Apps for Greentree

RETURNS AUTHORITIES IN ACCOUNTS RECEIVABLE

APP NUMBER: 010057

Powered by:

MYOB Greentree

TABLE OF CONTENTS

FEATURES

Returns Authorities in Accounts Receivable

This App allows users to process Return Authorities and Return Recommendations.

The user is prompted to complete a series of predefined questions in order to gather information that is needed in order to consider whether the Return will be accepted.

Once the questions have been answered the return request is either Approved and Completed or Declined.

If Approved, the system will create a Credit Note. If declined, no further actions are available via the App, and the user will contact the customer to discuss what happens next.

IMPORTANT NOTES

- 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, Accounts Receivable, Workflow, Alerts and Approvals

Associated Apps: None

RETURN AUTHORITY REQUEST

Creating the Request from an existing Invoice

A new Credit Request button has been added to the AR Invoice Entry and JC AR Invoice Entry screens.
Note: The name of the button can be varied in the Apps Module Control form.

When the button is clicked, the user will be taken to the screen below.

The Number Sequence to be used will be as per the setting in Type Maintenance (with .01, etc. suffix if this is not the first credit for this invoice and use invoice number is ticked). It will change depending on the Type selected.

The Date will default to today but can be overwritten if required. All customer details will default from the invoice.

The status will be Entered.

The Type field (dropdown) on the Header will be selected by the user from the new field maintenance for the applicable return authority request type.

The Contact Name and Phone Number will need to be completed by the user if desired.

The Credit Type field will default based on the type of invoice being credited. Either AR Credit, JC Credit or JC Docket Credit. If the company does not have the Job Cost module enabled, then the last two options will not be available. Similarly, if Verde Dockets are not in use, then the JC Docket Credit Type will not be available.

The Recharge Invoice field is a search field in which a replacement invoice can be selected if this is relevant. This number can then be double clicked to quickly open and view the Recharge invoice if desired. Whether this field is mandatory is determined by the Reason that is selected.

The External Reference field can be renamed in the module control screen to suit whatever purpose the company wishes to use this field for. In the example above it has been named 'Risk Manager No'. This is a plain text field that does not link to anything or have any associated functionality. Whether this field is mandatory is determined by the Reason that is selected.

The Reason field(s) are as per the setups in Reason Maintenance, which can be mandatory if desired. If sub-reasons are linked to the main answer selected, then additional questions may be displayed.

On each line item the user can update the Return Qty being returned if required (enter 0.00 for any lines not being credited). Note they can enter a lesser quantity to what was invoiced but not a greater quantity.

Note: If an item is a serial or batch tracked item it will be highlighted in yellow if the quantity being returned is different to the original quantity.

| Code	Description	Location	Trans Type	Orig Qty	Return Qty	Price	Disc Amt	Tax Amt	Total	Narration	Is it in saleable condition?
LOT ITEM	Lot item	01	AR Credit	50.00	40	11.50	0.00	60.00	400.00		☑
00AOPEN17MONITOR	AOpen 17"" LCD Monitor	01	AR Credit	1.00	1.00	609.50	0.00	79.50	530.00		☐

The Serial Number or Lot Number will be auto populated so if the return quantity is different to the original quantity the user will need to update the serial/lot entry screen. **Right-Click** on the Serial/Lot field to bring up the standard Serial/Lot information screen.

If the return quantity is greater than zero, the user won't be able to save the form without the correct serial/batch information.

The Pre-qualifying questions from Apps Module Control are displayed as columns so the user can enter these for each item being credited.

If the Apps Module Control setting to 'Allow Return of extra items' has been enabled, then it will be possible to add extra line items to the table for crediting. GL, IN, JC and NS lines are all able to be entered.
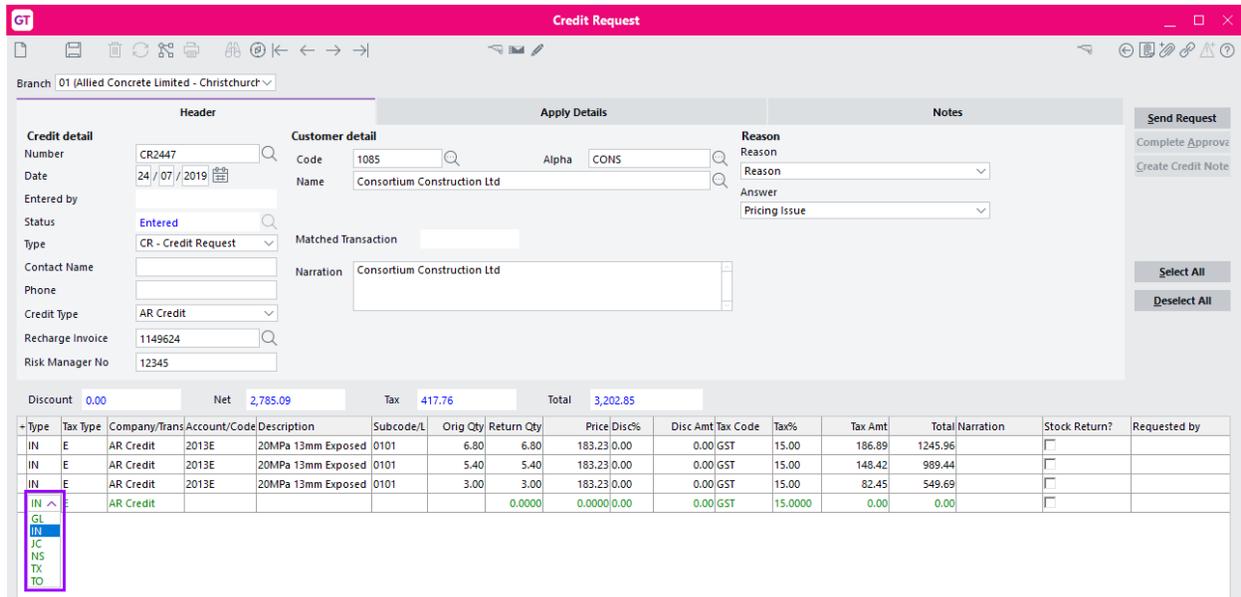

The Notes tab is a free text screen into which any detailed information can be typed. This is for internal use only and won't appear on the credit note.

The Invoice Number will be automatically ticked on the Apply Details tab so that when the credit note is approved, it will also be ticked on the Apply details of the AR Credit Note. The user won't need to go to this tab for data entry purposes if starting from an AR Invoice.
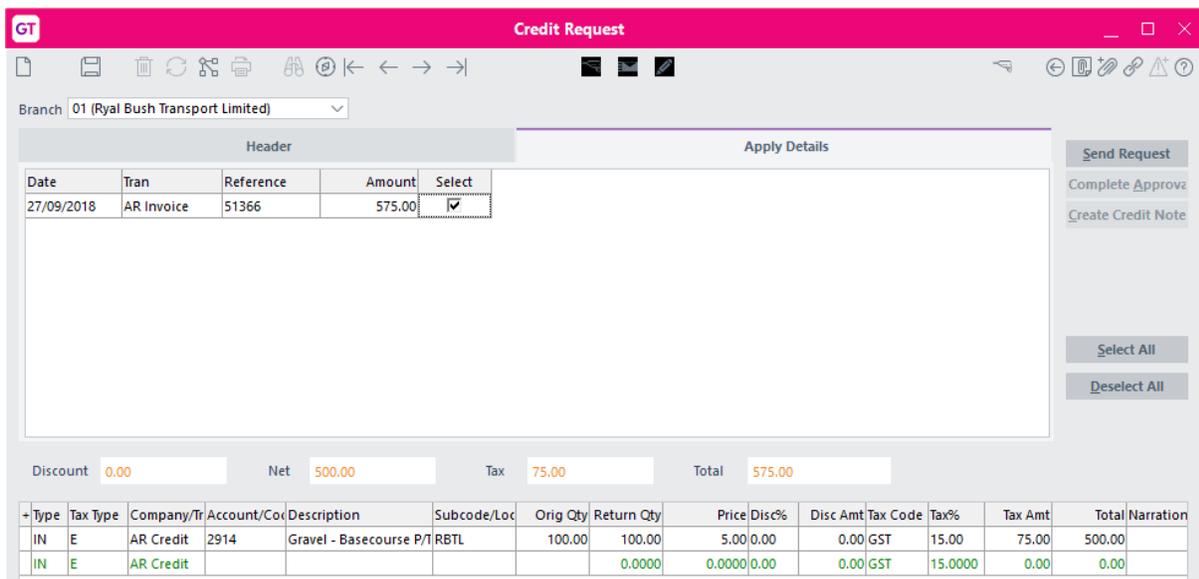
Once the lines are complete, the user will click the Send Request button to submit the return authority.
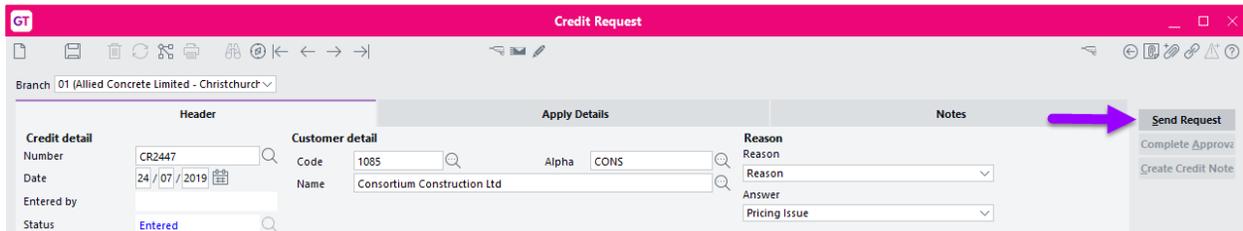
Note: The Complete Approval and Create Credit Note buttons will not be active. Once submitted, the status will change to **Waiting Approval**.
The Save button can be used instead if the user is not ready to send the request.

The **Alerts and Approvals** rules (if configured at the time of installation) will be used to send the approval to the correct person. Approvals can also be shown on a workflow desktop (if one is configured).

Managing kitsets

Kitsets are by default assumed to be returned complete.

Completing the Approval Process

Once the goods have been returned or the recommendation approved, the user will double click the line from their desktop to open the form and they will click on the Complete Approval button.
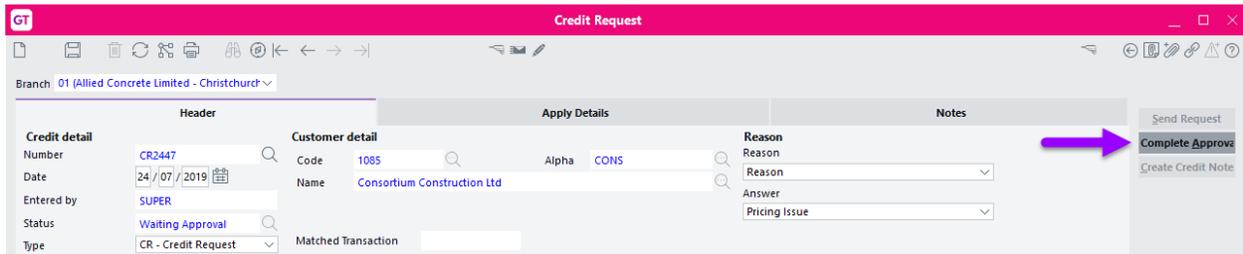
This will display the list of Approval prompts from the Credit Request Type.
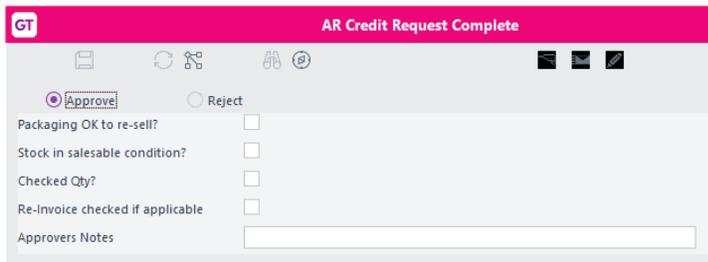
(Note that this does not apply if CRM Approvals are being used to approve the Credit Requests. In that case this button would be disabled via the module control and A&A Rules would instead be used to complete the Credit Request on final approval).

Once the approver has completed the questions/prompts, they will select either Approve or Reject.

If Rejected, then no further action is required in Greentree and the Create Credit Note button will not be active. The user will contact the customer.

Note: instead of clicking on the Complete Approval button, the user can amend the Type and Save (e.g. if a 'Return Authority' becomes a 'Return Recommendation' because the goods were not saleable). In this case, the Complete Approval button wouldn't be used and instead the form would be Saved and it would appear on a Return Recommendation Desktop.

The Quantities can also be amended if the number returned was not the number initially stated by the customer. If the quantity has been changed, then hovering the mouse over the line will display a hover message stating quantity changed from x to y.

If Approved, it will appear on another Workflow Desktop (if one has been configured) from which the relevant user will open it and use the Create Credit Note button to create the actual credit.

The number sequence will be CN prefix with the invoice number and .01, etc. as the suffix if this is not the first credit for this invoice.
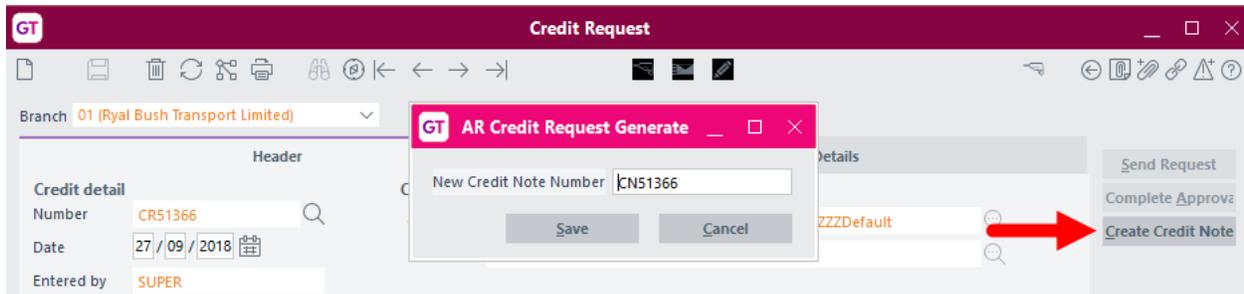
Once saved, the status of the Return Authority will be **Complete**.

If desired, they can then be displayed in an Alert Collection panel on a Workflow Desktop to prompt a stores-person to put the product back into stock.
They would then right-click to remove the record from the Desktop once the item has been returned to stock.

Reporting
There are no reports associated with this App.

Crediting Verde Docket Invoices

This section pertains only to those sites using Verde Dockets.
If the invoice being credited is a JCAR Invoice that was created from a Verde Docket(s), then the Credit Request will automatically default the Credit Type to 'JC Docket Credit'.

Additional Job Code and Job Name fields will also be visible and will default to the Header Job from the JC Docket.

There is also an extra 'Recharge Dockets' field that is only visible on Requests of Type 'JC Docket Credit'. This is not validated or mandatory and can be a comma separated list of more than one docket number. When the Credit Request gets completed and the credit is generated, any Recharge Dockets specified in this field, if they are currently on hold, will be automatically taken off hold.

When the JC AR Credit Note gets created from the Credit Request, a JC Docket Credit is automatically created as well. The purpose of this is to reverse the Costs and Sales that the original invoice had posted.

Negative lines will therefore be seen in the header Job's Cost and Sales Transactions.

All JC Line Items will reverse the Sales transactions from their Plant/Jobs.

And any Inventory items will be returned to Stock.

Credit Request Enquiry

There is a new Credit Request Enquiry button on the Customer Maintenance and Customer Enquiry screens, that can be used to locate any existing Requests for the selected customer.

If the module control setting 'Allow Returns without Invoice' is enabled, then the New button will be visible on the Enquiry screen above. This will launch a blank Credit Request form, populated only with the Customer's details. The Credit Type will need to be selected from those available, and the line items will need to be manually added to the table.

IMPLEMENTATION GUIDE

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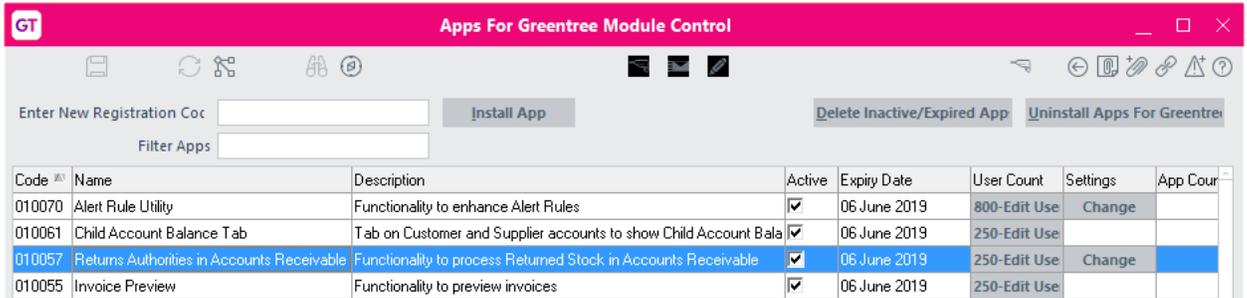

APP INSTALLATION

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 Credit Returns App (also known as Returns Authorities in Accounts Receivable).

5. Click on the Edit Users button and select the users select the users who will be configured to use the App, for which companies.

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

7. Save and Close the form.

CONFIGURATION

AR Credit Request Setup

1. Log in to Greentree as the *Super* user
2. Select the menu item System | Apps For Greentree | Apps Module Control |
3. Locate the AR Credit Request App in the list and click on the Change button beside it

4. The AR Credit Request Control Form is used to set up a list of pre-qualification prompts to be completed at the time of creating a return authority.

Module Name:	Enter the name that you wish to appear on menus and forms
Default Unmatched Status:	The status to be used when the Return Authority is first saved.
Default Matched Status:	The status to be used when the Return Authority has been matched to an AR Credit Note.
External Reference Label:	Allows this field name to be customized to suit whatever purpose the company wishes to use it for.
Use Credit Reason:	Enables the extra Reason field(s) on the Credit Request form

Default Credit Reason:	Specifies which question will default into the Credit Request form.
Allow Returns without Invoice:	This will allow users to create a Credit Request from scratch, that does not pertain to a specific invoice. All lines will be manually entered on these Requests.
Allow Return of extra items:	This will allow users to add extra lines in addition to those that appeared on the invoice being credited.
Sequence:	The sequence in which you want the questions to appear
Prompt:	The actual question/prompt to be answered
Input Type:	The input types will be one of the following:
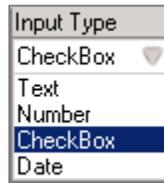
Length/Decimals/Options:	Applicable if Text or Number is selected as an input type

Click on the Greentree Save Icon to Save and Close the window

Credit Request Type Maintenance

Select the menu item System | Accounts Receivable | Credit Request Type
Multiple Request Types can be defined if required.

The Number Range is used to determine what characters will be used for the Request Number.

This can either be the same as the Invoice number, with an optional prefix added to the front, or you can specify a From and To number range instead, or alternatively use the numbering convention specified in the AR Module Control for Credit Notes.

The list of Prompts/Questions are those to be answered by the Approver, before they either Approve or Reject the Credit Request.

Credit Request Status Definition

Select the menu item: System | Accounts Receivable | Credit Request Status Definition
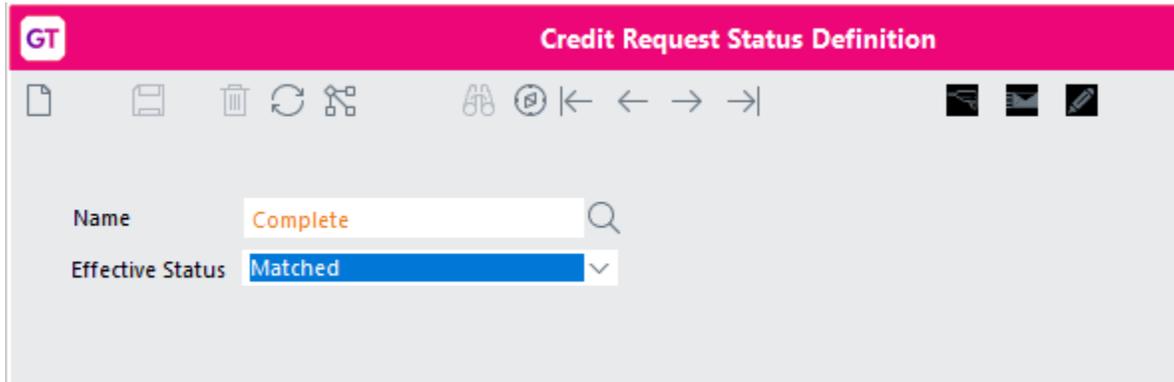
The recommended statuses to create are:

Entered	Unmatched
Waiting Approval	Unmatched
Approved	Unmatched
Rejected	Matched
Complete	Matched

Credit Request Status Reason Maintenance

Select the menu item: System | Accounts Receivable | Credit Request Reason Maintenance

These reason fields appear in the header section of the Credit Request form and are only visible if the module control setting is ticked on.

You can have multiple Reasons/Questions if desired, and a default one can be specified in the module control.
Each Reason can be set as mandatory if required.

The Sub Reasons allow for additional questions to be asked depending upon the main answer selected. In the example below there are three 'Reasons' setup but the Customer Comp Reason and the Responsible Party are only visible and required if the answer selected for the main reason is 'Customer Compensation'.

Credit Request Reason Maintenance

Code: `responsible`   Description: `Responsible Party`   ☑ Mandatory

Answer	Sub Reason 1	Sub Reason 2	Sub Reason 3	External Reference Mandatory	Recharge Invoice Mandatory
Pump				☐	☐
Placer				☐	☐
Customer				☐	☐
				☐	☐

Credit Request

Branch: `10 (Allied Concrete Alexandra)`

Header	Apply Details	Notes

Credit detail
Number:
Date: `24 / 07 / 2019`
Entered by:
Status: `Entered`
Type: `CR - Credit Request`
Contact Name:
Phone:
Credit Type:
Recharge Invoice:
Risk Manager No:

Customer detail
Code: Alpha: `AML`
Name:

Matched Transaction:

Narration:

Reason
Reason: `Reason`
Answer: `Customer Compensation`
Customer Comp Reason: `Relationship Management`
Responsible Party: `Placer`

Send Request
Complete Approval
Create Credit Note

Select All
Deselect All