Enter/Edit Procedure Codes

PROGRAM NAME: RACODES
MENU OPTION TITLE: Enter/Edit Procedure Codes
MAIN MODULE: RETURN MERCHANDISE PROCESSING
HELP KEY ACTIVE: NO

PROGRAM OVERVIEW

Use this program to create the coding system for the Return Merchandise Processing. You will later analyze your activities by code. This information should be directly input to your sales management team for consideration as a main factor of a product's success.

PROGRAM OPERATION

CODE: You have up to 5 numerical digits in the CODE field. These codes are referred to in the note section of the return merchandise processing system. We recommend separating each code by at least 10, so that you can insert a new code between two other codes if it is logical to do so. If you type in a code that exists, the code information will appear. You can either type in the exact code or use <IFF> to find a valid code. You can <Page Down> to find the last code used. Any open code can be typed in to create a new code.

DESCRIPTION: A 30 digit description field.

DIRECT/INDIRECT: This field is reserved for future use. Return past the automatically loaded <D>.

G/L ACCOUNT: Enter a legitimate general ledger account number. This is intended to be either the direct or indirect general ledger payroll account for the personnel that process the returned merchandise.

NOTE: The codes are stored in each return master file when activity is entered against an active R.M.A. Therefore, you can delete a code and not loose detail in past R.M.A.s. You can delete any account by hitting <F6>.

NOTE: Here are some suggested codes for question.
10. Exchange (Good part for good part). The customer sent a GOOD part back in exchange for another GOOD part.
20. Adjust.   The part received was adjusted somehow. Physical work has been done to the part.
30. Replace (Bad part with good part). A BAD part was exchanged for the same GOOD part.
40. Refund. The customer has sent the item back for a refund.
50. Install. A part of some sort has been installed on the customer's item.
60. Did charge. Customer DID get charged for the work that was done.
70. Did not charge. Customer DID NOT get charged for the work that was done.
80. Explanation given - No work done. For some reason, NO work was done to the returned item, and the customer was given an explanation as to why.

90. Inspected - No work done. The item was inspected but no work was done.
100. Restock Inventory. The item was restocked into inventory.
110. Date shipped. The date that the item was shipped back to the customer.
180. Canceled RMA
250. Not received
260. Customers parts