

Return to Supplier

SYSPRO 8

Reference Guide

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Return to Supplier

Exploring

Where it fits in?

The **Return to Supplier** feature facilitates the return of goods or services to suppliers as a result of defects or other reasons for dissatisfaction.

It simplifies the process of returns and provides an efficient method of controlling items leaving site for returns or repairs. This ensures visibility and tracking of the item until the process is concluded.

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 is a separate licensed module that replaces and supersedes the **Return to Vendor** add-on module.

If you have previously used the **Return to Vendor** functionality, you must run the **RTS Conversion Check** program before using the **Return to Supplier** functionality.

If you have used the RTV module and are upgrading to SYSPRO 8 2019 R2, you must request an updated **SYSPRO 8** license that includes the **Return to Supplier** module to ensure a seamless transition from the **Return to Vendor** module to the **Return to Supplier** module.

To use this feature, the following module(s) 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)

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).

Configuring Setup Options

The **Setup Options** program lets you configure how SYSPRO behaves across all modules. These settings can affect processing within this program.

Purchase Orders Configuration

Setup Options > Configuration > Distribution > Purchase Orders

- GRN suspense system required



Using Process

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

- *Program List > Return To Supplier*

Overview

1. Triggers on Inspection

Return to Supplier is triggered when an item fails incoming or in-process inspection and needs to be returned to the supplier.

2. Links to Purchase Orders

The **Return to Supplier** document is linked to a purchase order to ensure full control of all information and traceability of the product history.

3. Return Material Authorization

Once agreement has been reached with the supplier on the nature of the defects and quantity of items to be returned, the Return Material Authorization (RMA) voucher is issued to the supplier, detailing the collection of the defective product.

4. Updates Inventory

Once the goods are held in a quarantine area and the defective material agreed for return, the items to be returned to the supplier are removed from the available stock, ensuring that stock is up to date.

5. Tracks Product Movement

As soon as a product is processed for return to its supplier, the system can track its exact position in the supply chain.

6. Cost Management, GRN, Credit Notes and Purchase Orders

Return to Supplier tracks variances between the cost of an item and the credit received. It allows for the creation of a GRN which can be matched against a supplier's credit note, and a purchase order for expected replacement items.

7. Reports

- **RTS Return Slip Print**

Prints a return slip that remains with the goods as part of the return to supplier process for the supplier (to identify the defective goods).

- **RTS Returns Report**

Keeps a record of all goods that have been returned in a specific period.

■ **RTS Status Report**

Tracks the status of the returns and where they are along the supply chain.

Configuring

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.

Converting

1. If you've previously used the **Return to Vendor** system, you must run the **RTS Conversion Check** program from within **SYSPRO 8** to use the **Return to Supplier** system.
2. Run the conversion by selecting the *SYSPRO Button > Run a Program* option and entering **RTSUCC** in the **Program to run** field.

The table names and program fields will be renamed during the conversion.



If you haven't run the conversion, you will be prompted to do the conversion when accessing any program that forms part of the **Return to Supplier** system.

Returning goods to suppliers

You can return goods to suppliers by capturing a negative inventory receipt, by capturing a return merchandise authorization (RMA), by capturing a negative purchase order receipt or when capturing an RTS (when returning non-stocked goods).

1. Capture an RMA using the **RMA Issues and Receipts** program and create an RTS transaction from the RMA to return the goods to the original supplier using the **RTS from RMA** program.

or

Capture and post a *negative* stock receipt using the **Inventory Movements** program and capture the RTS using the **RTS from Inventory Receipt** program.

or



capture a *negative* purchase order receipt using the **Purchase Order Receipts** program.
or

Capture an RTS for non-stocked goods using the **RTS Review** program.

2. Once created, search for and review RTSs using the **RTS Review** 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. Return slips can be printed individually using the **RTS Return Slip Printing** program or in batches using the **RTS Return Slip Document Print** program.
4. RTS details can be viewed using the **Return to Supplier Browse** program.
5. GRNs can be viewed using the **Browse on GRNs** program.
6. Obsolete RTS's can be purged using the **RTS Purge** program.

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 lets you capture the detail required to return stocked items to the supplier once they have been removed from the inventory.

This program can be accessed from the [Inventory Movements](#) program after posting a *negative* inventory receipt.

RTS from RMA

This is a new program that lets you create an RTS from an RMA when stocked or non-stocked items that are returned by the customer, will in turn be returned to your supplier.

This program can be accessed when ending the RMA in the [RMA Issues and Receipts](#) program; provided the correct selections were made when the receipting the RMA lines.

RTS Return Slip Document Print

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

RTS Maintenance

This program lets you create a new RTS when returning non-stocked items and/or maintain an RTS that was created using the [RTS from Inventory Receipt](#) program (accessed from [Inventory Movements](#)) or [RTS from RMA](#) program (accessed from the [RMA Issues and Receipts](#)).

RTS Review

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 is displayed when you select **Accept** or **Reject** from the **RTS Review** pane of the [RTS Review](#) program.

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 generate and print RTS return slips that accompany the merchandise when it is returned to the supplier.

RTS Returns Report

This is a new report that contains details of goods that were returned to suppliers.

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

The **RTS from RMA** program is displayed when ending the RMA after selecting the **Return to Supplier** option at the **Inventory Action** field.

You can then capture the RTS detail.

Journal Source Codes

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

Status Codes

Return to Supplier

The following indicates the possible status codes for an RTS transaction.

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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