

Counterman Quarterly Newsletter

Vendor/Supplier Returns Processing & Tracking



Returning merchandise that either did not sell, or was ordered by mistake is something every shop does. Whatever the reason, it just happens... However, allowing Counterman to track returned merchandise is a process some users are unaware of, or have not taken the time to fully understand. In this article I will be explaining this process, and how Counterman can help you track your vendor returns. This ensures you get the credits due for any items you have returned to your vendor(s). Examples will be included throughout the following detailed explanation:

As with most everything in Counterman, a transaction is necessary in order to return merchandise to insure inventory is removed from available stock and properly tracked. The first step is to add the vendor as a customer. Three important things to consider during this process would be to:

1. Determine whether you pay tax for any items ordered from this vendor; then setup the vendor as "Resale" if you do not pay tax to them. There is a check-box in the Customer Add/Edit screen labeled "Resale". By default, this check-box is not checked (meaning any added customers pay tax to you (if they are inside your state) when you sell them a part). However, vendors/suppliers/distributors (under normal circumstances) sell under a "resale" basis, therefore do not charge tax. The end user (retail customer) is the one responsible for any sales tax, which is collected by you and paid to the state.
2. This customer (vendor) record will only be

used for returns. The vendor is not going to credit full retail for returned merchandise, so setting the vendor up with a "Cost + 0" discount would be mandatory! In the field labeled "Discount Mode", enter "3" (Cost+). Then the "Discount %" field should remain at "0" (zero), resulting in a Cost+0 Discount.

3. This is not required, but should anyone want to know why this customer is getting such a deep discount, I would recommend putting "Vendor Returns" in the "Member" field. Another choice would be to add "VENDOR RETURNS" to the end of the customer name. The idea is to flag this customer record to make it clear, it's intended use is only for Vendor Returns.

Now you are ready to process transactions for returning parts to the vendor/supplier. Anytime you start a transaction in Counterman and access a customer that has been pre-setup with a "Cost+0" discount (which should only be for vendor/supplier returns), Counterman will 'assume' the transaction is for a Vendor Return. A window will open asking: "If this is a Vendor Return (14)" "enter the Restock Charge Percent:" providing a field where you can enter any Restock Charge Percentage that the vendor may be charging you. The Cost+0 Discount will further deduct from the price displayed to reflect the Restock Charge for each individual item as entered into the transaction. In other words, if you entered a restock charge of 20%, the displayed price on the screen (and ultimately processed) would reflect Cost:

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UPDATED PRICE BOOK VENDORS (ON THIS CD) 36-NEWLY UPDATED PB'S!

AD	Advantage Perf. Dist.
AR	Arctic Cat USA**
AR	Arctic Cat Canada**
BE	Bennett LTD (NEW)
BM	BMW Motorcycles**
CA	Castle Sales
CCI	Custom Chrome, Inc.
CO	Colony
DS	Drag Specialties
FX	Fox Racing
FH	Fulmer Powersports
HD	Harley-Davidson**

HH	Helmet House
HQ	Husqvarna
JM	Jim's Machine
KN	K&N Engineering
KM	Kawasaki Motors**
KA	Kuryakyn
KT	KTM Motorcycle**
MC	McDonald ATV
MU	Mid-USA Parts
PC	Pro Circuit (NEW)
PU	Parts Unlimited
PS	P.C. Sunglasses

PO	Polaris/Victory/Indian**
PT	Power Twins
RO	Romaha
SI	Sudco International
SB	Sullivan Brothers
SM	Southern Motorcycle
SN	Sullivan's USA
TM	Triumph**
TR	Tucker Rocky
VT	Tedd's V-Twin
WP	Western Power
YA	Yamaha**

IMPORTANT!

**** = OEM Franchise Only!
(If non-franchise, only retail prices will be provided)**

Custom Chrome has stopped supplying quantity breaks in their price book!

(NEW) = New price book for this update!

Santa Maria Software, Inc.
d.b.a. Counterman
P.O. Box 1239
Nipomo, CA 93444

www.counterman.net



COUNTERMAN

Contacting Counterman is EASY!

Phone: (800)937-6590 (toll free)
Fax: (805)929-8267
Email: support@counterman.net
ralph1@counterman.net

CONCEPT MOTORCYCLE



find previous vendor returns by the Authorization Number, Name, Telephone Number, or Customer Account Number for the vendor you are looking for. Then select "Edit" to enter any credits. If the credit is different from the amount you submitted, you can change the 'Parts Amount' or 'Labor Amount' to reflect the actual whole total of the credit received. The Vendor Return Report can be ran at any-time to track these returned goods and any credits due and/or applied. To keep on top of them, we suggest running this report as part of your EOM (End-of-Month) reports and processes. The report will show all Vendor Returns within the date range requested. We would normally suggest running a very large date range, Summary level report and check the "Open Only" check box. Vendor Returns will re-main open until the Parts/Labor Amount is the same as the Credit Received Amount. Editing these to be the same would be the process to remove the Vendor Return from this report, but the edited amount should reflect the actual credit received. Additionally, you can run this same report and NOT check the "Open Only" check-box to view a list of all returns within that date range. Keeping track of your vendor returns should help you by making sure you are receiving all the credits you are entitled to. Every dollar counts! Should you need assistance with this process, please contact our tech support, we are happy to assist!

(800) 937-6590

MINUS the 20% Restock Charge. So you would enter all the product codes (a.k.a. Part Numbers) and quantities you are returning, just like you would if you were selling them, into the transaction. To proceed with processing the transaction:

1. Page-Down, to the accounting portion of the transaction, and press Tab past the "Payment" field, accepting the amount shown.
2. Counterman knows this is a 'Vendor Return', so a "Payment Method" of '14' is automatically entered for you. This is an internal 'Payment Method and has no effect on the cash in/out of the drawer on the Cash Drawer Report. It will however, be summarized on the Cash Drawer Report Summary page (under the 'Internal Sales.) Note: when you Tab from the "Payment" field, '14' is entered automatically and the cursor is in the "P" Process Transaction field. Just press Enter to process it.
3. Upon Processing the transaction, Counterman will display a window where you can enter an 'RMA' (Return Merchandise Authorization) or whatever 'Authorization code' that may have been provided by the vendor. There is also a field that allows you to enter any credit the vendor may have pre-issued, along with the date of that credit. If no prior

credit has been issued, simply enter the 'Authorization' number/code press Tab, then press the Esc key.

Here is what is going on behind the scenes in Counterman:

1. Inventory is adjusted and removed from the "Quantity Available" for all items being returned on the transaction.
2. Even though a transaction was processed, Counterman will not record any dollar amounts to the MTD (Month-To-Date) sales history. However, the invoice can be viewed from Inventory Maintenance/History Detail and/or re-printed if necessary. The idea is to prevent the transaction from being recorded as a sale, because it would affect your re-order levels if you "Reset ReOrder Points".

Now that the Vendor Return has been recorded, you can enter the credit when it comes in. Usually credits come in on invoices for parts ordered and are notated as such on your billing invoices from that vendor. To enter a credit from a Vendor Return, access the Main Menu then:
1-Maintenance/Display, select A-Vendor Returns. Select "Find" and do a search under whatever method the vendor uses to reference the credit. Counterman can

Vendor Table Usage

Although you may already know about the Vendor Table in Counterman, you may not know how you can benefit by digging a little deeper into what can be done within the Vendor Table and how this feature can help you shop. The Vendor Table is used mainly for the different price books installed and updated in your software, and for use with the "Re-Order" (purchase ordering) processes. It should be noted, you can add pertinent vendor information for individual vendors/suppliers by selecting one, then pressing the F11 key. This allows you to enter your customer number, contact name, phone and fax numbers, etc...

Beyond this, because there are several vendors/suppliers that allow electronic submission of purchase orders through their respective dealer websites, this is where you would flag that vendor/supplier as such. So if you are building a purchase order in Counterman, then find yourself having to re-enter all those part numbers into the dealer website, this process is for you! A high-level time saver that allows direct P/O import from a processed Counterman purchase order. Every dealer website is different, but the bigger ones normally have a purchase order "import" function available. We have partnered with several of these larger vendors/suppliers for this purpose. The following is a list of them:

- ⇒ Custom Chrome
- ⇒ Drag Specialties and/or Parts Unlimited
- ⇒ Fox Racing
- ⇒ KTM Motorcycles
- ⇒ Polaris
- ⇒ Tucker Rocky/Bikers Choice
- ⇒ Western Power Sports

If you would like additional information on how to set any of these vendors up for electronic P/O submission, we are happy to help!

