

## RETURNS

*However good your distribution system, customers will on occasion need to return goods to you, and you to your supplier. KDS Returns provides a complete set of routines for handling such situations.*

### Customer Returns

Record details of short deliveries or goods to be returned - checking the original purchase back to the customer's invoice. Access supporting information at the click of a button, such as invoice and returns history, using the on-line enquiry facilities. Produce collection notes and update stock automatically if goods are returned in good condition and can be returned to stock - charging a restocking fee if appropriate - or isolate stock that is due to be returned to supplier or is otherwise unfit for resale. For additional control and traceability of batched products, identify the individual batch and expiry date of the stock returned. For similar control of serial number controlled items, identify the serial numbers of a specific returned item.

The screenshot shows the 'Returns Entry' window with the following data:

Acct	1565 ALTRUFIELD LTD	Currency	STERLING
	29 BORDESLEY	Ret Date	020109
	TRADING ESTATE	Reason	4 SENT IN ERROR
	BORDESLEY GREEN ROAD	Cu Ref	
	BIRMINGHAM B8 1BZ 4/86	Location	1 COVENTRY
		Conf	<input checked="" type="checkbox"/>
Return No	100032		
Return Type	1 NOT ON CUSTOMER INVOICE		
Invo No			
Invo Date			
Line No			
Product Code	Description	I/Qty	S/Price Disc%
K960815	10 000 MANIACS BLIND MAN'S ZOO	1	8.180 .00
BDF No	Batch Ref	Exp Date	Restk %
Text		Reason	1 SENT IN ERROR .00
Serial No			Conf <input type="checkbox"/>

*Recording Customer Return*

Raise credits on a line by line basis or credit complete invoices without having to refer to the line detail. The details are automatically picked up by the integrated KDS Order Processing routines for onward

processing and the production of credit notes.

Improve customer service by providing your customers with on-line access to the Returns module via CSfD's integrated web application, AXIS. In addition to tracking the status of any outstanding returns, customers can also monitor any outstanding orders and queries.

### **Supplier Returns**

Manage the return of goods to supplier either as part of the customer returns procedure or using the separate supplier routines. Record details of the goods to be returned, produce returns advice notes to accompany the returned goods, and automatically downdate the stock records if goods are being returned from stock or isolation.

### **Monitoring and Analysis**

Specify the reason for each return and classify them by type for statistical purposes – enabling you to highlight problem areas such as sub-standard products, persistent returners of goods or inefficiencies within your own organisation. Monitor outstanding, amended and completed returns and report on returns at both a summary and detailed level.

## Key Features

- Manage customer and supplier returns, together or separately
- Immediate access to invoice and returns history
- Produce credit notes and other supporting documentation
- Automatic updating of stock records
- Statistical classification and analysis
- Allow customers to track the status of their returns on-line

## Related Products and Services

- *KDS Order Processing*
- *AXIS* web application



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