TracReturns

User Documentation

www.MustangTechnologies.com

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TracReturns
Overview

To expedite the new releases of minor updates to TracReturns, we have elected to keep the majority of the manual as is – and list all new changes in a separate section called "Updates". Please refer to the "Updates" section for information about the latest version.

TracReturns is a return material authorization (RMA) software application that tracks product returns and repair estimates for service and manufacturing companies.

All steps of the return process are tracked in TracReturn – including, the date the return was issued, the date the equipment arrived, the date the estimate was provided, date it was repaired, and the date the product was returned. TracReturn also stores the estimate amount and details of the repair.

TracReturns Requirements

TracReturns is a multi-user .NET Windows application. To install TracReturns, you must have the Microsoft .NET Framework 3.5 installed onto your computer. If you do not have the .NET framework on your computer, the installation process will prompt you to download .NET 3.5 from Microsoft's website.

TracReturns was tested Windows XP, Vista, and Windows7.

TracReturns Features

- Multi-user
- Tracks a "Return Ticket" through all steps of the customer return process
- User-defined RMA number
- Generate estimates
- Track failures by model/product
- Print cover letters – custom 1-page reports from WORD templates
- Automatically email customer when the status of their return changes – each status has its own email template
- When a product is returned to a customer, TracReturns can email the shipper's name, website address, and tracking number – which will allow the customer to track the shipment
- User-defined fields
- Attach WORD documents, PDF's, and Excel files to the ticket
- Track repairs
- Repair parts inventory module
- Import customers, vendors, repair parts, and models/products
- Auto logon – no need to enter user name and password
- Select database when TracReturns starts – allows user to use multiple databases
- Built-in Database tools to keep Jet 4.0 database in top working condition.
- Assign priorities to each "Return Ticket" which is used for sorting on some reports
- Many reports, including:
    - List RMA's by status and date range
    - Failures by models/products and parts replaced
    - RMA Ticket to be returned to customer
    - Estimate for repair
    - Status – print a variety of status report based on criteria such as RMA ticket status, return dates, etc.

Getting Started

Below is a summary of steps to get started with TracReturns. For details, please refer to the appropriate section of this document.

1. Decide where you want to install TracReturns and where the database will be located. If multiple users will be using TracReturns, then the TracReturns database must be located on a centralized server. The WORD templates (*.DOT files) must be copied to the same folder as the TracReturns database.

   When you install TracReturns, the default database (called TracReturns.MDB) is stored in the same folder as TracReturns.EXE. The installation will also install Empty.MDB which is a copy of TracReturns.MDB at the point of installation.
2. After you install TracReturns on the first user's workstation, copy the database (and the DOT files) to the proper location (and remember the location). **Contact your computer people to ensure that the TracReturns database is backed up on a regular basis – WE STRONGLY RECOMMEND THAT THE TracReturns DATABASE IS BACKED UP TO A BACKUP MEDIUM (such as CD or Tape) ON A DAILY BASIS. IF YOU LOSE YOUR DATA, IT CANNOT BE RECOVED. MUSTANG TECHNOLOGIES WILL NOT BE RESPONSIBLE FOR LOST DATA.**
3. Install TracReturns onto all other users' workstations. Do not copy the database again.
4. On each computer running TracReturns, run TracReturns using the logon of user "admin" and password "admin". Select the "Configuration" submenu under "Maintenance" and browse to the common TracReturns database. The default folder is "C:\Program Files\TracReturns" – which is the default installation folder. If you installed TracReturns into another folder (other than the default folder, you will get an error message indicating the database is corrupt or missing. Then you will have the option to switch to another database).
5. After all copies of TracReturns are pointing to the same database, log in as admin – and change your password for the admin account (perhaps change the user name too).
6. Change the company name under Maintenance/Company Information from "Mustang Technologies" to your company name (and address). You can only do this after you received a valid registration key.
7. Add all other users with a unique password and the proper role/security.
8. Add all the models to your database.
9. Start adding returns to your database.
10. To register your version of TracReturns, visit our web site at www.MustangTechnologies.com and order TracReturns. A registration key will be emailed to you within 24 hours.

Backing up your Database

It is the end user's responsibility to backup their TracReturns database on a regular basis (preferably on a daily basis). If the database is damaged or if the server is damaged, your data will be lost and cannot be recovered – and your last good database will be your last backup. Since the database can be located at any location and the name of the database is flexible as well, we cannot tell you what database (or location) to backup. Please speak to your computer people on this matter – it is vital that you backup your database. Mustang Technologies is not responsible for lost data and damaged databases. See the Database section for more information.

Using TracReturns

Logon

To access TracReturns, you must logon. Each user is assigned one of four security levels. Level 4 is the highest which provides complete access to all areas of TracReturns. For first time users, the following users exist in the TracReturns database:

User Name	Password	Security Level
admin	admin	4
level1	level1	1
level2	level2	2
level3	level3	3

After the user logs onto TracReturns using a "User Name" with a security level of 4, the user will be able to add additional users and modify existing users. First time users are free to use and evaluate TracReturns for 30 days. To use TracReturns beyond the first 30 days, a "Registration Key" must be entered using the "Register" option on the Logon screen (see figure 1). A "Registration Key" is given to users that buy a legal copy of TracReturns from "Mustang Technologies". For instructions on registering your version of TracReturns, please refer to the "Registering TracReturns" section of this manual.

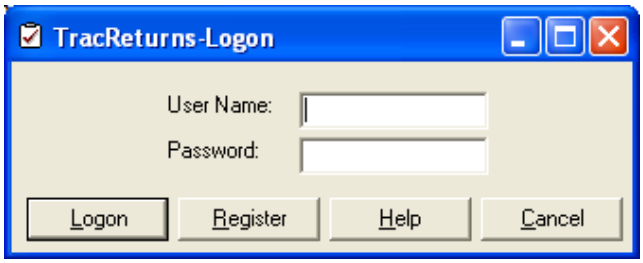


Figure 1

Logon
To logon to TracReturns, enter a "User Name" and "Password" and click the "Logon" button. Please note that passwords are case-sensitive.

Note: After the 30-day free trial period, the "Logon" button is disabled and the user MUST register TracReturns to continue using it.

After logging onto TracReturns, the main screen is displayed (see figure 3).

Security/Roles

Each user is assigned a security level (or role number) ranging from one (1) to four (4) – four (4) being highest and providing rights to all areas of TracReturns.

Below are the major features of TracReturns and the security level required to use the feature.

Features	Level 1	Level 2	Level 3	Level 4
Delete Return Ticket				*
Change Database				*
Change configuration values				*
Change Users				*
Change Models/Products				*

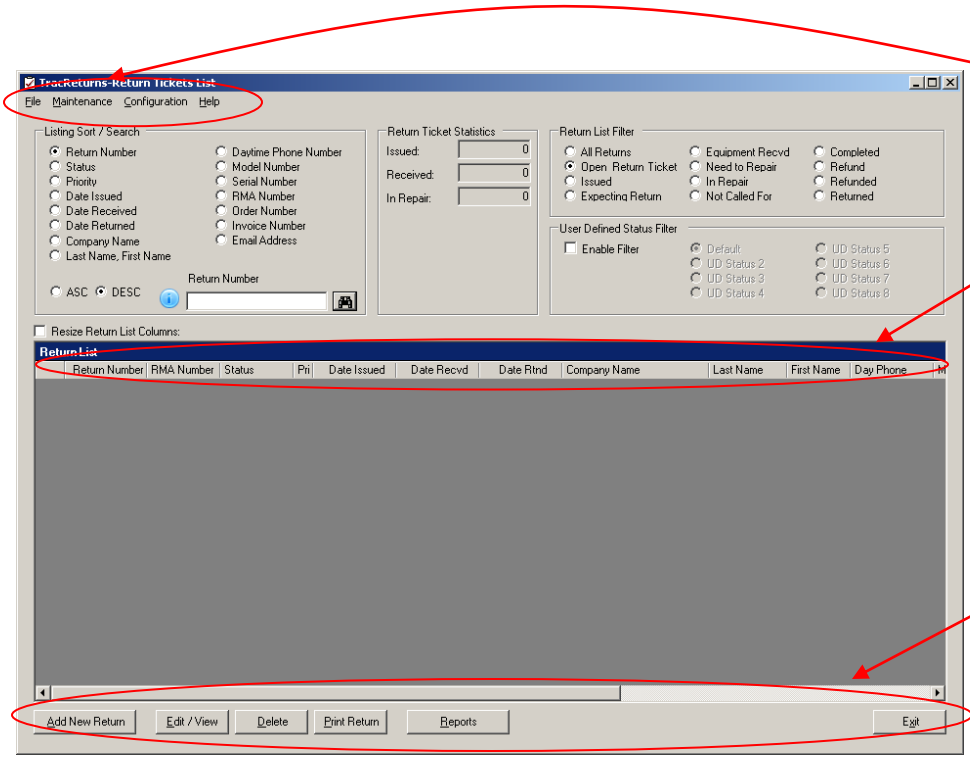
Change Email Templates				*
Import Data				*
Change Failure Codes			*	*
Change Customers			*	*
Change Parts			*	*
Change Purchase Orders			*	*

Main Screen

After logging into TracReturns, the main screen is displayed (see figure 2).

If there are returns in your database, they will be listed (sorted) by descending "Return Number" order in the "Return List" grid. Descending order means the first return listed would have been the last return created. To sort returns by "Return Number" in ascending order, click on the column header for "Return Number". In figure 3, there are no returns – indicating an empty database. If you know you have returns in your database, then perhaps you opened the wrong database (or perhaps TracReturns was re-installed). To switch to another database, select the "Configuration" submenu option under "Maintenance" main menu option.

From this main menu, you can add new returns, edit and view existing returns, print existing returns, delete returns, and search for a particular return by a specific column. Also, statistics about your return database is shown.

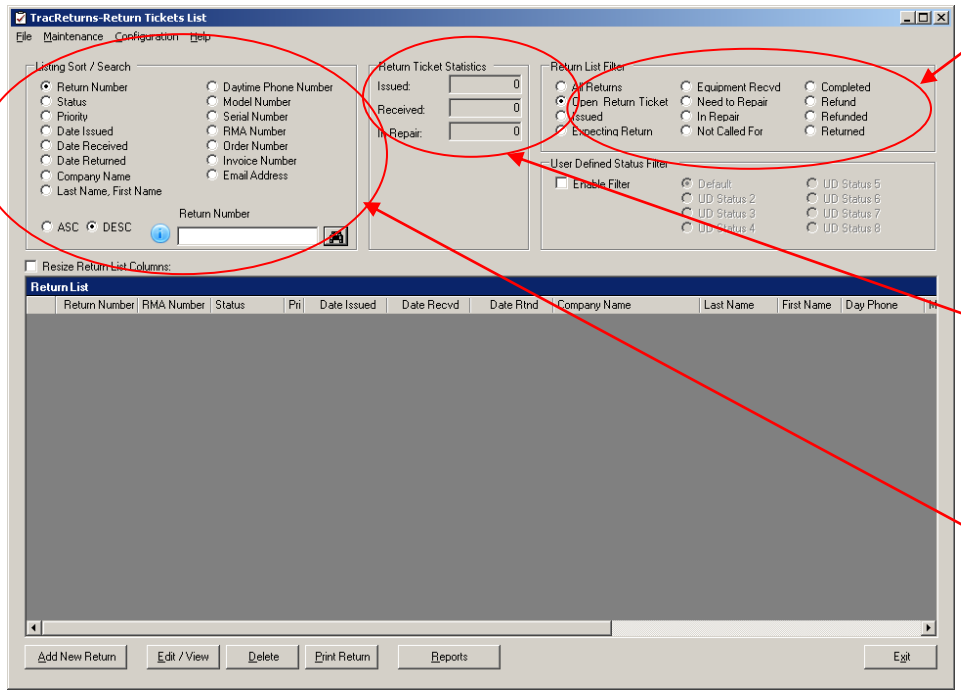


Main Menu Options
Click on Menus to view submenu options.

Column Headers in the Return List Grid
To sort the list for a particular column, click on the column header. Initially, a column is sorted in ascending order. To change the order, click on the column again and the returns will be sorted in descending order.

Main Commands
To add, view, edit/modify, delete, or print a return – use one of these commands/buttons.

Figure 2



List Filter
By default, only open returns are listed. To list by other filters, select the filter such as "Need to Repair".

Return Ticket Statistics
Statistics showing the number of returns in your database and their statuses, a statistics matrix is provided.

Listing Sort/Search
To change the sort or to search for a return by a particular value, select the search column, enter a value, and click on the find button.

Figure 3

Configuration Menu

Email Template Setup

TracReturns (TR) can send emails to customers when the status of their Return Ticket (RT) changes. For example, TR can be configured to send an email to the customer when the initial RT is saved or when the status changes to "Returned". A different email template can be designed for each change of status. For example, the email template for a new ticket may include the RMA number and the address to ship the product to. The email template for the "Returned" status may include the shipping company, its website, and the tracking number.

To start, you must add email templates for each event. An event occurs when the status of the Return Ticket (RT) changes or when a new ticket is added. For example, changing the status of the RT from "Completed" to "Returned" is an event – however the email is not sent until the RT is saved. To add an email template, select "Email Template Setup" under the "Configuration" menu option.

After clicking on the "Email Template Setup" option, the following screen is displayed (see figure 4).

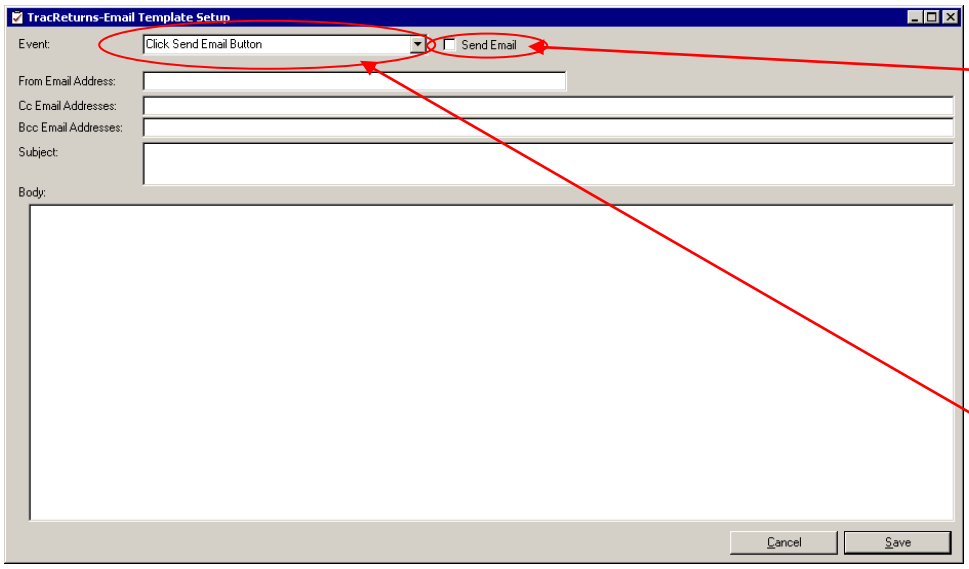


Figure 4 – Email Template Setup Screen

The "Email Template Setup" screen allows the user to enter email templates that will be used by TracReturns (TR) when certain events occur. The user can enter KEY FIELDS into the template similar to the concept used on Cover Letters. When creating the actual email, TR replaces KEY FIELDS from the email template with values from the RT. KEY FIELDS begin with "<<" and end with ">>". For example, the KEY FIELD for first name is "**<<FirstName>>**" and the key field for last name is "**<<LastName>>**". Below is a list of KEY FIELDS supported by the email template.

KEY FIELDS	**Value from Return Ticket**
<<FirstName>>	First Name
<<LastName>>	Last Name
<<Address1>>	Address 1
<<Address2>>	Address 2
<<City>>	City
<<State>>	State
<<Zip>>	Zip or Post Code
<<Country>>	Country
<<PaymentAmount>>	Amount in the Payment Method group
<<EstimateAmount>>	Amount in the Estimate group
<<RepairAmount>>	Total value on "Service / Repair" tab
<<ReturnTicketNumber>>	Return Ticket Number
<<ModelNumber>>	Model
<<SerialNumber>>	Serial Number
<<CompanyName>>	Company Name
<<OrderNumber>>	Order Number
<<UserDefinedRMANumber>>	RMA Number (the new RMA Number)
<<ModelNumber1>>	Model numbers from the multiple items tab on RT
<<ModelNumber2>>	
<<ModelNumber3>>	
<<ModelNumber4>>	
<<ModelNumber5>>	
<<ModelNumber6>>	

<<ModelNumber7>>
<<ModelNumber8>>
<<ModelNumber9>>
<<ModelNumber10>>
<<ModelNumber11>>
<<ModelNumber12>>

<<SerialNumber1>> Serial numbers from the multiple items tab on RT
<<SerialNumber2>>
<<SerialNumber3>>
<<SerialNumber4>>
<<SerialNumber5>>
<<SerialNumber6>>
<<SerialNumber7>>
<<SerialNumber8>>
<<SerialNumber9>>
<<SerialNumber10>>
<<SerialNumber11>>
<<SerialNumber12>>

<<Note1>> Notes from the multiple items tab on RT
<<Note2>>
<<Note3>>
<<Note4>>
<<Note5>>
<<Note6>>
<<Note7>>
<<Note8>>
<<Note9>>
<<Note10>>
<<Note11>>
<<Note12>>

<<Quantity1>> Quantity from the multiple items tab on RT
<<Quantity2>>
<<Quantity3>>
<<Quantity4>>
<<Quantity5>>
<<Quantity6>>
<<Quantity7>>
<<Quantity8>>
<<Quantity9>>
<<Quantity10>>
<<Quantity11>>
<<Quantity12>>

<<UnitPrice1>> Unit prices from the multiple items tab on RT

<<UnitPrice2>>
<<UnitPrice3>>
<<UnitPrice4>>
<<UnitPrice5>>
<<UnitPrice6>>
<<UnitPrice7>>
<<UnitPrice8>>
<<UnitPrice9>>
<<UnitPrice10>>
<<UnitPrice11>>
<<UnitPrice12>>

<<Extended1>> Extended totals from the multiple items tab on RT
<<Extended2>>
<<Extended3>>
<<Extended4>>

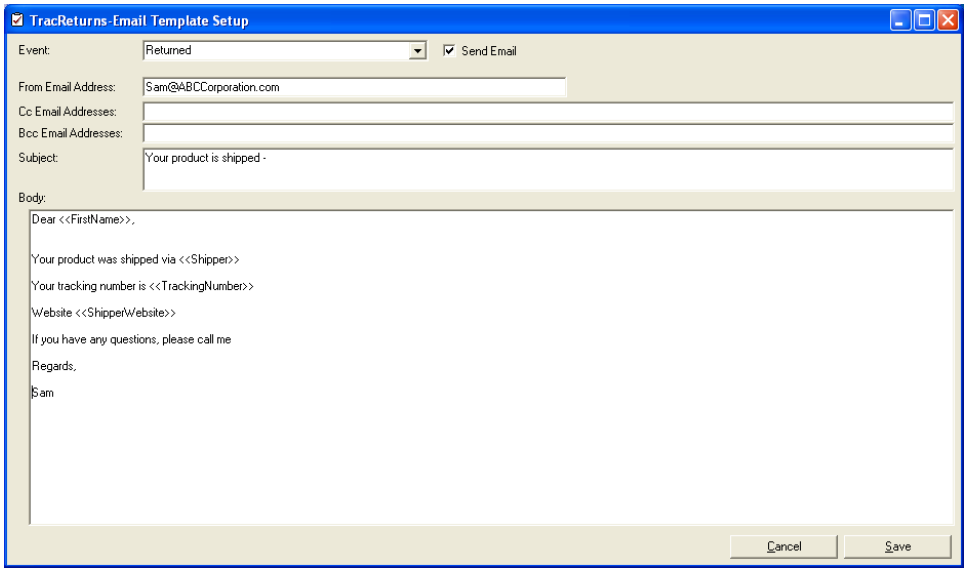
<<Extended5>>	
<<Extended6>>	
<<Extended7>>	
<<Extended8>>	
<<Extended9>>	
<<Extended10>>	
<<Extended11>>	
<<Extended12>>	
<<ExtendedTotal>>	
<<Location>>	Purchase Location
<<UserDefinedField1>>	User defined field from the User Defined tab
<<UserDefinedField2>>	
<<UserDefinedField3>>	
<<UserDefinedField4>>	
<<UserDefinedField5>>	
<<UserDefinedField6>>	
<<UserDefinedField7>>	
<<UserDefinedField8>>	
<<UserDefinedField9>>	
<<UserDefinedField10>>	
<<UserDefinedField11>>	
<<UserDefinedField12>>	
<<IssueDate>>	RT issued date
<<PurchaseDate>>	Date product was purchased
<<ArrivalDate>>	Date return received at your company
<<EstimateDate>>	Date estimate was created
<<CompletedDate>>	Date the repairs were completed
<<ShippingDate>>	Date the product was returned to customer
<<Priority>>	Priority of return
<<PriorityDescription>>	
<<InvoiceNumber>>	
<<ReplacementDate>>	
<<ReplacementSerialNumber>>	
<<ReplacementModelNumber>>	
<<FailureCode1>>	
<<FailureCode2>>	
<<FailureCode3>>	
<<FailureDescription1>>	
<<FailureDescription2>>	
<<FailureDescription3>>	
<<PartsShipping>>	
<<PartsTaxes>>	
<<PartsTotal>>	
<<Contents>>	
<<DayTimePhone>>	
<<EveningTimePhone>>	
<<Fax>>	
<<Problem>>	
<<PaymentMemo>>	
<<EstimateMemo>>	
<<ShippingMemo>>	
<<ShippingAmount>>	
<<CheckNumber>>	
<<PurchaseLocation>>	
<<OpenedBy>>	User that opened the RT
<<ClosedBy>>	User that closed the RT
<<PaymentMethod>>	
<<Warranty>>	Is the product under warranty

<<EstimateRequired>>	
<<EstimateApproved>>	
<<RepairNotes>>	
<<Status>>	RT status
<<UserDefinedStatus>>	
<<ReplacementDate1>>	
<<ReplacementSerialNumber1>>	
<<ReplacementModelNumber1>>	
<<ReplacementDate2>>	
<<ReplacementSerialNumber2>>	
<<ReplacementModelNumber2>>	
<<ReplacementDate3>>	
<<ReplacementSerialNumber3>>	
<<ReplacementModelNumber3>>	
<<Shipper>>	The shipper used to return the product
<<ShipperWebsite>>	The website of the shipper
<<TrackingNumber>>	The tracking number for the return

Email templates can be setup for the following events/conditions/status changes:

Event/Condition/Status Change	**Description**
Click Send Email Button	Email sent when user clicks the “Send Email” button on Return Ticket screen
Completed	When the RT status changes to “Completed”
Equipment Received	When the RT status changes to “Equipment Received”
Expecting Return Item	When the RT status changes to “Expecting Return Item”
In Repair	When the RT status changes to “In Repair”
Need to Repair	When the RT status changes to “Need to Repair”
Not called for	When the RT status changes to “Not Called For”
Other	When the RT status changes to “Other”
Refund	When the RT status changes to “Refund”
Refunded	When the RT status changes to “Refunded”
Returned	When the RT status changes to “Returned”
RMA Issued	When the RT is created or when the status changes to “RMA Issued”
UD Status 1	When the RT user-defined status 1 is selected
UD Status 2	When the RT user-defined status 2 is selected
UD Status 3	When the RT user-defined status 3 is selected
UD Status 4	When the RT user-defined status 4 is selected
UD Status 5	When the RT user-defined status 5 is selected
UD Status 6	When the RT user-defined status 6 is selected
UD Status 7	When the RT user-defined status 7 is selected
UD Status 8	When the RT user-defined status 8 is selected

Below are a few examples of email templates:



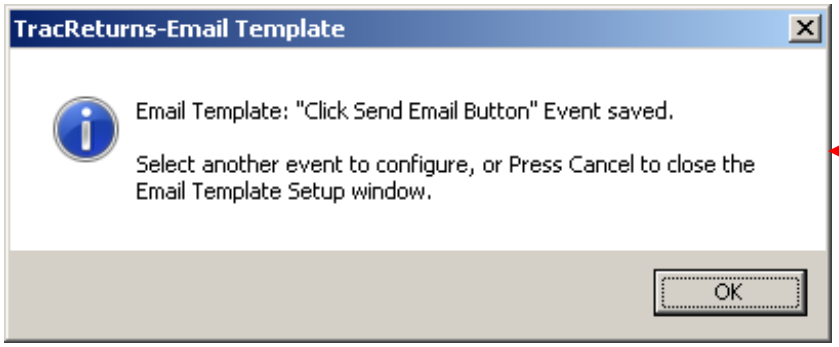
Email Template Setup
For "Returned" Event/Status

This email template will be used when the Return Ticket's status changes to "Returned". The actual email will replace KEY FIELDS (such as <<FirstName>>) with the actual data from the Return Ticket.

This email template is a great example of an email that should be sent to the customer when the product is returned to the customer. This template would provide shipping information to the customer so that they can track their return.

Figure 4.1 – Email Template Setup Screen – For "Returned" Status

After the user changes the Email template, the user must click the "Save" button to save the changes. Unlike other TracReturns data entry screens that return you to the previous screen after you click "Save", the Email Template Setup screen will display a message stating the template was saved (see Figure 4.2) – but the user will remain on the Email Template Setup screen until the user clicks the "Cancel" button.



Email Template Setup
"Save" Button Clicked

After the user clicks the "Save" button, TracReturns displays a confirmation screen.

Each Email template must be saved individually.

Figure 4.2 – Email Template Setup Screen –After the "Save" button is clicked

Below is an example of an email template for sending a general status of the return. This template is used when the user clicks the "Send Email" button on the "Return Ticket" screen. See Figure 4.3.

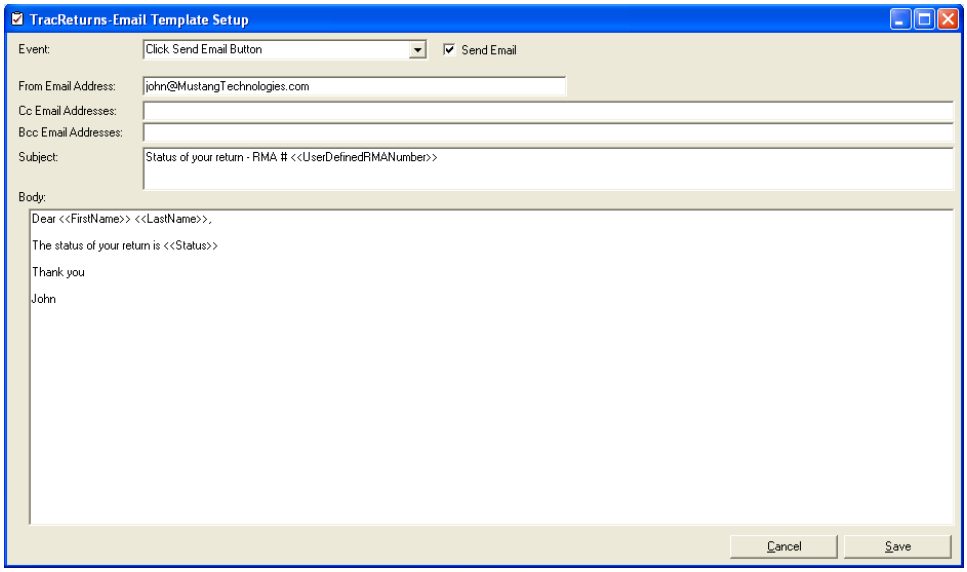


Figure 4.3 – Email Template Setup Screen – for the "Send Email" button

Input fields on the Email Template Setup screen are:

Event

Using the combo box, select the Event/Status/Condition. Each event/status/condition has its own email template. For example, the email sent to the customer when the RMA # is first created can be much different than the email sent to the customer when the repairs are complete.

Send Email

Each email template has its own "Send Email" parameter/checkbox. This checkbox MUST be checked for EVERY email template that the user plans to use.

In addition, the "Enable Emails" option on the Configuration screen MUST be checked to enable the email functionality throughout TracReturns.

From Email Address

Enter the standard email address that will send an email for a certain event. For example, perhaps the email address when an RMA is issued is RMA@ABCCorp.com and the email address when the product is returned is Shipping@XYZ.com.

Enter a valid email address.

On some email servers, the "from" field email address must exist.

CC Email Addresses

Enter the standard email addresses that should receive a copy of the email that is being sent to the customer. The CC email addresses may be the general manager and the shipping clerk. So the user may enter:

JoeSmith@Record.com; BobJones@Record.com

Separate each email address with a semicolon (;).

Enter a valid email addresses.

BCC Email Addresses

Enter the standard email addresses that should receive a copy of the email this is being sent to the customer – however, the recipient of the email will not see any BCC email addresses.

JimJohnson@Vendor.com

Separate each email address with a semicolon (; or ,).

Enter a valid email addresses.

Subject

Enter a subject for the email. For example, the email sent when a product is received may have a subject of "*Your product was received – your RMA# is <<UserDefinedRMANumber>>*". Note: KEY FIELDS (such as <<UserDefinedRMANumber>>" can be entered on the subject line.

Body

Enter a body of the email. For example, the email sent when a product is shipped (status of Returned) may include shipping information and tracking information similar to Figure 8.11 (above).

Note: Only standard text can be entered into the body of the email. Color, different fonts, and images/logos are not supported.

To save, click the "Save" button for each email template. To exit "Email Template Setup", click on the "Cancel" button.

Company Information

To modify the company information area, select the "Company Information" submenu under "Configuration". See figure 5.

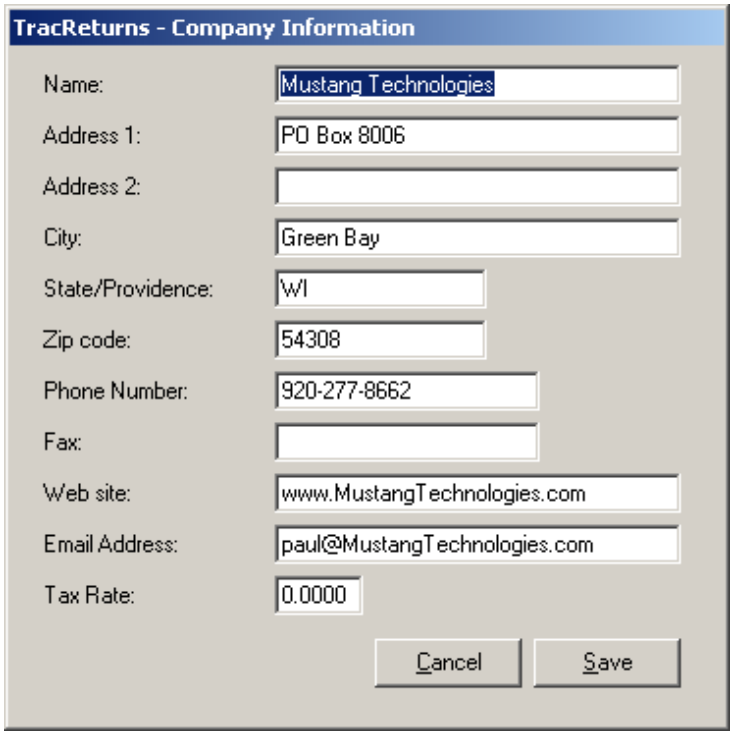


Figure 5

The company information is used on some reports.

The tax rate is entered in standard mathematical format. Here are some examples:

For a tax rate of	Enter this into the Tax Rate input field
3.5%	0.0350
5.0%	0.0500
5.5%	0.0550
8.0%	0.0800

The tax rate applied on repairs – if the checkbox is CHECK next to the "Taxes" field on the "Service/Repair" tax (see figure 14.2)

Enter your company information and the tax rate (for repairs) then click the "Save" button. If you click the "Cancel" instead of the "Save" button, no changes will be saved.

Main Configuration

To change one of the many configuration options, select the "Configuration" submenu under "Main" – see figure 6. The configuration screen has 2 tabs: General and User Defined Labels.

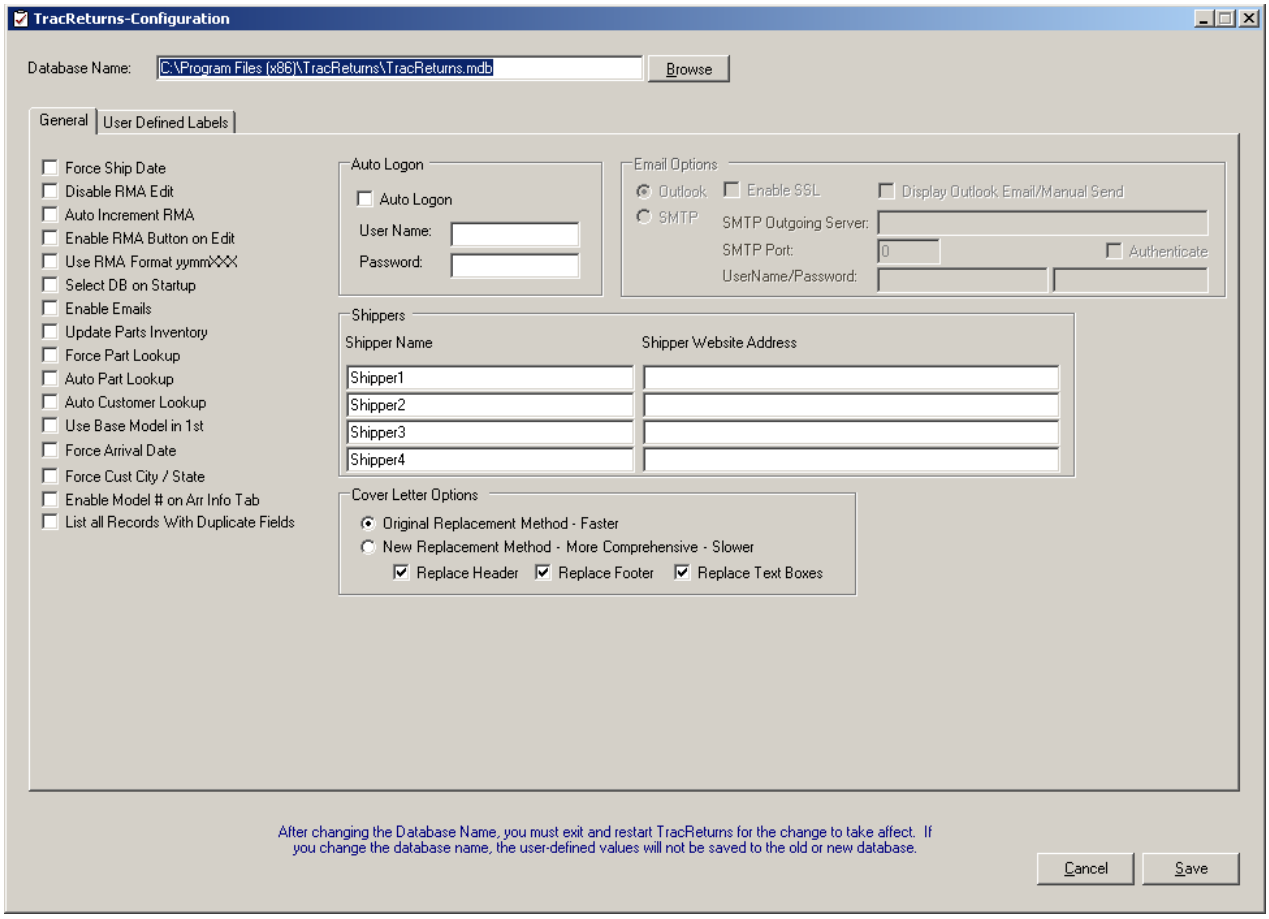


Figure 6

If you are running TracReturns on multiple computers, you must select/set the database name at each computer.

After you enter (or select by using the "Browse" button) the database name.

Note: After the database name is saved, TracReturns will prompt the user to restart using the new database name.

Backing up your Database

It is the end user's responsibility to backup their TracReturns database on a regular basis (preferably on a daily basis). If the database is damaged or if the server is damaged, your data will be lost and cannot be recovered – and your last good database will be your last backup. Since the database can be located at any location and the name of the database is flexible as well, we cannot tell you what database (or location) to backup. Please speak to your computer people on this matter – it is vital that you backup your database. Mustang Technologies is not responsible for lost data and damaged databases. See the Database section for more information.

Force Ship Date
If the option is set to "Force Ship Date", then a ship date must be entered when changing the status the return's status to "Returned".

Disable RMA Edit
This is a check box – either the option is "on/checked" or "off/unchecked". If "on", the user cannot change the user-defined RMA number. If "off", the user can change the user-defined RMA number. We STRONGLY recommend that you set this option to "on". Checking RMA numbers could cause conflicts with duplicate or out of sequence RMA numbers.

Auto Increment RMA
This is a check box – either the option is "on/checked" or "off/unchecked". If "on", the user-defined RMA number is automatically generated. If "off", the user must click the "Generate Next RMA Number" button to generate the next RMA number.

Enable RMA Button on Edit
If "Enable RMA Button on Edit" is checked, the "Generate Next RMA #" is displayed on NEW and EXISTING Return Tickets. If uncheck, the "Generate Next RMA #" will only be visible on NEW Return Tickets.

Use RMA Format yymmXXX
If this option is checked, TracReturns will generate user-defined RMA numbers in the format "yymmXXX" where "yy" is the 2-digit year, "mm" is the 2-digit month and "XXX" is an incrementing number starting at "001" for each new month.

Select DB on Startup
If this option is checked then when TracReturns starts – it will prompt the user for a database name. The default will be the last database used. If this option is unchecked, the user will not be prompted for the database name when TracReturns starts. If you do use multiple databases with the same company name, you can use the same Registration Key for each database. However, if each database is used for a different company name – the user must purchase TracReturns for each database with a different name – Mustang Technologies will provide a Registration Key for each company name.

This option allows the user to easily select different databases.

Enable Emails
If this option is checked, emails will be sent on certain events IF (and only IF) a template is setup for that event. These events are explained under the Email section below.

If this option is unchecked, no emails will be sent by TracReturns.

Update Parts Inventory
If this option is checked, TracReturns will update the inventory on Parts used on repairs. If unchecked, TracReturns will not update inventory.

Force Part Lookup
If "Force Part Lookup" is unchecked then the user can add a part to the repair that does not exist in the parts table – HOWEVER the new part is not automatically added to the parts table.

Auto Part Lookup
If the "Auto Part Lookup" is checked – TracReturns will automatically check the "Force Part Lookup". At this time, the only way to use "Auto Part Lookup" is to have the part exist in the parts table (so the "Force Part Lookup" checkbox is automatically checked).

This option is used on the Repair tab of the Return Ticket screen. If checked, parts will be looked up automatically when the user enters the first few characters of the part's number. If unchecked, the user must type in the complete part number.

Auto Customer Lookup
This option is not used at this time.

Use Base Model in 1st
The two new tabs on the Return Ticket have model numbers. The first 5 model numbers on the new tabs are the same 5 models on the "Multiple Items" tab. In the past, the model on the "Gen Info" tab was totally independent of the model numbers on the "Multiple Items" tab.

The model number on the "Gen Info" tab is considered the "Base Model".

If the user checks "Use Base Model in 1st", then the Base Model on the "Gen Info" tab is stored to the first model on the "Multiple Items" tab, the first model on the "Device Complaint" tab, and the first model on the "Feedback" tab. If the user unchecks the "Use Base Model in 1st", then the Base Model is independent of the other model input fields.

Force Arrival Date
If the user checks "Force Arrival Date", then the Arrival date field on the "Gen Info" tab for the return must not be left empty. If the user unchecks the "Force Arrival Date" checkbox, then the returns arrival date is optional.

Force Cust City/State
If the user checks "Force Cust City/State", then the City and State date field on the "Gen Info" tab for the return must not be left empty. If the user unchecks the "Force Cust City/State" checkbox, then the returns city and state fields are optional.

Enable Model # on Arr Info Tab
If the user checks "Enable Model # on Arr Info Tab", then a "Model:" field will appear on the "Arrival Info/Est." tab allowing the user to select the model of the item without navigating back to the "Gen Info " tab. This option also slightly reduces the size of the "Contents" field on the "Arrival" Tab. If the user unchecks the "Enable Model # on Arr Info Tab" checkbox, then the user must navigate back to the "Gen Info" tab to change the model number of the item returned.

List all Records with Duplicate Fields
If the user checks "List all Records with Duplicate Fields", when the user enters a search value on the "Return Tickets List" screen, only those records that match the full or partial search value will be shown on the Return List. If the user unchecks the "List all Records with Duplicate Fields" checkbox, then all records that match the filter selections will be shown on the Return List, and the first record that matches the full or partial search value will be selected in the Return List.

Auto Logon

This option allows the user to automatically log onto TracReturns without entering a user name or password.

If checked, the user must enter a "User Name" and a "Password" that will be used on start up. If this option is unchecked, the user must logon by entering their "User Name" and "Password" on the logon screen.

NOTE: If the "Auto Logon" is setup for a user with a role less than 4 – and another person wants to log onto TracReturns at this workstation, then the currently logged-in user must select "Turn off 'Auto Logon'" under the Maintenance menu. Then exit TracReturns – then the next time TracReturns is run at this workstation, the user is prompted for "User Name" and "Password".

Email Options

TracReturns can send emails through Microsoft Outlook or directly through your SMTP server. To use Outlook, select the Outlook radio button. When sending through Outlook, "sent" emails are stored in Outlook.

For the Outlook option, TracReturns has one addition option called "Display Outlook Email/Manual Send". If this option is checked, the user will be prompted by TracReturns before the email is sent. The user can also modify the email before it is sent.

If the SMTP option is selected, TracReturns will send emails through your SMTP server. The user must provide the SMTP server name (ex: "smtp.outboundserver.com"), the port (normally 25), a username and password to log onto the SMTP server.

If the remote e-mail server is using port 465 or 587, select the Enable SSL checkbox.

At some installations, a user name and password may not be required if the SMTP server is local. If a user and password are provided, you probably should check "Authenticate" as well.

When the SMTP option is used to send emails, a copy of the email is NOT stored.

Shippers

TracReturns allows the user to enter a shipper's name and the tracking number on a RMA ticket. These values can be passed to the customer via email along with the shipper's website address. By including the shipper's name, website address and tracking number – the customer can track the shipment.

TracReturns supports up to 4 shippers.

Cover Letter Options

TracReturns can create a cover letter from a Microsoft WORD template (a DOT file). The template is created and maintained in WORD. The template can consist of images (such as your logo), statements and comments, and TracReturns KEY FIELDS.

TracReturns KEY FIELDS are predefined values placed in the template. When TracReturns generates the cover letter (which is a WORD document), the KEY FIELDS are replaced with actual data from the RMA ticket. For example, the KEY FIELD of <<FirstName>> is replaced with the first name on the

RMA ticket. All KEY FIELDS begin with "<<" and end with ">>". The KEY FIELDS supported by TracReturns are listed under Cover Letter Setup.

NOTE: The KEY FIELDS concept is also used when creating email templates – where TracReturns will replace KEY FIELDS on an email template with actual data from the RMA ticket.

In earlier versions of TracReturns, TracReturns would only replace KEY FIELDS that existed in the main body of the WORD template (DOT) but would not replace KEY FIELDS in headers, footers, or with TEXT BOXES. This version of TracReturns will replace KEY FIELDS in headers, footers, and TEXT BOXES – HOWEVER, the replacement process is time consuming even when there are no KEYs

FIELDS in the header, footer, or any TEXT BOXES. So – TracReturns gives you the option of using the old replacement method (which is fast) if you only use KEY FIELDS in the body of the template.

However, if you place KEY FIELDS in a header, footer, or TEXT BOX, select the "New Replacement Method" – then select the appropriate boxes (Replace Header, Replace Footer, and/or Replace Text Boxes). Each "Replace" checkbox will add more time to the replacement process.

User Defined Label Tab

By clicking on the "User Defined Label" tab, descriptions for all user-defined fields are listed (see Figure 7).

User Defined Label Tab – User Defined Statuses

TracReturns allows the user to assign a second status to a "Return Ticket". When adding a new "Return Ticket", the first "User Defined" status is selected by default and the user must select 1 of the 8 statuses in the second status group.

On this screen, the user enters descriptions for the "User Defined" statuses.

User Defined Label Tab – 3rd Party User Defined Input Fields

TracReturns allows the user to enter user-defined data for third party repairs. The descriptions you enter here are displayed on the "3rd Party/Addl Repl" tab on the "Return Ticket".

User Defined Label Tab – User Defined Input Fields

TracReturns allows the user to enter user-defined data for the "Return Ticket". The descriptions you enter here are displayed on the "User Defined" tab on the "Return Ticket".

User Defined Label Tab – Customer User Defined Input Fields

TracReturns allows the user to enter user-defined data for each customer. The descriptions you enter here are displayed on the "Customer Screen".

User Defined Label Tab – Vendor User Defined Input Fields

TracReturns allows the user to enter user-defined data for each vendor. The descriptions you enter here are displayed on the "Vendor Screen".

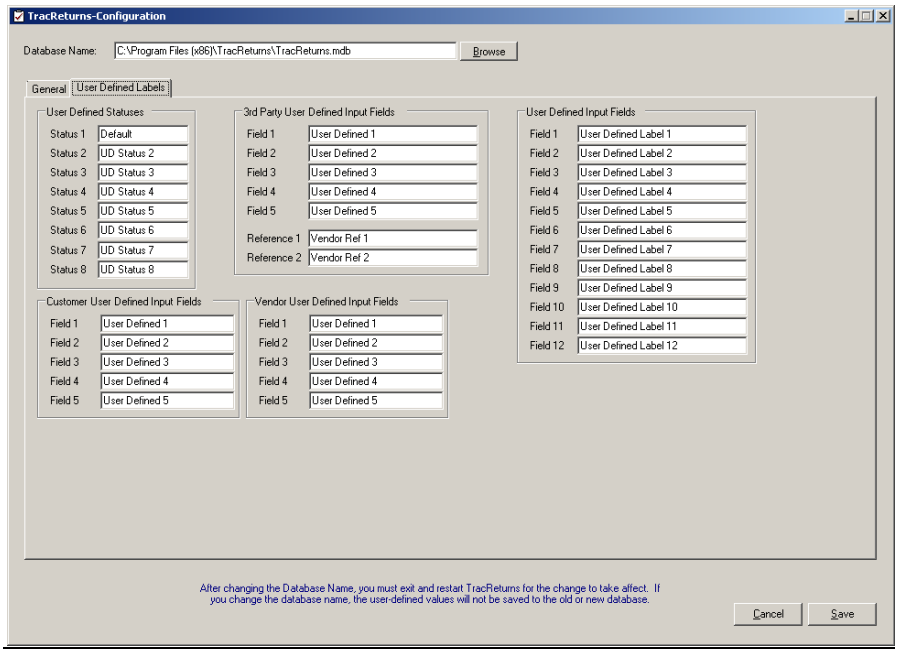


Figure 7

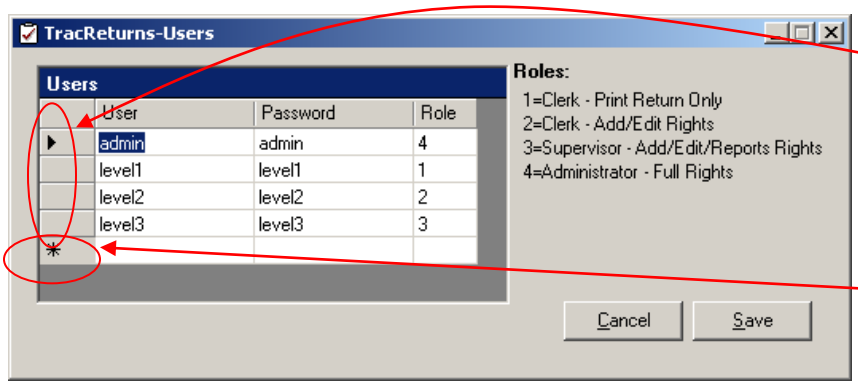
After entering your changes, you must click the "Save" button to save the changes. In some cases, you may need to exit TracReturns and restart TracReturns for the configuration changes to be applied.

Turn Off 'Auto Logon'

This menu option was added to turn off 'Auto Logon' for this user. The reason for this option is – if the database changed locations and the admin needed to logon this workstation and change the database location under configuration. If "Auto Logon" is active, the TracReturns would always startup with the default user – and default user may not have rights to change the database.

Configuring Users

To add, modify, and delete users, the user that is currently logged in must have a security level of 4. To maintain users, select the "Users" submenu under "Configuration" – see figure 8.



Row Selector
To select a row, click on the row selector column for the row you wish to select.

Add Row Indicator
To add another user, enter the user name, password, and role number into this row – then click the "Save" button.

Figure 8

To delete a user, select the row by clicking on the "Row Selector" column and then press the "Delete" key on your keyboard.

To add a user, type the new user name, password, and role number on the row with the "*" (called the "add row indicator").

To change a value for an existing user, click on the value and start typing.

To save your changes, you must click the "Save" button. If you click the "Cancel" button instead of the "Save", no changes will be saved.

To save, at least one user must have a role of 4.

To sort/list the users by a different column, click on the column title.

NOTE: Passwords are case-sensitive.

Maintenance Menu

Maintaining Completed Actions

When adding new returns, one input field is the completed action of the return. The completed action is selected from a dropdown list on the "Device Complaint" tab on the "Return Ticket". This is where the list is maintained.

NOTE: Changing a completed action or deleting a completed action does not affect any existing returns. Basically, the completed action is saved to the return when the return is created – existing returns DO NOT refer back to the completed action list.

To add, modify, and delete completed action s, select the "Completed Actions" submenu under "Maintenance" – see figure 9.

To delete a completed action, select the row by clicking on the "Row Selector" column and then press the "Delete" key on your keyboard.

To add a completed action, type the new completed action on the row with the "*" (called the "add row indicator").

To change a completed action for an existing completed action, click on the value and start typing.

To save your changes, you must click the "Save" button. If you click the "Cancel" button instead of the "Save", no changes will be saved.

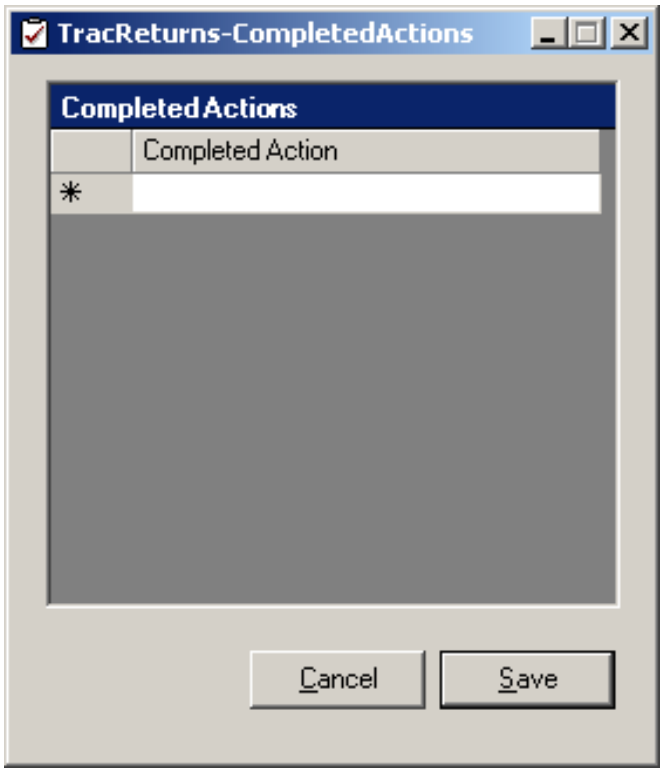


Figure 9

Maintaining Customers

The user has the option to enter customer information directly into a "Return Ticket" or select the customer from a table. Under this area, you can add and modify customer information. In addition, you can import customers under the "Import" option.

To add or change customer information, select the "Customers" submenu under "Maintenance" – see figure 10.

There are two screens for Customers, the listing screen (see Figure 8.6) and the edit screen (see Figure 10.1). The listing screen is also called from the "Return Ticket" screen – when called from the "Return Ticket" screen, an additional button called "Select" is available.

From the listing screen, the user can add a new customer, edit/change an existing customer, and delete a customer.

From the edit screen, the user can enter the customer information.

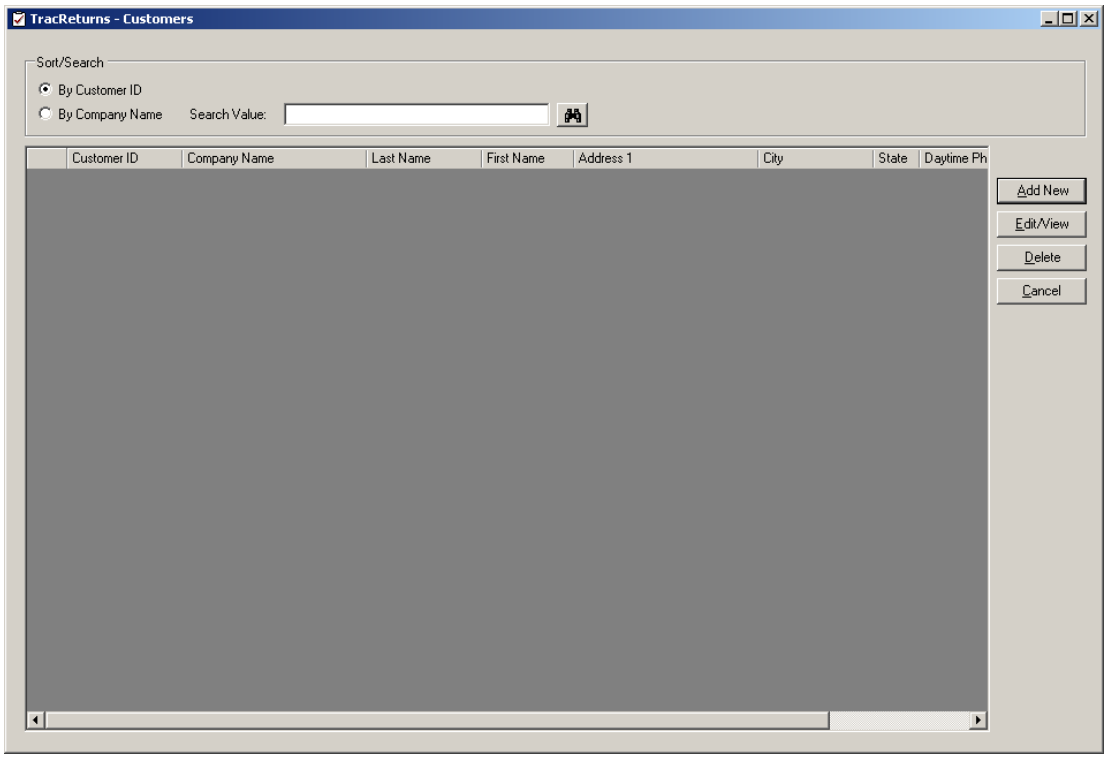


Figure 10

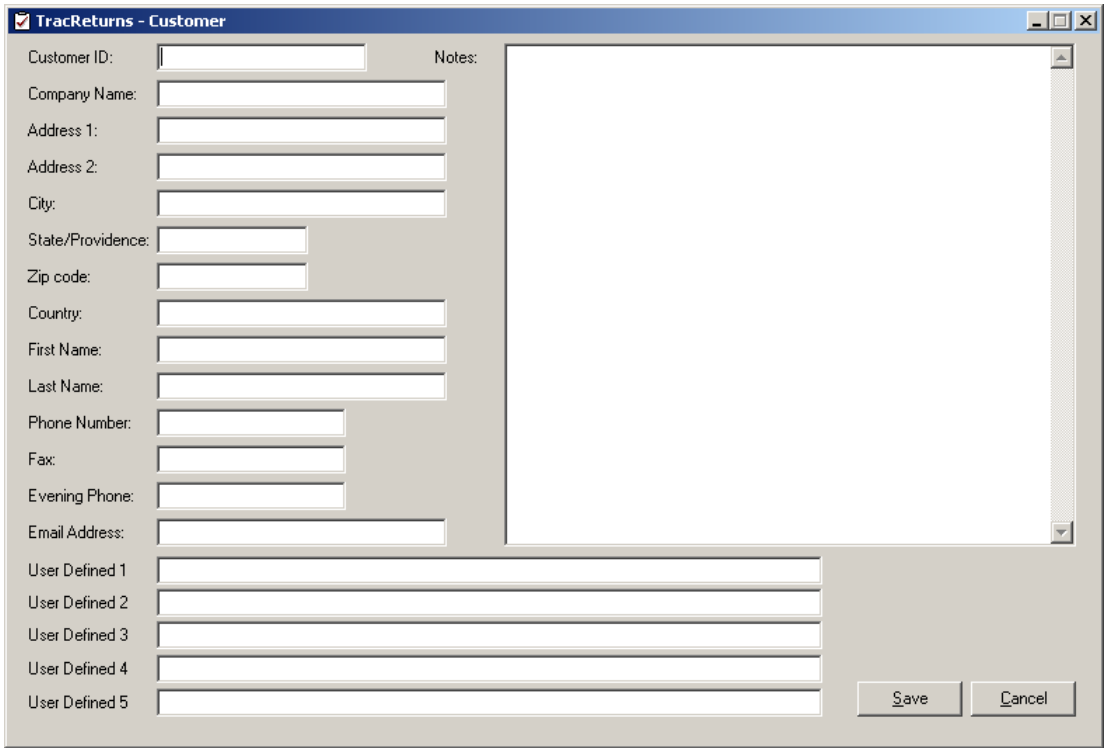


Figure 10.1

If the option for "Enable Emails" is checked on the configuration screen, then TracReturns will warn you if no email address is entered for the customer.

Maintaining Failure Codes/Primary Issues

The user can apply failure codes to each "Return Ticket" identifying the type of failure. Three failure codes can be applied to each "Return Ticket". Under reports, there are several reports that use the failure code for grouping. For example, the "Failure/Primary Issue Summary" report will list the number of each Failure code by model.

The Failure Codes are entered under this area. To add or change a Failure Code, select the "Failure Codes/Primary Issues" submenu under "Maintenance" – see figure 11.

There are two screens for Failure Codes, the listing screen (see Figure 8.4) and the edit screen (see Figure 11.1). The listing screen is also call from the "Return Ticket" screen – when called from the "Return Ticket" screen, an additional button called "Select" is available.

From the listing screen, the user can add a new failure code, edit/change an existing failure code, and delete a failure code.

From the edit screen, the user can enter the failure code and a description

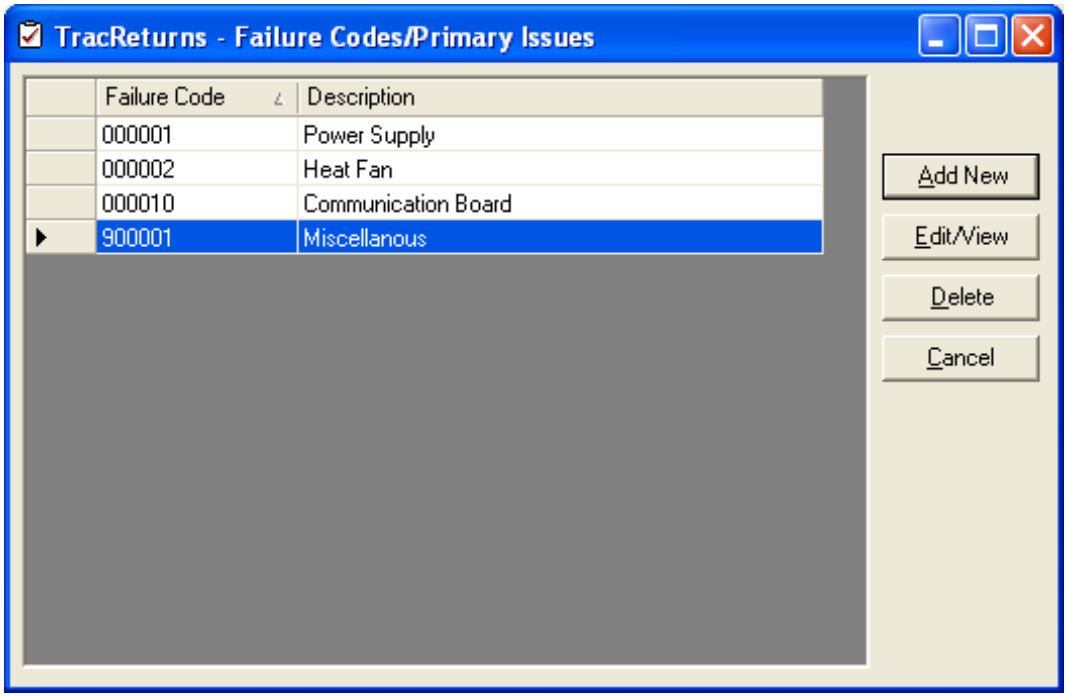


Figure 11

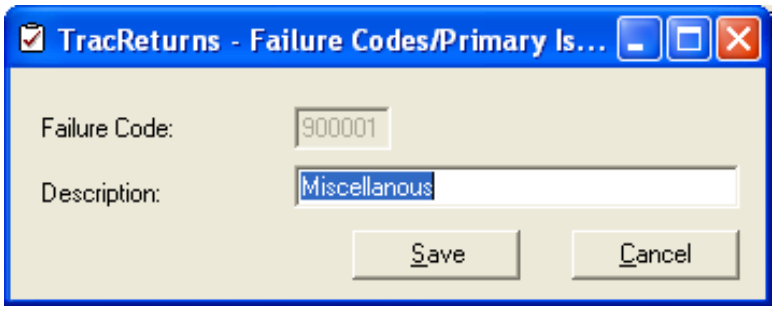


Figure 11.1

Maintaining Models

When adding new returns, one input field is the model of the product being returned. To simplify data entry, TracReturns allows you to select the model from a predefined list. To add, modify, and delete models, select the "Models" submenu under "Maintenance" – see figure 12.

NOTE: Changing a model name or deleting a model does not affect any existing returns. Basically, the model name is saved to the return when the return is created – existing returns DO NOT refer back to the model list.

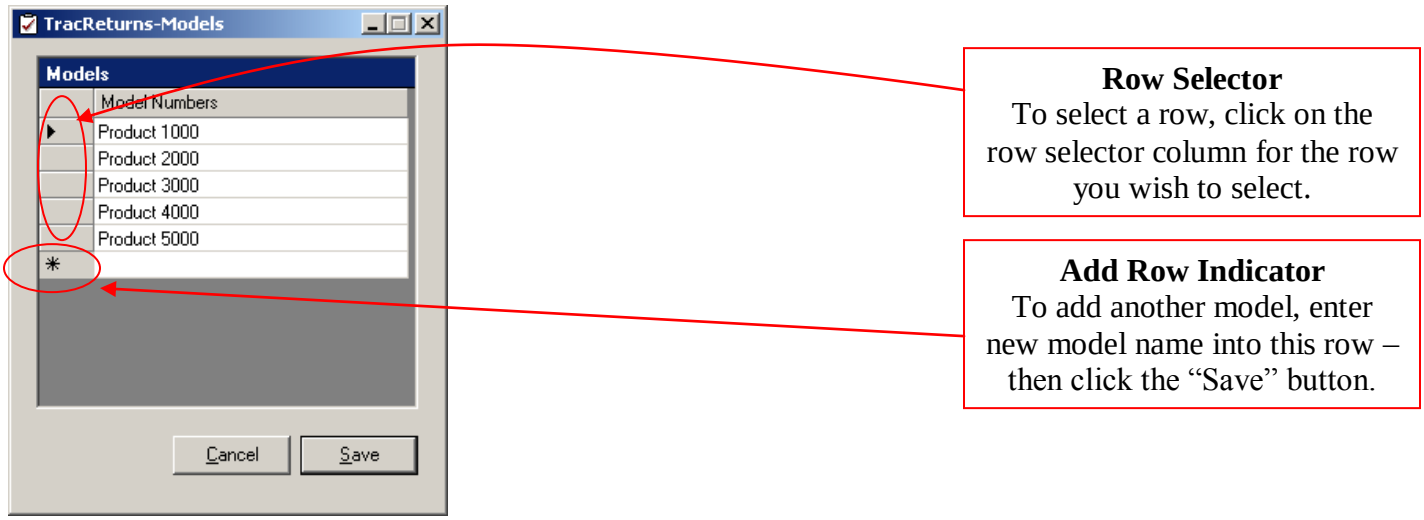


Figure 12

To delete a model, select the row by clicking on the "Row Selector" column and then press the "Delete" key on your keyboard.

To add a model, type the new model on the row with the "*" (called the "add row indicator").

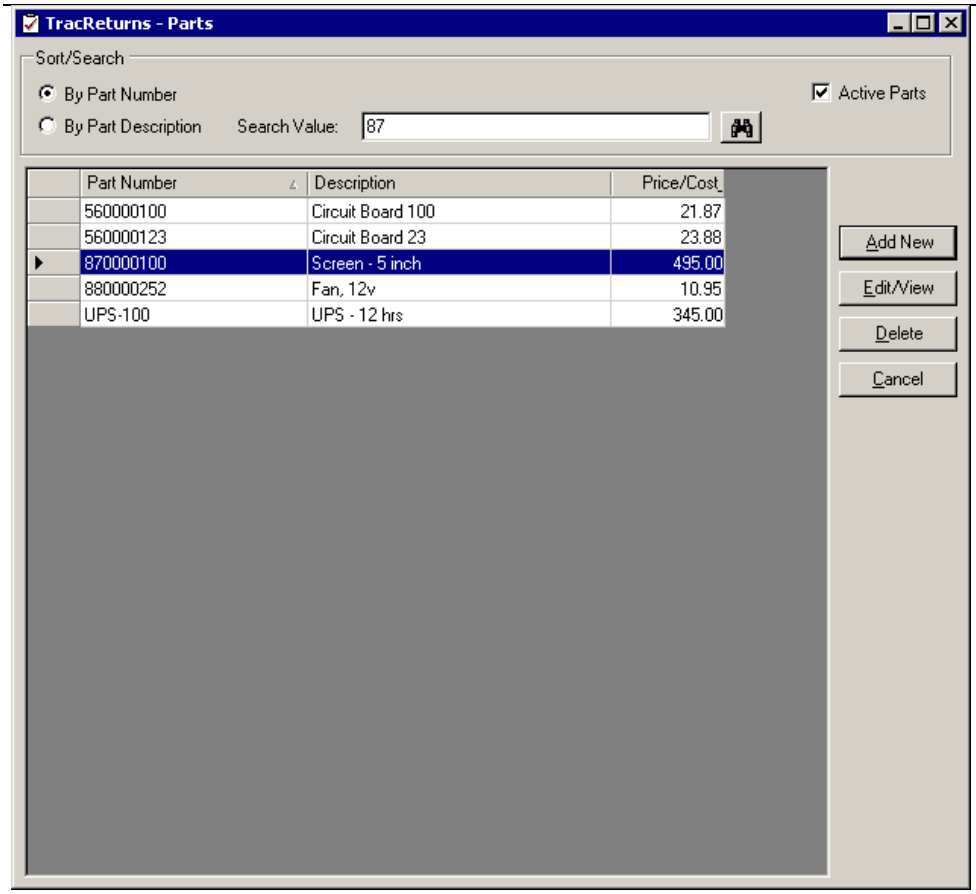
To change a model for an existing model, click on the value and start typing.

To save your changes, you must click the "Save" button. If you click the "Cancel" button instead of the "Save", no changes will be saved.

Maintaining Parts and Parts Inventory

TracReturns can maintain repair parts – which are used on a Return Ticket for a repair. To maintain parts, select the "Parts" menu from the "Maintenance" menu on the Main Screen. See Figure 13. On the Parts Listing Screen, the user can sort by Part Number or Description – then use the "Search Value" input field to search for a part on the sort. In addition, Active and Inactive parts can be listed.

Parts can also be imported using the Import option.



Parts Listing Screen

From this screen, parts can be added, edited, and deleted. However, any part used on a repair or has inventory history information cannot be delete. To remove a part from the standard listing, change the status from Active to Inactive.

Figure 13 – Parts Listing Screen

To edit/view the details of a part, move the pointer in the left column to the part – and click "Edit/View". See Figure 8.15 for the Part data entry screen. From the Part data entry screen, the user can change the part's description, price, standard cost, reorder level, and notes. However, once a part number is saved to a part – the user **CAN NOT CHANGE THE PART NUMBER**. But, if the part was not used on a repair or received any inventory – the user can delete the part from the Parts Listing Screen.

From the Parts data entry screen – the user can also adjust inventory by clicking on the "Inventory" tab and using either "Add Inventory" or "Edit/View Inventory" options/buttons. In addition, the user can view which Return Ticket used the part by clicking on the "Usage" tab - see Figure 13.1.

There are two new reports for printing parts and inventory data. These reports are available on the Reports screen. To access the Reports screen, return to the "Main Menu" and click on the "Reports" button.

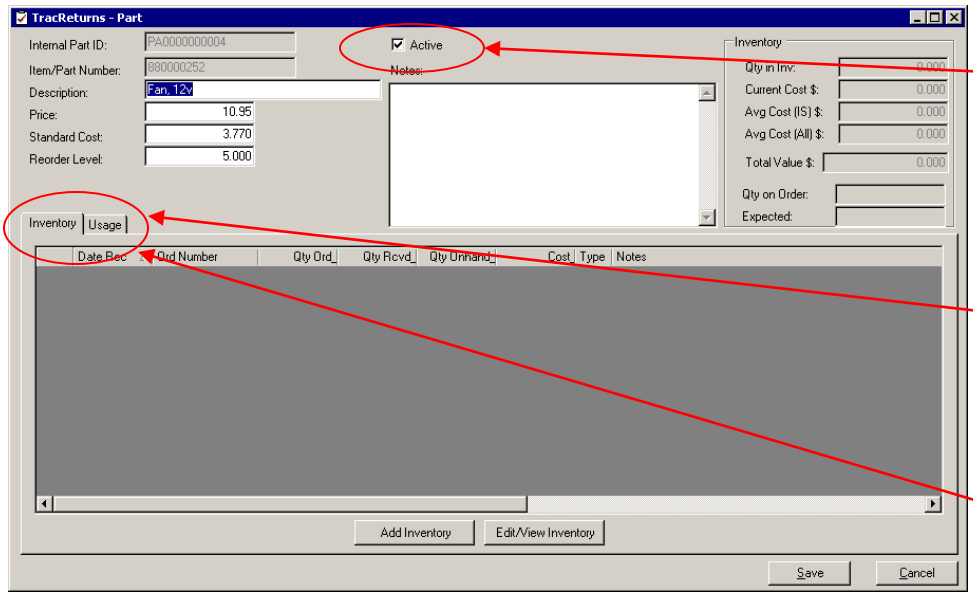


Figure 13.1 – Part Data Entry Screen

Parts Data Entry Screen

To change a part from Active to Inactive, uncheck the Active checkbox.

To view inventory history, click on the "Inventory" tab. From the "Inventory" tab, the user can also add and view inventory adjustments. Inventory adjustments could be manual adjustments or parts received on a Purchase Orders (also referred to as Orders).

To view usage information for each part consumed, click on the "Usage" tab.

Input fields and data fields on the Part data entry screen are:

Internal Part ID
The Internal Part ID is generated by TracReturns (TR) and it cannot be changed by the user.

Item/Part Number
The Item/Part Number is entered by the user when the part record is created. This input field cannot be changed after the record is saved - however you can delete the record if there has been no activity on the part (such as repairs that used the part or inventory received on the part).

This part number is used on the Return Ticket on the "Service/Repair/Replacement/Failure Codes" tab. This part number is entered into the "Item Number" column – see figure 13.2.

Note: All parts entered onto a Return Ticket MUST exist in the parts table.

Description
Enter the part's description. This description will be displayed on the "Service/Repair/Replacement/Failure Codes" tab after the user enters the item/part number.

Price
Enter the part's prices. This price will be displayed on the "Service/Repair/Replacement/Failure Codes" tab after the user enters the item/part number.

Standard Cost
Enter the part's standard cost. This cost is not really used yet. As the Parts Inventory model evolves, this cost will be used to track variances between standard costs and actual costs. However, this is printed on the "Parts Reorder" and "Parts Inventory" reports.

Reorder Level
Enter the part's inventory reorder level. This value is used on the "Parts Reorder" report. When a part's inventory level is less than OR equal to this reorder level, the part is included on the "Parts Reorder" report.

Active
The user should use this checkbox to make a part inactive. Inactive parts cannot be used on Return Tickets – however, inactive parts are listed on the new "Parts Reorder" and "Parts Inventory" reports.

Notes
The user entered special notes about this part. For example, "This part is a replacement for part 880000242".

Qty in Inv
This value is the number of parts in inventory. The user cannot change this value. It is adjusted when inventory is adjusted using "Add Inventory", "Edit/View Inventory", when parts are received through a PO, and when a part is used on a Return Ticket.

Current Cost
This value is cost of the part that will be used next on a Return Ticket. TracReturns uses a FIFO (First In/First Out) based on the date the parts were received.

The inventory for this part may consist of several orders – and each order could have a different cost (the price that is paid to the vendor/supplier for this part). When this part is used, the current cost is assumed.

Although this value is correct, this value is not really used yet – except on the new "Parts Inventory" reports.

Avg Cost (IS)
This value is average cost of all parts in inventory. IS stands for "In Stock".

The inventory for this part may consist of several orders – and each order could have a different cost (the price that is paid to the vendor/supplier for this part).

Although this value is correct, this value is not really used in other areas (such as reports).

Avg Cost (All)
This value is average cost of all parts in inventory and on order (through Purchase Orders – See Figure XXXX).

Although this value is correct, this value is not really used in other areas (such as reports).

Total Value
This value is the total value of inventory (in stock) based on costs.

Although this value is correct, this value is not really used in other areas (such as reports).

Qty On Order

This value (Quantity on order) is the number of parts on purchase orders. If there are three purchase orders with this part, the "Qty On Order" will be the sum of all three purchase orders.

The user can see the details of purchase orders for this part on the "Inventory" tab (see Figure 13.4).

Although this value is correct, this value is not really used in other areas (such as reports).

Expected

This value is a date. This is the expected date for the next order for this part.

Although this value is correct, this value is not really used in other areas (such as reports).

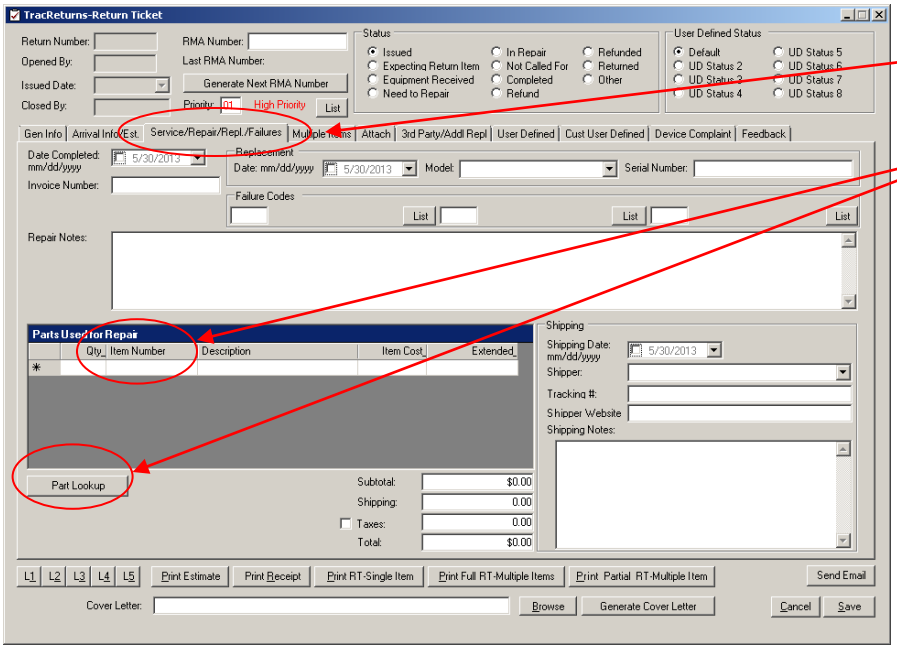


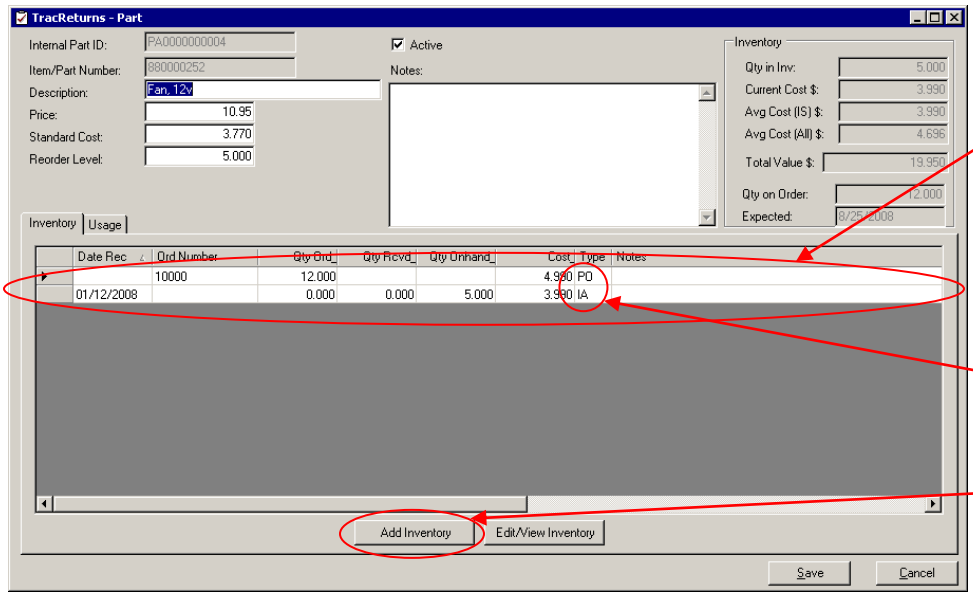
Figure 13.3 – Return Ticket Screen–Service/Repair/Repl/Failures Tab

Return Ticket Screen
Service/Repair/Repl/Failures Tab

Part numbers can be selected from a list by clicking on "Part Lookup" or by entering the part number into "Item number" column.

There are two modes for entering parts/items into a repair controlled by the Auto Part Lookup checkbox which can be set on the Configuration screen – see Figure 8. When checked, TR will try to lookup the part/tem in the database as the part/item number is being entered. Otherwise, the user must enter the whole part/item number before tabbing to the next column before the lookup is performed.

All parts entered must exist in the parts table.



Part Data Entry Screen

The "Inventory" tab in Figure 13.4 shows two activities for this part. The "Type" column shows the type of activity "PO" for purchase order, "IA" for inventory adjustment, and "OR" for order. When the parts on a purchase order are received, purchase order becomes an "Order".

The user can only modify activities with an "IA" type.

To create an activity with a type of "IA", click on the "Add Inventory" button.

Figure 13.4 – Part Data Entry Screen

Data fields on the "Inventory" tab are:

Date Rec
This is the date the part was received. For purchase orders, the part was not received yet.

Order Number
This is the purchase order number from purchase order.

Qty Ord
This is quantity ordered on a purchase order.

Qty Recvd
This is quantity received. Normally, quantity received will be ZERO until the parts are received.

Qty Onhand
This is quantity that is on-hand for from this activity. As parts are used, this quantity will change. Normally on purchase order activities, this quantity will be ZERO until the parts are received. Once the parts are received (under the Purchase Order data entry screen), the "Quantity Received is stored to the "Quantity Onhand" field.

Cost
This is the cost for the part for this activity.

Type
At this time, there are four types – "PO" for purchase order, "OR" for order, "IA" for inventory adjustment, and "CN" for canceled purchased order. "PO" is created when the user adds this part on a purchase order. "OR" is created when the parts are received on a purchase order. "IA" is created when the user clicks the "Add Inventory" button on the Part data entry screen (see Figure 81).

To add more inventory for this part (for perhaps a return or a physical inventory adjustment), click on the "Add Inventory" button. The "Inventory" screen will be displayed – see Figure 13.5. To remove inventory, edit an existing activity or change a purchase order.

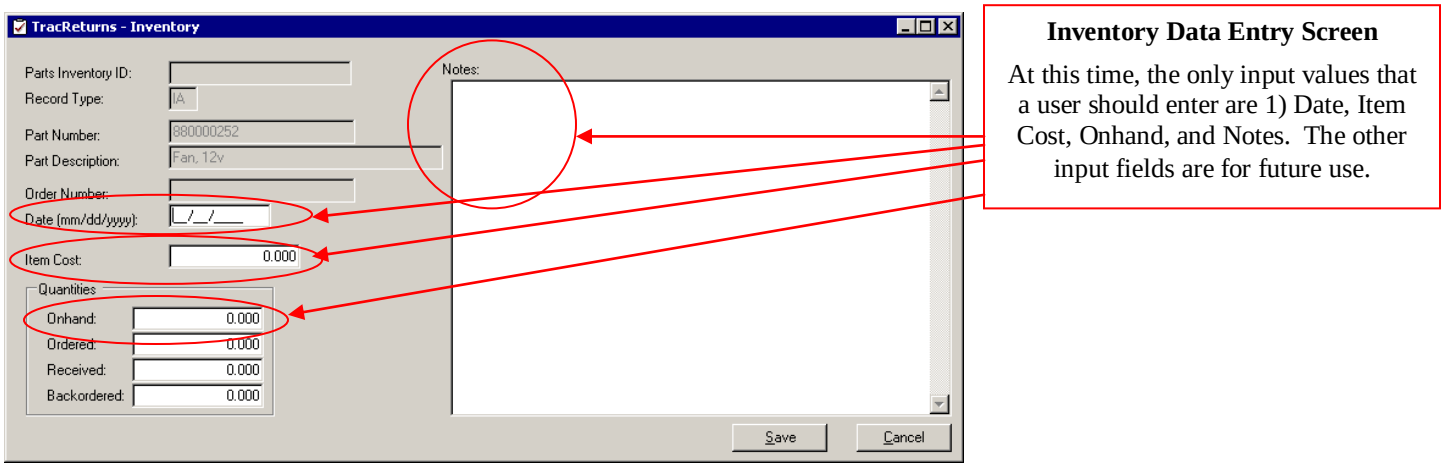


Figure 13.5 – Inventory Entry Screen

Input fields on the Inventory data entry screen are:

Date
This is the date of the adjustment – however, this date will be used to determine the current costs. If the user makes this oldest inventory record – then the costs on this record will be used for current costs.

Item Cost
The actual cost of the part.

Onhand
Enter the number of parts on-hand in inventory

Notes
Enter a note for this inventory record.

To save the changes, click the "Save" button.

Maintaining Priorities

When creating a "Return Ticket", a priority can be assigned to the ticket. The priorities are entered under this area. To add or change a priority, select the "Priorities" submenu under "Maintenance" – see figure 14.

There are two screens for Priorities, the listing screen (see Figure 14) and the edit screen (see Figure 14.1). The listing screen is also call from the "Return Ticket" screen – when called from the "Return Ticket" screen, an additional button called "Select" is available.

From the listing screen, the user can add a new priority, edit/change an existing priority, and delete a priority.

From the edit screen, the user can enter a priority number (we suggest 01 is the highest priority), a description, and a color. The color is used when displaying the priority on the "Return Ticket" screen.

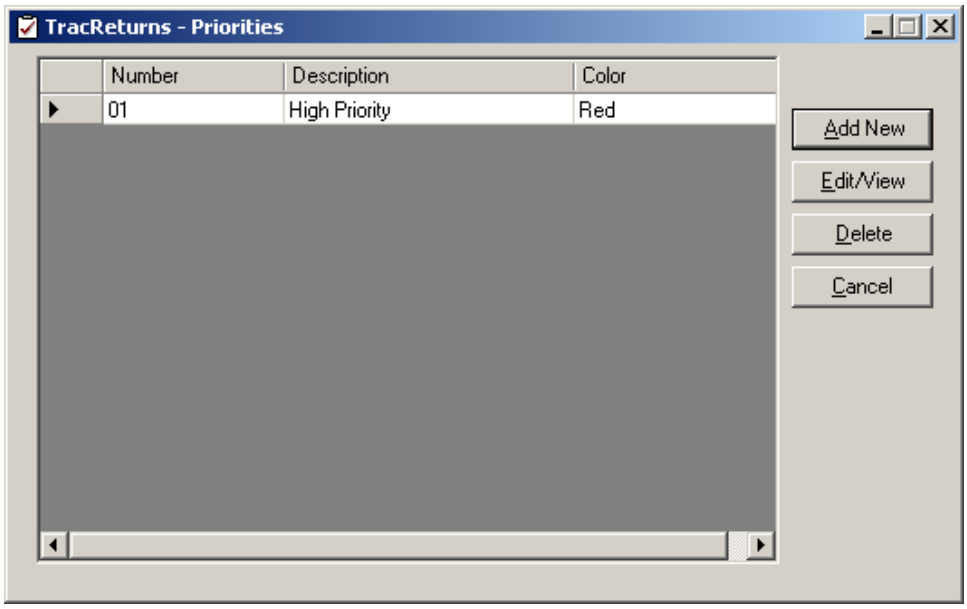


Figure 14

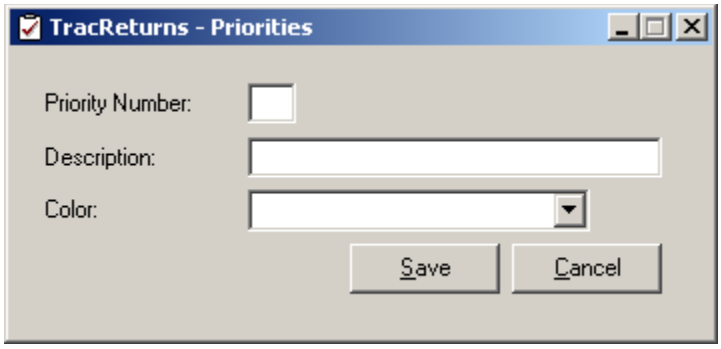


Figure 14.1

Suggestion for your Priority numbering scheme. On the Status Report, the user can list the returns by "Priority and Return Number". The list will show the lowest "numbered" priorities first – so if the user wants to see the most important returns at the top of the list, we suggest that you number your priorities so that the most urgent priority is "01" and the lowest priority at "99".

Maintaining Purchase Orders

The primary reason for adding a "Purchase Order" module is to support inventory control for repair parts.
To access the "Purchase Order" module, select "Purchase Order" from the "Maintenance" menu option. After clicking on the "Purchase Order" menu option, the "Purchase Order" listing screen is displayed (see Figure 15).

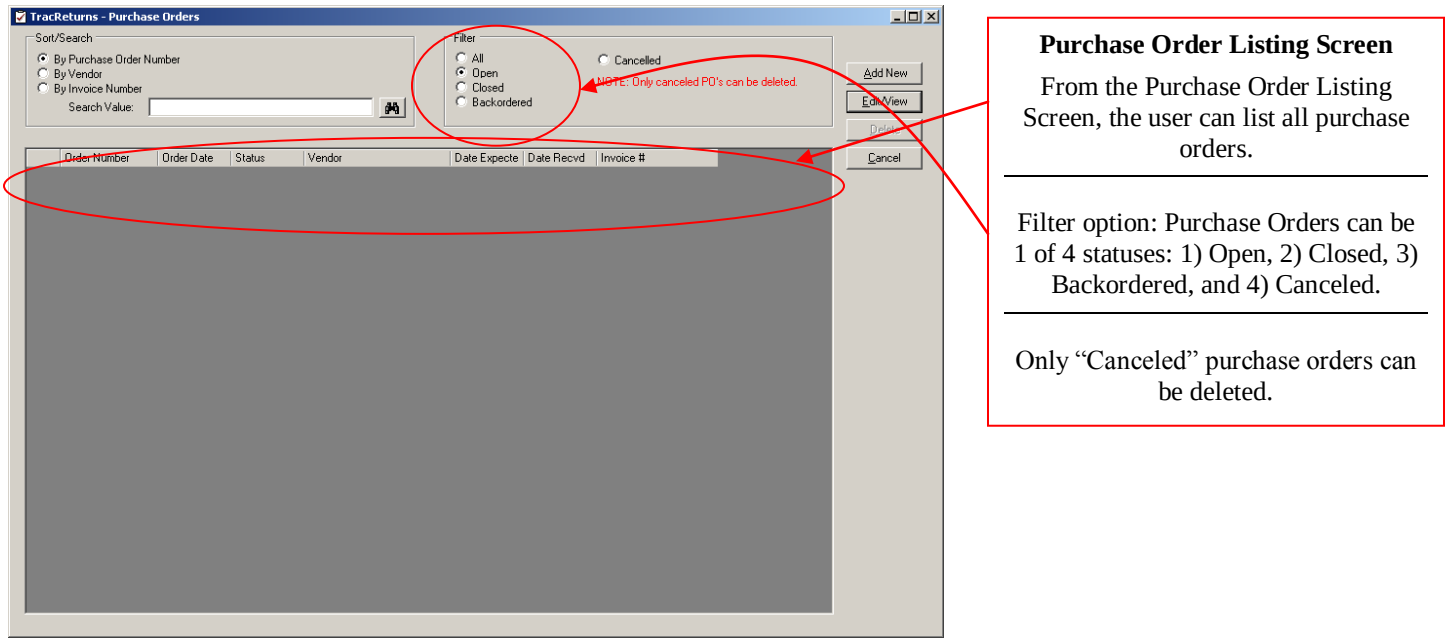


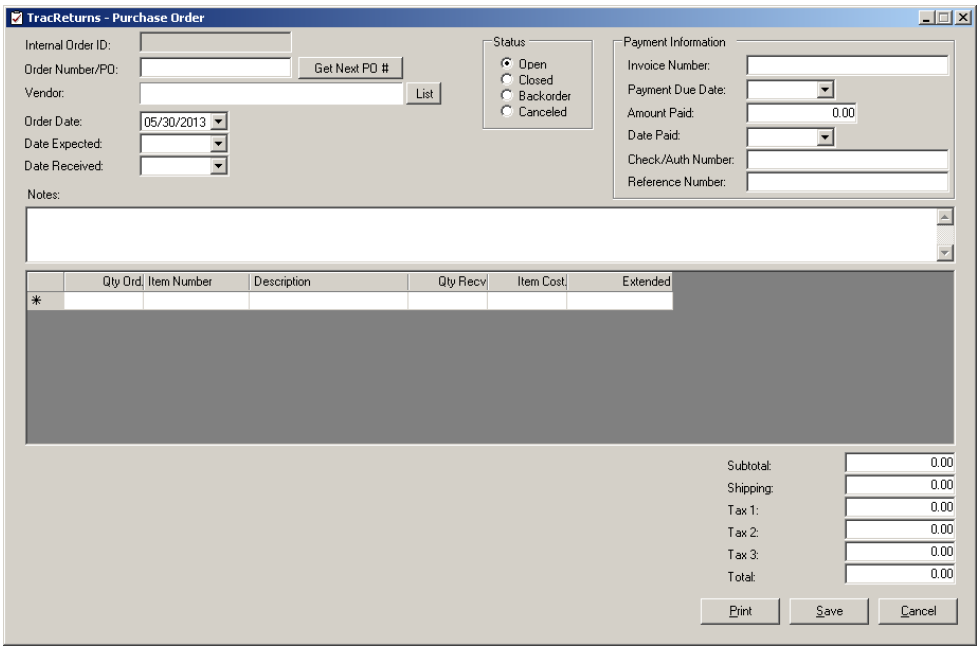
Figure 15 – Purchase Order Listing Screen

Within this manual, we refer to Purchase Orders and Orders interchangeable. The user has 3 options for searching Purchase Orders (PO) : 1) by Purchase Order Number, 2) by Vendor Name, and 3) by Invoice Number. The invoice number is the invoice sent to you from your vendor. To search for a PO, select the "Sort/Search" option – then enter a value into the "Search Value" then click the "Find" button to the right of the "Search Value".

PO's can be 1 of 4 statuses: 1) Open – meaning the parts have not been received yet, 2) Closed – parts received, 3) Backordered – but this status is not used yet, and 4) Canceled. The user can only cancel a PO that has not received any parts. And only canceled PO's can be deleted.

To limit the Purchasing Order listing to specific PO's, the user can use the "Filter" option.

To add a new Purchase Order (PO), click on the "Add New" button. The PO data entry screen is displayed – see Figure 15.1.



Purchase Order Data Entry Screen

Figure 15.1 – Purchase Order Data Entry Screen

Input fields and data fields on the Purchase Order data entry screen are:

Internal Order ID
The Internal Order ID is generated by TracReturns (TR) and it cannot be changed by the user.

Order Number/PO
Enter or allow TR to generate the PO number. To generate the next PO number, click on the "Get Next PO #" button. When the user clicks this button, TR will look at the highest PO number to date and add 1 to it. If the user enters a duplicate PO number, the user will be warned when the "Save" button is clicked.

Vendor
Select a vendor by clicking on the "List" button next to the Vendor data field. The user can not enter a vendor directly onto the PO screen – but the user can add a vendor by clicking the "List" button (and selecting "Add New").

Order Date
Enter the date the order was placed with the vendor. To select a date, click on the combo button next to the date input field. Also, the user can enter the date or use the UP and DOWN arrows to change the date.

Date Expected
Enter the date that the order should be delivered on. This date is used on the "Parts Reorder" and "Parts Inventory" reports. These reports are available on the "Reports" main screen – to access the "Reports" main screen, return to TracReturns main screen and click the "Reports" button. This date is also used on the Parts data entry screen.

To select a date, click on the combo button next to the date input field. Also, the user can enter the date or use the UP and DOWN arrows to change the date.

Date Received
Enter the date that the order was received. This date is used on the Parts data entry screen to determine the Current Cost.

To select a date, click on the combo button next to the date input field. Also, the user can enter the date or use the UP and DOWN arrows to change the date.

Notes
Enter a note about this PO.

Status
A PO can be 1 of 4 statuses – 1) Open, 2) Closed, 3) Backordered, and 4) Canceled.

When the PO is first created, it has a status of Open. After all parts are received, the user should change the status to Closed.

The status of Backordered is not used at this time.

The user can only change the status to Canceled IF 1) no parts received on PO and 2) no parts are in inventory.

PO's can only be deleted if the PO's status is Canceled.

At this time, all input fields in the "Payment Information" group box are for reference. The input fields are not used in reports. However, it gives the user the ability to track payment status of individual PO's.

Invoice Number
Enter the invoice number that was received from the vendor.

Payment Date
Enter or select the date the payment is due.

Amount Paid
Enter the amount paid on this PO.

Date Paid
Enter or select the date the payment was made.

Check/Auth Number
Enter the user's check number that was used to pay this PO or enter the authorization number for payment (it might have been paid via CC).

Reference Number
Enter a reference number for this payment. This might be a user-defined reference number from the user's accounting system. In the grid/table, enter the parts that are being order.

Qty Ord
Enter the number of parts to order.

Item Number
The Item Number is the Part Number.

There are two modes for entering item numbers: 1) Auto Part Lookup and 2) Regular Lookup. To turn Auto Part Lookup on, go the Configuration screen under the Maintenance menu. At this time, there is no other method for looking up parts.

When "Auto Part Lookup" is on, the item number/part number is displayed at the user enters the first few characters of the number. In addition, the description is display.

When "Auto Part Lookup" is off, the item number/part number must be entered completely and the user must move the pointer off of the cell before the description is displayed.

The user can enter an Item Number that is not in the part table, however the part WILL NOT BE ADDED to inventory. We only wanted to offer some flexibility on the PO screen.

Qty Recv
After the part is received, enter the number of parts received.

Qty Recv
After the part is received, enter the number of parts received.

After the user saves a PO with parts that have received inventory, the number of parts received are placed in inventory (Inventory Onhand – see Figure 87 which is the Parts Data Entry Screen).

Extended
The extended column is either "Qty Ord" OR "Qty Recv" times the "Item Cost", This value is automatically calculated.

After creating the PO, the user can print the PO by clicking the "Print" button (see Figure 15.3 – Figure 15.2 shows the PO Data Entry Screen before printing).

After the data is entered into the PO data entry screen, the user must click on the "Save" button to save the changes.

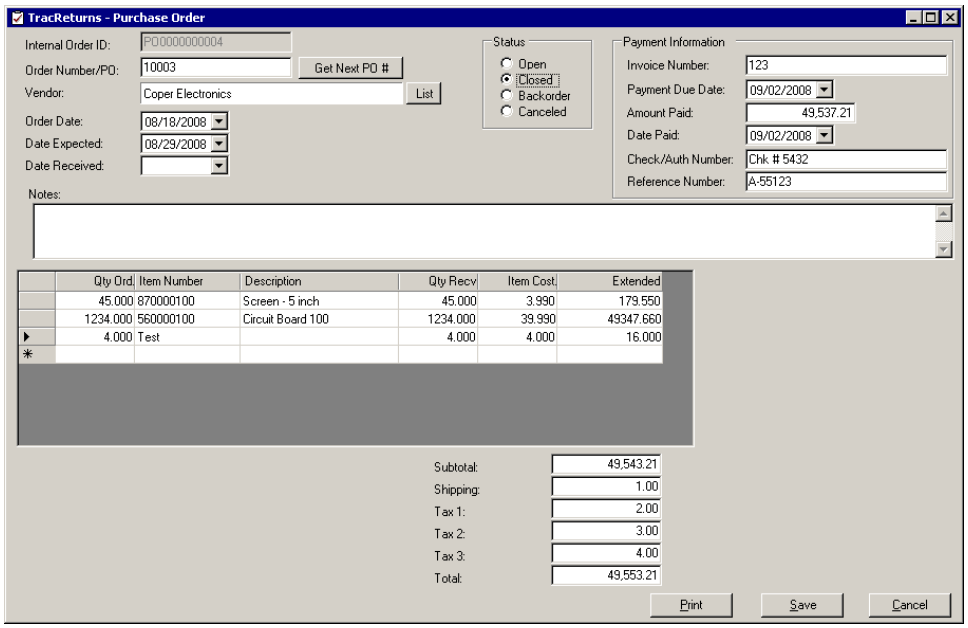


Figure 15.2 – Purchase Order Data Entry Screen – with data

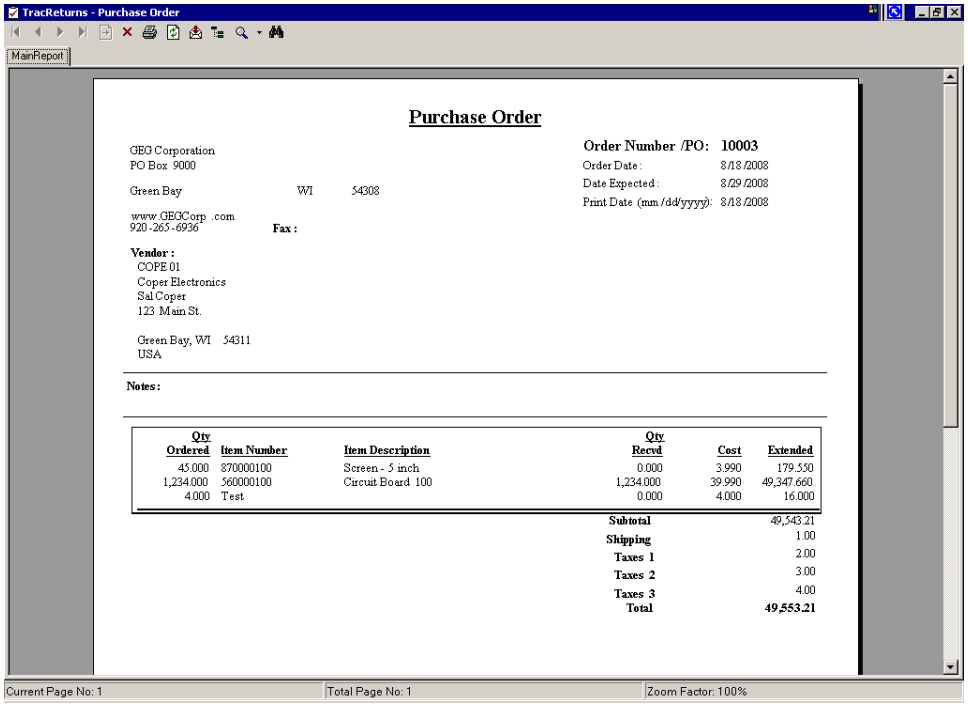
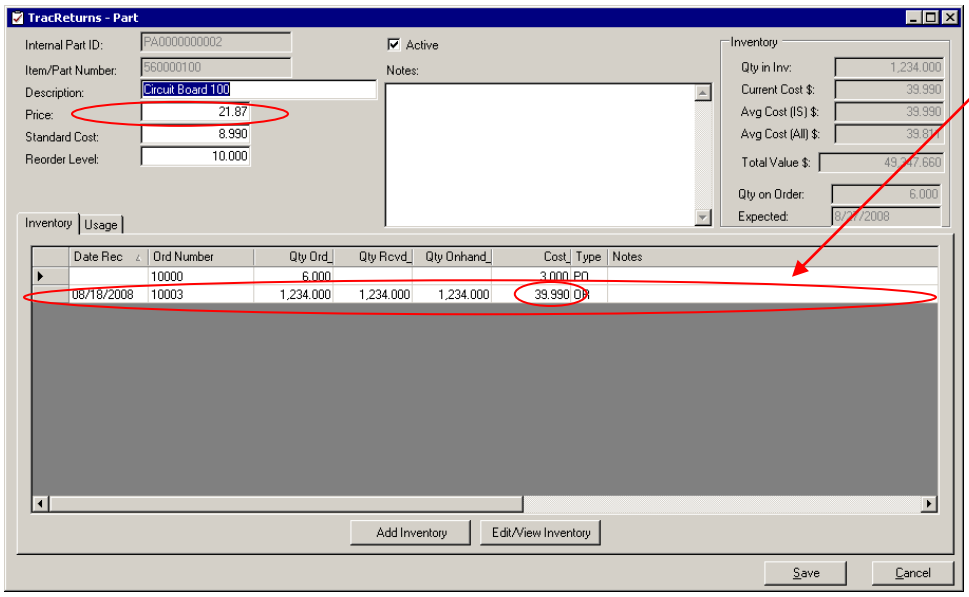


Figure 15.3 – Purchase Order Report



Part Data Entry Screen

Parts received on PO 10003 are shown on the "Inventory" tab.

Normally, the price for an item is greater than the cost that is paid for the item – but this screen is only for explaining how sections of TracReturns are linked together.

Figure 15.4 – Part Data Entry Screen – showing parts received on PO

Maintaining Root Causes

When adding new returns, one input field is the root cause of the return. The root cause is selected from a dropdown list on the "Device Complaint" tab on the "Return Ticket". This is where the list is maintained.

NOTE: Changing a root cause or deleting a root cause does not affect any existing returns. Basically, the root cause is saved to the return when the return is created – existing returns DO NOT refer back to the root cause list.

To add, modify, and delete root causes, select the "Root Causes" submenu under "Maintenance" – see figure 16.

To delete a root cause, select the row by clicking on the "Row Selector" column and then press the "Delete" key on your keyboard.

To add a root cause, type the new root cause on the row with the "*" (called the "add row indicator").

To change a root cause for an existing root cause, click on the value and start typing.

To save your changes, you must click the "Save" button. If you click the "Cancel" button instead of the "Save", no changes will be saved.

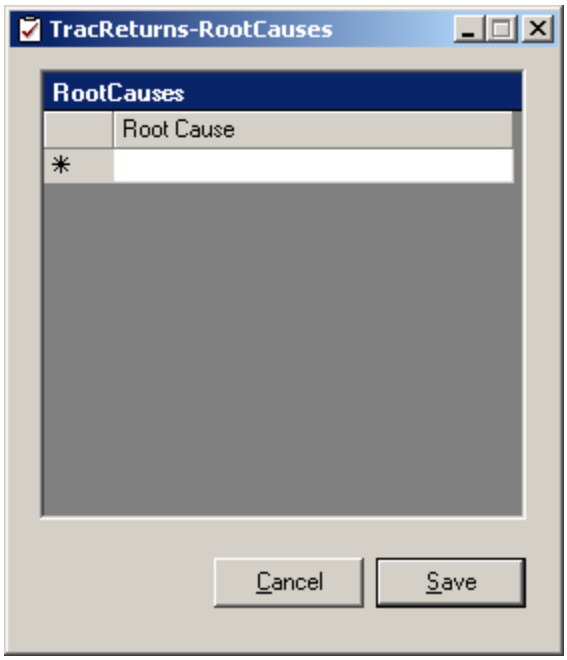


Figure 16

Maintaining Venders

Vendors are used in two areas in TracReturns – for third party repairs under a "Returns Ticket" and for purchase orders (to replenish repair parts inventory).

For third party repairs, the user has the option to enter vendor information directly into a "Return Ticket" or select the vendor from a table. Under this area, you can add and modify vendor information. In addition, you can import vendors under the "Import" option.

To add or change vendor information, select the "Vendors" submenu under "Maintenance" – see figure 8.8.

There are two screens for Vendors, the listing screen (see Figure 8.8) and the edit screen (see Figure 8.9). The listing screen is also called from the "Return Ticket" screen – when called from the "Return Ticket" screen, an additional button called "Select" is available.

From the listing screen, the user can add a new vendor, edit/change an existing vendor, and delete a vendor.

From the edit screen, the user can enter the vendor information.

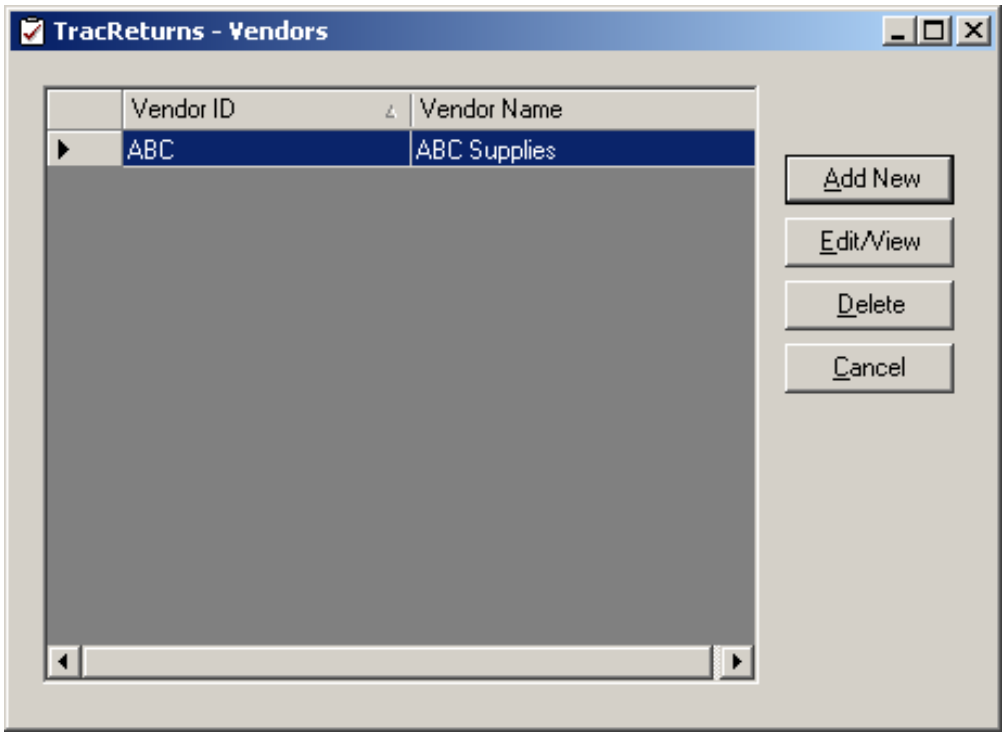

TracReturns - Vendors
Vendor ID
Vendor Name
ABC
ABC Supplies
Add New
Edit/View
Delete
Cancel

Figure 17

File Menu

Database

TracReturns uses an Access database file .mdb (Jet 4.0) to store information collected throughout the operation of the program. To keep the database running in top working condition, and to insure return ticket data is never lost, the following tools have been provided.

Note: Before using either tool, All users should close TracReturns in a multi-user environment.

Compact and Repair

As the application is used, the size of the database will grow and accessing the information will take slightly more time. Clicking the Compact and Repair tool located in the "File" menu and "Database" submenu will first make a backup of the database, storing a backup in the TracReturns DB Backups folder located in the Program Files Directory - See figure 18. **Note: This is a copy of the existing database before repair.**

Next, MS Access's Compact and Repair utility will be activated. This tool compresses and organizes the database. This will help speed up searches, remove unnecessary information, and help prevent data corruption. Run this tool whenever a backup is desired or to speed up searches.

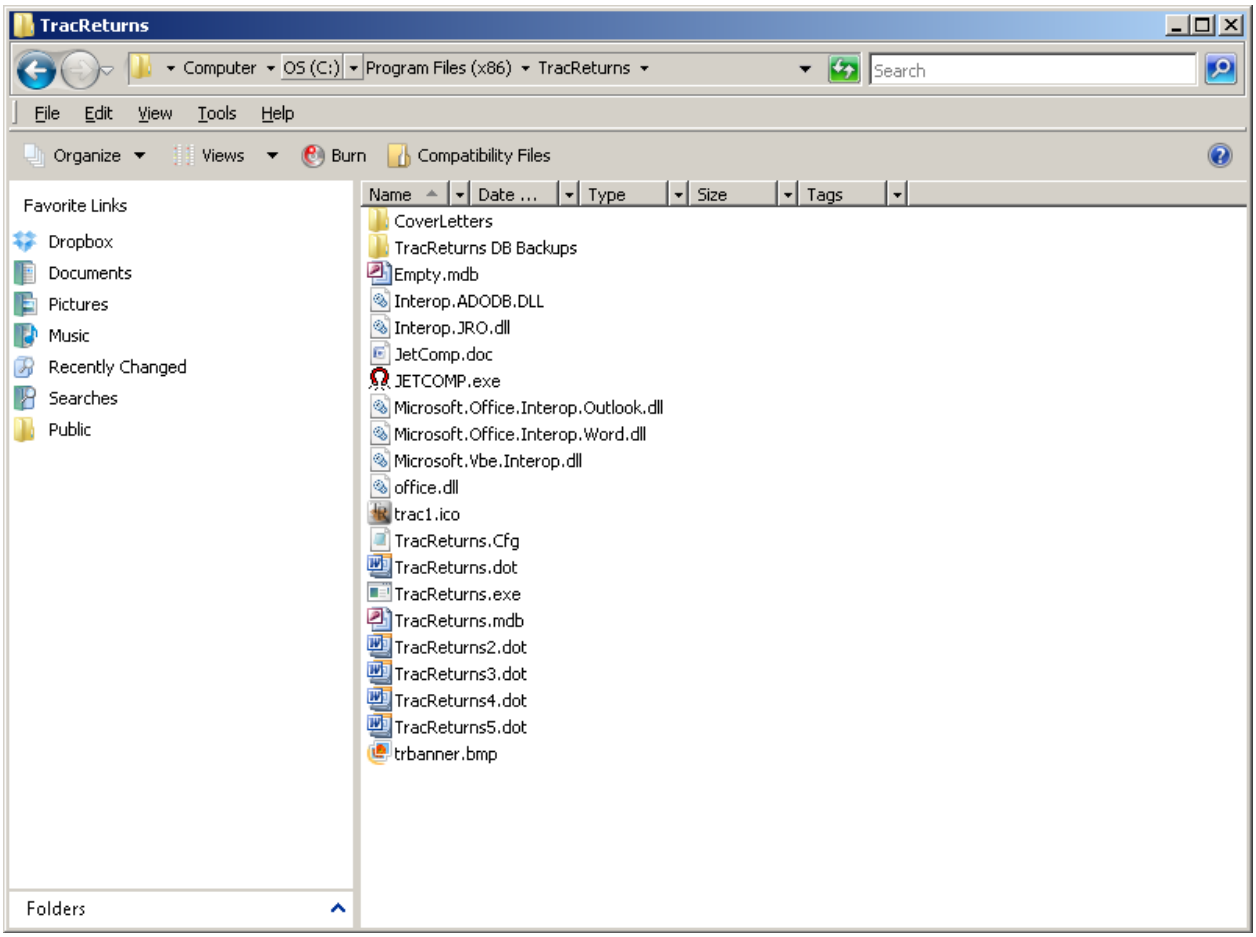


Figure 18

Adv Compact and Repair

This utility is a separate application that performs a similar compact and repair as the Compact and Repair tool listed above. The application "JETCOMP.exe" and manual can be found separately in the Program Files directory for use outside of TracReturns - See figure 18. This application may be able to repair certain database files the standard Compact and Repair cannot. Clicking the Adv Compact and Repair tool located in the "File" menu and "Database" submenu will first close TracReturns.

Next the Jet Compact Utility 4.0 window will appear. The user should browse to the file location of the database file they wish to compact and repair. Then, enter the file path and name for the newly compacted database in the box labeled Database to Compact Into (Destination). A copy of the old database is made at this location before the compact and repair is performed. All other settings should be set as shown - See figure 18.1.

Next, click Compact. The newly compacted and repaired database should appear at the destination listed. Lastly, close the Compact Utility and open TracReturns. Under the "Configuration" menu "Main" submenu enter the file path of your newly repaired database file.

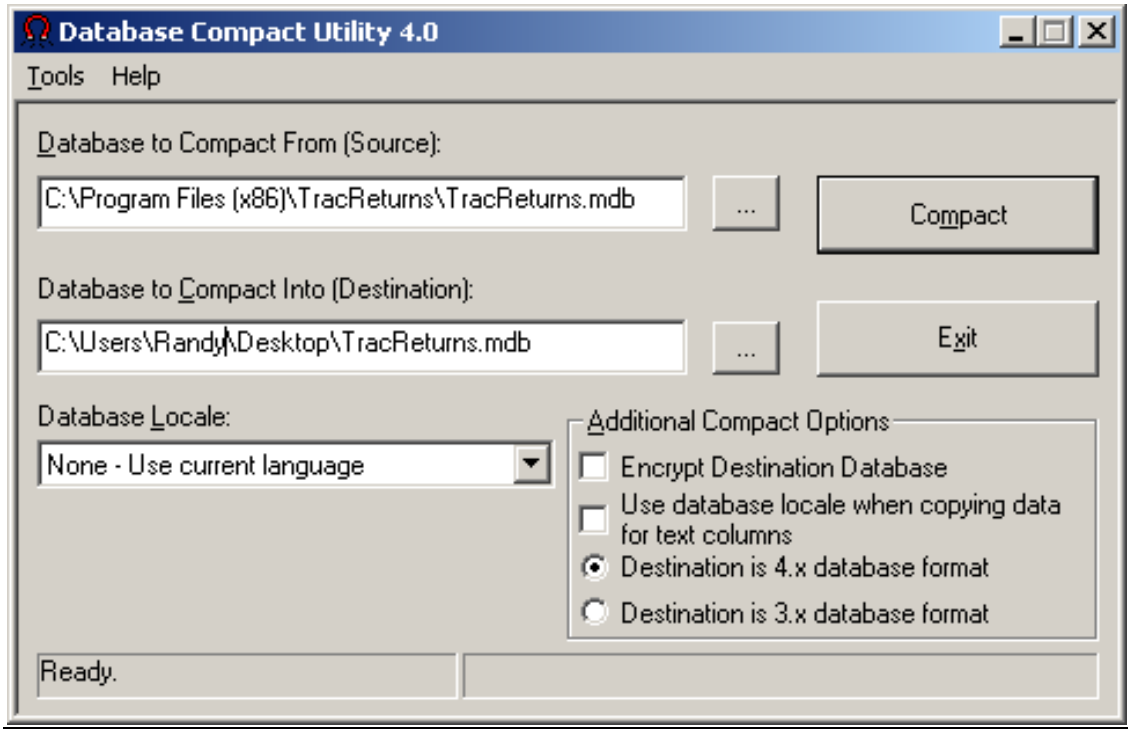


Figure 18.1

Import

BEFORE IMPORTING DATA, ALWAYS BACKUP YOUR TRACRETURNS DATABASE

MUSTANG TECHNOLOGIES WILL NOT BE RESPONSIBLE FOR LOST OR DAMAGED DATA

TracReturns allows users to import customers, repair parts, models/products, and vendors from TAB-DELIMITED ASCII text files. TAB-DELIMITED text files can be created by many software packages as well as Microsoft EXCEL.

Since each import process is similar, this document will show the import of customers.

To import data in TracReturns, select the "Import" submenu under "Maintenance" – see figure 19.

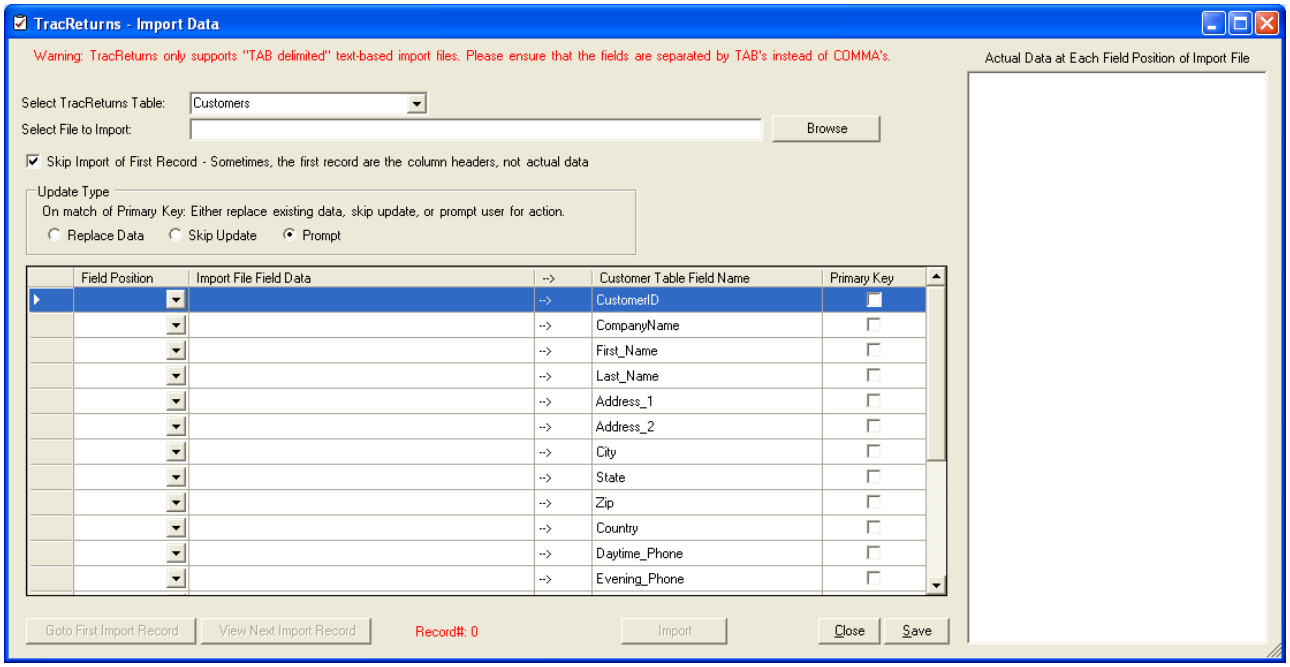


Figure 19

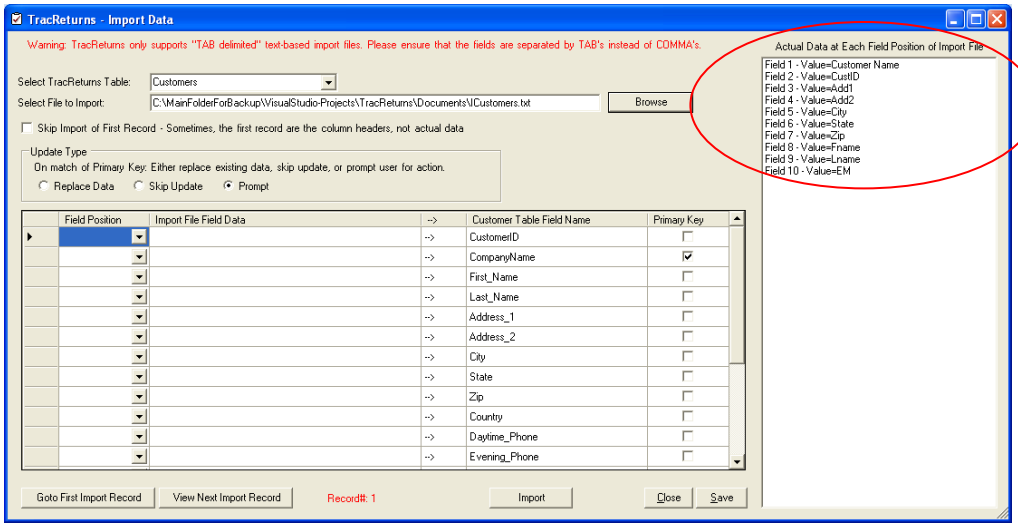
The first thing that you need to do to import data is select the "TracReturns Table" – there are 4 selections on the dropdown list: Customers, Products/Models, Parts, and Vendors.

Next, "Select File to Import" by using the "Browse" button. The file you select here MUST be a TAB-DELIMITED ASCII file. After selecting a file, the first record of the file is displayed in the "Actual Data at Each Field Position of the Import File" – see Figure 19.1. This gives the user an understanding of how the ASCII file is laid out and the data at each field position. This data will be needed to map the data from the ASCII file into TracReturns. To view the next record in the text file, click "View Next Import Record".

Next, determine if the first record (row) in the ASCII file has data or column headers. If the ASCII file has column headers, then check the "Skip Import of First Record" – otherwise, uncheck this option.

Next, determine "Update Type". When importing data, if a record with a matching PRIMARY KEY, what should TracReturns do? Options are:

1. Replace Data meaning the old data is overwritten for this record
2. Skip Update meaning no data is changed in TracReturns for this record
3. Prompt meaning a prompt is shown to the user for each record with a matching PRIMARY KEY

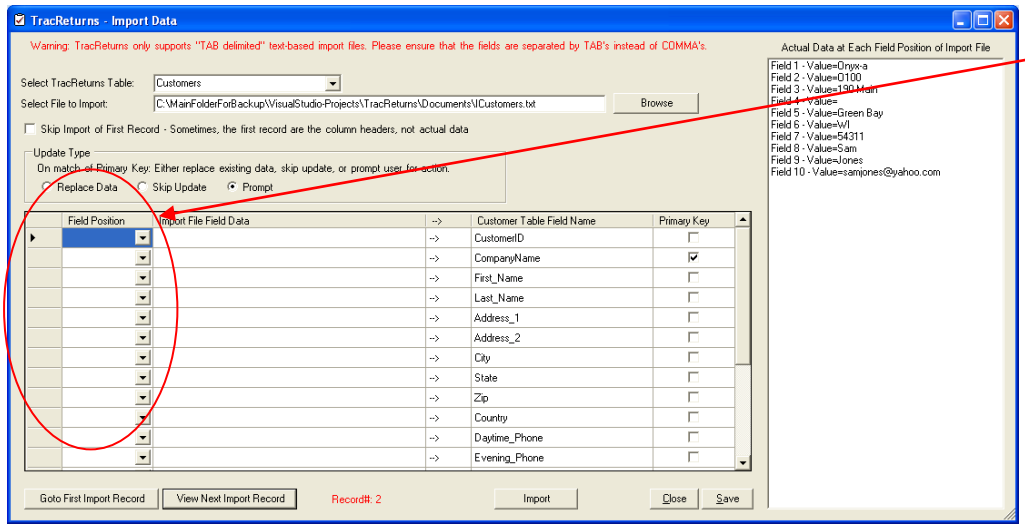


Actual Data at Each Field Position

TracReturns gives you a view of the data in the ASCII text file.

For example, in the text file, the first field has a value of "Customer Name" which is a column header in this case. By clicking "View Next Import Record", the second record is displayed – see figure 8.28.

Figure 19.1



Field Position Column

Here, you will select the field position to be mapped into TracReturns' customer table.

For example, field 1 in the data file has a customer name – so field 1 should be amped to Company Name – see figure 8.29

Figure 19.2

Now that you know the data in each field (by viewing the "Actual Data at Each Field Position of Import File" listbox), you can select the field position in the grid (see figure 19.2) that should be mapped into the "Customer Table Field Name" column.

As a field number is selected in the Field Position column, the data from the import text file is displayed in the "Import File Field Data" column to confirm the data being mapped into TracReturns.

Before you can import data, you must select 1 field to be the Primary Key. The Primary Key field will be the field used by TracReturns to determine if the data already exists in TracReturns. If the import file has a unique ID for the customer, use the unique ID as your Primary Key – otherwise the customer name should be the Primary Key. NOTE – if you have multiple customers with the same name then either modify the customer name in your other system so the customer name is unique or use a unique ID for the customer.

ALSO – if your import file does not have a unique ID to be loaded into the CustomerID field, then TracReturns will generate a unique CustomerID.

No import occurs until you click on the "Import" button. To save your mapping for future imports, click "Save".

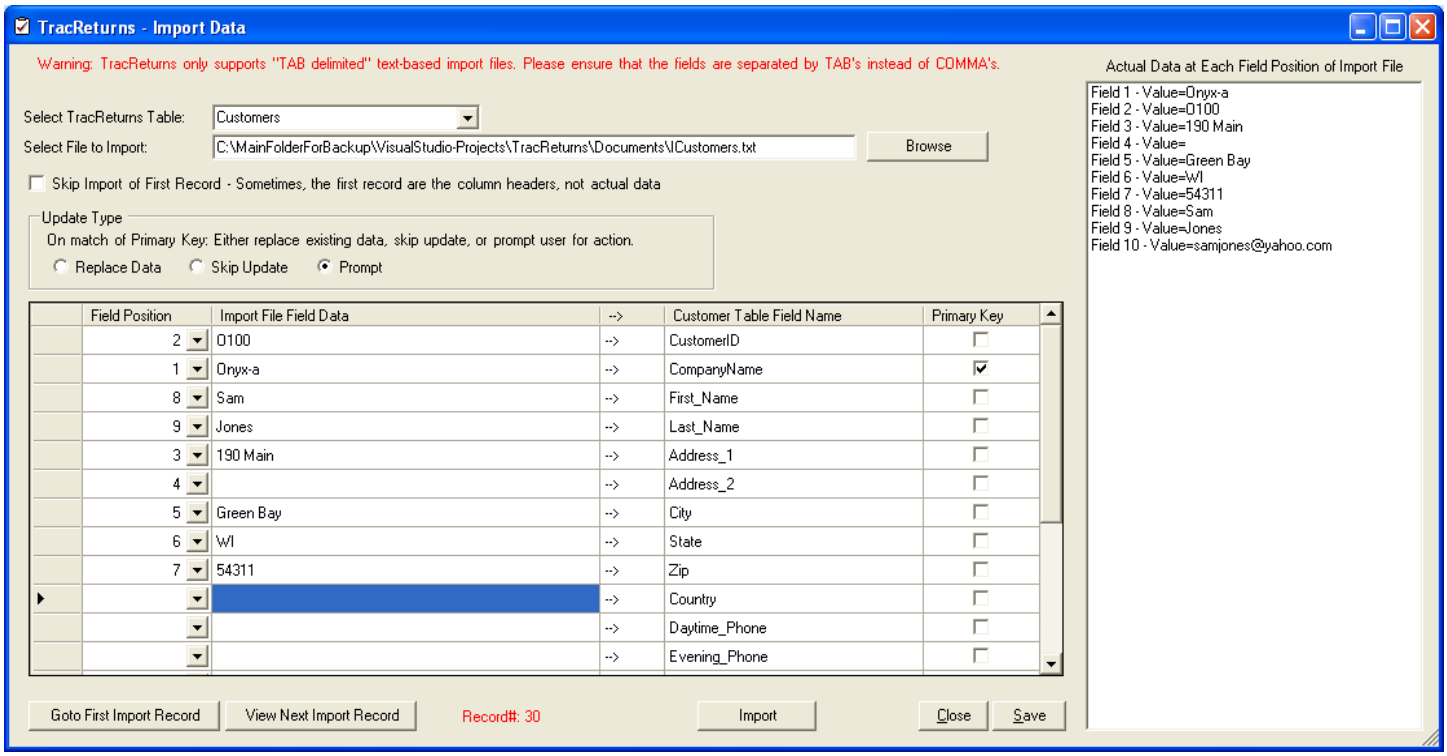


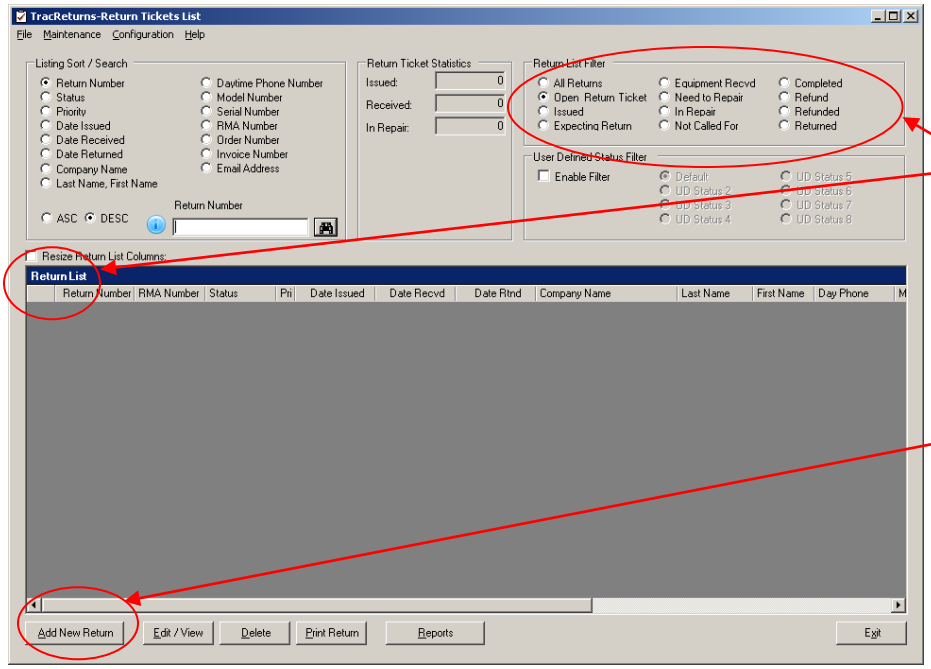
Figure 19.3

Adding a New Return Ticket

Usually, a new Return Ticket is created when a customer calls about returning a product for repair. During the initial call, you should collect all the customer information and then provide a return number (an RMA #) to the customer. The customer should include the return number when they send in the product. By collecting the customer information on the initial call reduces the time in processing a return when the product arrives at your business. However, you can also create the Return Ticket when the product is received.

In addition, you can setup an email template to be sent to the customer when you create the initial "Return Ticket". Note: The email template sent on new tickets is the "Issued" template.

To add a new return ticket, click on the "Add New Return" from the main screen (see figure 20).



Return List Grid
Return tickets are listed in the return list grid. Depending on the filter selection, a subset of all returns are listed.

Add New Return
To add a new return ticket, click the "Add New Return" button.

Figure 20

After clicking on the "Add New Return" button, the return ticket screen is display (see figure 20.1).

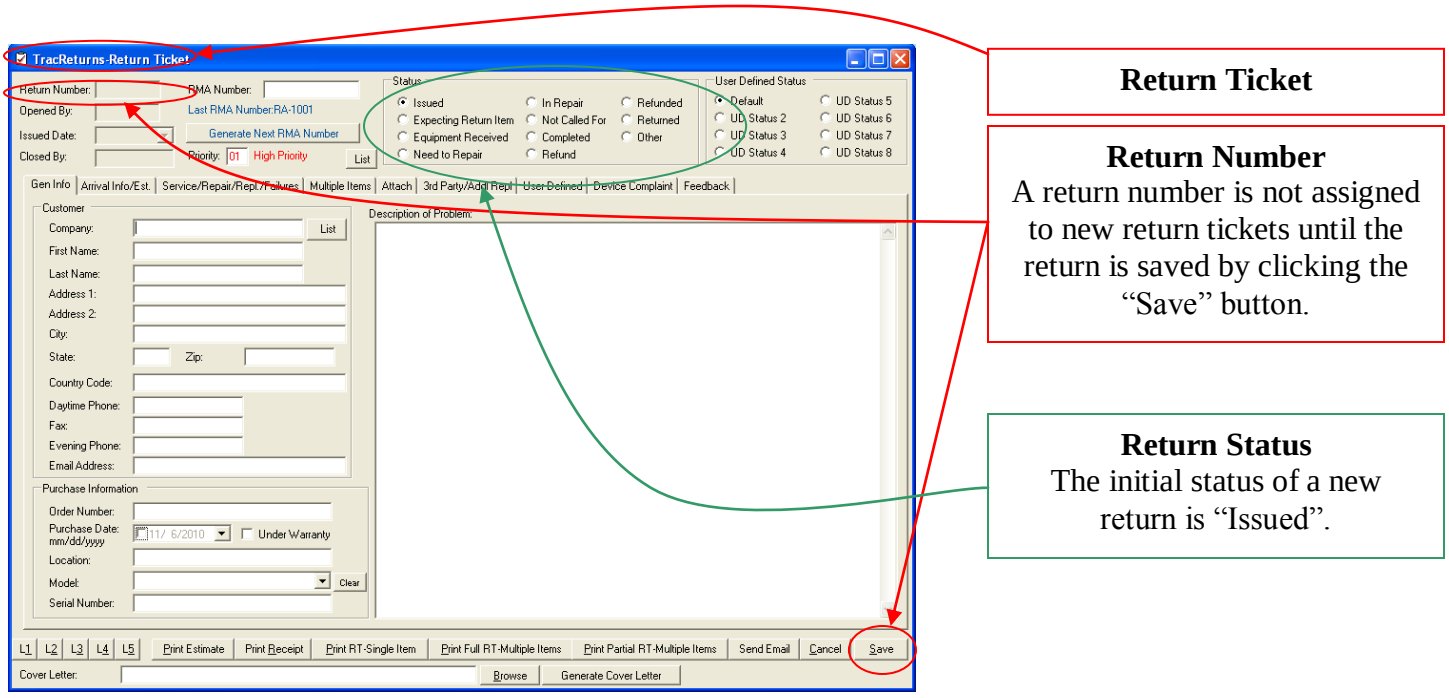


Figure 20.1

After adding a new return ticket, all input fields are cleared.

The initial status of a return is "Issued" – indicating that a return number was issued, but the equipment has not been received yet.

All dates EXCEPT Issued Date can be changed. If a date has an unchecked box to the left of the date, then the date is viewed by TracReturns as an empty date (even though there is a date in the field but is grayed out).

Return Ticket Statuses

There are eleven (11) normal return ticket statuses. In addition, the user can use a secondary status which are called user-defined statuses. The user can define the user-defined statuses on the configuration screen.

Not all users will use all statuses.

The return statuses are:

Issued – When a new return ticket is created, a status of issued is assigned. This indicates that a return ticket was created and a return number was generated, but the equipment has not been received.

Expecting Return Item – In most operations, after a ticket is issued, the next step would be Equipment Received – however, if a user wants to distinguish between Issued and actual expecting a return, this status could be used.

Equipment Received – When the equipment is received, the user should change the status to "Equipment Received", enter the date the product was received, and enter the contents of the package (including any noticeable issues with the package). This step is usually handled by the shipping/receiving clerk.

Need to Repair – This status could be used by the inspection department to indicate that a return needs to be returned.

In Repair – When the product is moved to the repair area, the person in charge of the repair should change the status from "Equipment Received" to "In Repair".

Completed – When the repairer completes the repairs, they should change the status from "In Repair" to "Completed" and enter date into the "Date Completed" input field. The product should be given to the person in charge of shipping repaired-products.

Refund – This status could be used when it is determined that the return could not be repaired – so a refund is suggested.

Returned – When the product is shipped back to the customer, the clerk should change the status to "Returned" and enter a "Shipping Date".

Refunded – If the product could not be repaired, then perhaps a refund was given.

NOTE: All return tickets are considered open EXCEPT return tickets with a status of RETURNED AND REFUNDED. The idea is that even a completed return ticket still needs to be shipped (indicating an open issue still exists with the return).

TracReturns has two values to track tickets: Return Number and RMA Number. The Return Number is generated by TracReturns and cannot be changed by the user. The RMA Number is a "user-defined" number that TracReturns can auto generate when the user clicks the "Generate Next RMA Number" button. HOWEVER, you must enter the beginning format. For example, on you very first ticket, enter a RMA number such as "RA-1000" or "RMA:1200". Then TracReturns will increment the number potion of the RMA number when you click the "Generate Next RMA Number" button.

On the "Return Ticket" screen (see figure 10.1), there are many sections that make up a ticket. Each section has its own tab. Tabs include:
Gen Info Tab – for general information about the ticket such as customer name, description of problem, and purchasing information – see Figure 20.2.

Arrival Info/Est. Tab – when the product is received, information about the product can be entered such as date received, the items received, general condition of product, etc. – see Figure 20.3.

Service/Repair/Replacement/Failure Tab – on this tab, the user can enter how the product was repaired including parts used. In addition, the user can enter what type of failure occurred – see Figure 20.4.

Multiple Items Tab – on the general information tab, the user can enter the return information for 1 product. If the customer is returning multiple items, use this tab.

Attach Tab – this tab allows the user to link multiple files to a ticket. First the files must be stored in some folder accessible by the workstation using TracReturns. Then, browse and link each file (such as EXCEL spreadsheets, PDF files, and pictures) to the ticket.

3rd Party/Additional Replacements Tab – if the returned product will be sent to a third party for repair, the information can be entered here.

User Defined Tab – The user can use "User-defined" fields – and the values are entered on this tab. The labels are defined on the Configuration screen.

Device Compliant and Feedback Tabs – The user can collect additional information about returns.

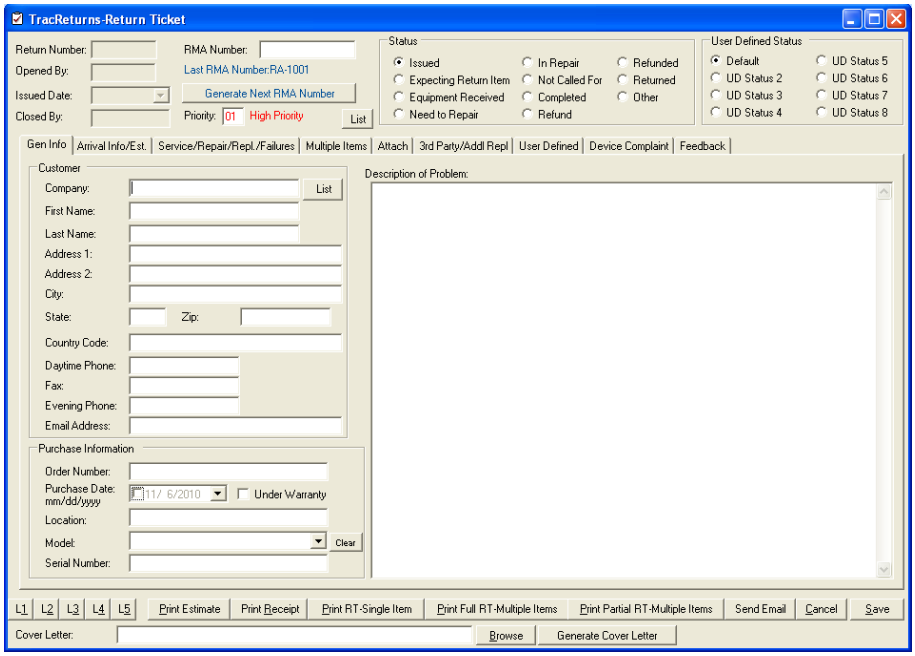


Figure 20.2 – General Info Tab

General Info Tab

When a new return ticket is created, the user should collect all the information shown on the "General Info" tab.

The general information includes the customer's information, information about the product, and a complete description of the problem.

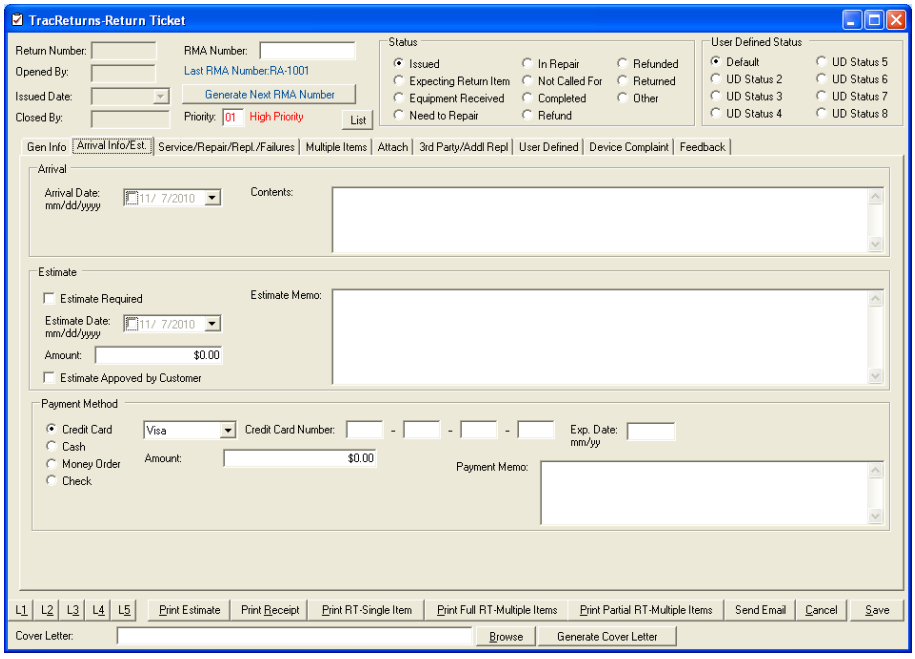


Figure 20.3 – Arrival and Estimate Tab

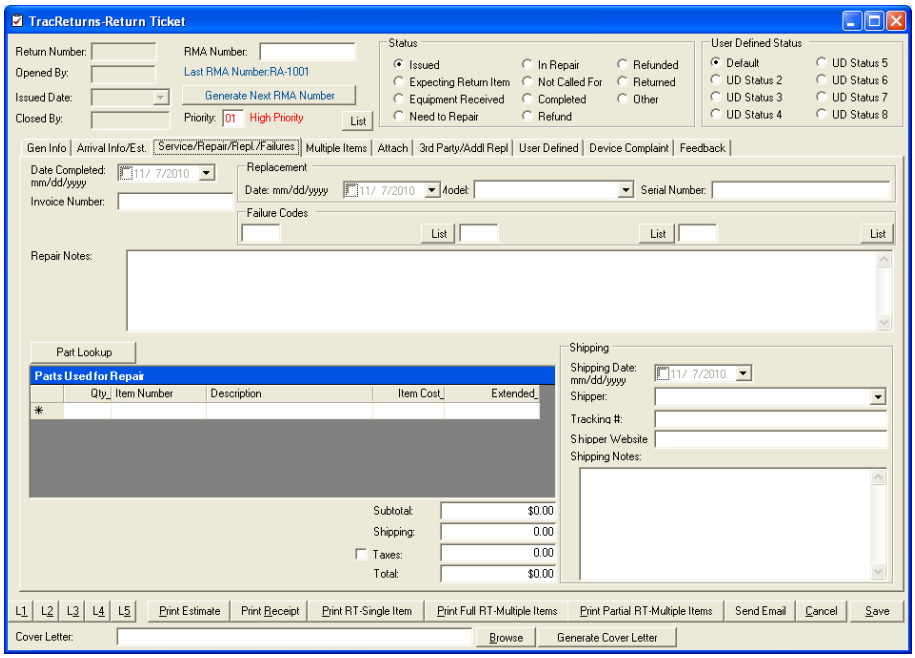


Figure 20.4 – Service/Repair/Replacement/Failures Tab

After the user enters the Return Ticket information, the user must click the "Save" button to save the information. If an email template was setup for the status of "Issued", an email will be sent to the customer if an email was entered. Email templates can be entered under the "Maintenance" menu.

When the user clicks the "Save" button, the Return Number is displayed – see Figure 20.5.

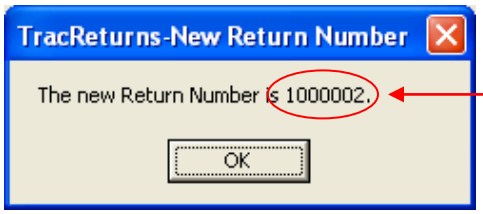


Figure 20.5

New Return Number

The return number is automatically generated by TracReturns.

The return number has a 2-digit prefix indicating the year (10 for 2010) followed by a 5-digit sequential number. The return number of 1000002 indicates a year of 2010 and a sequential number of 00002.

When the year changes, the prefix will automatically change to the new year. Also, you will be prompted concerning the 5-digit sequential number. You can elect to reset this number to 00001 or you can elect to continue with the next sequential number.

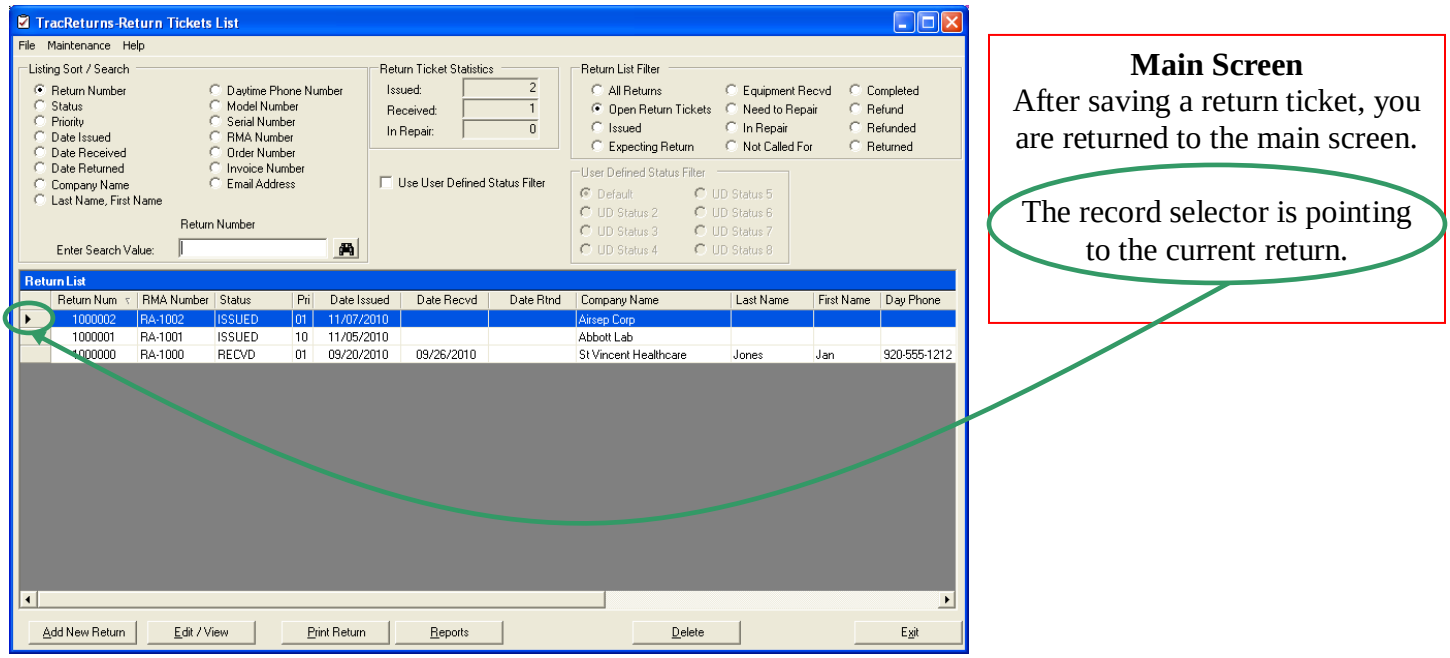


Figure 20.6 – Main Screen

The record selector is always pointing to the current return ticket. Before you click the "Edit/View", "Print Return", or the "Delete" buttons – move the record selector to the correct return ticket (using the scroll bar or the "List Sort/Search" feature). The "Edit/View", "Print Return", or the "Delete" features work on the current return ticket.

From the main screen, you cannot change any information on a return ticket.

Edit/View an Existing Return Ticket

After the user adds a "Return Ticket" to TracReturns, there will be several situations to edit (modify) the "Return Ticket". For example, when the product arrives, the shipping clerk should enter the fact the product arrived. And when a technician starts working on a product or when a product is repaired, the technician should update the "Return Ticket" with that information.

Before you click the "Edit/View" button, move to the return ticket in the "Return List" grid on the main screen by using the scroll bar (on the right hand side of the list) or using the search capabilities. Another method for selecting and editing a return ticket is to double-click on the record selector for the row.

NOTE: Double-click does not work when you do it on other columns of a record. You must double-click on the "record selector"

NOTE: There are additional columns on the grid such as Serial Number, Model Number, Order Number, Invoice Number, and Email Address. To view the additional columns, use the horizontal scroll bar at the bottom of the grid.

NOTE: To change the sort order for your return tickets, click on the column title for the column to sort on. For example, to sort by Serial Number, click on the "Serial Number" column. The first time you click a column header, the sort order is ascending. To sort in descending order, click on the same title again.

Receiving a Product

When a product arrives, hopefully the customer included the "Return Number" or some information that allows the receiving clerk to locate and update the "Return Ticket". If there is no "Return Ticket" for a product, the receiving clerk may need to add a new "Return Ticket".

NOTE: An email can be sent to the customer with all the return details when the initial Return Ticket is saved. You can ask the customer to include a printed copy of this email with the return. The email can contain the RMA Number, customer name, etc. The email could also provide instructions for the return.

After finding the "Return Ticket", click on the "Edit/View" button. On the "Return Ticket" screen, select the "Arrival Information/Estimate" tab (see figure 20.3).

The receiving clerk should enter and check the following information when the product arrives:

Arrival Date – which is the date the product arrived
Contents – should be the list of items in the package
Change the status from "Issued" to "Equipment Received"

After the information is entered, the shipping clerk should change the status from Issued to "Equipment Received", save the "Return Ticket", prints a "Return Ticket", and place the product with the "Return Ticket" in the appropriate location for the repair technician.

Repairing a Product

After the product is received, it should be placed into the appropriate area for the repair technician. Based on the return ticket information, either the technician will repair the product or create an estimate for the repair. In either case, the technician should update TracReturns by changing the status from "Equipment Received" to "In Repair" to tell the system that he/she is working on the product – and the "Return Ticket" should be saved.

NOTE: TracReturns is a multi-user system. However, the other users will not see the changes to a "Return Ticket" until the changes are saved using the "Save" button.

If the product is no longer under warranty or if the "Estimate Required" checkbox is CHECKED, the technician should provide an estimate. If an estimate is provided, the technician should enter the following information on the "Return Ticket" on the "Arrival Information/Estimate" tab:

Estimate Date
Estimate Amount
Estimate Memo

After entering the estimate information, the user can print the estimate by clicking on the "Print Estimate" button on the "Return Ticket" screen.

After entering the information, the "Return Ticket" should be saved.

If the technician completes the repair, the technician should change the status from "In Repair" to "Completed" and the repaired product should be placed into the appropriate area for shipping.

If you will be charging the customer for the repairs and you want to show the customer which parts were replaced, the repair technician can enter the parts on the "Service/Repair" tab.

Reports

Reports are always printed to the computer screen first. To print a report that is displayed on the screen, click the PRINTER icon. To exit a report, click on the X in the upper right-hand corner of the screen. To change the size of the report on the screen, use the ZOOM icon.

Within TracReturns, several input fields can hold up to 1 million characters but only the first few lines of the input field will be printed on reports.

Return Ticket

The "Return Ticket" contains all the information about the return on one printed page. Several input fields (such as "Description of Problem" and "Repair Description") can hold up to 1 million characters – but only the first few lines are printed on the report.

If There are two methods for printing a return ticket – by clicking on the "Print Return" button on the main screen or by clicking on the "Print Return Ticket" on the "Return Ticket" screen (see figure 21). For an example of a "Return Ticket", see figures 21, 22, and 23. Figure 21 shows the whole Return Ticket. Figures 22 and 23 split the "Return Ticket" into two parts for easier reading.

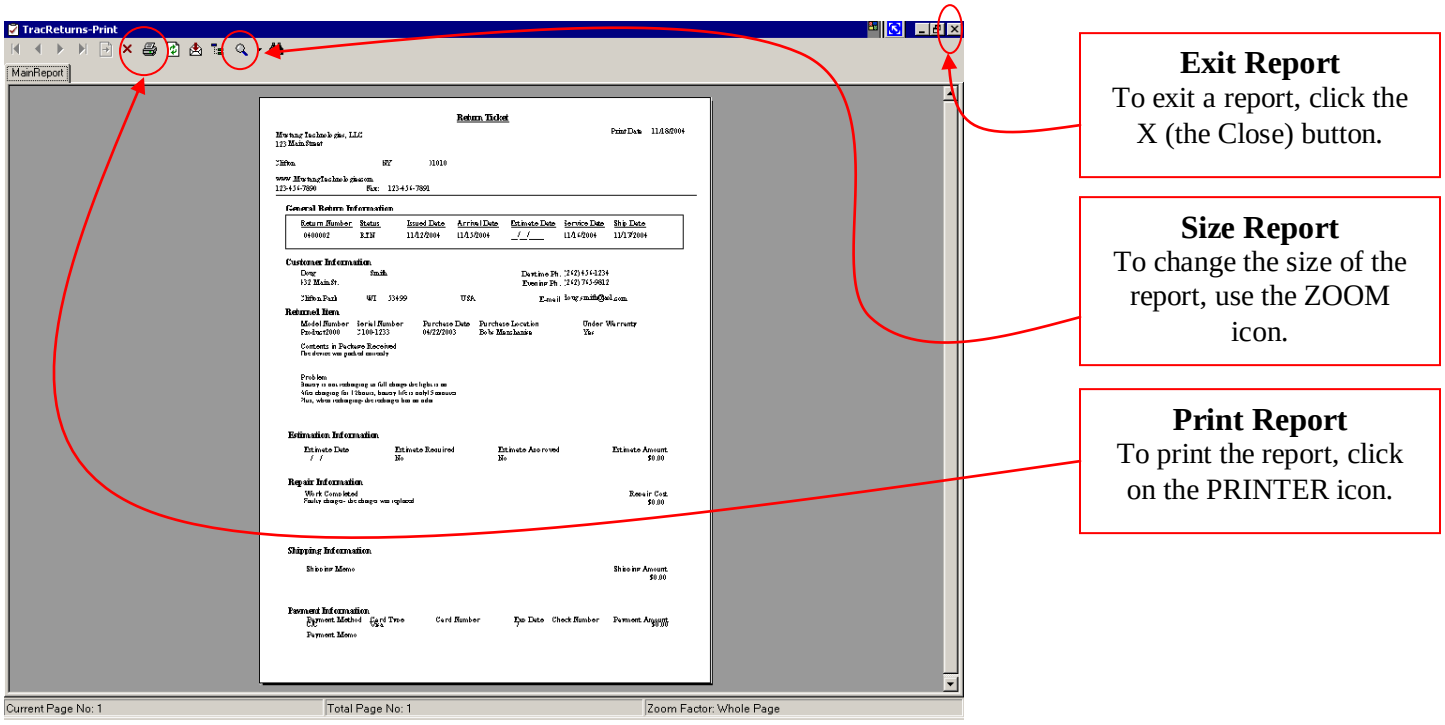
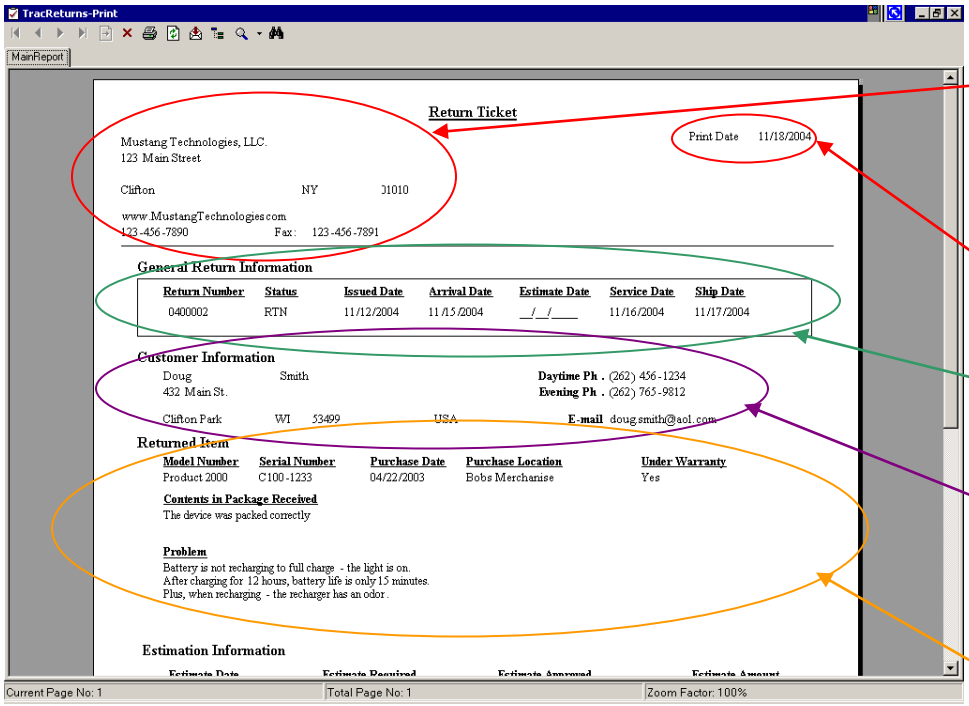


Figure 21 – Whole Return Ticket



Company Information
Your company information (the information shown in figure 5) is displayed here.

Print Date
The date the Return Ticket was printed is shown here.

General Return Information
The general information about the return is shown here.

Customer Information
Your customer's information is shown here.

Product Information
The return product's information is shown here.

Figure 22 – Top Half of Return Ticket

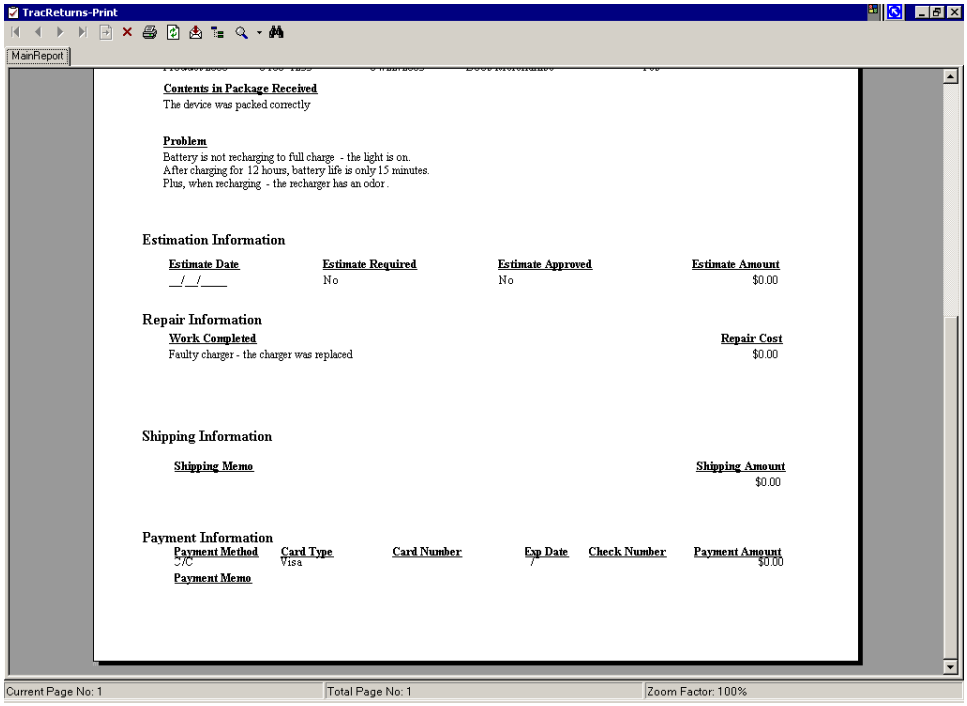


Figure 23 – Bottom Half of Return Ticket

Returns In House Report

To get a list of all customer equipment "in house" (meaning, a list of all products received but not returned/shipped yet), 1) click the "Reports" button on the main screen, 2) select the "Returns – In House" report on the "Reports" screen, and 3) click the "Run Report" button.

Shipped Returns Report

To get a list of all return tickets with a status of "Returned" (meaning the product was shipped back to the customer) 1) click the "Reports" button on the main screen, 2) select the "Shipped Returns" report on the "Reports" screen (see figure 24), 3) select a date range, and 4) click the "Run Report" button.

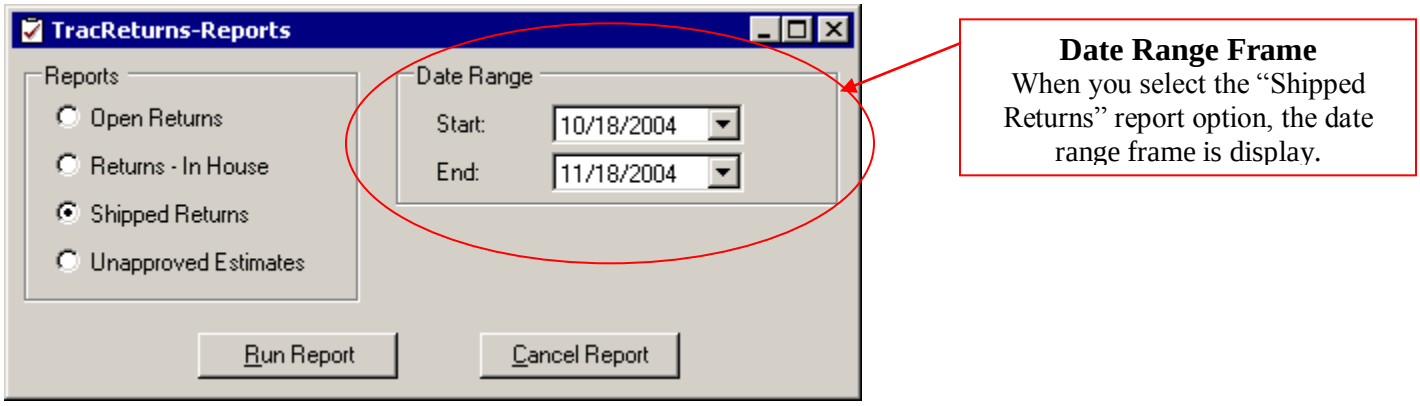


Figure 24 – Reports Screen with Date Range

When you select the "Shipped Returns" option, a date range frame is displayed. The default date range is the previous month.

Unapproved Estimates Report

When a returned product is no longer under warranty or the reason for the damaged product is not covered by the warranty, it might be necessary for you to provide an estimate to the customer. The "Unapproved Estimates" report will list all "Return Tickets" with an unapproved estimate – which provides a quick method for you to follow up with customers.

NOTE: If an estimate is given to a customer and the customer does not want to proceed with the repair, you should uncheck the "Estimate Required" checkbox and enter a note in the "Estimate Memo" input box. If you do not uncheck the "Estimate Required" checkbox, the "Return Ticket" will continue to show up on the "Unapproved Estimate" report.

Estimate Report

An Estimate report can be sent to a customer for their authorization to do the repairs. To print an estimate, click on the "Print Estimate" button on the "Return Ticket" screen. An example of an estimate is shown in figures 25, 26, and 27.

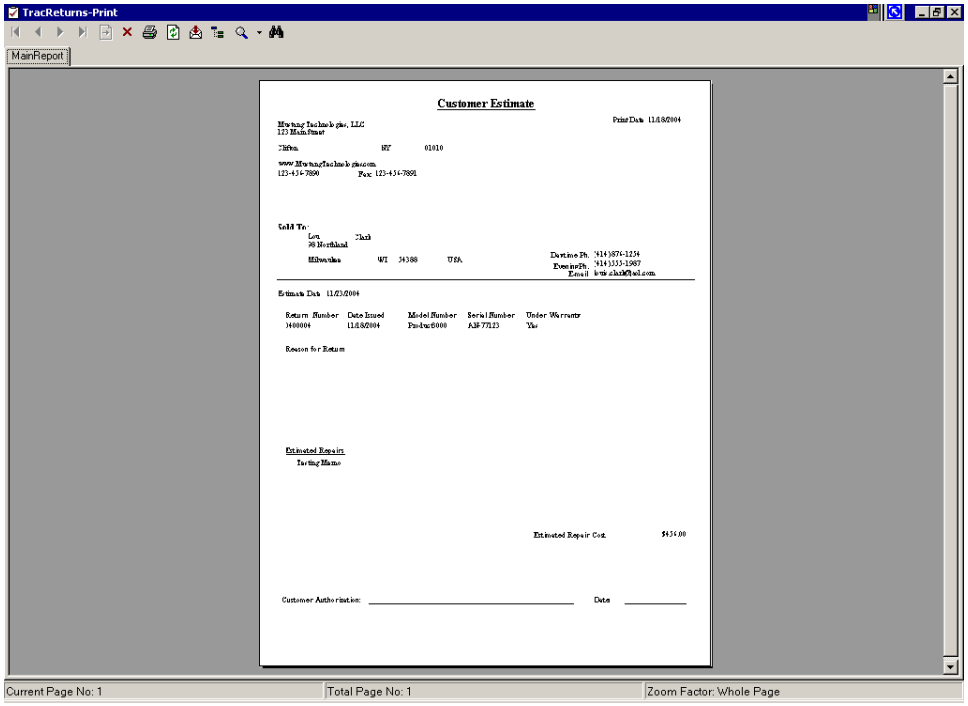


Figure 25 – Whole Estimate

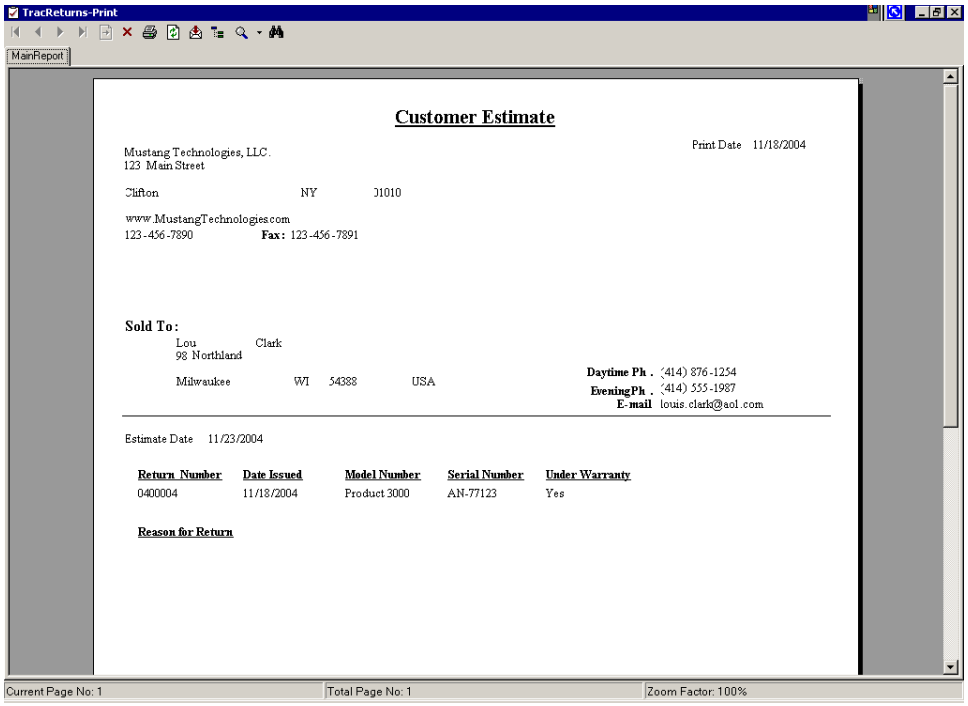


Figure 26 – Top Half of Estimate

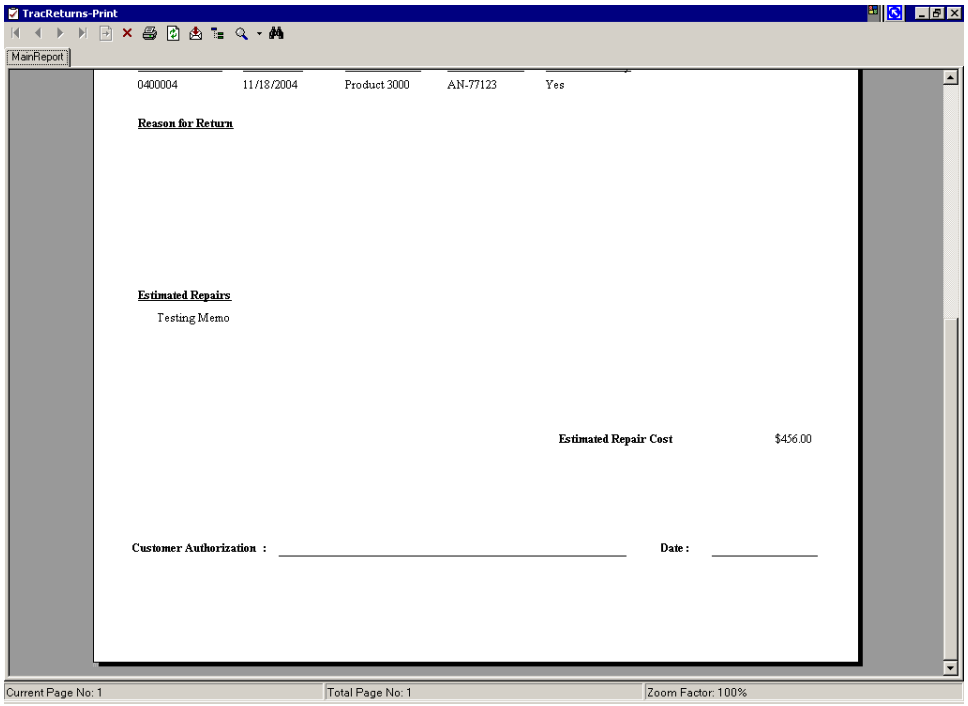


Figure 27 – Bottom Half of Estimate

Customer Receipt

A customer receipt can be printed. To print a receipt, click on the "Print Receipt" button on the "Return Ticket" screen. An example of a customer receipt is shown in figures 28, 29, and 30.

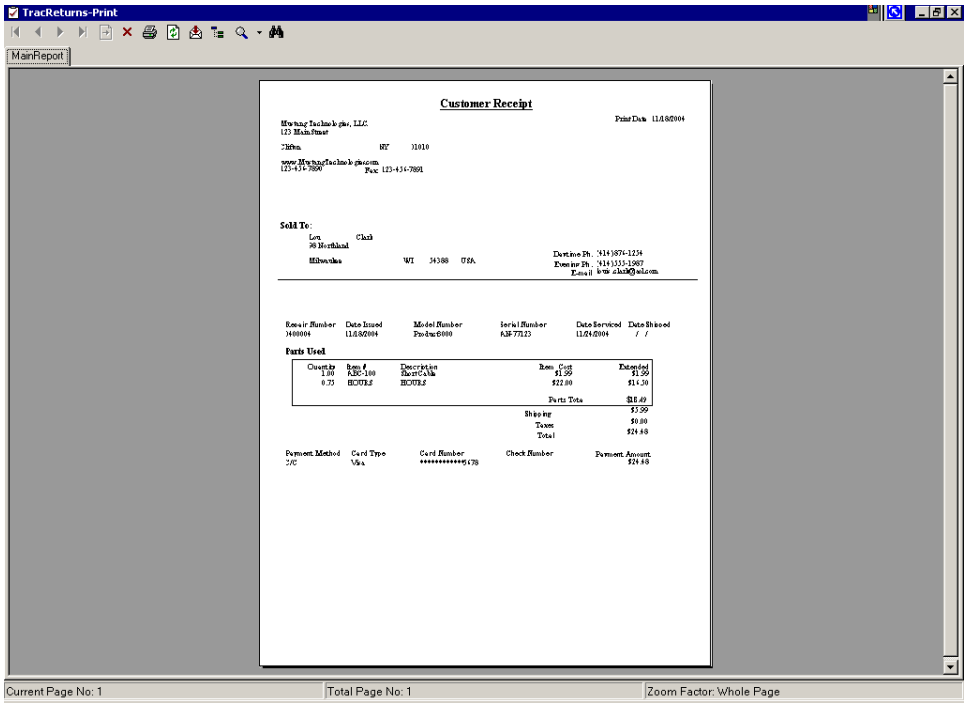


Figure 28 – Whole Customer Receipt

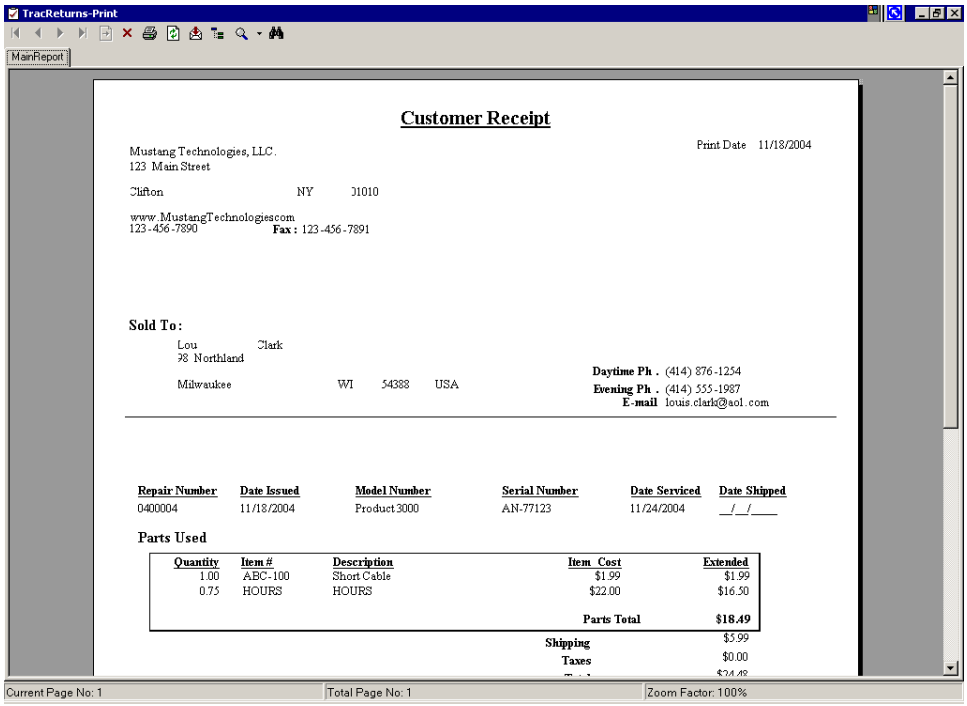


Figure 29 – Top Half of Customer Receipt

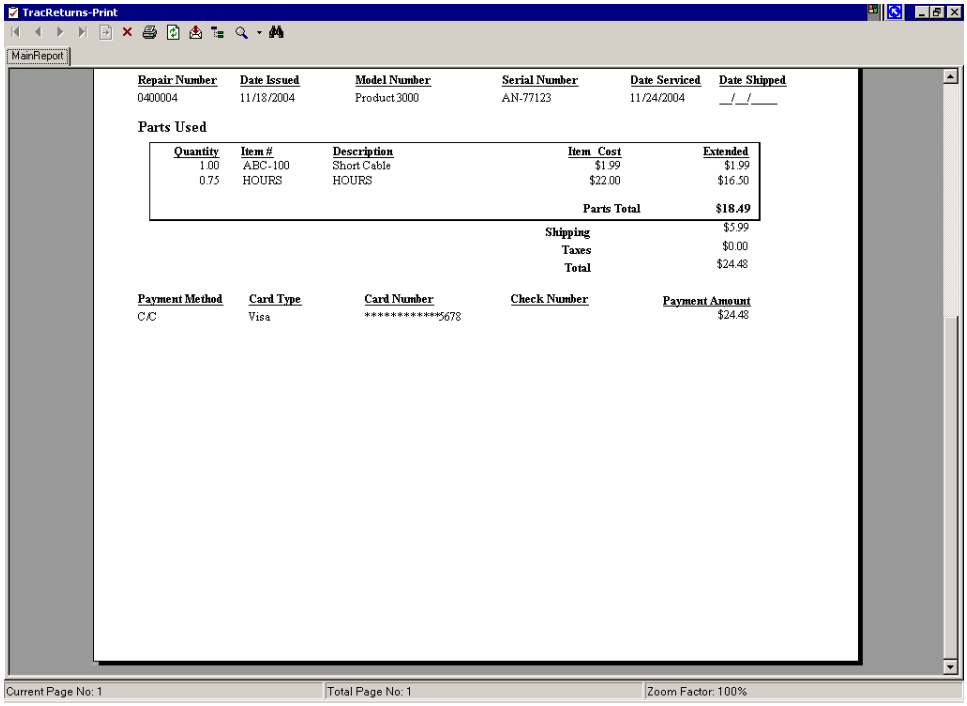


Figure 30 – Bottom Half of Customer Receipt

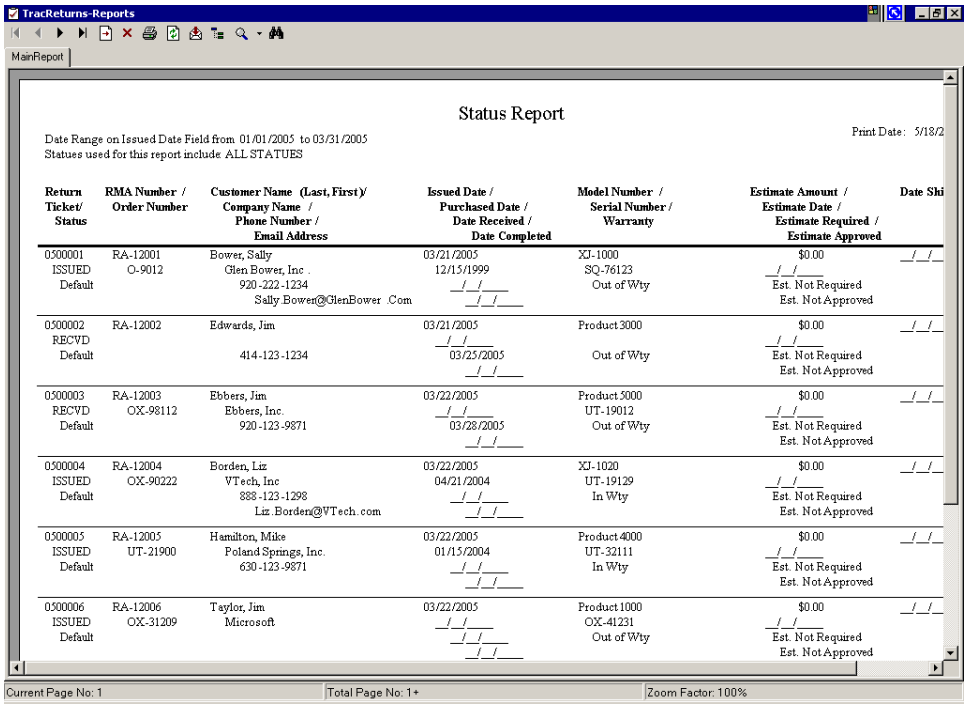


Figure 31 – Status Report

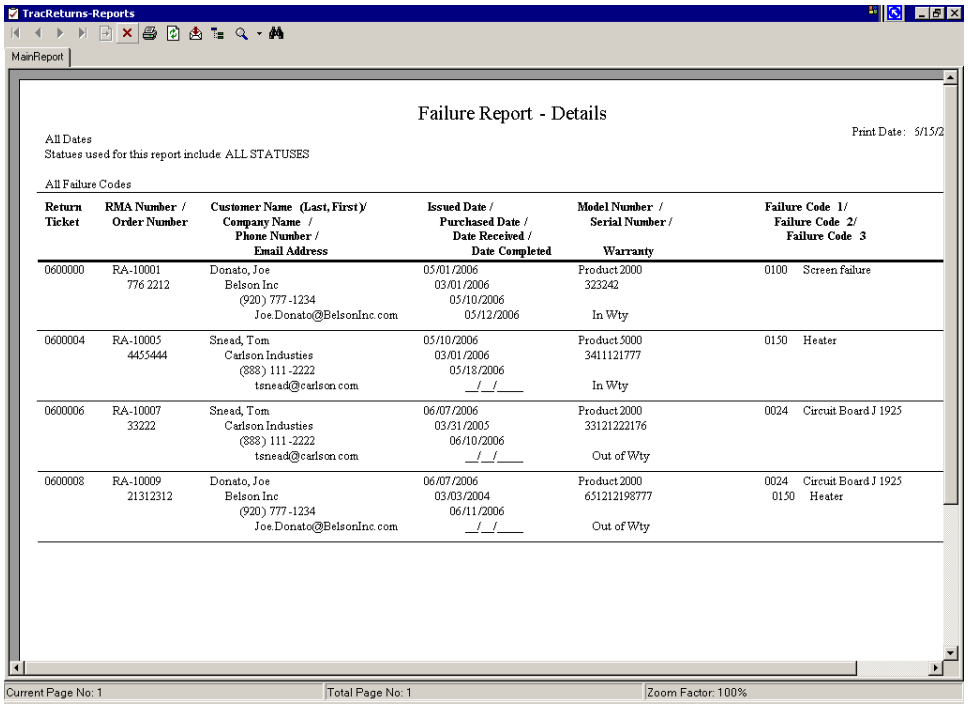


Figure 32 – Failure Report – Details

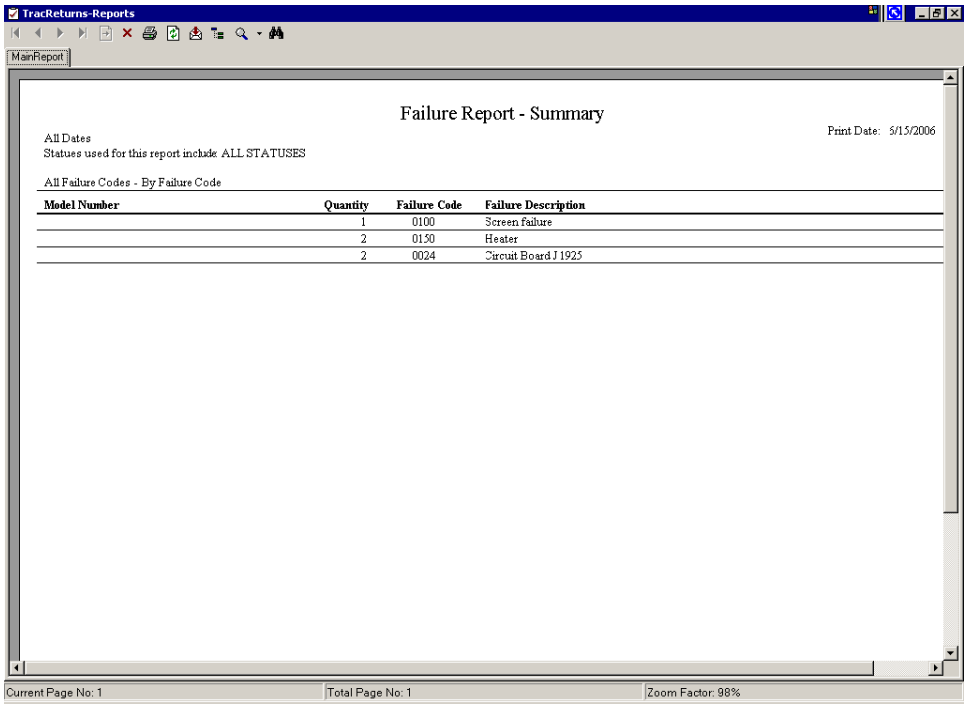


Figure 33 – Failure Report – Summary by Failure Code

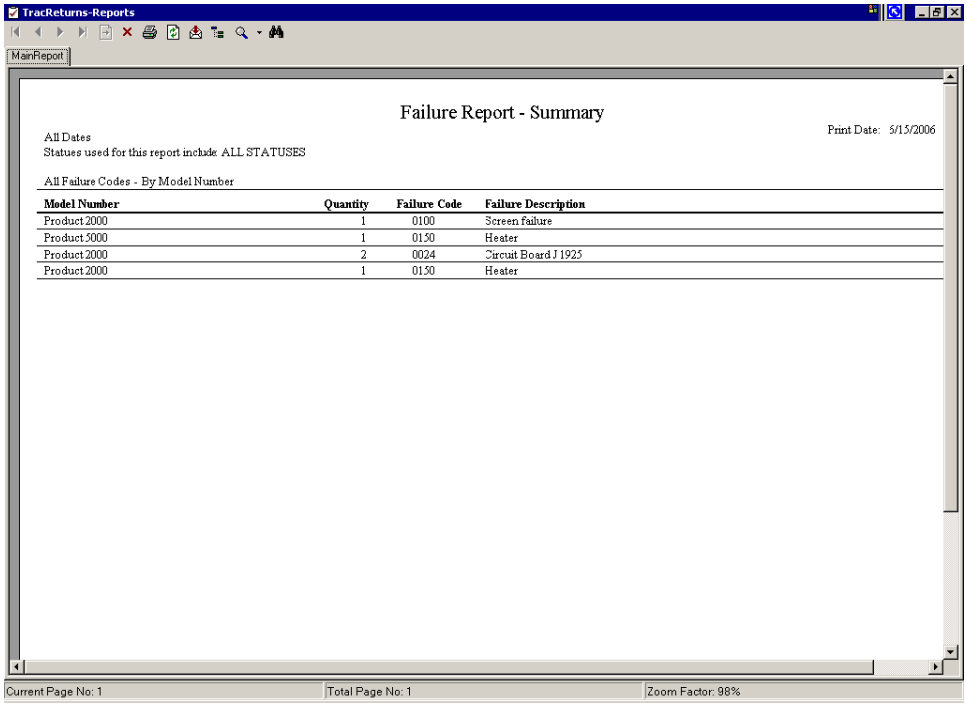


Figure 34 – Failure Report – Summary by Failure Code

Cover Letters

The Cover Letters option allows the user to create user-defined WORD templates – then call these templates from TracReturns which in turn creates a WORD document. TracReturns replaces all KEY FIELDS in the template with the actual values from the Return Ticket. All KEY FIELDS are in the format of "<<KeyFieldName>>". For example, if the KEY FIELD of <<FirstName>> was in the template and the customer's first name on the Return Ticket was "Lucy", then <<FirstName>> would be replaced by Lucy.

To modify and or create a template, you must use Microsoft WORD and save the template with a "DOT" extension (which is 2003 WORD format). TracReturns does not support "DOTX" format (WORD 2007 and WORD 2010) however the templates can be created in 2007 and 2010 but saved as 2003 formats.

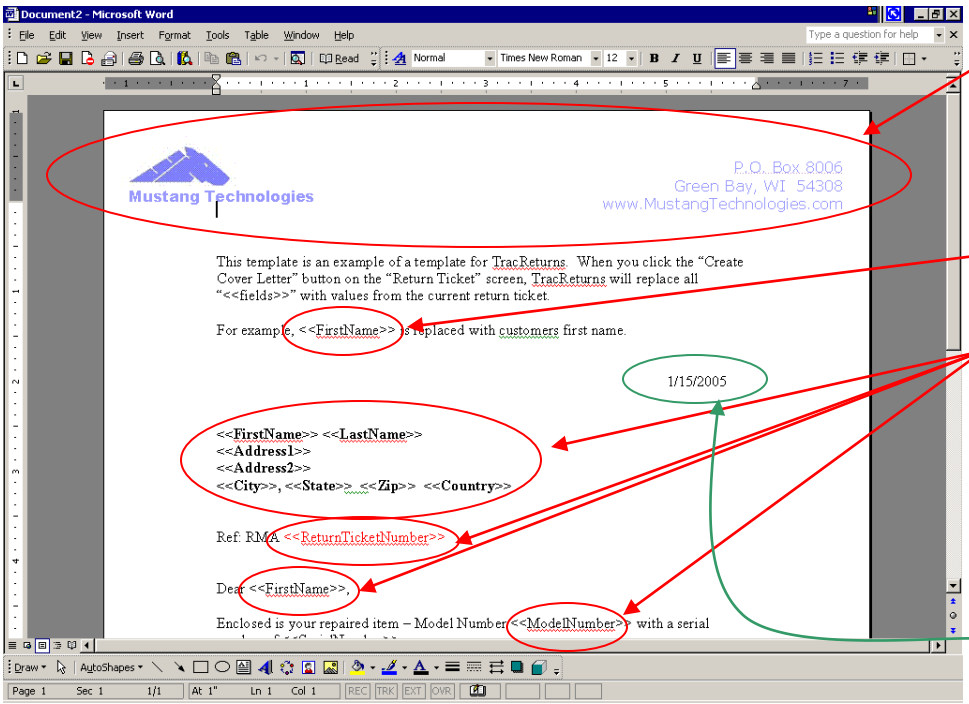
After the template is created, save them to the same folder where the TracReturns database is located.

TracReturns will use the template when the user clicks L1, L2.L5 which is located at the bottom of the "Return Ticket" screen – see figure 13.3.

L1 looks for TracReturns.DOT template
L2 looks for TracReturns2.DOT template
L3 looks for TracReturns3.DOT template
L4 looks for TracReturns4.DOT template
L5 looks for TracReturns5.DOT template

When TracReturns was installed, the five templates were stored to the same folder as the database (default location is "C:\Program Files\TracReturns"). For a full listing of KEY FIELDS, open TracReturns5.DOT.

The WORD documents are stored in a subfolder under TracReturns called "CoverLetters". Figures 35 and 36 provide an example of a DOT file.



Letter Head
Replace Mustang's letter head information with your company's letter logo and letter head.

Key Fields
These key fields will be replaced by data from the return ticket.

See Figures 31 and 32 to view the document after the replacements are complete.

WORD Fields
You can also insert a WORD field. This field is a date field. Every time the document is created, it will show the current date.

Figure 35 – TracReturns.DOT – A Microsoft Template – Page 1

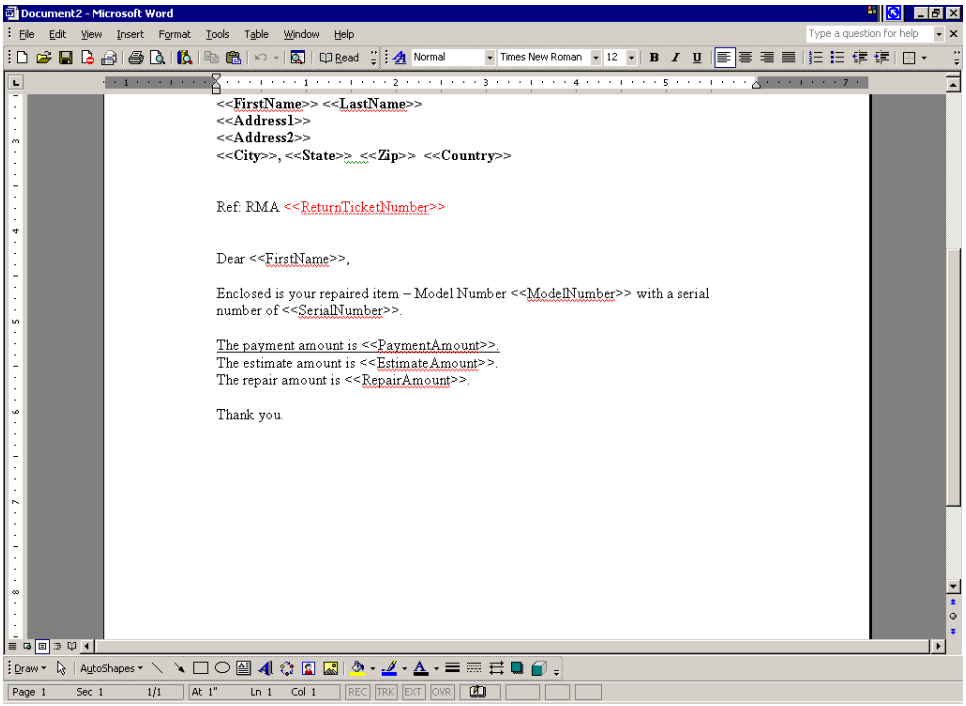


Figure 36 – TracReturns.DOT – A Microsoft Template – Page 2