

Return to Supplier

SYSPRO 8

Reference Guide

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Return to Supplier

Exploring

Where it fits in?

The **Return to Supplier** module caters for the return of goods to the supplier where the items are found to be defective, unsuitable or incorrect.

This is managed in two distinct phases - firstly, the returned stock is removed from general availability and placed in a holding area for inspection. This prevents the stock from being issued to a sales order or promised to a customer. Once inspected, the supplier is contacted to negotiate the return of the goods.

Secondly, stock is returned to the supplier (or destroyed) and either a credit is received or stock is replaced.

Navigation

The programs related to this feature are accessed from the **Program List** pane of the SYSPRO menu:

- *Program List > Return to Supplier*

Starting

Prerequisites



The **Return to Supplier** module replaces and supersedes the **Return to Vendor** system of programs.

If you have previously used the **Return to Vendor** functionality, you must first run the conversion program before using the **Return to Supplier** functionality.

In order to use this feature, the following modules must be installed according to the terms of your software license agreement:

- Return to Supplier
- Purchase Orders
- Inventory Control
- Return Merchandise (if you want to use the RMA functionality to process returns from customers)

Setup Options

Setup Options > Configuration > Distribution > Purchase Orders

- GRN suspense system required

Security

You can secure this feature by implementing a range of controls against the affected programs. Although not all these controls are applicable to each feature, they include the following:

- You can restrict operator access to *activities* within a program (configured using the **Operator Maintenance** program).
- You can restrict operator access to the *fields* within a program (configured using the **Operator Maintenance** program).
- You can restrict operator access to *functions* within a program using passwords (configured using the **Password Definition** program). When defined, the password must be entered before you can access the function.
- You can restrict access to the eSignature *transactions* within a program at operator, group, role or company level (configured using the **eSignature Setup** program). Electronic Signatures provide security access, transaction logging and event triggering that gives you greater control over your system changes.

- You can restrict operator access to *programs* by assigning them to groups and applying access control against the group (configured using the **Operator Groups** program).
- You can restrict operator access to *programs* by assigning them to roles and applying access control against the role (configured using the **Role Management** program).

Using

Affected Programs

The following indicates areas in the product that may be affected by implementing this feature:

RTS Purge

This is a new program that lets you purge obsolete RTS transactions.

RTS from Inventory Receipt

This is a new program that can be accessed from the [Inventory Movements](#), program when a negative receipt is processed.

RTS from RMA

This is a new program that can be accessed from the [RMA Issues and Receipts](#) program when merchandise is returned.

RTS Return Slip Batch Printing

This is a new program that is displayed from the [RTS Maintenance](#) program when printing RTS return slips.

RTS Maintenance

This is a new program that lets you create a new RTS for non-stocked items or maintain an existing RTS, as well as add freight and handling charges.

RTS Review Program

This is a new program that lets you search for, view, maintain and action existing RTSs.

Return to Supplier Browse

This is a new program that lets you browse RTS detail.

RTS Maintenance - Allow and Reject

This is a new program that lets you accept and reject existing RTSs.

RTS GL Integration Update

This is a new program that lets you integrate the RTS journals to the General Ledger if automatic GL integration isn't enabled.

RTS Return Slip Print

This is a new program that lets you view and print RTS return slips.

RTS Returns Report

This is a new report that lets you view and print RTS returns.

RTS Status Report

This is a new report that lets you view and print RTS data and their current statuses.

RTS Journal Report

This is a new report that lets you view and print RTS journal transactions.

RTS Returns Query

This is a new business object that lets you query RTS data.

RTS Journal Report

This is a new business object that lets you view the journals processed for RTS transactions.

RTS Status Query

This is a new business object that lets you query the status of an RTS.

RTS Return Slip Printing

This is a new business object that lets you print return slips for merchandise returned to the supplier.

Purchase Order Receipts

An RTS purchase order update is processed when a receipt is posted.

Inventory Movements

You can now return stocked items to the supplier by posting a negative receipt. This loads the [RTS from Inventory Receipt](#) program for you to process the RTS inventory receipt.

RMA Issues and Receipts

The **Return to Supplier** option at the **Inventory Action** field lets you create an RTS for the return of stocked and non-stocked items to the supplier.

End RMA Receipt

This program lets you end an RMA that is marked as RTS.

GL Journal Source Codes



The **RE - Return to Supplier journals** source code was added to the list of journal source codes to enable you to identify the origin of ledger entries arising from transactions processing using the **Return to Supplier** facility.

Process

How to configure the Return to Supplier system

Before you can use the **Return to Supplier** functionality, you must ensure the following modules are installed and licensed:

1. **Return to Supplier** module
2. **Purchase Orders** or **Return Merchandise** module
3. **Inventory Control** module

Before you can use the **Return to Supplier** functionality, the following setup options must be enabled and/or defined:

1. Define the **KEY TYPE** and **CASE** for RTS numbering.
2. Define a default product class for non-stocked items that are returned to the supplier at the **NON-STOCKED PRODUCT CLASS** setup option.
3. Select **CREATE A CREDIT FOR FREIGHT OR HANDLING** to generate AP credit invoices for a supplier for freight and/or handling costs incurred by returning goods to the supplier.
4. Define the ledger accounts to which RTS distribution entries are posted at the **GENERAL LEDGER ACCOUNTS** setup options.
5. Define the ledger accounts to which the GRN distribution entries are posted at the **GRN SUSPENSE** setup option.

How to use the Return to Supplier system

The RTS system can be used to return goods to your suppliers as well as receive returned goods from your customers.

1. When returning goods to your suppliers:
 - For stock items, capture and post a *negative* stock receipt using the **Inventory Movements** program, or capture a *negative* purchase order receipt using the **Purchase Order Receipts** program.
 - For non-stocked items, capture a new RTS using the **RTS Maintenance** program.

When receiving returned goods from your customers:

- capture an RMA using the **RMA Issues and Receipts** program.
2. Once created, search for and review RTSs using the **RTS Review Program** program. From this program you can do the following:
 - Specify freight and handling charges using the **RTS Maintenance** program.
 - Create a new or maintain an existing RTS using the **RTS Maintenance** program.

- Add notes to the RTS using the **Notepad** program.
- Accept or reject and thereafter post the RTS using the **RTS Maintenance - Allow and Reject** program.

When you accept the RTS a new purchase order is created.

3. A GRN is created that can be viewed using the **Browse on GRNs** program.
4. Return slips can be printed one-by-one using the **RTS Return Slip Printing** program or in batches using the **RTS Return Slip Batch Printing** program.
5. RTS details can be viewed using the **Return to Supplier Browse** program.
6. Obsolete RTSs can be purged using the **RTS Purge** program.

Status Codes

Return to Supplier

The following are possible status codes for an RTS:

Status	Description
N - NORMAL	The RTS has been created.
A - ALLOWED	The supplier has accepted the RTS and agreed to a credit or a replacement.
R - REJECTED	The supplier has rejected the RTS.



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