

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

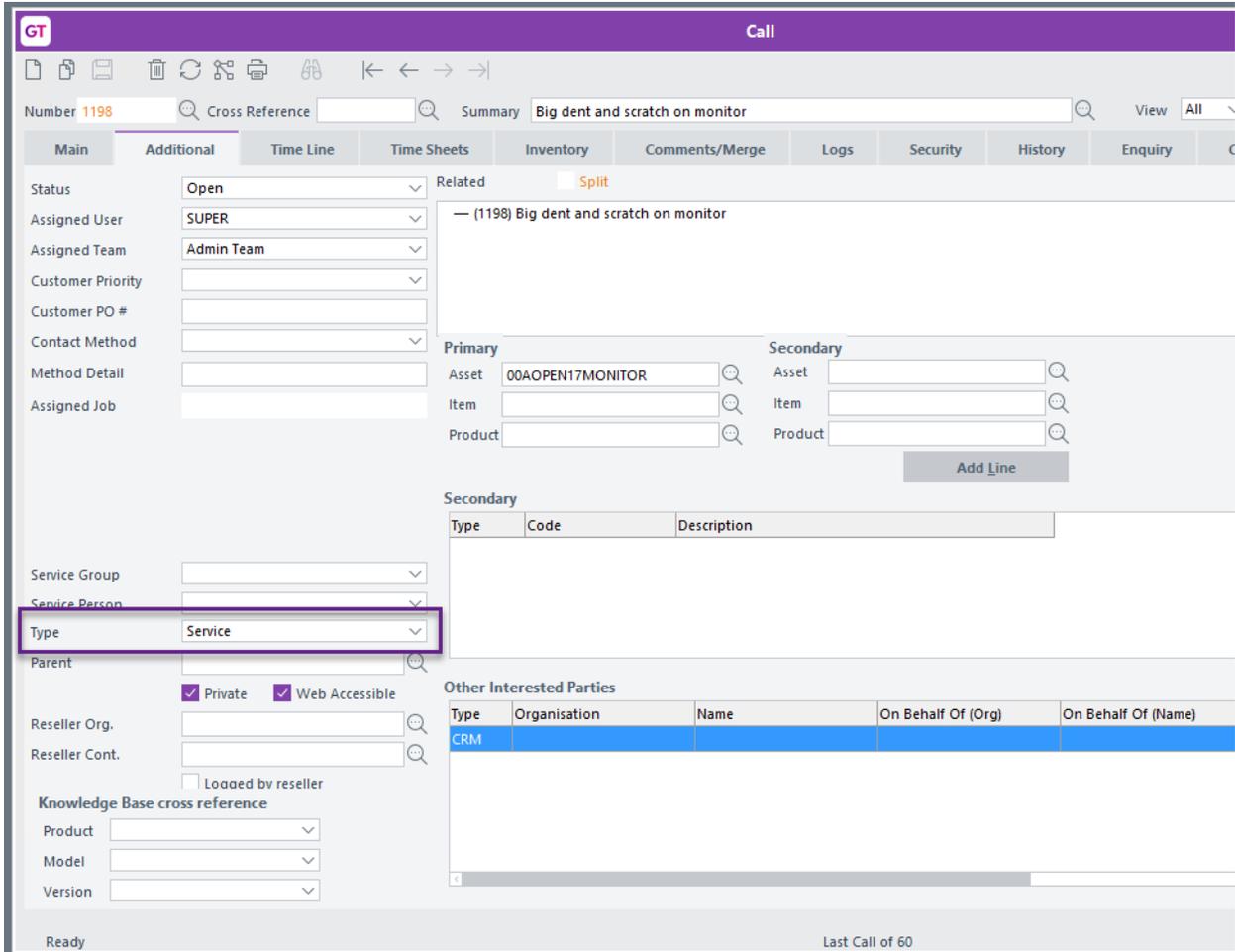
ADVICE THAT THE GOODS ARE TO BE RETURNED

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

The screenshot shows a software interface for recording a service call. The interface has a purple header with 'GT' and 'Call'. Below the header is a toolbar with various icons. The main area is divided into tabs: Main, Additional, Time Line, Time Sheets, Inventory, Comments/Merge, Logs, Security, History, Enquiry, Custom, and Notes. The 'Main' tab is selected. The form contains the following fields:

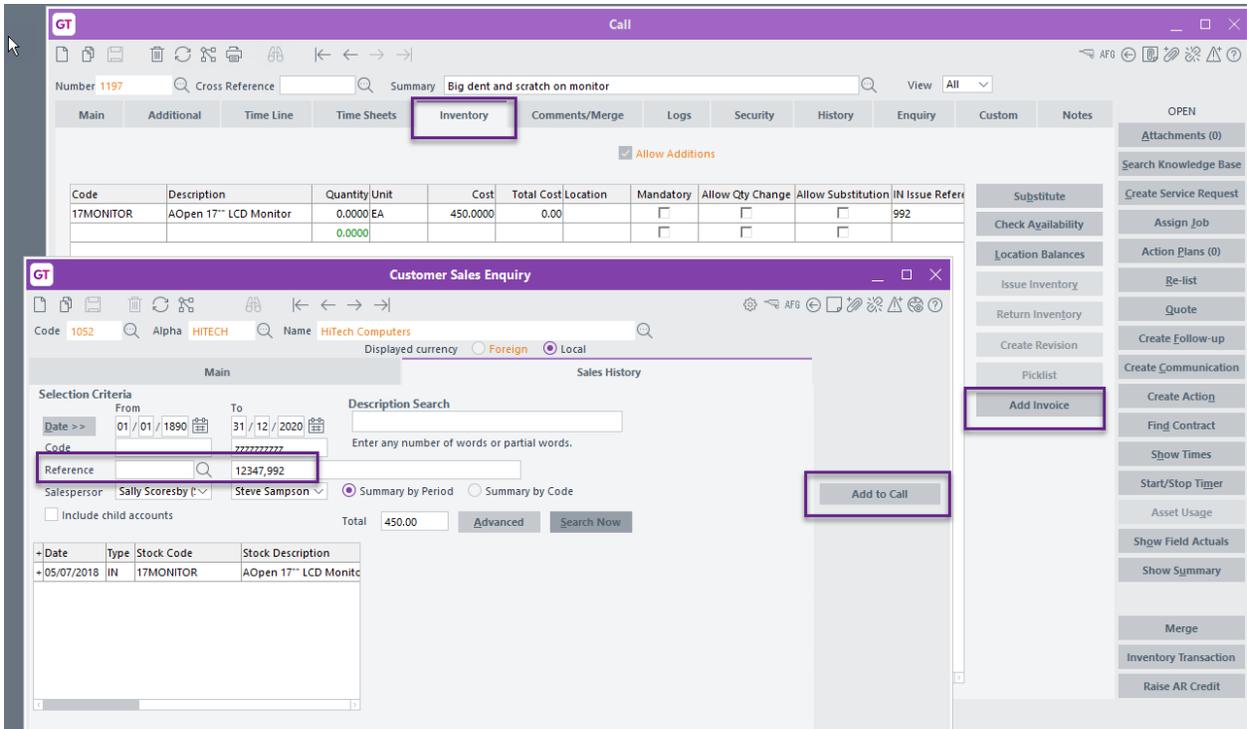
Organisation	1052	HITECH	(19) 887 5659	HiTech Computers
Contact	<code>	<alpha>	<name>	
Primary Asset	00AOPEN17	<code>	<alpha>	00AOPEN17MONITOR
Contract	<code>	<alpha>	Service Level	<description>
Contact Notes				
Status	Goods to be returned			

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

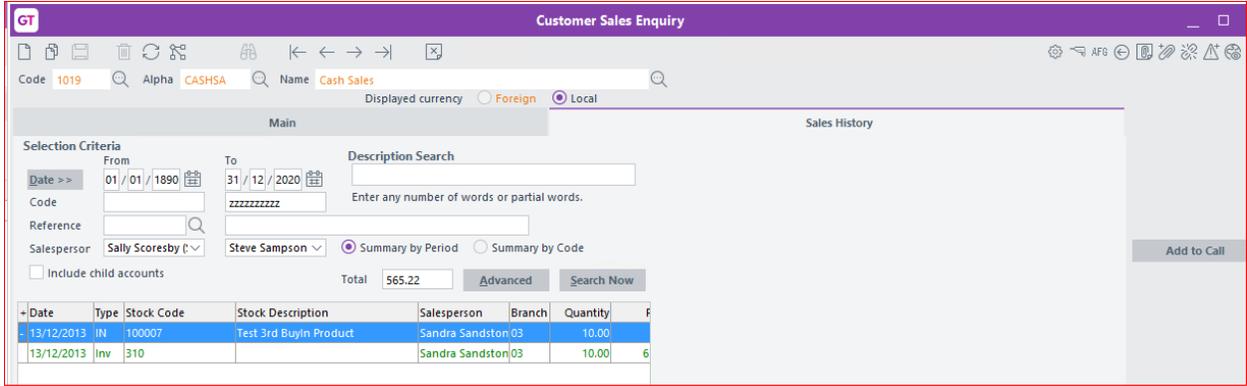


The Call Type must be selected on the Additional tab. The Call Type is used to determine what action to take - based on the App control settings.

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.



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”.



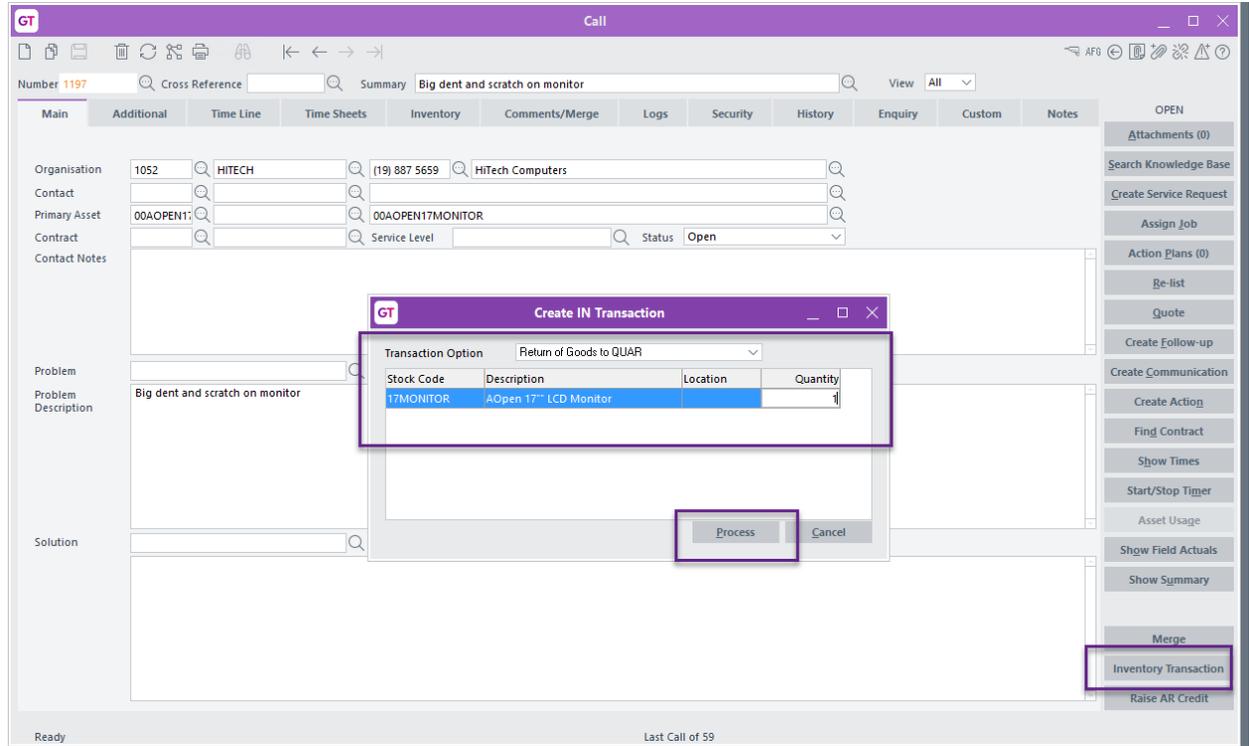
If you have specified a “Proof of Purchase UDF” in Apps Module Control, the invoice number chosen will populate that field. This makes the detail available for other reporting if required.

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.



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 Transaction Entry

Batch: S4290 Transaction type: INW SR Warranty return of SR to INW Last reference: 1670
 Branch: 02 (Wellington)

Document | Line Items | Custom | View Transfer Req

Document details
 Reference: 1670 Description: Return of Goods: 1670
 Date: 05/07/2018 Detail: Currency: NZD
 Narration: SERV 1197. Goods to be returned to QUAR of Finished Goods Rate: 1.00000000

Transfer details
 Auto receipt Waybill/airbill: Carrier: Freight Item: Qty:
 Expected date: Posting date: 05/07/2018 Period end: 31/07/2018 Save header

Quantity: 1.00 Net: 317.49 Tax: 0.00 Total: 317.49

Code	Description	Transaction Analysis	Location	Unit	Tax T	Tax Code	Quantity	Cost/Price	Discou
17MONITOR	AOpen 17" LCD Monit		QUAR	EA	E	NZ exempt	1.0000	317.4876	
			01		E	NZ exempt	0.0000	0.0000	

Ready IN Transaction 486 of 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

GT Call

Number: 1197 Cross Reference: Summary: Big dent and scratch on monitor View: All

Main | Additional | Time Line | Time Sheets | Inventory | Comments/Merge | Logs | Security | History | Enquiry | Custom | Notes

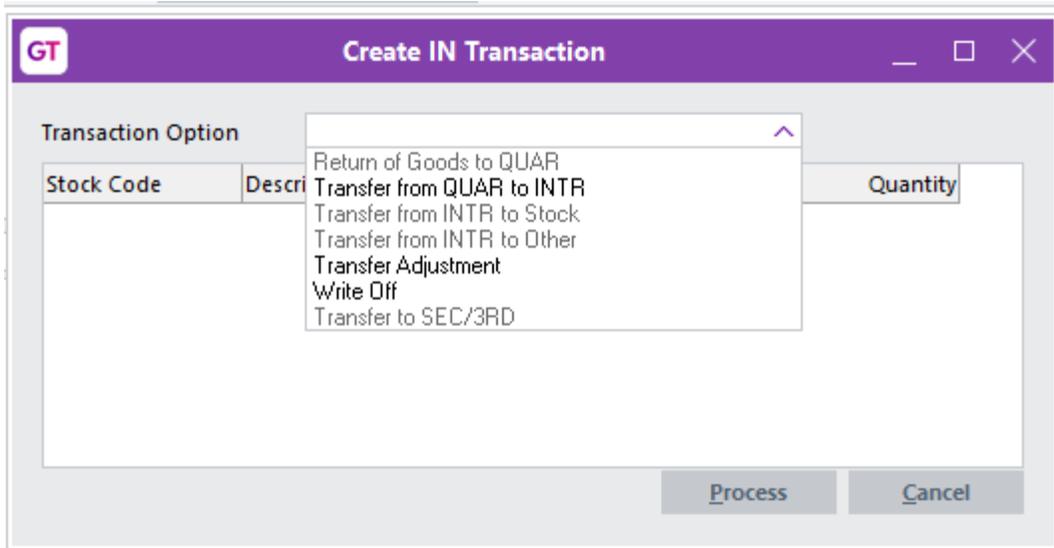
Organisation: 1052 HITECH (19) 887 5659 HiTech Computers
 Contact: Primary Asset: 00AOPEN1 00AOPEN17MONITOR
 Contract: Service Level: Status: Hold
 Contact Notes:
 Problem: Big dent and scratch on monitor Version:

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

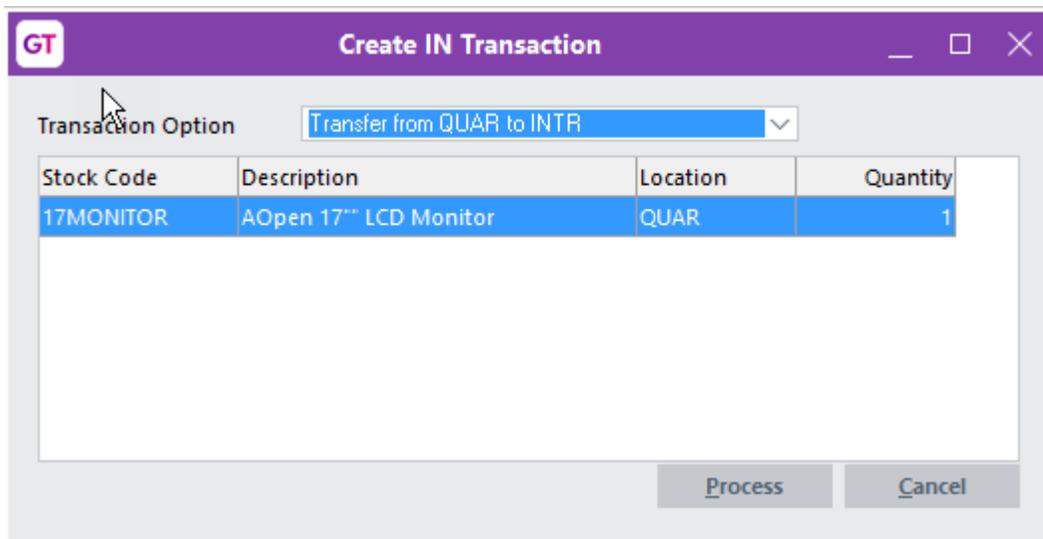
You should have a desktop configured so that the correct team are notified that they need to inspect the goods or take other appropriate action.

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.



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



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

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

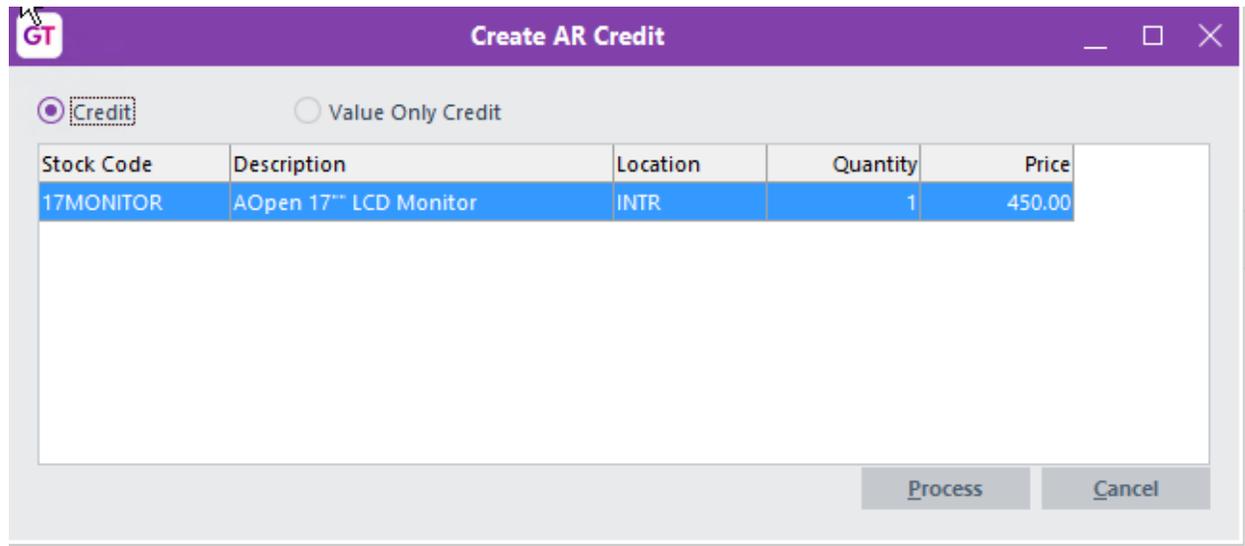
Once the goods have been inspected, if it is deemed they need to be written off, this can be recorded via the call. Click on the Inventory Transaction button again.

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.

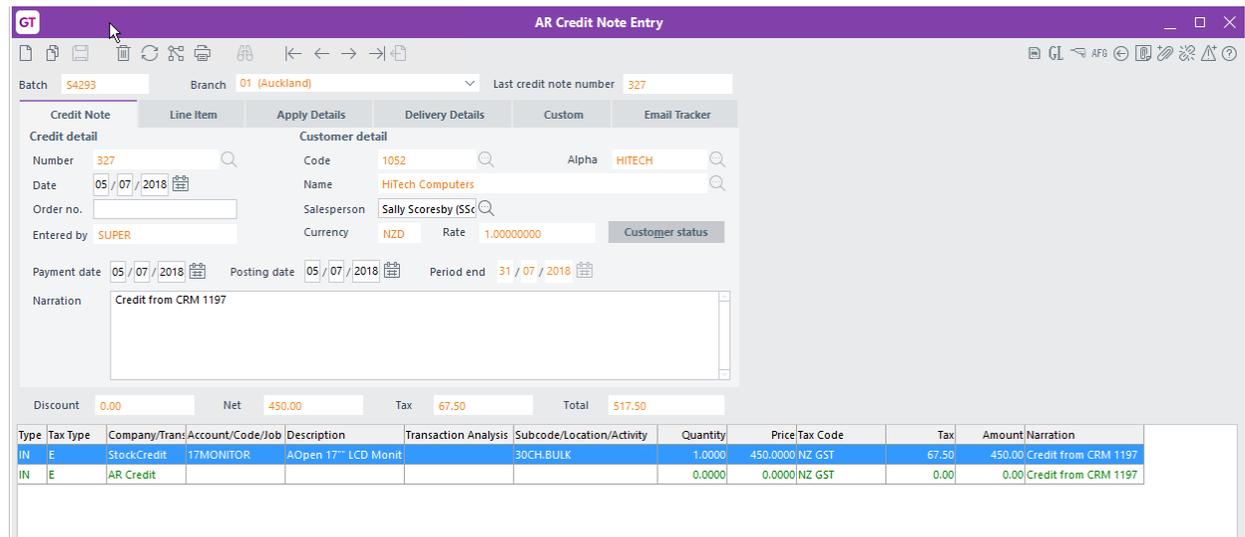
Open the call and click on the Raise AR Credit button in the bottom right.



You have two options

Credit – full credit for the goods

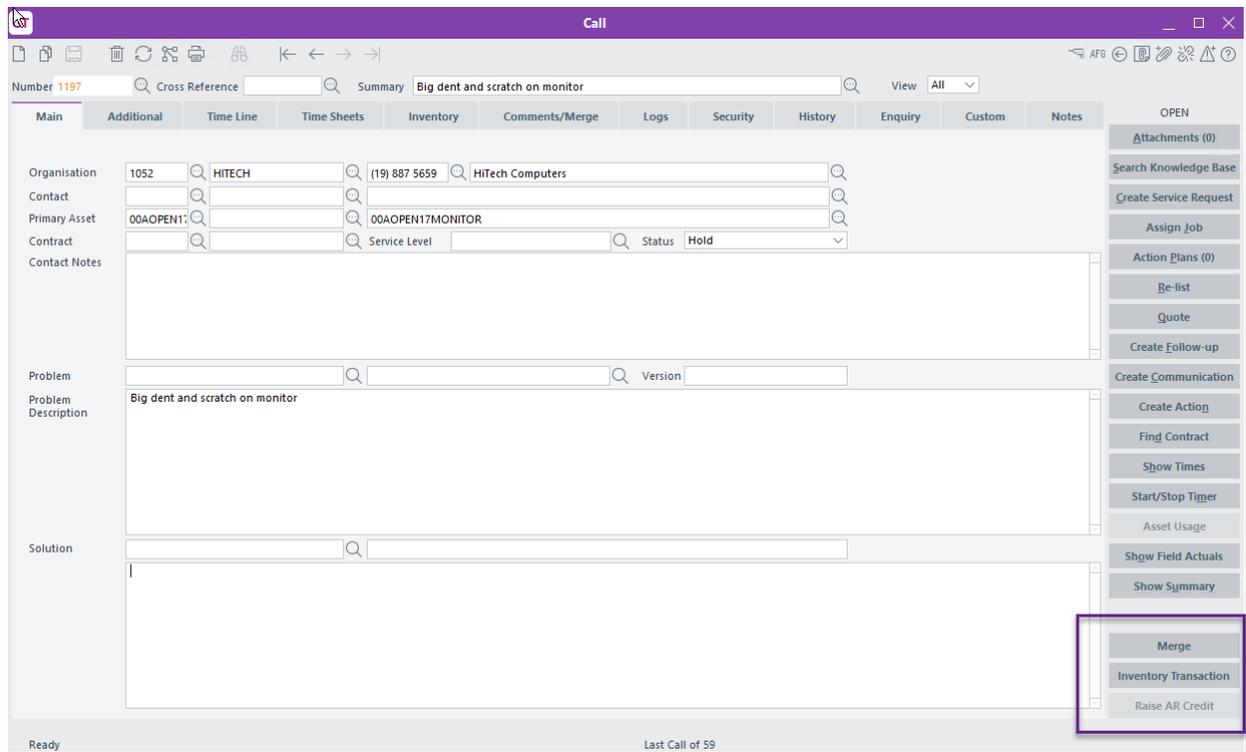
Value only credit – if a price reduction has been agreed and no further inventory transactions are required



This will create an AR Credit Note for that item

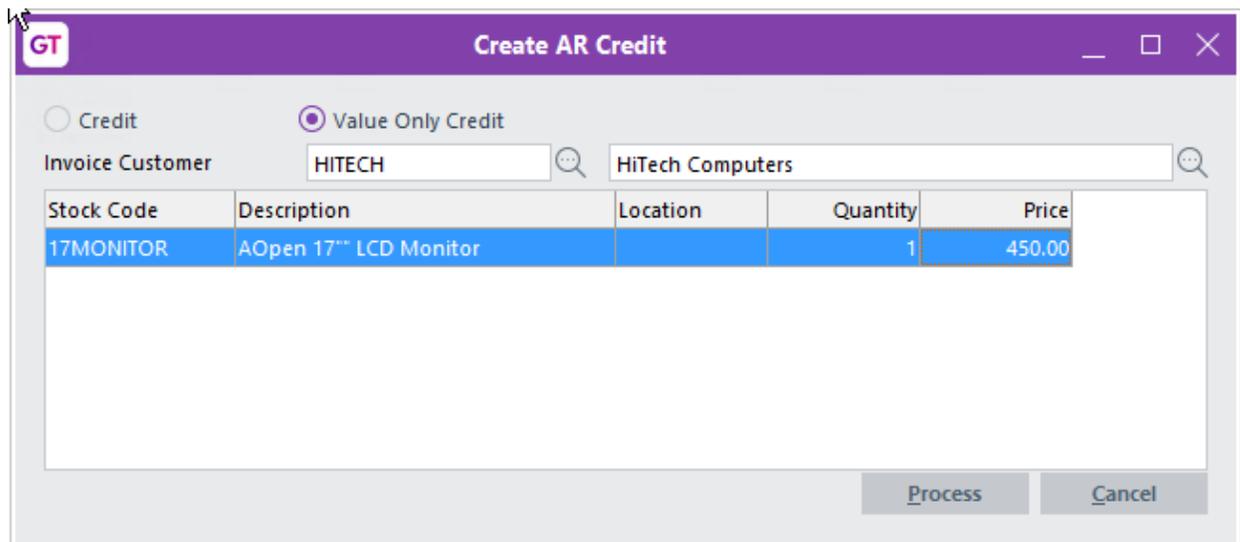
The effect on stock will be determined by the IN transaction type specified in module control. If your process is always to receive the goods back first, then determine if they will be credited, you would want your IN transaction type to have no effect on inventory levels.

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



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.



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 Note Entry

Batch: S4294 Branch: 01 (Auckland) Last credit note number: 328

Credit detail
 Number: 328 Code: 1052 Alpha: HITECH
 Date: 05/07/2018 Name: HiTech Computers
 Order no.: Salesperson: Sally Scoresby (SSC)
 Entered by: SUPER Currency: NZD Rate: 1.00000000 Customer status:

Payment date: 05/07/2018 Posting date: 05/07/2018 Period end: 31/07/2018
 Narration: Value only credit from CRM 1198

Discount: 0.00 Net: -450.00 Tax: 67.50 Total: 517.50

Type	Tax Type	Company/Trans	Account/Code/Job	Description	Transaction Analysis	Subcode/Location/Activity	Quantity	Price	Tax Code	Tax	Amount	Narration
IN	E	StdARFreight	17MONITOR	AOpen 17" LCD Monit		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

GT AR Invoice Entry

Batch: S4295 Branch: 01 (Auckland) Last invoice number: 993

Line type: Inventory Tax type: Exclusive Tax code: NZ GST

Inventory
 Code: 17MONITOR Description: AOpen 17" LCD Monitor
 Location: 30CH.BULK Tran type: StdARFreight Price book: RETAIL
 Unit of measure: BOX Text type: On order Serial/Lot number:

Data
 Quantity: 1.0000 Discount %: 0.00 Tax %: 15.00
 Price: 350.0000 Discount: 0.00 Tax: 52.50 Line total: 350.00
 Narration: Value only credit from CRM 1198

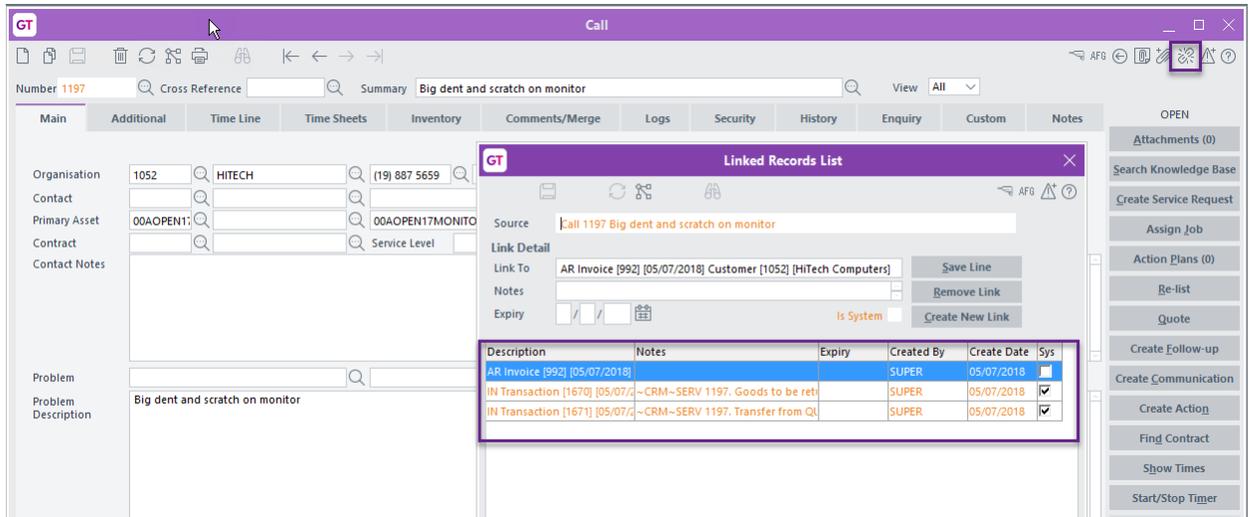
Discount: 0.00 Net: 350.00 Tax: 52.50 Total: 402.50

Type	Tax Type	Company/Trans	Account/Code/Job	Description	Transaction Analysis	Subcode/Location/Activity	Quantity	Price	Discount%	Discount	Tax%	Tax	Amount	Narration
IN	E	StdARFreight	17MONITOR	AOpen 17" LCD Monit		30CH.BULK	1.0000	350.0000	0.00	0.00	15.00	52.50	350.00	Value only credit
IN	E	Issue					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.



Click on the Linked Objects icon at the top.

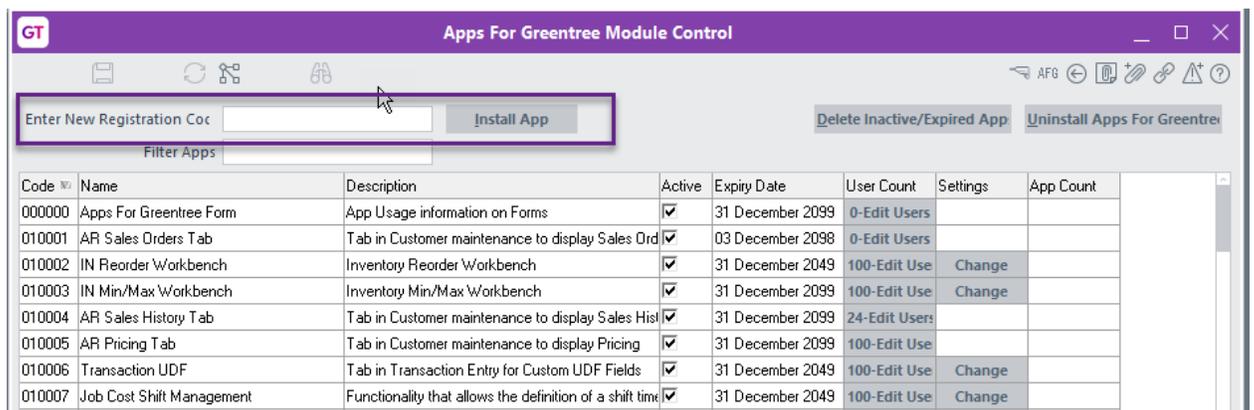
A list of all the transactions is displayed. You can drill into them at any time by double clicking.

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



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.



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

AR Credit from CRM Module Control

Customer from CRM Conta
 Customer from CRM Organisati

Default Price Book:

Proof of Purchase UDF:

Inventory Transaction Options

Analysis Group Tree:

Finished Good Branch:

Spare Parts Branch:

	Transfer Adjustment	Write-Off	Transfer to SEC/3RD
	Return of Goods	Location Transfer	Transfer to Stock
			Transfer to Other

Service Request Type:

Finished Goods:

Spare Parts:

Incident Request Type:

Finished Goods:

Spare Parts:

Location:

Status:

Raise AR Credit

Value Only Credit:

Stock Credit:

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.

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

Transfer Adjustment		Write-Off		Transfer to SEC/3RD			
Return of Goods		Location Transfer		Transfer to Stock		Transfer to Other	
Transaction Type		Transfer					
Location From		QUAR					
Location To		INTR					
Status		REPAIR					

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 Adjustment		Write-Off		Transfer to SEC/3RD			
Return of Goods		Location Transfer		Transfer to Stock		Transfer to Other	
IN Transaction Type		+ADJ					
Location From		INTR					
Status		HOLD					

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

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

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	
Return of Goods	Location Transfer	Transfer to Stock	Transfer to Other		
Service Request Type	SERV				
Finished Goods	+ADJ				
Spare Parts	+S/Take				
Incident Request Type	DEV				
Finished Goods	-ADJ				
Spare Parts	-S/Take				
Status	HOLD				

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

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