



## RMA's

Is there an approval process in place that insures the product being returned is in the same shape it was when it left your location? Do you want to take the 'approval' for returning items to inventory away from the front desk and into the hands of the warehouse manager so that they can be inspected before they are returned to Inventory?

Using the RMA feature found in Sales Order you can take back control of Customer Returns being put back into Inventory.

With the Business Rule "Return Items Direct to Stock" set to NO the RMA process can be accessed. (With the Business Rule set to YES the credit memo function is the same as in previous versions, the item is automatically returned to inventory.) Reason Codes are set up for returns so that when the returns are reviewed by management the reason for the return will appear along with the RMA's items that are being returned..

In Sales Order, Transactions, select RMA as Transaction Type. The COPY function allows you to select which posted invoice you would like to automatically bring in as an RMA transaction. Once copied in lines items can be edited, added to, or deleted. A REASON code can be assigned by line item. You can also not use the copy function and enter the RMA manually. An RMA can then be printed and sent to the Customer to return the goods with. Once the goods are returned the RMA transaction is changed to a Credit Memo and the items will then appear in the Returned Items Function.

For transaction processing the Miscellaneous Credit Journal is run and when posted only the Sales Tax, Revenue and Accounts Receivable General Ledger entries are posted. The cost for these items remains in the Returned Items Function.

Once in the Returned Items Function the appropriate manager will see each item returned along with the Return Code. If the items are to be returned to inventory then the Status is changed from NEW to AP-PROVED with the quantity. When approved the Returned Items Journal is run and shows the items to be returned. When posted the items return to inventory and the appropriate COGS and Inventory accounts are credited and debited.

Items can remain in the Returned Items Function and can be re-worked and returned to Inventory, or the Quantity can be changed to zero and with the next posting these will be removed from the Returned Items function.

## Keeping up with Inventory

Using the two fields within an Inventory Item Location called MAX ON HAND and SAFETY STOCK you can set the maximum quantity that you want on hand for each Inventory and the Safety Stock that you do not want the quantities of this item to go below.

Once these two fields are filled in for each item you can run the 'Inventory Safety Stock Alert Report' and this report will list for you all Items in all Locations whose current 'Quantity On Hand' is below the Safety Stock Amount. (Traverse gives you the added ability to run this report for "Quantity Available" rather than just Quantity on Hand.)

Running this report will quickly give you every item that is below the level it should be allowing you to place orders to bring in more product.

Running the Inventory Over Stock Report will list all items whose On Hand Quantities are above the maximum amount that you set.

Knowing what items you have overstocked will assist you in making business decisions regarding pricing, running sales, or applying discounts for large purchases of these items.

These are the most simplistic reports that you can run to analyze your Inventory quickly.

Other fields available such as Order Point, EOQ, and Minimum Order can assist in Reorder Processing and other more sophisticated Inventory analysis.

## Futa Change

As noted in the last newsletter the Federal Unemployment Rate of .8% has expired as of June 30, 2011.

Beginning with July 1, 2011 the new rate is .6%.

For those current on CES changes were sent out for OSAS showing the Formula and Tax Table changes and for TRAVERSE an update can be applied.

If this update was not put on or was changed after a Payroll was already run in July you can still back into the figures that you need by running the Employers Tax Report as Taxable Wages. This will give you the correct amount of taxable wages and you can apply the .6% to the wages and pay that amount. You can then make the adjustment to your General Ledger

## Please Welcome Peter!

BWC announces our newest employee, Peter Mack. Peter has been hired to fill a new full time position being added to our team - Desktop Support Technician. Peter will be working primarily with our clients in the area of PC support, network services, and server support. Peter attended Hobart-Williams college, where he gained hands on experience supporting users at their help desk.

In his first several weeks, Peter has been gaining skills specific to the equipment we have installed at many of our clients, and will undoubtedly grow into new expertise areas in the future. Please join us in welcoming Peter to the BWC team!

## New Updates

Both TRAVERSE 11 and OSAS 7.6 have released updates within the last month.

TRAVERSE 11 Build 11195 was released this week and can be downloaded and installed at any client that is current on CES. Contact us for more information and to schedule installing this update.

OSAS 7.61 was released this month. This release provides a new interpreter as well as all numerous 'bug' fixes to the programs since 7.6 was released last year. If you are currently on version 7.6 and are current on your CES you will be receiving this Maintenance Update in the mail. Contact us to schedule the install.



## Cash Flow Report

Within your Management Report Setup in General Ledger is the Cash Flow Content will allow you to analyze you inflows and outflows of cash for any specified period or periods.

You specify the type of account it is Income, Investing activities, financing activities, cash and cash equivalents, and adjustments to reconcile net income to net cash from operating activities.

There is a 'sample' cash flow statement already written that you can COPY over to a new statement name and use for the Company that you want this Cash Flow Statement to apply to.

All General Ledger Accounts must have the proper Account Type assigned to it. Once all account types are correct you simply tell each line whether it is an A (adjustment), C (cash), F (financing activity), or I (investing activity) and assign the account types from and through that relate to that line.

For example for the Changes in Receivables you would include Account Types 20 (Accounts Receivable) through 25 (Allowance for Bad Debt) etc.

Once set up you can now reconcile your net income to your net cash from operating activities.

## Select Payables

You just prepared your payments and realize that one invoice for a vendor was selected and it should not have been since you do not want to pay them until the next time you process payments.

You can handle this two ways. The first way is to un-prepare your payments by going back in and stating that you do want to start over, then go into Hold and Release and change the status of the invoice in question to either Held or Temp. Then re-prepare your payments and move on.

There is a short cut. You do not have to 'un-prepare' your payments at all. While payments are still prepared you can enter the menu item "Select Payments" select the Vendor (in OSAS select the Method of Payment first, and then the Vendor) and all the invoices that will be included in this check run are displayed.

Next move your cursor next to the invoice that you do not want to pay in this check run and click DROP. This will drop the invoice from this check run and give it a status of TEMP. The status of temp means that it will not be paid in this check run but after this check run is posted will revert back to a RELEASED Status.

Once dropped and totals are correct proceed with check printing.

