

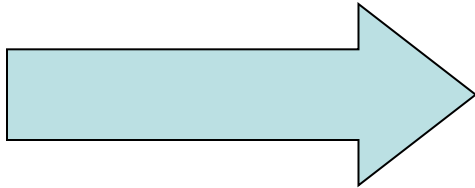
Grafické zobrazení příkladu

RETURN MANAGEMENT

J.Skorkovský

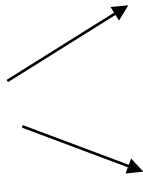
KPH

CRONUS



Zákazník

Modrá lokace



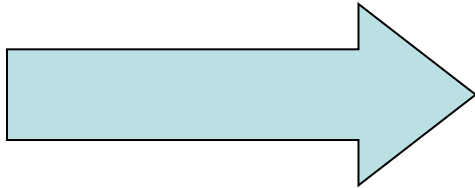
Já chtěla dřevěné..
ale je to
moje chyba



Skříňky jsou poničeny.
Je to
Vaše chyba

CRONUS

Modrá lokace



Zákazník

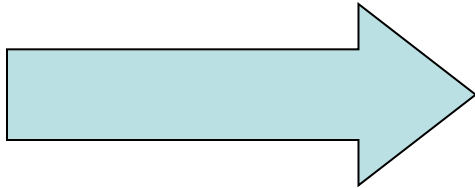


Ok,
vyměníme
za dřevěné,
ale
zaplatíte 5%
původní
částky za
naskladnění
a
vyskladnění



CRONUS

Modrá lokace



Zákazník

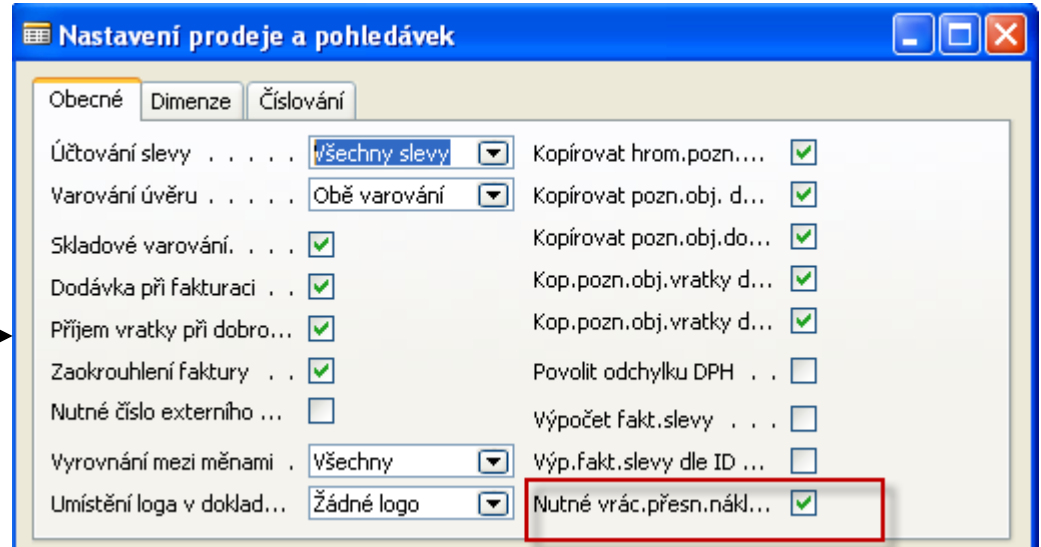
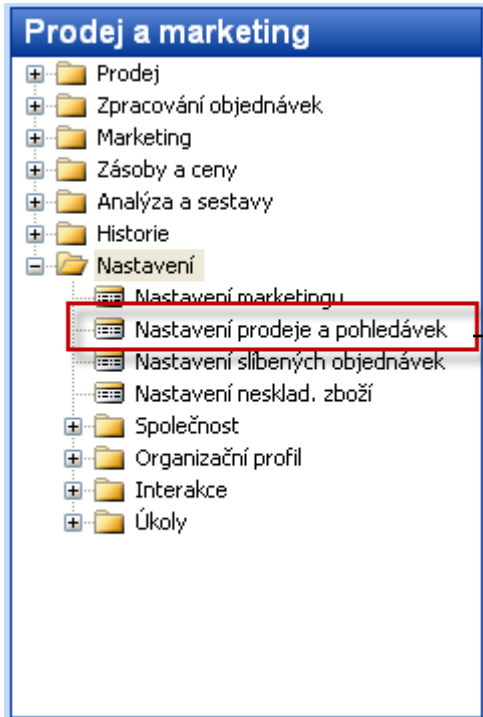


Jak si přejete.
Náš zákazník,
naš pán !!



Já si je nechám a
opravím, ale chci
15% slevu

Nastavení RETURN MANAGEMENT



Returns Management

Chapter 9 – page 176, [8362a_9.pdf](#)

- Overview
- Setting up Returns Management
- Managing Returns from Customers
-

Overview

The [Sales Return Order Management](#) and the [Purchase Return Order Management](#) granules offer an optimal solution to companies that strive to achieve responsive customer service by implementing cost-efficient customer and vendor return policies. Specifically, the application provides a functionality that is characterized by the following key features:

- **Rapid response to customers' requests**
- **Flexibility**
- **Traceability and overview**
- **Automation of the return to vendor process**

Nastavení – Setup – základní

| General | | Dimensions | Numbering |
|--------------------------------------------------------------|--------------------------------------------|--------------------------|-------------------------------------------------------------|
| Discount Posting | <input type="text" value="All Discounts"/> | <input type="checkbox"/> | Copy Comments Blank... <input checked="" type="checkbox"/> |
| Credit Warnings | <input type="text" value="Both Warnings"/> | <input type="checkbox"/> | Copy Comments Order... <input checked="" type="checkbox"/> |
| Stockout Warning | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Copy Comments Order... <input checked="" type="checkbox"/> |
| Shipment on Invoice | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Copy Cmts Ret.Ord. t... <input checked="" type="checkbox"/> |
| Return Receipt on Cre... <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Copy Cmts Ret.Ord. t... <input checked="" type="checkbox"/> |
| Invoice Rounding | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Allow VAT Difference . . . <input type="checkbox"/> |
| Ext. Doc. No. Mandatory <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Calc. Inv. Discount <input type="checkbox"/> |
| Appln. between Curre... <input type="text" value="All"/> | <input type="checkbox"/> | <input type="checkbox"/> | Calc. Inv. Disc. per VA... <input type="checkbox"/> |
| | | | Exact Cost Reversing ... <input type="checkbox"/> |

Úkoly spojené s vratkami na prodejní straně –externí procesy

- **Registering a compensation agreement** with the customer
- **Shipping a replacement item(s)** to the customer (if replacement is part of the compensation agreement)
- **Crediting the customer** (either by means of a credit for physically returned items or a sales allowance where the customer is not required to physically return the items)
- **Shipping a repaired item(s)** to the customer (if repair is a part of a compensation agreement)
- **Follow-up on the return status** (in case of customer inquiries)

Úkoly spojené s vratkami na prodejní straně – interní procesy

- **Receiving returned items and inspecting them** (if relevant)
- **Applying restock charges**
- **Shipping returned items to the vendor for repair (nákup !!!)**
- **Ensuring the accurate inventory value of the returned items**