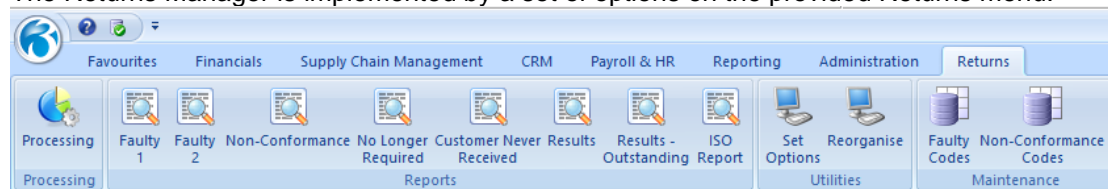


Goods Return Manager for Opera 3

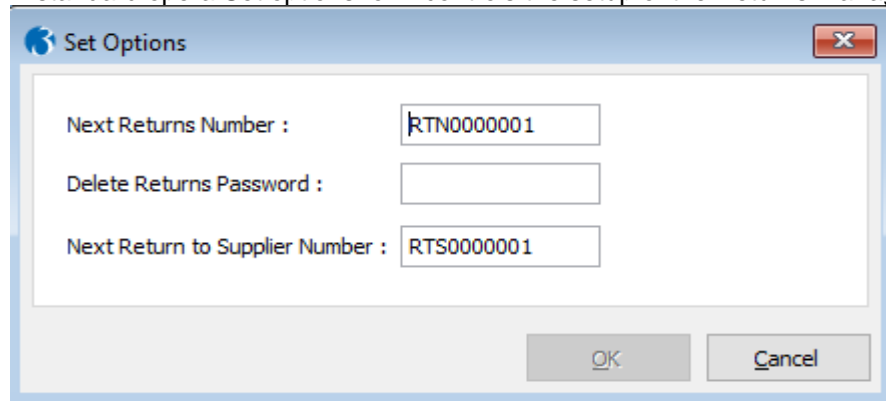
The Returns Manager is used to log all returned goods into the company and has full links to the SOP module for the automatic creation of SOP Invoice and Credit Notes. This log is then used to obtain credit notes from suppliers in the case of faulty goods. It is also used to generate several reports for ISO trading standards, reports that outline Non-Conformance i.e. If an item(s) was ordered incorrectly then it must be recorded and also the type of non-conformance, Internal Ordering, Internal Invoicing etc.

The Returns Manager for Opera 3 makes it possible to process a return, recording all necessary info and, at the same time, raise a credit and even a new invoice and also record all the relevant numbers in one central database so that it can be tracked, investigated and all documents are linked.

The Returns Manager is implemented by a set of options on the provided Returns menu.



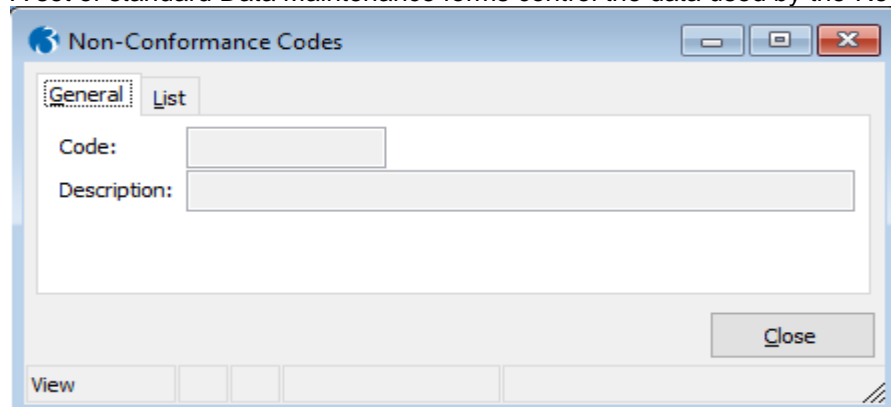
A standard opera Set options form controls the setup of the Returns manager.



The 'Set Options' dialog box contains the following fields and buttons:

- Next Returns Number :
- Delete Returns Password :
- Next Return to Supplier Number :
- OK button
- Cancel button

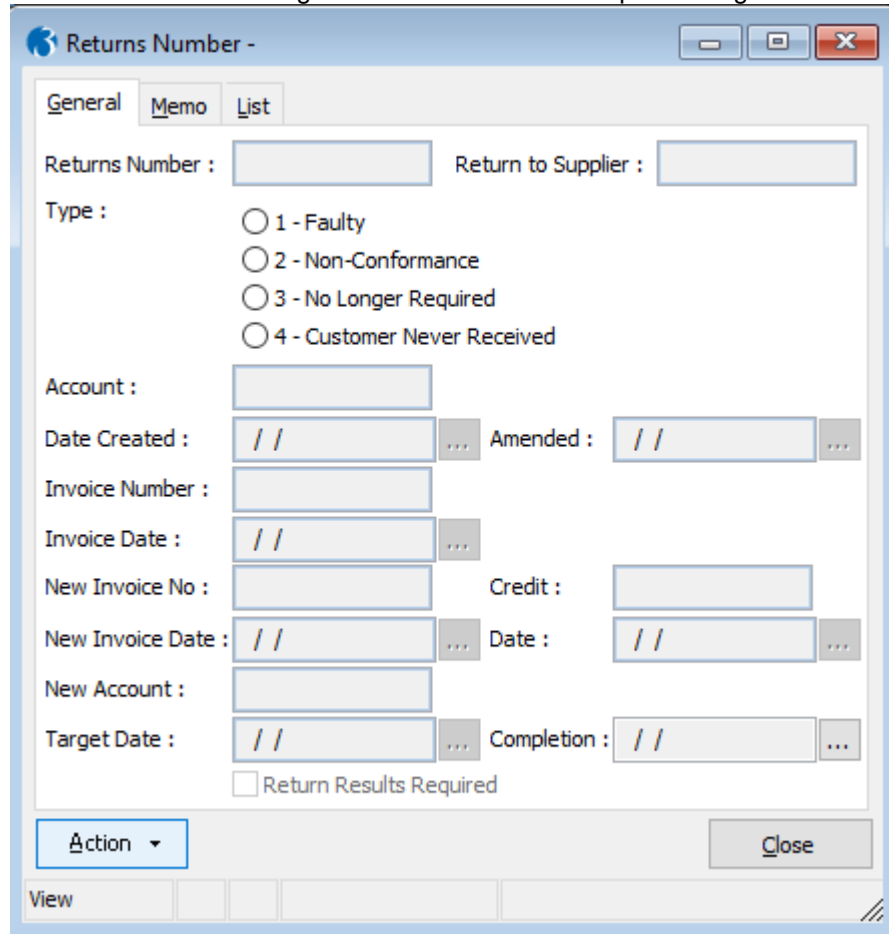
A set of standard Data Maintenance forms control the data used by the Returns Manager.



The 'Non-Conformance Codes' dialog box has two tabs: 'General' and 'List'. The 'General' tab is active and contains the following fields and buttons:

- Code:
- Description:
- Close button
- View button

The main Returns Manager form that allows for the processing of returns.



Returns Number -

General Memo List

Returns Number : Return to Supplier :

Type :
☐ 1 - Faulty
☐ 2 - Non-Conformance
☐ 3 - No Longer Required
☐ 4 - Customer Never Received

Account :

Date Created : ... Amended : ...

Invoice Number :

Invoice Date : ...

New Invoice No : Credit :

New Invoice Date : ... Date : ...

New Account :

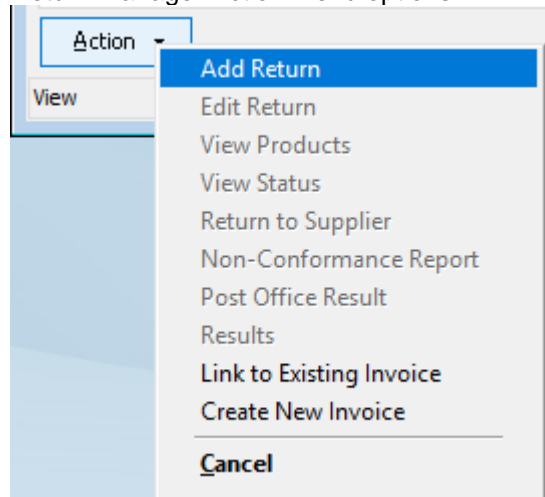
Target Date : ... Completion : ...

☐ Return Results Required

Action ▼ Close

View

Return Manager Action Menu options.

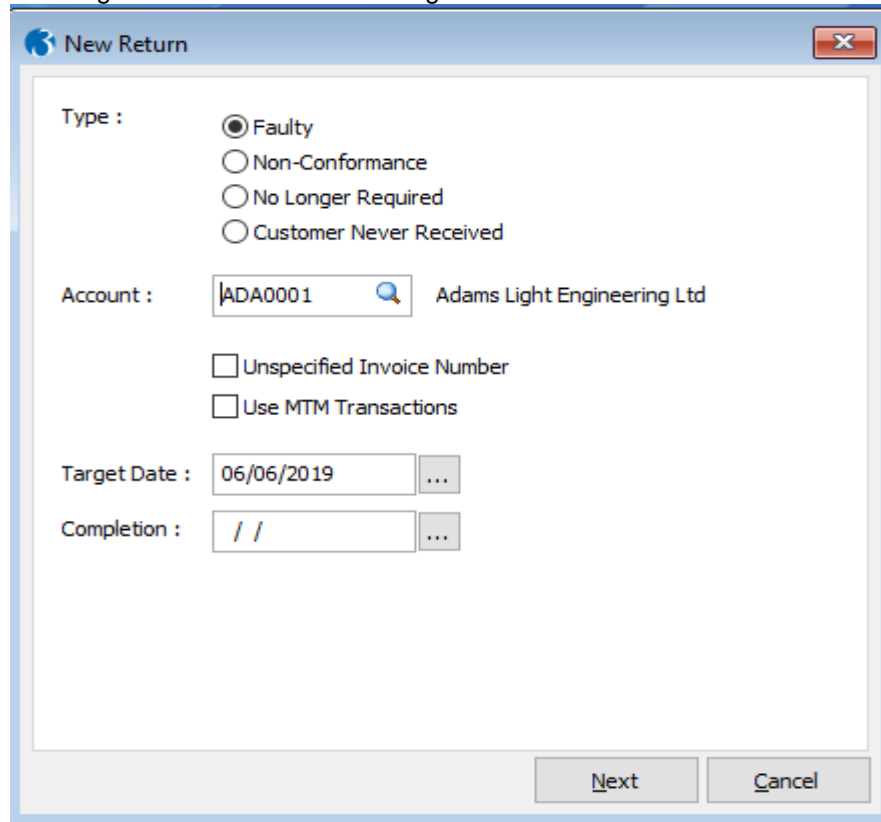


Action ▼

View

- Add Return
- Edit Return
- View Products
- View Status
- Return to Supplier
- Non-Conformance Report
- Post Office Result
- Results
- Link to Existing Invoice
- Create New Invoice
- Cancel

Creating a new return for an existing invoice.



New Return

Type : ☒ Faulty
☐ Non-Conformance
☐ No Longer Required
☐ Customer Never Received

Account : Adams Light Engineering Ltd

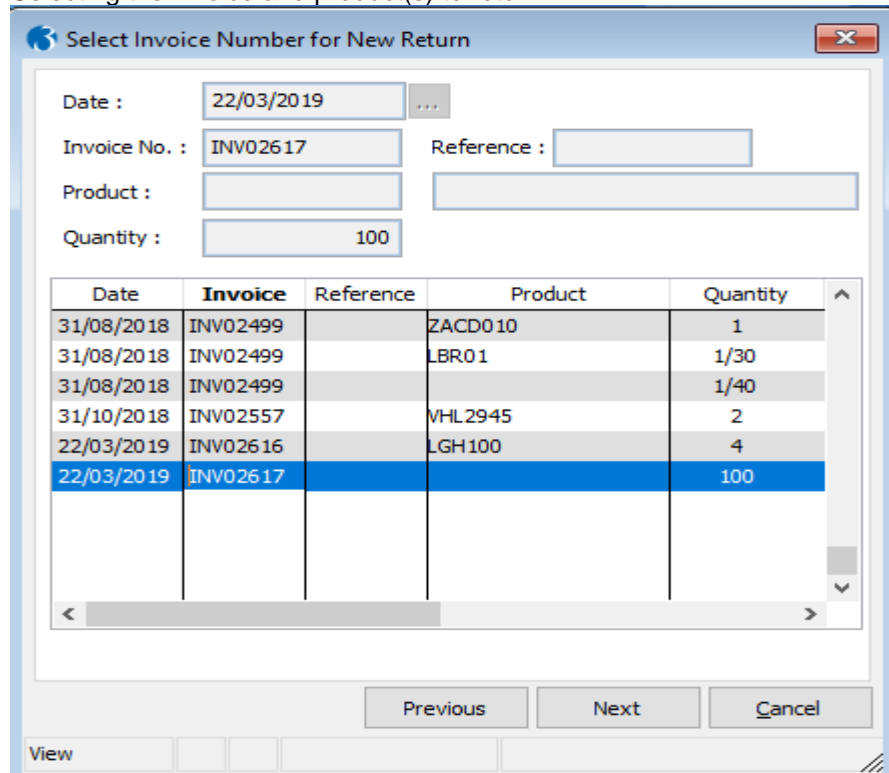
☐ Unspecified Invoice Number
☐ Use MTM Transactions

Target Date : ...

Completion : ...

Next **Cancel**

Selecting the invoice and product(s) to return.



Select Invoice Number for New Return

Date : ...

Invoice No. : Reference :

Product :

Quantity :

Date	Invoice	Reference	Product	Quantity
31/08/2018	INV02499		ZACD010	1
31/08/2018	INV02499		LBR01	1/30
31/08/2018	INV02499			1/40
31/10/2018	INV02557		VHL2945	2
22/03/2019	INV02616		LGH100	4
22/03/2019	INV02617			100

Previous **Next** **Cancel**

View

Specify the quantity of goods being returned. This can differ to the original invoice quantity.

Return Quantities for New Return

Product : LGH100 Box For Spare Bulbs

Quantity : 4

Return Quantity : 4

Product	Description
LGH100	Box For Spare Bulbs

Previous Next Cancel

View

Specify why the product is being returned.

Fault Codes for New Return

Product : LGH100 Box For Spare Bulbs

Quantity : 4

Fault : F1 Faulty Wiring

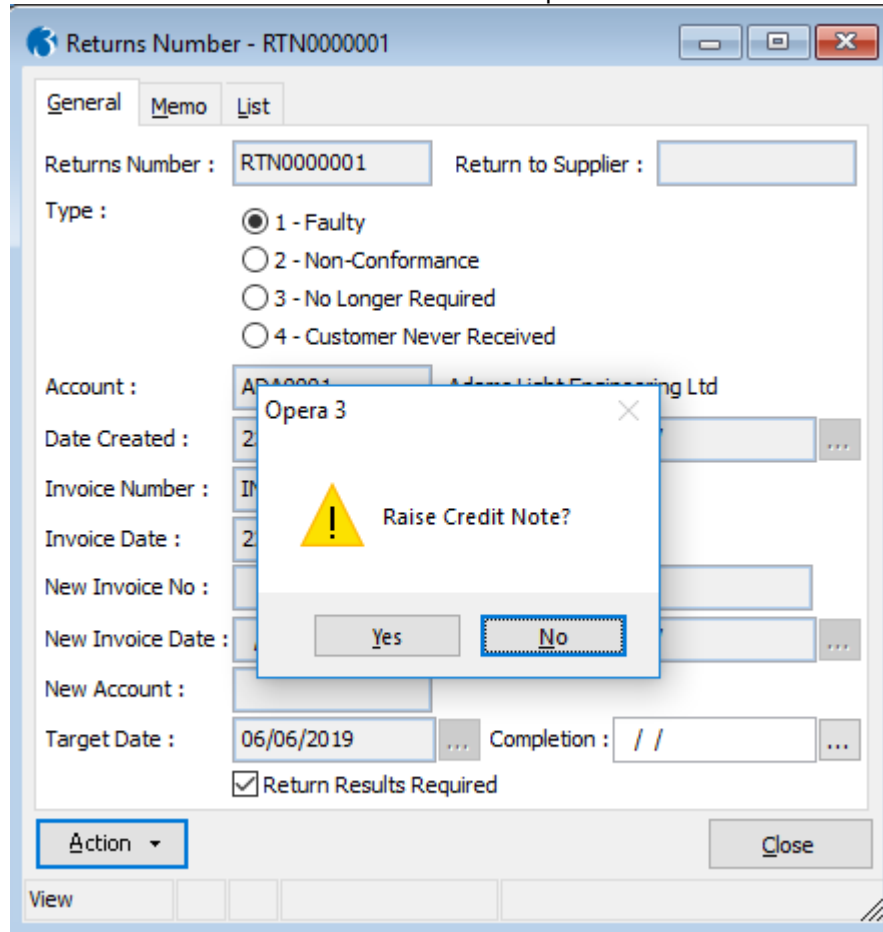
Notes : Invalid wiring loom supplied

Product	Qty	Fault	Description
LGH100	4	F1	Faulty Wiring

Action Previous Finish Cancel

View

When the return is created the user has the option to create a SOP credit note.



The screenshot shows a software window titled "Returns Number - RTN0000001". It has three tabs: "General", "Memo", and "List", with "General" selected. The form contains the following fields and options:

- Returns Number :** RTN0000001
- Return to Supplier :** (empty field)
- Type :** Radio button options:
 - ☒ 1 - Faulty
 - ☐ 2 - Non-Conformance
 - ☐ 3 - No Longer Required
 - ☐ 4 - Customer Never Received
- Account :** AP00001 (dropdown menu)
- Date Created :** 2019/06/06 (dropdown menu)
- Invoice Number :** IN0000001 (dropdown menu)
- Invoice Date :** 2019/06/06 (dropdown menu)
- New Invoice No :** (empty field)
- New Invoice Date :** (empty field)
- New Account :** (empty field)
- Target Date :** 06/06/2019 (dropdown menu)
- Completion :** / / (dropdown menu)
- ☒ Return Results Required

At the bottom, there is an "Action" dropdown menu and a "Close" button.

Overlaid on the window is a small dialog box titled "Opera 3" with a yellow warning triangle icon. The text inside the dialog box says "Raise Credit Note?". At the bottom of the dialog box are two buttons: "Yes" and "No". The "No" button is highlighted with a blue border.

Selecting Yes invokes the standard SOP forms where the selected invoice can be progressed to a Credit note. The data on these forms is populated automatically by the Return Manager. However, the user can further process this data to add or amend information

New Credit : ADA0001 - Adams Light Engineering Ltd

General **Memo**

Customer Address : Adams Light Engineering Ltd
Close Road
Gosforth Industrial Park
Gosforth
Northumberland
NC5 1WR

Delivery Address :

Cust Ref : ADA-0319-39349D Document : ** AUTO ** 22/03/2019 ...

Due : 22/03/2019 ... Credit : 23/05/2019 ...

Priority : 1 Fully Dispatched (4 - Invoiced)

W/House : MAIN Main Warehouse NL Posting Date : 23/05/2019 ... May 2019

Destin. : GB United Kingdom

Raised By : MANAGER Tax Point : 23/05/2019 ...

VAT Reg. :

Valid To : / / ... Sales Opportunity : ...

Placed By : ... Quote Status : ...

Placed With : ...

Comments :

Return No. : RTN0000001

Action OK Cancel

New Credit Details : ADA0001 - Adams Light Engineering Ltd

General **Memo**

Reference : LGH100 Warehouse : MAIN Returned : 0 Discard. : 4

Description : Box For Spare Bulbs Qty : 4 Factor : ...

Analysis : ACCE02 VAT : 1 Sell : 5.00 Line Disc : 0.50 Ext : 19.90

Job Date : / / ... Cost inc. LC : 0.00 Margin % : 99.99 Profit : 19.90

Job Ref : Due : 22/03/2019 ... Priority : 1 ☐ W/O ☐ P/O

Project : Department : ☐ Costing Analysis

Return No. : RTN0000001

Reference	Description	Quantity	Price	Disc.	VAT	Value
LGH100	Box For Spare Bulbs	4	5.00	0.50	1	19.90

Action ? Credit total ex VAT 19.90 Post Close

View

A standard credit note is then produced.

Orion Vehicles Leasing Orion House Orion Way Kettering Northants NN15 6PE		CREDIT NOTE		Credit No.	CRE00021
				Doc No.	DOC02778
				Del Note No.	23/05/2019
				Ordered By	ADA-0319-3
ADA0001 Adams Light Engineering Ltd Close Road Gosforth Industrial Park Gosforth Northumberland NE5 1WR		Gordon Smethwick			
PRODUCT CODE	DESCRIPTION	UNIT	QUANTITY	UNIT PRICE	DISC. %
LGH100	Box For Spare Bulbs		4	5.00	0.50

The credit note is then linked to the return.

Returns Number - RTN0000001

General Memo List

Returns Number : RTN0000001 Return to Supplier :

Type : ☒ 1 - Faulty
☐ 2 - Non-Conformance
☐ 3 - No Longer Required
☐ 4 - Customer Never Received

Account : ADA0001 Adams Light Engineering Ltd

Date Created : 23/05/2019 Amended : 23/05/2019

Invoice Number : INV02616

Invoice Date : 22/03/2019

New Invoice No : Credit : CRE00021

New Invoice Date : / / Date : 23/05/2019

New Account :

Target Date : 06/06/2019 Completion : / /

☒ Return Results Required

Action Close

View

Goods can also be returned to a supplier.

New Return to Supplier

General Memo

Product : LGH100 Box For Spare Bulbs

Return Quantity : 4

Fault : F1 Faulty Wiring

Product	Description	Return Qty	Select
LGH100	Box For Spare Bulbs	4	No

Action

View

Supplier Details

☒ Return to Supplier

Account : CAR0001

Name : Carters Limited

Address : Remington Way
West Gorton
Manchester

Post Code : M13 6TR

Contact 1 :

Contact 2 :

Fault Code : F1 Faulty Wiring

Notes :

Result :

OK Cancel

Test results for the return can be recorded.

Results for Return: RTN0000001

General Memo

Product : LGH100 Box For Spare Bulbs

Return Quantity : 4

Fault : F1 Faulty Wiring

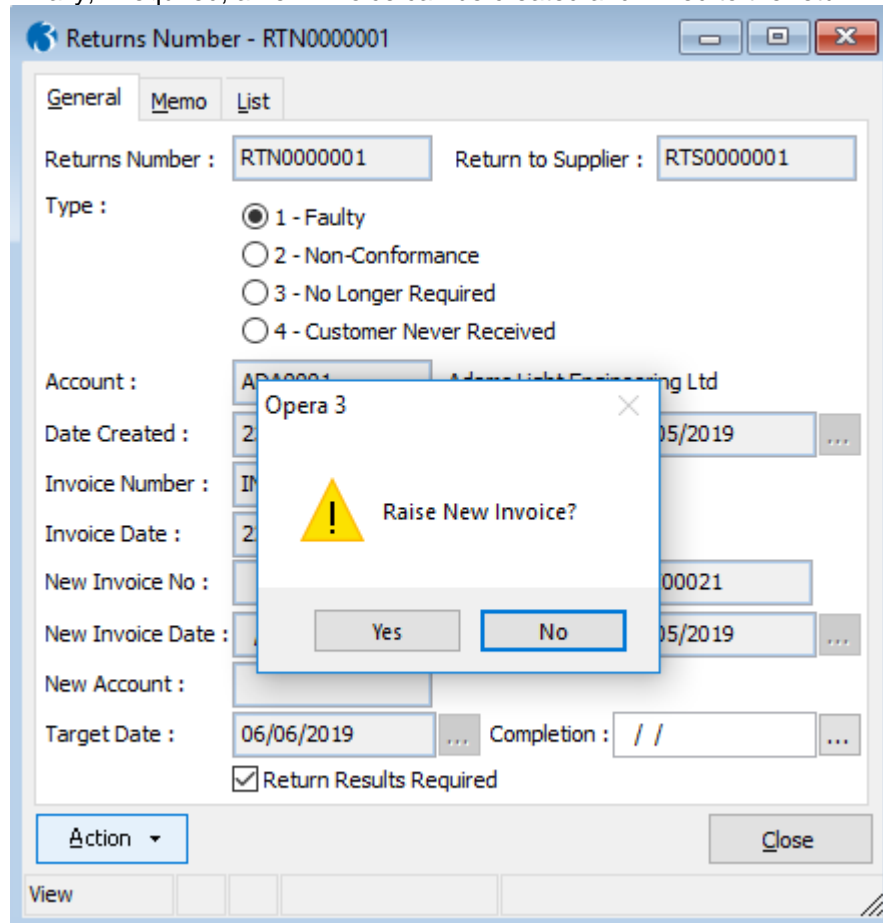
Result :
☐ Justified
☐ Non-Justified
☐ Not Proven
☐ Result Not Required

Product	Description	Return Qty	Result
LGH100	Box For Spare Bulbs	4	

OK Cancel

View

Finally, if required, a new invoice can be created and linked to the return.



The screenshot shows a software window titled "Returns Number - RTN0000001". It has three tabs: "General", "Memo", and "List", with "General" selected. The form contains the following fields and options:

- Returns Number : RTN0000001
- Return to Supplier : RTS0000001
- Type :
 - ☒ 1 - Faulty
 - ☐ 2 - Non-Conformance
 - ☐ 3 - No Longer Required
 - ☐ 4 - Customer Never Received
- Account : AP0001 Adams Light Engineering Ltd
- Date Created : 2019/05/2019
- Invoice Number : IN0000001
- Invoice Date : 2019/05/2019
- New Invoice No : 00021
- New Invoice Date : 2019/05/2019
- New Account :
- Target Date : 06/06/2019
- Completion : / /
- ☒ Return Results Required

At the bottom, there is an "Action" dropdown menu and a "Close" button.

Overlaid on the window is a small dialog box titled "Opera 3" with a yellow warning icon. The text inside the dialog box says "Raise New Invoice?". It has two buttons: "Yes" and "No".

Again, the return details are automatically used to create the invoice.

New Invoice : ADA0001 - Adams Light Engineering Ltd

General **Memo**

Customer Address : Adams Light Engineering Ltd
Close Road
Gosforth Industrial Park
Gosforth
Northumberland
NC5 1WR

Delivery Address :

Cust Ref : ADA-0319-39349D Document : ** AUTO ** 23/05/2019 ...

Due : 23/05/2019 ... Invoice : ** AUTO ** 23/05/2019 ...

Priority : 1 Fully Dispatched (4 - Invoiced)

W/House : MAIN Main Warehouse Tax Point : 23/05/2019 ... ☐ VAT only

Destin. : GB United Kingdom Invoice Due : 15/06/2019 ...

Raised By : ADMIN NL Posting Date : 23/05/2019 ... May 2019

VAT Reg. :

Valid To : / / ... Sales Opportunity :

Placed By : ... Quote Status :

Placed With : ...

Comments :

Return No. : RTN0000001

Action OK Cancel

New Invoice Details : ADA0001 - Adams Light Engineering Ltd

General **Memo**

Reference : LGH100 Warehouse : MAIN In Stock : 366 P.Orders : 100

Description : Box For Spare Bulbs Qty : 4 Factor :

Analysis : ACCE02 VAT : 1 Sell : 5.00 Line Disc : 0.50 Ext :

Job Date : / / ... Cost inc. LC : Margin %: Profit :

Job Ref : Due : 22/03/2019 ... Priority : 1 ☐ W/O ☐ P/O

Project : Department : ☐ Costing Analysis

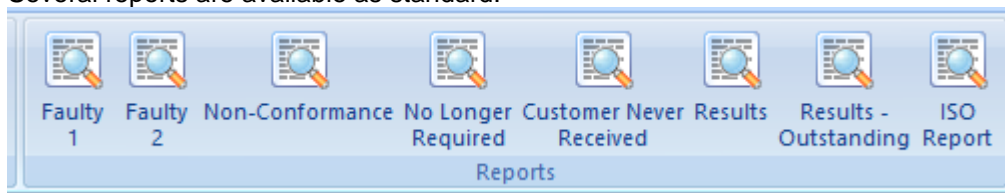
Return No. : RTN0000001

Reference	Description	Quantity	Price	Disc.	VAT	Value
LGH100	Box For Spare Bulbs	4	5.00	0.50	1	19.90

Action ? Invoice total ex VAT 19.90 Post Close

View

Several reports are available as standard.



This report details which products have been returned from which supplier.

Orion Vehicles Leasing

Faulty Report 1

Printed 23/05/2019 at 11:06 by ADMIN

Page: 1

Supplier

<u>Stock Code</u>	<u>Description</u>	<u>Quantity</u>
CAR0001	Carters Limited	
LGH100	Box For Spare Bulbs	4

This report details returns by faulty type.

Orion Vehicles Leasing			
Fault Report			
Printed 23/05/2019 at 11:07 by ADMIN		Page: 1	
		F1	Totals
CAR0001	Carters Limited	1	1
		1	1

Printed by The Administrator

This report details returns by non-conformance type.

Orion Vehicles Leasing			
Non-Conformance Report			
Printed 23/05/2019 at 11:08 by ADMIN		Page: 1	
		N1	Totals
CAR0001	Carters Limited	0	0
		0	0

Printed by The Administrator

Goods Return Manager for Opera 3 – £2950.00

Annual Maintenance & Support - £590.00