench	Inventory Min/Max Workbench	v	31 December 2099	100-Edit Use	Change		
010004	AR Sales History Tab	Tab in Customer maintenance to display Sales His	I 🔽	31 December 2099	24-Edit Users			
010005	AR Pricing Tab	Tab in Customer maintenance to display Pricing	v	31 December 2099	100-Edit Use			
010006	Transaction UDF	Tab in Transaction Entry for Custom UDF Fields	~	31 December 2049	100-Edit Use	Change		
010007	Job Cost Shift Management	Functionality that allows the definition of a shift tim	e 🔽	31 December 2049	100-Edit Use	Change		
010003 010004 010005 010006 010007	IN Min/Max Workbench AR Sales History Tab AR Pricing Tab Transaction UDF Job Cost Shift Management	Inventory Min/Max Workbench Tab in Customer maintenance to display Sales His Tab in Customer maintenance to display Pricing Tab in Transaction Entry for Custom UDF Fields Functionality that allows the definition of a shift tim	<u>र</u> द	 December 2099 December 2099 December 2099 December 2049 December 2049 December 2049 	100-Edit Use 24-Edit Users 100-Edit Use 100-Edit Use 100-Edit Use	Change Change Change		

- 4. Select/Highlight the AR Credits from CRM Requests App.
- 5. Click on the Edit Users button and select the users who will be configured to use AR Credit from CRM Requests, and for which companies.

ज	Apps For	Greentree Manage	r App User Access		_
		60		🤜 AFG 🕞 [D <i>₩₽∆</i> 0
User Count Limit	24				
User	e-Computers - Australia	e-Computers - Canada	e-Computers - USA (05)	e-Computers - NZ (06)	e-Computers -
All Users					
001 EDI AK				V	
001 EDI HN				V	
ADMIN					
Amanda					
andrew				V	
Angela				V	
Angela Allen					

- 6. Once you have selected the users, Save the settings using the save icon in the header and Close the window.
- 1. Save and Close the form.

GREENTREE CONFIGURATION

The following items need to be configured in Greentree before you can configure the App.

- Inventory transaction types
- Inventory locations
- CRM Service Request statuses
- CRM Service Request UDF for Proof of Purchase

It is possible to have CRM assets linked to IN Inventory items – this allows for additional reporting.

APP CONFIGURATION

Select the menu item | System | Apps for Greentree | Apps Module Control | Select/Highlight the AR Credits from CRM Requests App. Click the Change button

GT AR Cre	dit fron	CRM Mo	dule Cont	rol	_	οx
		673		-9 /	4FG 🕞 🗊 🤣 d	₽₫?
Customer from CRM Co	nta 🔿 C	ustomer froi	m CRM Orga	anisati		
Default Price Book	Retail			\sim		
Proof of Purchase UDF	Proof of	Purchase		~		
Inventory Transaction Op	tions					
Analysis Group Tree	Analysis	Category		\sim		
Finished Good Branch	Finished	Goods		~		
Spare Parts Branch	Spare Pa	irts		~		
Transfer Adjustme	nt	Writ	te-Off	Tra	nsfer to SEC/3RD	
Return of Goods	Location	Transfer	Transfer	r to Stock	Transfer to Of	ther
Service Request Type	SERV IN Trar	nsaction Typ	~ e	IC Transac	tion Type	
Finished Goods	INW S	R	~	i nanisat	and type	
Spare Parts	INW S	R	~	JobRetur	n .	~
Incident Request Typ	e DEV		~			
Finished Goods	INW I	R FG	\sim			
Spare Parts	INW I	R FG	\sim	JobRetur	n .	~
Location	QUAR		\sim			
Ctature	HOLD		\cap			
Raise AR Credit						
Value Only Credit						
Transaction Type	Sto	IARFreight		\sim		
Stock Credit	Str	ockCredit		~		
nansaction type	50	-cite un		·		

Customer from CRM Contacts or Customer from CRM Organisation – Select one of these to determine where the customer on generated AR Credit Notes will come from. This will depend on whether the organisation on the call is a retailer (use Organisation) or a member of the public (use Contacts).

Default Price Book – Select the default price book to use for stock items credited.

Proof of Purchase UDF – This allows you to easily record the Invoice number the goods being returned were originally purchased on. It is used from the "Add Invoice" button in the Inventory tab on the Call.

Inventory Transaction Options -The next three items require selection of a Tree then determine which items can be transacted. Different default options can be defined based on the type of goods. Analysis Group Tree – Only items on this tree can be used for any inventory transaction linked to a CRM Call. To assign at analysis code level, the tree must be enabled for IN Analysis codes as well. It is expected this tree will have two branches – for Finished Goods and Spare Parts.

Finished Good Branch – Inventory items on this branch will use the defaults below for Finished Goods.

Spare Parts branch – Inventory items on this branch will use the defaults below for Spare Parts.

Return of Goods – the items on this tab are the defaults to be used when goods are returned via the Inventory transactions on a CRM Call. This app allows for the Finished Good to be returned, Spare Parts that were unused when servicing the item, and spare parts that are returned to inventory and weren't costed on a job. The app also allows for two classifications of calls – generating different inventory transactions. The classifications may relate to anything – the example is a service call versus an incident or fault call.

Request Type – Select the service request type that matches this transaction

Finished Goods – Select the IN transaction type to use if the stock being returned belongs to the Finished goods classification above. This affects GL posting.

Spare Parts – select the IN transaction type to use if the stock being returned belongs to the Spare Parts classification above. This affects GL posting.

JC Transaction Type – select the IN transaction type when stock is issued to a job as part of a Call – and therefore its cost must be taken off the job when returned.

Location – select the location to be used when inventory is returned - this would normally be a quarantine or checking location

Status – Select the status for the Call after raising the IN transaction

Raise AR Credit Select the transaction types for the different types of AR Credit that can be generated

Value Only – this will raise a credit and an invoice for the items selected. The invoice and credit will be at the original purchase price, the price on the invoice can/is expected to be - adjusted. Stock Credit – this will raise a credit only – the IN Transaction type will determine whether it increases stock levels or has no effect. If goods will be returned prior to the credit for checking, then you would want a IN transaction type that does not effect stock levels.

Transfer Adjustr	nent	Writ	e-Off	Tra	nsfer to SEC/3RD
Return of Goods	Locatio	n Transfer	Transfer	to Stock	Transfer to Other
Transaction Type		Transfer		\sim	
Location From		QUAR		\sim	
Location To		INTR		\sim	
Status		REPAIR		Q	

Location Transfer – the following items relate to location transfers generated from a CRM request

Transaction Type – select a transaction type that is of type IN and effect None and Transfer Options ticked

Location From – this should be the inwards goods location, probably a quarantine location Location To – This is the location goods go while in transit Status – This is the status for the Call while stock is being transferred

Transfer to Stock – the following items relate to goods being Returned to Stock

Transfer Adjustm	ent	Writ	e-Off	Tra	nsfer to SEC/3RD
Return of Goods	Location	n Transfer	Transfer	to Stock	Transfer to Other
IN Transaction Type	Ŀ	+ADJ		\sim	
Location From	1	NTR		\sim	
Status	I	HOLD		Q	

IN Transaction Type – select the transaction type to use when goods are returned to stock after inspection

Location From – Select the location they will be transferred from (where they have been while being inspected)

Status – the status for the Call once stock has been transferred back to the warehouse

Transfer to Other – These options relate to when stock is to be transferred to a different location to that where it is normally held

Transfer djustment	Writ	e-Off	Trar	sfer to SEC/3RD
Return of Goods Locati	on Transfer	Transfer	to Stock	Transfer to Other
Transaction Type	Transfer		\sim	
Location From	INTR		\sim	
Location Transfer Options	,	< 04,HN,LI	EED03	
Status	HOLD		Q	

Transaction Type – select a transaction to move stock between locations, type of IN and effect None, Transfer options ticked.

Location From – Select the location the goods would have been received into when first returned or transferred to for inspection. This is the location you are now moving them from. This transaction type will be unavailable if the goods are not in that location.

Location Transfer Options – Select all possible locations for this move, they will be listed on the right hand side once selected. This allows restriction on the locations the goods can be transferred to. Status – select the status for the Call once this transfer has occurred

Transfer Adjustment – the following relate to adjustments to transfers

Transfer Adjustment		Write-Off		Transfer to SEC/3RD			
Return of Goods	Location Transfer		Transfer to Stock		Transfer to Other		
Transaction Type Status	1 •	veturned OPEN		~ Q			
Exclude Location From		∨ 04					
Exclude Location To	b		∨ 04				

Transaction Type – select a transaction to move stock between locations, type of IN and effect None, Transfer options ticked.

Status – the status for the Call once stock has been transferred back to the warehouse Exclude Location From – this will prevent stock being moved if it is currently in one of these locations Exclude Location To – this will prevent a location transfer moving stock into one of these locations Write - Off – the following options relate to when stock returned is to be written off. This allows for two different Call types – Service Request and Incident Request as below.

Transfer Adjustment		Write-Off		Transfer to SEC/3RD	
Re rn of Goods	Location	n Transfer	Transfer to Stock		Transfer to Other
Service Request Type Finished Goods Spare Parts		SERV		\sim	
		+ADJ		\sim	
		+S/Take		\sim	
Incident Requ	Incident Request Type Finished Goods			\sim	
Finished				\sim	
Spare Pa	arts	-S/Take		\sim	
Status		HOLD		Q	

Request Type – Select the service request type that matches this transaction Finished Goods – Select the IN transaction type to use if the Finished Goods are being written off Spare Parts – select the IN transaction type when spare parts are written off Status – Select the status for the Call after raising the IN write-off transaction

Transfer to SEC/3rd – This tab is used for the transaction defaults when goods are being moved to a damaged location (Assumed this item may be resold as a "Second" or "Third" depending on its condition, but will have no accounting value)

Transfer Adjustr	Transfer Adjustment		Write-Off		Transfer to SEC/3RD	
Return of Goods	Location Transfer		Transfer to Stock		Transfer to Other	
R.						
Transaction Type	Transfer	\sim				
Location From		\sim	01,02,03,04			
Location To		\sim	LEED03, HN,	AK		
Status	OPEN	Q				

Transfer Type – select the transaction type for these transfers

Location From – Select all possible locations the goods would have been moved into for their inspection to determine how they can be resold

Location to – Select all possible locations for this move, they will be listed on the right hand side once selected, this is the location they would be resold from

Status - select the status for the Call once this transfer has occurred