



QuickStart Guide

Factory Returns

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Factory Returns

ARKONA QuickStart Guide

Use this QuickStart Guide for help generating a factory return.

- An authorized user can take the following steps to generate a factory return.

1. Start a new return.

- a. Take option **12=Factory Returns** from the Parts Inventory & Invoicing menu.
- b. Enter your counterperson ID.
- c. Use function **F6=Add** to start a new return.

2. Enter a return number and return description.

3. Complete the remaining fields on the screen using the following table as a guide.

Prompt	Meaning
Core Return	Set Core Return = Y to select only core parts on the return.
Days Since Last Sale	Enter a number of days. The system will only select parts for the return have not had a sale in this number of days. Only use this prompt when Use Phase-Out Days = N.
Use Phase-Out Days	Set Use Phase-Out Days = Y to dynamically change the number of days since last sale for each part based on its stocking group phase-out criteria. For example, if part A is in stocking group 100 and stocking group 100 has its phase-out criteria set to phase out a part after 180 days with no sale, part A will be selected if it has not had a sale in at least 180 days. Parts in other stocking groups will be selected based on their stocking group phase-out criteria. Only use phase-out days when Days Since Last Sale is 0.
Return Code	Enter the manufacturer provided return code to select only parts that are designated as being eligible for return. Use ** to select parts with any return code.
Manufacturer	Hit F4 to see the list of valid manufacturers and take option 1=Select by the manufacturer for this return.
Stocking Group	Hit F4 to see the list of valid stocking groups and take option

Prompt	Meaning
	1=Select by one or more stocking groups to include on the return.
Starting with Bin/Shelf	Enter a starting bin/shelf to limit the parts selected for the return to a range of bins.
Ending with Bin/Shelf	Enter an ending bin/shelf to limit the parts selected for the return to a range of bins.
Return Limit	Enter a dollar amount to limit value of parts selected for return.
Minimum Line Value	Enter a dollar amount to exclude parts from the return if the return value of the part is less than the minimum line value. For example, if the minimum line value was set to \$5.00, a part that cost \$1.25 with 2 on hand would not be selected for the return.

4. Press [ENTER] to display the return in edit mode.

5. Edit the return.

- a. Use function **F18=Print** to print the return.
- b. **To enter a Packing Code, Box Number, or change the quantity to be returned**, take option **2=Change** by the part number.
- c. **To remove a part from the return**, take option **4=Delete** by the part number.
- d. **To manually add a part to the return**, use function **F6=Add**, key in the part number, return quantity, packing code, and box number.

6. Reprint the return.

- It is a good idea to print the return again for your records after editing is completed.
- Take option **9=Print** by the return.

7. Post the return.

- Posting the return zeros out the quantity on hand and changes the status to Non-Stock.
- After the return has been approved by the factory, it can be posted by part number or all at once.
- **To post the return by part number**, take the following steps:
 1. Take option **7=Post by Part** by the return to display all of the parts.
 2. Take option **2=Post** by the parts you want to return.
- **To post the entire return**, take option **8=Post** by the return.