



Microsoft Dynamics GP 2013 New Features

Module 3: Field Service

Microsoft®

Released: November 1, 2012

Conditions and Terms of Use

This training package content is proprietary and confidential, and is intended only for users described in the training materials. This content and information is provided to you under a Non-Disclosure Agreement and cannot be distributed. Copying or disclosing all or any portion of the content and/or information included in this package is strictly prohibited.

The contents of this package are for informational and training purposes only and are provided "as is" without warranty of any kind, whether express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

Training package content, including URL and other Internet Web site references, is subject to change without notice. Because Microsoft must respond to changing market conditions, the content should not be interpreted to be a commitment on the part of Microsoft, and Microsoft cannot guarantee the accuracy of any information presented after the date of publication. Unless otherwise noted, the companies, organizations, products, domain names, e-mail addresses, logos, people, places, and events depicted herein are fictitious, and no association with any real company, organization, product, domain name, e-mail address, logo, person, place, or event is intended or should be inferred.

Copyright and Trademarks

© 2012 Microsoft Corporation. All rights reserved.

Microsoft may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in written license agreement from Microsoft, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Microsoft Corporation.

For more information, see **Use of Microsoft Copyrighted Content** at
<http://www.microsoft.com/about/legal/permissions/>

Microsoft®, Internet Explorer®, and Windows® are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Microsoft products mentioned herein may be either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks are property of their respective owners.

About the Authors	
Author:	Rhonda Sutliff
Bio:	Rhonda is a Technical Lead with 11 years of experience supporting the Microsoft Dynamics GP product. Her primary focus is the Distribution and Field Service modules. She also has experience with the Financials and Manufacturing modules.

Table of Contents

Module 1: General.....	1
Lesson 1: Back Ordered Quantity Updated	2
Displaying Backordered Quantities.....	2
Changes to Microsoft Dynamics GP tables.....	5
Lesson Review.....	5
Lesson 2: Allocations Display in Item Allocation Inquiry	6
Allocation Display	6
Functionality Described	7
Lesson Review.....	7
Lesson 3: Honor Discontinued Item Status.....	8
Discontinued Items	8
Functionality Described	9
Try This: Enter a service call for a discontinued item.	11
Lesson Review.....	12
Lesson 4: Equipment Super Session Posts	13
Supersession	13
Functionality Described	13
Try This: Post a Supersession.	13
Lesson Review.....	14
Lesson 5: Create Equipment from Manufacturing	15
Create Equipment from Manufacturing.....	15
Changes to windows.....	16
Changes to tables.....	18
Try This: Create equipment from an MO.....	18
Lesson Review.....	19
Module 2: Service Call Management.....	20
Lesson 1: Hotline Notes Top Down	21
Hotline Notes	21
Lesson Review.....	21
Lesson 2: Ship To Address from Service Call Line	22
Service Call Address.....	22

Functionality Described	22
Taxes	23
Changes to Windows	24
Changes to Tables	24
Try This: Use the Misc Address Code on a Service Call	24
Lesson Review.....	25
Module 3: Contract Administration	26
Lesson 1: Contract Line Move with Open Service Call.....	27
Contract Move	27
Functionality Described	27
Try This: Move a contract line that is on a service call.....	29
Lesson Review.....	29
Lesson 2: Search by Contract in Revenue Recognition	31
Search by Contract Number.....	31
Lesson Review.....	32
Lesson 3: Consolidate Revenue Recognition.....	33
Revenue Recognition.....	33
Revenue Reversal.....	34
Try This: Recognize revenue.....	35
Lesson Review.....	35
Module 4: Returns Management	36
Lesson 1: RMA Line Level Lock.....	37
Functionality Described	37
Lesson Review.....	37
Lesson 2: RMA Return Quantity.....	38
Return Quantity Types.....	38
Functionality Described	38
Window Changes.....	39
Table Changes.....	46
Try This: Change the Qty. Type on an RMA.....	47
Lesson Review.....	47
Lesson 3: RMA SOP Consolidate	49
Functionality Described	49

Table Changes.....	49
Try This: Consolidate multiple RMA lines.	50
Lesson Review.....	50
Lesson 4: Item Description from RMA	51
Functionality Described	51
Non-Inventory Item	52
Lesson Review.....	53

Module 1: General

This module introduces the new enhancements to the Field Service modules in Microsoft Dynamics GP 2013.

Before You Begin

Before starting this module, you should:

- Be familiar with some of the Field Service modules available.
- Be familiar with the Item Quantities Maintenance window.
- Have experience creating equipment records.
- Understand basic Super Session functionality.
- Understand basic Manufacturing functionality.
- Have access to a Microsoft Dynamics GP 2013 installation.

What You Will Learn

After completing this module, you will be able to:

- Describe how Field Service transactions affect the Item Quantities Maintenance and Item Allocation Inquiry windows.
- Manage your discontinued items when used as parts.
- Analyze Super Sessions and changes made.
- Explain how to create an equipment record from receiving a serialized item in Manufacturing.

Lesson 1: Back Ordered Quantity Updated

This lesson explains the additional functionality added to the Item Quantities Maintenance and Item Inquiry windows. This functionality updates the Back Ordered field in these windows when you enter a Field Service transaction and the item is on backorder.

What You Will Learn

After completing this lesson, you will be able to:

- View the quantity backordered for an item

Displaying Backordered Quantities

When Field Service transactions have a back ordered quantity, the **Back Ordered** field will update in the Item Inquiry and Item Quantities Maintenance window. This will allow you to verify which documents have back ordered quantities.



Note:

In Microsoft Dynamics GP 2010 and previous versions, backordered quantities from Field Service transactions were not included in the **Back Ordered** field when you viewed the Item inquiry or Item Quantities Maintenance window.

Service Call Management

Any parts you enter on a service call and are on backorder will update the **Back Ordered** quantity in the Item Quantity Maintenance and Item Inquiry windows for that item/site combination. To enter a service call, on the **Transaction** menu point to **Service Call Management**, and then click **Service Calls**.

Tech ID	Item Number	Site ID	Qty Ordered	Qty Sold	Price	Ext. Price	Qty B.O.	Cost	Ext. Cost	P	C
C T0104	4-E5930A	104G		0	\$420.00	\$0.00	5	\$210.00	\$0.00		
	UPS Power Dist Unit	Each	0.00	0.00	\$0.00	\$0.00					

Figure 1: Service Call Entry - Parts

Item Inquiry

Item Inquiry

File Edit Tools Help sa Fabrikam, Inc. 4/12/2017

OK

Item Number: 4-E5930A
Description: UPS Power Dist Unit

Site ID: All Site ID:
Base U of M: Each

Description	
Default Site	
Short Desc	UPS
Generic Desc	
Valuation	FIFO Perpetual
Type	Sales Inventory
Substitute #1	
Substitute #2	
Tax Schedule	
Track	Serial Numbers
Primary Vendor	
Vendor Name	
Landed Cost Group ID	
Decimal Places:	Quantity: 0
History:	<input checked="" type="checkbox"/> Calendar <input checked="" type="checkbox"/> Transaction <input checked="" type="checkbox"/> Fiscal <input checked="" type="checkbox"/> Distribution

Quantities:

On Hand	0
Allocated	0
Available	0
Sold	0
Returned	0
In Use	0
In Service	0
Damaged	0
Back Ordered	5
Requisitioned	0
On Order	0
Drop-Ship PO	0

Planning Stock Count

by Item Number

Figure 2: Item Inquiry

Item Quantities Maintenance

Item Quantities Maintenance

File Edit Tools Additional Help sa Fabrikam, Inc. 4/12/2017

Save Clear Delete

Item Number: 4-E5930A Inactive Base U of M: Each
Description: UPS Power Dist Unit

Site Lookup: All Assigned
Sites: All Site ID:
Description:
Default Site ID:
Bin:
Item Print Option:
Last:
Order Quantity: 0
Receipt Quantity: 0
Order Date:
Receipt Date:
Order Vendor ID:
Vendor Name:
Primary Vendor ID:
Vendor Name:
Landed Cost Group ID:
Bins Planning Stock Count

Quantities:

On Hand	0
Allocated	0
Sold	0
Returned	0
In Use	0
In Service	0
Damaged	0
Back Ordered	5
Requisitioned	0
On Order	0
Drop-Ship PO	0

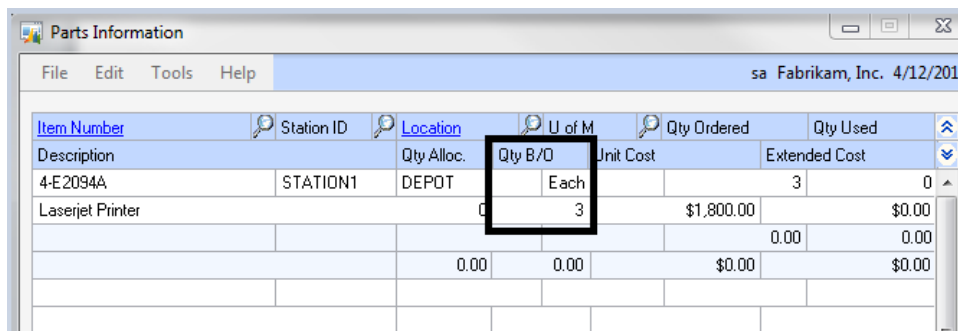
by Item Number

Figure 3: Item Quantities Maintenance

Depot Management

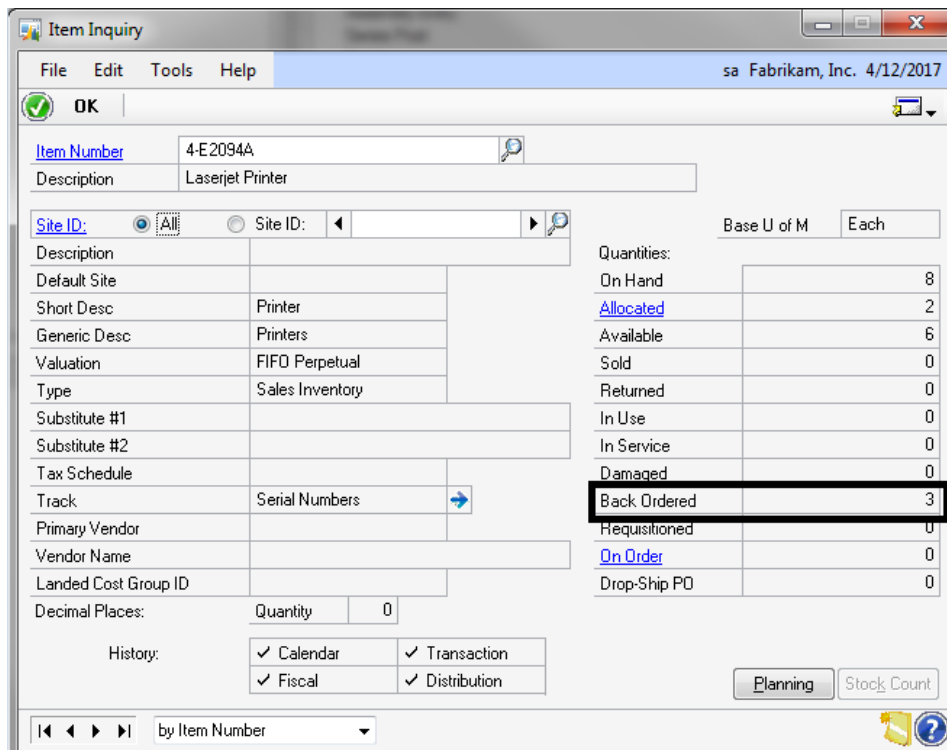
Any parts you enter on a work order and are on backorder will update the **Backordered** quantity field in the Item Quantity Maintenance and Item Inquiry windows for that item/site combination. To enter a part on a work order, from the **Transactions** menu, point to **Depot Management**, and then click **Work Order Entry/Update**.

Parts you enter in the Part Posting window will also update the **Backordered** fields. To enter a part in the Part Posting window, on the **Transactions** menu, point to **Depot Management**, and then click **Part Posting**.



Item Number	Station ID	Location	Qty B/O	Unit Cost	Qty Ordered	Qty Used	Extended Cost
4-E2094A	STATION1	DEPOT	3	\$1,800.00	3	0	\$0.00
Laserjet Printer							
			0.00	0.00			\$0.00

Figure 4: Parts Information



Item Inquiry		sa Fabrikam, Inc. 4/12/2017	
Item Number: 4-E2094A Description: Laserjet Printer		Base U of M: Each	
Site ID: All		Quantities:	
On Hand: 8 Allocated: 2 Available: 6 Sold: 0 Returned: 0 In Use: 0 In Service: 0 Damaged: 0 Back Ordered: 3 Requisitioned: 0 On Order: 0 Drop-Ship PO: 0			
Default Site: Printer Short Desc: Printers Generic Desc: Printers Valuation: FIFO Perpetual Type: Sales Inventory Substitute #1: Substitute #2: Tax Schedule: Track: Serial Numbers Primary Vendor: Vendor Name: Landed Cost Group ID: Decimal Places: Quantity 0 History: <ul style="list-style-type: none"> Calendar Fiscal Transaction Distribution 		Planning Stock Count	

Figure 5: Item Inquiry

Item Quantities Maintenance

The screenshot shows the 'Item Quantities Maintenance' window. The 'Item Number' is 4-E2094A and the 'Description' is Laserjet Printer. The 'Base U of M' is 'Each'. The 'Quantities' section on the right lists various quantity types and their values:

Quantity Type	Value
On Hand	8
Allocated	2
Sold	0
Returned	0
In Use	0
In Service	0
Damaged	0
Back Ordered	3
Requisitioned	0
On Order	0
Drop-Ship PO	0

Figure 6: Item Quantities Maintenance

Changes to Microsoft Dynamics GP tables

The QTYBKORD field is updated in the IV00102 table. This is the Item Quantity Master table.

Lesson Review

Topics covered in this lesson include the following:

- Backordered quantities from Field Service are now included in the Backordered field in the Item Quantities Maintenance and Item Inquiry windows.
- Backordered quantities from parts entry in Service Call Management and Depot Management are included.

Lesson 2: Allocations Display in Item Allocation Inquiry

This lesson explains the functionality added to the Item Allocation Inquiry window, which allows you to view Field Service transactions that contain allocations for the item.

What You Will Learn

After completing this lesson, you will:

- Understand the effects of Field Service on the Item Allocation Inquiry window.
- Know what documents contain the item allocations.

Allocation Display

When you enter transactions in Field Service, the allocated quantities from those transactions update the Item Allocation Inquiry window. This will list the documents and quantities to support the total quantity allocated. There are multiple ways to access the Item Allocation Inquiry window:

- On the **Inquiry** menu, point to **Inventory**, and then click **Item Allocation**.
- On the **Inquiry** menu, point to **Inventory**, click **Item**, and then drill back on **Allocated**.
- On the **Cards** menu, point to **Inventory**, click **Item Quantities/Site** and drill back on **Allocated**.



Note:

On Microsoft Dynamics GP 2010 and previous versions, Field Service transactions did not display in the Item Allocation Inquiry window.

Functionality Described

Allocations are created from various Field Service Transactions.

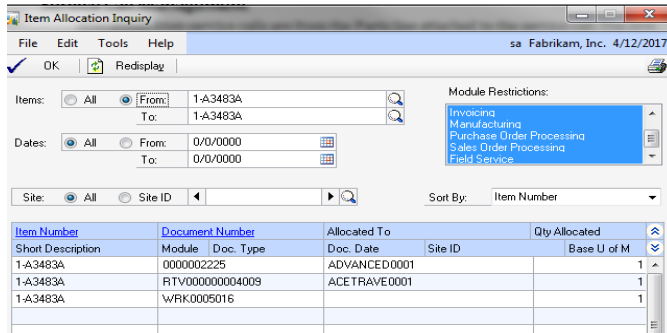


Figure 7: Item Allocation Inquiry

Service Call Management

Allocations from service calls are from the Parts line attached to the service call. The drill back opens the source documents in the Service Call Inquiry window.

Returns Management

Allocations from a Return to Vendor (RTV) transaction are for the out-bound item number on the RTV line. The drill back will open the source document in the RTV Inquiry window.

Returns Management Authorization (RMA) transactions do not have allocations.

Depot Management

Allocations from a work order in Depot Management may be from the work order header for the item you will repair or it may be from the Parts lines attached to the work order. The drill back will open the source document in the Work Order Inquiry window. If the allocation is from a part assigned to repair the work order, click **Parts** to see the parts allocation.

Lesson Review

Topics covered in this lesson include the following:

- The Item Allocation Inquiry window will display the Field Service transactions to support the item's allocation.
- You may use the Item Allocation Inquiry window to drill back on the Field Service transactions to view the allocations.

Lesson 3: Honor Discontinued Item Status

This lesson introduces the functionality added to Field Service, which informs you if an item is a discontinued item and the quantity available.

What You Will Learn

After completing this lesson, you will:

- Know where to review the quantity available for a discontinued item.
- Explain what will happen when there is not enough quantity available for the transaction.
- Understand how a discontinued item appears when it is the component of a kit.
- Understand the result of marking the **Allow Sale of Discontinued Items** option.

Discontinued Items

A discontinued item is tracked the same as Sales Inventory items. You may continue to sell the available quantities. You may not receive additional quantities into inventory. You can enter adjustments for the item, and you can delete the item when the quantity reaches zero.

If you want to sell discontinued items, you need to mark the **Allow Sale of Discontinued Items** option in the **Sales Order Processing Setup Options** window. From the **Microsoft Dynamics GP** menu, point to **Tools**, point to **Setup**, point to **Sales**, click **Sales Order Processing**, and then click **Options**.

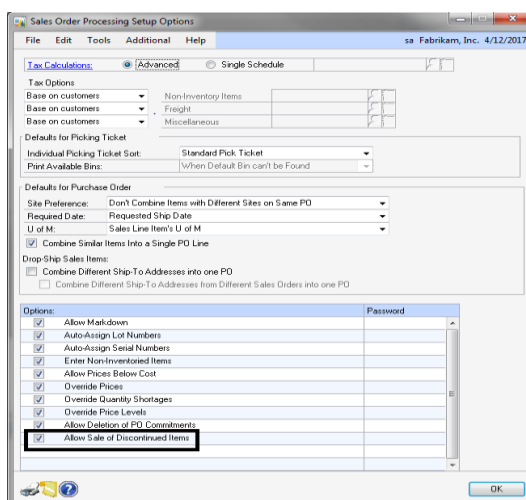


Figure 8: Sales Order Processing Setup Options

Functionality Described

The enhancement will honor the Sales Order Processing (SOP) setup option **Allow Sale of Discontinued Items**. It will inform users of a discontinued item and reveal the available quantity.

Allowing the Sale of Discontinued Items

If the **Allow Sale of Discontinued Items** option is marked, you will be able to enter discontinued items on transactions in Field Service. When you enter a discontinued item and you do not have enough quantities available, the **Discontinued Item Quantity Available** window opens. It displays the discontinued item and the available quantity. You will not be able to enter more quantity than is available in the local site and the restocking site. You must change the **Qty Ordered** in order to continue the line.

Discontinued Item Quantity Available	
Item Number	TOP100G
Item Description	Handset Top
QTY Entered	15.00
Tech's Site	Restocking Site
Site ID	WAREHOUSE
Available Qty	0.00
Quantity Available to Order	10.00
OK	

Figure 9: Discontinued Item Quantity Available

The **Discontinued Item Quantity Available** window will open in the following instances:

- You enter a parts line on a service call for more than the quantity available.
- You enter a parts line on a work order for more than the quantity available.
- You enter a part in the **Part Posting** window for more than the quantity available.

In some transactions, the **Discontinued Item Quantity Available** window will not open. Instead, the **Qty Ordered** field will default to the available quantity in the warehouse specified on the line. This occurs in the following:

- Parts line on a service call generated during PM Generation.
- Parts line on a service call generated during ECO Generation.

- Kit entered on a service call and one or more components are discontinued.



Note:

The Discontinued Item Quantity Available window will not open when the part is line creates automatically through PM Generation, ECO Generation, or when the item is a component of a kit.

Password Prompt

You may enter a password on the **Allow Sale of Discontinued Items** setup option. In order to sell an item that has been discontinued you must know the password assigned to the option.

Options:	Password
<input checked="" type="checkbox"/> Override Quantity Shortages	
<input checked="" type="checkbox"/> Override Price Levels	
<input checked="" type="checkbox"/> Allow Deletion of PO Commitments	
<input checked="" type="checkbox"/> Allow Sale of Discontinued Items	ACCESS1

Figure 10: Allow Sale of Discontinued Items Password

You receive the message “Please enter the password if you want to sell a discontinued item.” when you try to select a discontinued item.

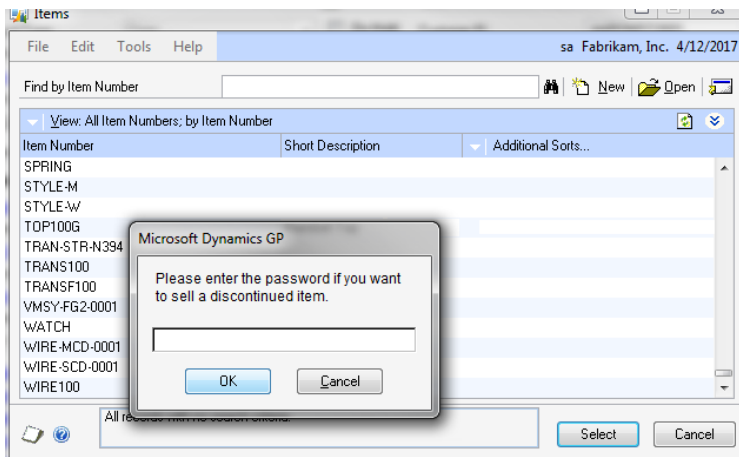


Figure 11: Password Prompt

Not Allowing the Sale of Discontinued Items

When you have **Allow Sale of Discontinued Items** option unmarked, you may not use discontinued items on Field Service transactions.



Figure 12: Allow Sales of Discontinued Items unmarked

You receive the following message when you select a discontinued item.

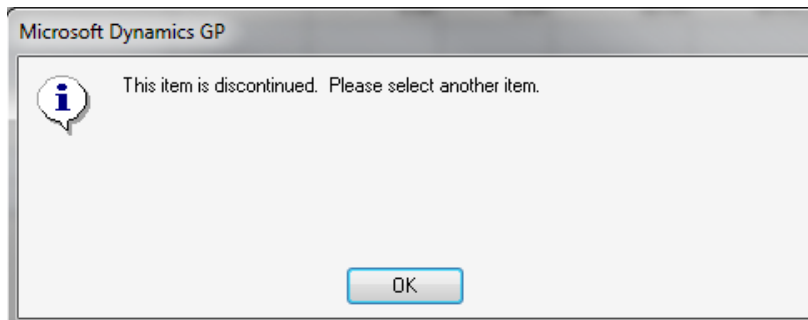


Figure 13: Discontinued Item message

Try This: Enter a service call for a discontinued item.

Take what you have learned in this lesson and enter a service call using a discontinued item as a part.

1. Start by marking the **Allow Sale of Discontinued Items** option in Sales Order Processing. On the **Microsoft Dynamics GP** menu, point to **Tools**, point to **Setup**, point to **Sales**, and then click **Sales Order Processing**.
2. Click **Options** and then mark the **Allow Sale of Discontinued Items**.
3. On the **Cards** menu, point to **Inventory**, and click **Item**.

4. Select TOP100G and **Discontinued** as the **Item Type**. Note the available quantity.
5. Next, on the **Transaction** menu, point to **Service Call Management**, and then click **Service Call Entry/Update**.
6. Enter a new service call and click **Parts**.
7. Finish by entering the parts line. Type item TOP100G and enter a quantity greater than the quantity available in step 4.

You should see the **Discontinued Item Quantity Available** window and the quantity available for this item.

Lesson Review

Topics covered in this lesson include the following:

- Field Service honors the **Allow Sale of Discontinued Items** option.
- You will not be able to use more than the quantity available on Field Service transactions.

Answer the following questions to confirm your understanding of lesson topics.

1. If you want to be able to use discontinued items in Field Service what steps do you need to take?

You need to mark the Allow Sale of Discontinued Items option in Sales Order Processing Setup. You may also set the option to be password protected.

2. Will the Discontinued Item Quantity Available window always open when you use a discontinued item on Field Service transactions?

No. The Discontinued Item Quantity Available window will only open when you use a discontinued item on a service call parts line, work order part line, or Part Posting in Depot Management. The window does not open when a part line is on a service call created from a PM Generation or ECO Generation. It also will not open if the item is a component of a kit.

Lesson 4: Equipment Super Session Posts

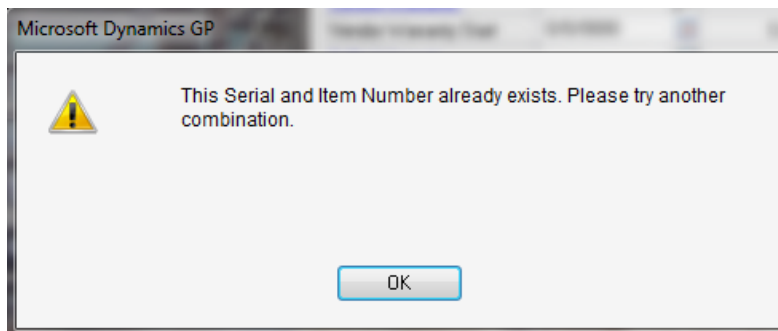
This lesson explains the new functionality added to supersessions in Service Call Management for Microsoft Dynamics GP 2013.

Supersession

A supersession on an equipment record allows you to change the item number, equipment number or reference if this information should need to be changed.

Functionality Described

On Microsoft Dynamics GP 2013, you may post a supersession and the system verifies the serial number/ item number/customer combination. If the serial/equipment/item already exists in the equipment master for another customer, you will receive the message “This Serial and Item Number already exists. Please try another combination.”



Note:

On Microsoft Dynamics GP2010 and previous versions, no message appears to warn you the equipment may already exist.

Try This: Post a Supersession.

Take what you have learned and try to post a Supersession for an equipment record that exists for another customer.

1. Start by creating a new equipment record. On the **Cards** menu, point to **Service Call Management** and then click **Equipment**.
2. Enter a new equipment record using the following information:
 - a. **Equipment Number:** SERIALA
 - b. **Item Number:** 128 SDRAM
 - c. **Customer ID:** AARONFIT0001

3. Save the equipment record.
4. Create another equipment record with the following information:
 - a. **Equipment Number:** SERIAL1
 - b. **Item Number:** 128 SDRAM
 - c. **Customer ID:** BAKERSEM0001
5. Save the equipment record.
6. Click the Lookup button next to **Equipment Number** and select equipment record SERIALA.
7. Click **Supersessions**.
8. Change the **Equipment Number** to SERIAL1.
9. Click **Post**.

You should receive the message “This Serial and Item Number already exists. Please try another combination”.

Lesson Review

Topics covered in this lesson include the following:

- You will receive a message if you try to post a supersession where the serial/item number/customer combination already exists.

Lesson 5: Create Equipment from Manufacturing

This lesson introduces the new functionality to create an equipment record when you receive an item in Manufacturing.

What you will learn

After completing this lesson, you will:

- Know how to create an equipment record from a Manufacturing transaction.
- Understand in which situations an equipment record will not create.
- Know the changes made to tables and windows.

Create Equipment from Manufacturing

A checkbox appears in Service Setup to allow you to create equipment records when you receive an item through a manufacturing order (MO). When you adjust the item into Inventory through the MO and the options are marked in setup, the equipment record will automatically create. The customer is the **Return Customer ID** you select in the Service Setup window.



Note:

You may also create an equipment record from a Quick MO with the option marked in Service Setup.

The equipment record will verify that an equipment/item combination already exists prior to the creation of the new Equip ID. It checks against the item number, serial number, and customer. When you post the MO receipt successfully, the equipment record will create if it does not already exist. If the equipment record does exist, the following fields update:

- Reference
- Asset Tag
- Seller Warranty dates
- Ship date

If you reverse a manufacturing order, the equipment card will not be removed.

If the manufactured item you create is a subassembly, then an equipment card does not create.

Changes to windows

The Service Setup window has two new fields **Create Equipment from Manufacturing Receipts** and **For Non-Serial Tracked Items** checkboxes.

Figure 14: Service Setup

When you mark the options and then post a Manufacturing receipt, an equipment record will automatically create.

Pos.	Item Number	Quantity to Consume	Quantity to Backflush	Total Quantity to Use
1	BA100G	2	0	2
2	CORRG	2	0	2
3	COV100G	2	0	2
4	HA100G	2	0	2

Figure 15: Manufacturing Order Receipt Entry

You can enter multiple quantities on the MO. When you enter multiple serial numbers on an MO order, an equipment record will create for each serial number.

Figure 16: Manufacturing Serial Number Entry

Figure 17: Equipment Maintenance

When you create an equipment record from an MO and the item is not a serial item, only one equipment record will create. It will use the quantity on the MO.



Note:

If your item is not a serial item and you receive more quantities than the quantity on the MO, the equipment record will reflect the quantity on the MO and not the quantity received.

Changes to tables

SVC00998 - Master Defaults

Two additional fields appear in the Master Defaults (SVC00998) table.

Window Field Name	Field Name in SVC00998	Default Value
Create Equipment From Manufacturing Receipts	SVCCreateMOSerial	0 (unmarked)
For Non-Serial Tracked Items	SVCCreateMONonSerial	0 (unmarked)

These flags are visible when you have Manufacturing registered.

The default values for these fields will be 0, which means the check box is unmarked. When you mark the check boxes, the value will be 1.

SVC00310 - Serial Master Audit

An equipment audit record creates in the Serial Master Audit table (SVC00310) when you create the equipment card. The description displays as “Created from MO Receiving.” If the equipment card exists and updates, the description will display “Updated from MO Receiving.”

Try This: Create equipment from an MO.

Take what you have learned and try to create an equipment record from an MO.

1. Start by marking the option in Service Setup to create equipment from Manufacturing.
2. On the **Microsoft Dynamics GP** menu, point to **Tools**, point to **Setup**, point to **Field Service**, and then click **Service Setup**.
3. Mark the **Create Equipment From Manufacturing Receipts** checkbox.
4. In the **Return Customer ID field**, enter **SVCRETURN01**.
5. Next, on the **Transaction** menu, point to **Manufacturing**, point to **Manufacturing Orders**, and then click **Entry** and create an MO for 100 XLG for a quantity of 1.
6. On the **Transaction** menu, point to **Manufacturing**, point to **Manufacturing Order**, click **MO Receipt Entry** and receive the MO.
7. Finish by reviewing the equipment record created from the serial number on your MO. On the **Cards** menu, point to **Service Call Management**, and then click **Equipment**.

You should see an equipment record for the serial number/100XLG/SVCRETURN01.

Lesson Review

Topics covered in this lesson include the following:

- There is a new setup option that allows you to create equipment records from Manufacturing.
- You may create multiple equipment records from a Manufacturing Order if you are using a serialized item.
- The SVCCreateMOSerial and SVCCreateMONonSerial fields have been added to the Master Defaults (SVC00998) table to track the check box.

Answer the following questions to confirm your understanding of lesson topics.

1. Are you able to create an equipment record from a Quick MO?

Yes

2. When you create an equipment record from an MO, does the system check if the equipment/item number already exists?

Yes. It will always verify whether a record should be created or if the existing record should be updated.

3. If you reverse a Manufacturing Order, will the equipment record still exist?

Yes, reversing an MO does not remove the equipment record.

Module 2: Service Call Management

This module introduces the new enhancements to Service Call Management in Field Service for Microsoft Dynamics GP 2013.

Before You Begin

Before starting this module, you should:

- Know how to use Hotline Notes on a service call.
- Understand basic Sales Order Processing functionality.
- Have access to a Microsoft Dynamics GP 2013 installation.

What You Will Learn

After completing this module, you will be able to:

- View the latest hotline notes at the top.
- Describe how you may change the ship to address on the service call line and have it reflect that address in Sales Order Processing.

Lesson 1: Hotline Notes Top Down

This lesson describes the enhancement made to the hotline notes on a service call.

What You Will Learn

After completing this lesson, you will be able to:

- Describe the changes made to the Hotline Entry window.

Hotline Notes

This new feature displays the hotline note from the top down when you view. When you open the Hotline Entry window, you will see the most recent note at the top. You may scroll down to view the previous notes.

**Note:**

In Microsoft Dynamics GP 2010 and previous versions, the hotline notes append to the bottom and you would need to scroll to the bottom to view the latest note.

Notes already on a service call will not restructure to the new method when you upgrade. Any new notes you add after the upgrade will be at the top.

Lesson Review

Topics covered in this lesson include the following:

- You will be able to view hotline notes with most current at the top.

Lesson 2: Ship To Address from Service Call Line

This lesson explains the functionality added where the Sales Order Processing (SOP) invoice will use the Misc. Address ID on the service parts line.

What You Will Learn

After completing this lesson, you will be able to:

- Explain how to display the address from the parts line on the service call to the line on the SOP invoice.
- Understand the functionality change is specific to Misc. Address Code.

Service Call Address

When you enter a service call line, the address you select in the Shipping Address Override window determines the address for the Ship To Address for a Purchase Order or Inventory Transfer. You can choose **Tech Site**, **Customer Address ID**, **Misc. Address Code** or **Transfer Header Modified**.

When you select **Misc. Address Code**, the Ship To Address on the SOP invoice line will match the Service Call Line shipping address.



Note:

In Microsoft Dynamics GP 2010 and previous versions, the ship to address on the SOP invoice defaults from the Address ID on the service call header. You must manually change each line on the invoice to match the address on the service call line.

Functionality Described

When you enter a parts line on a service call, you can use the Shipping Address Override window to change the Address Option to **Misc Address Code** and then select the address you want to use.

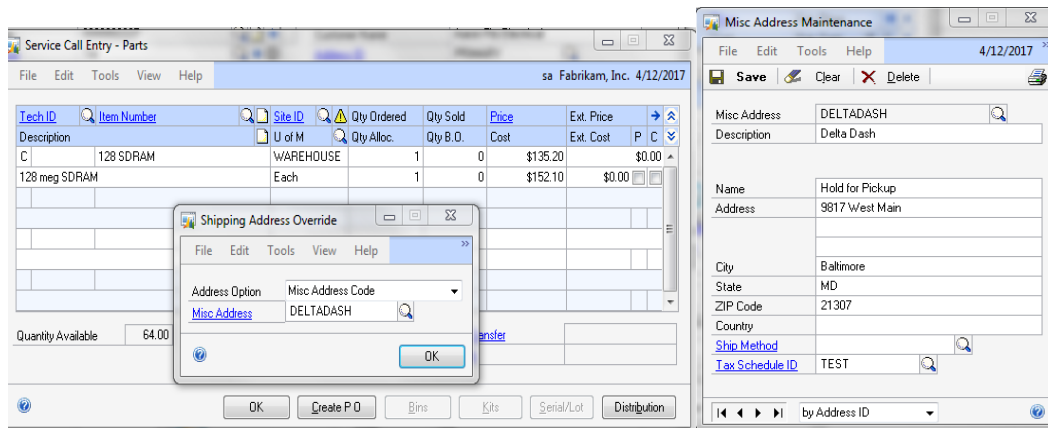


Figure 18: Service Call Entry - Parts

The sales invoice you create from Service Call Billing will use the **Misc Address Code** address you selected.

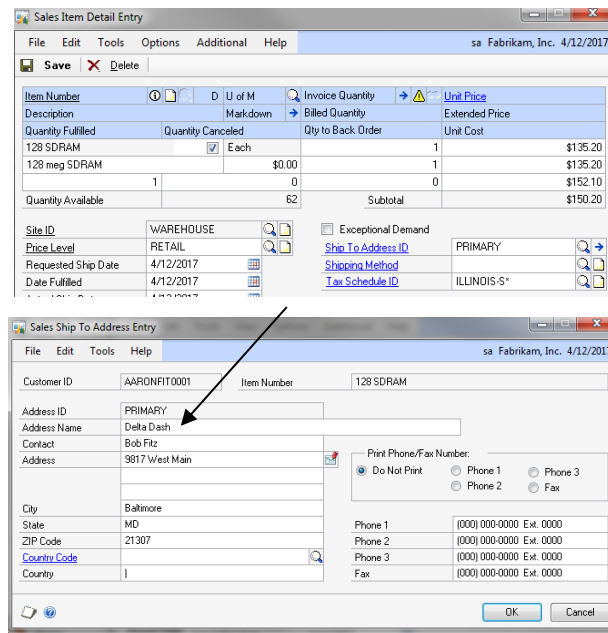


Figure 19: Sales Ship to Address Entry

Taxes

When you bill the service call and you have used the **Misc Address Code**, the **Ship To Tax Schedule** on the SOP invoice line will be the Misc Address ID tax schedule. If you do not have a tax schedule on the Misc Address ID, the tax schedule on the invoice will default from the service call header.

Changes to Windows

The Misc Address Maintenance window allows you to look up the **Tax Schedule ID** and select it. To access this window, on the **Cards** menu, point to **Service Call Management**, and then click **Misc. Address**.

Figure 20: Misc. Address Maintenance

Changes to Tables

The field TAXSCHID now appears in the SVC_Misc_Address table (SVC00980).

Try This: Use the Misc Address Code on a Service Call

Take what you have learned and create a new service call using the Misc Address Code address. Then, bill the service call.

1. Start by creating a new service call. On the **Transaction** menu, point to **Service Call Management**, and then click **Service Call Entry/Update**.
2. Click **Parts** and add a new part line.
3. Click the icon to open the **Shipping Address Override** window.
4. Click the drop-down in the **Address Option** field and select **Misc Address Code**.
5. In the **Misc Address** field, enter or select the Address ID.
6. Close the windows and complete the service call.
7. On the **Transactions** menu, point to **Service Call Management**, click **Service Call Billing**, and bill the service call.

8. View the sales invoice created from the billing process. On the **Transaction** menu, point to **Sales Order Processing**, and then click **Sales Transaction Entry** and pull up the invoice created from the billing process.
9. Click the **Item Number** expansion button to open the **Sales Item Detail Entry** window.
10. Click the **Ship To Address ID** expansion button to open the **Sales Ship To Address Entry** window.

You should see the address you entered on the service call parts line as the address here.

Lesson Review

Topics covered in this lesson include the following:

- When you bill a service call, the SOP invoice lines will display the address from the parts lines.
- You may assign different Tax Schedule IDs to Misc Addresses.

Answer the following questions to confirm your understanding of lesson topics.

1. What Shipping Method Override option will allow the address ID on the parts line carry over to the sales invoice?

Misc Address Code

2. Where does the Tax Schedule ID on the invoice pull from when you use the Misc Address Code option on the service call?

It will first look to the Misc Address window to determine the Tax Schedule ID there. If this field is empty, the Tax Schedule ID will default from the service call header.

Module 3: Contract Administration

This module introduces the new enhancements to Contract Administration in Field Service in Microsoft Dynamics GP 2013.

Before You Begin

Before starting this module, you should:

- Be familiar with the Field Service modules
- Have experience using the contract move functionality
- Understand the Revenue Recognition process
- Have access to a Microsoft Dynamics GP 2013 installation

What You Will Learn

After completing this module, you will be able to:

- Explain how contract information on a service call updates when you move a contract line from that contract.
- Describe how to search by contract number in the Revenue Recognition window.
- Explain how to consolidate your Revenue Recognition journal entries into one entry.

Lesson 1: Contract Line Move with Open Service Call

This lesson explains the functionality added to the Contract Move process where the service call will update with the correct contract information when a contract line is moved and it is on a service call.

What You Will Learn

After completing this lesson, you will:

- Understand how moving a contract line affects the service call.
- Know in what situations the move will not affect the service call.

Contract Move

The Contract Move process allows you to move a contract line from one document to another. The feature allows you to move a contract line for a contract that is on a service call. The service call will update to display the correct contract number for the equipment record on the service call. It will also accurately display the customer and the billing percentages on the service call to reflect the new contract information.



Note:

In Microsoft Dynamics GP 2010 and previous versions, you may not move a contract line to another contract if the equipment is on a service call.

Functionality Described

When you mark the contract in the Contract Move Line window, you receive the message “Open Service Call(s) may be affected by the new contract information when the move line is processed.” This message will only appear if there are open service calls related to the contract line item marked to move. You may click OK to the message and continue with the move process.

Affects to Service Calls

When you move the contract line, Microsoft Dynamics GP will search for open service calls and update the call as needed. The call will not update when the following situations are true:

- The service call is marked to post in the Service Call Billing window.
- The entry date of the service call is prior to the move effective date.
- The service call has been invoiced.

Open service calls will update if the contract line you move will no longer cover the service call due to coverage dates on the moved line. If the end date on the line you move is less than the entry date of the service call, the contract on the service call will change to a new contract, if one exists. If not, no contract will appear on the service call.

If you move the line and the coverage dates for that line encompass the Service Call Entry date, then the contract number on the service call changes when the contract line move is complete.



Note:

You receive the following message when you edit a contract line and change the percentages. "Do you want to update the percentages on all related Service Calls?"

If you click Yes, the percentage fields on the service call will update to the contract line percentages. This will then affect the prices on the lines of the service call.

If you click No, the service call percentages will not update.

If the contract move changes the Customer ID or the Address on the service call, the following information on the service call will also update:

- Customer ID
- Address ID
- Address information
- Time Zone
- Bill To Customer
- Bill to Address ID
- Tax Schedule ID
- Service Type
- Contract Type
- Contract Number

Move Effective Contract Lines Routine

The Move Effective Contract Lines routine will search for open service calls that are for the equipment/item number/contract line you move at that time.

Audit Record

A record appears in the Service Audit Inquiry window when you move a contract line and it affects the service call. The description is "Contract number changed to <new contract number> on mm/dd/yy."

Try This: Move a contract line that is on a service call

Take what you have learned and try to move a contract line that already exists on a service call.

1. Start by entering a new contract and add a piece of equipment to the contract.
2. Next, enter a new service call and add the equipment record to the service call. The contract information will default on the service call.
3. In the **Contract Entry/Update** window, click **Move Lines**.
4. In the **Contract Move Line** window, enter a contract you wish to move the line to in the **Contract Number** field.
5. Finish by marking the contract line.

You should see that you no longer receive a message preventing you from moving the contract line, but receive a message stating the contract is on an open service call.

Lesson Review

Topics covered in this lesson include the following:

- A contract line will move even if it is on an open service call.
- When you move a contract line, the service call updates based on the information from the new contract.
- You may edit the contract line and those changes will reflect on the service call.

Answer the following questions to confirm your understanding of lesson topics.

1. When you move a contract line, what situations will prevent the service call from being updated?
 - a. The call is marked to post in Service Call Billing.
 - b. The service call entry date is prior to move effective date.
 - c. The service call has been invoiced.
 - d. All of the above

2. Is it possible for the prices to change on the service call lines for Parts, Labor, Additional Charges, or Expenses?

Yes. If the percentages for the new contract are different from the original, these new percentages will appear on the service call. This may cause the price to be different for the lines.

Lesson 2: Search by Contract in Revenue Recognition

This lesson explains the new functionality available in the Revenue Recognition window where you may search by contract number in Contract Administration for Microsoft Dynamics GP 2013.

What You Will Learn

After completing this lesson, you will:

- Understand how to search by contract number in the Revenue Recognition window.

Search by Contract Number

The Revenue Recognition window in Contract Administration displays all un-posted revenue based on the fiscal year and period selected. This feature allows you to select a single contract and display only the un-posted revenue associated with the contract for the year and period selected.

**Note:**

In Microsoft Dynamics GP 2010 and previous versions, you do not have the ability to search based on contract number.

With this new feature, you will be able to quickly locate and post a specific contract. On the **Transactions** menu, point to **Contract Administration**, and then click **Revenue Recognition**. Click **Contract Number** and type the contract number you want to display.

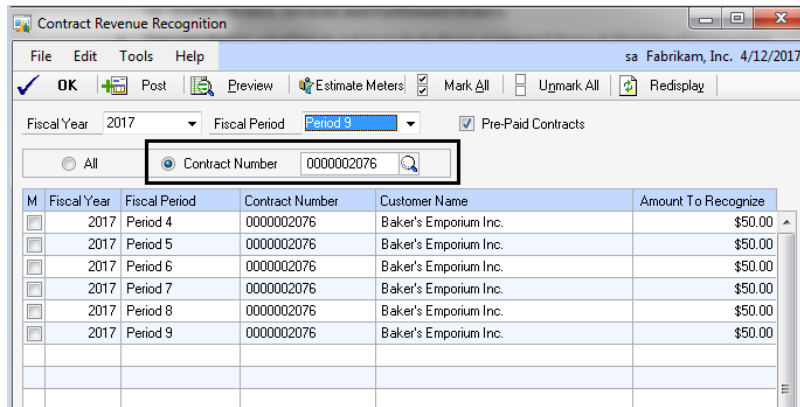


Figure 21: Contract Revenue Recognition

Lesson Review

Topics covered in this lesson include the following:

- You can search by contract number in the Revenue Recognition window.

Lesson 3: Consolidate Revenue Recognition

This lesson explains the functionality added to the Revenue Recognition process where you may consolidate the revenue into one General Ledger (GL) entry.

What You Will Learn

After completing this lesson, you will:

- Understand that revenue recognition will summarize into one GL entry.
- Explain how the revenue will consolidate based on fiscal year/fiscal period.

Revenue Recognition

When you recognize revenue, a journal entry is created in GL. This feature will consolidate the entries into one GL entry in the LIABA batch based on grouping the fiscal year and fiscal period.



Note:

On Microsoft Dynamics GP 2010 and previous versions, a journal entry is created for each unique contract line by the fiscal year and fiscal period.

If you run revenue recognition for multiple contracts in one period, one journal entry is created in GL for the entire amount. If you run revenue recognition for multiple contracts in multiple periods, you would receive one journal entry for each fiscal period.

On the **Transactions** menu, point to **Contract Administration**, and then click **Revenue Recognition**. You may then select the **Fiscal Year** and **Fiscal Period** through which you want to recognize revenue.

M	Fiscal Year	Fiscal Period	Contract Number	Customer Name	Amount To Recognize
<input checked="" type="checkbox"/>	2017	Period 4	0000002059	Aaron Fitz Electrical	\$41.67
<input checked="" type="checkbox"/>	2017	Period 4	0000002076	Baker's Emporium Inc.	\$50.00
<input checked="" type="checkbox"/>	2017	Period 5	0000002059	Aaron Fitz Electrical	\$41.67
<input checked="" type="checkbox"/>	2017	Period 5	0000002076	Baker's Emporium Inc.	\$50.00
<input checked="" type="checkbox"/>	2017	Period 6	0000002059	Aaron Fitz Electrical	\$41.67
<input checked="" type="checkbox"/>	2017	Period 6	0000002076	Baker's Emporium Inc.	\$50.00

Figure 22: Contract Revenue Recognition

When you post the revenue, the LIABI batch will have a journal entry for each Fiscal Year/Fiscal Period combination.

Figure 23: Batch Entry

System: 7/25/2012 2:01:37 PM

User Date: 4/12/2017

Fabrikam, Inc.

GENERAL TRANSACTION EDIT LIST

Page: 1

User ID: sa

General Ledger

Intercompany Journal Entry

Batch ID: LIAB1

Batch Comment: Liability Reduction

Approved: No

Batch Total Actual: \$550.02

Batch Total Control: \$0.00

Approved By:

Trx Total Actual: 3

Trx Total Control: 0

Approval Date:

Journal Entry	Transaction Type	Transaction Date	Reversing Date	Source Document	Transaction Reference
3,503	Standard	4/30/2017		GJ	Liability Reduction
	Account	Description	Debit	Credit	
	000-4120-00	US Sales - Service Plans		\$41.67	\$41.67
	000-2115-00	Unearned Income	\$41.67		
	000-4120-00	US Sales - Service Plans		\$50.00	\$50.00
	000-2115-00	Unearned Income	\$50.00		
Total Distributions:	4		\$91.67	\$91.67	
3,504	Standard	5/31/2017		GJ	Liability Reduction
	Account	Description	Debit	Credit	
	000-4120-00	US Sales - Service Plans		\$41.67	\$41.67
	000-2115-00	Unearned Income	\$41.67		
	000-4120-00	US Sales - Service Plans		\$50.00	\$50.00
	000-2115-00	Unearned Income	\$50.00		
Total Distributions:	4		\$91.67	\$91.67	
3,505	Standard	6/30/2017		GJ	Liability Reduction
	Account	Description	Debit	Credit	
	000-4120-00	US Sales - Service Plans		\$41.67	\$41.67
	000-2115-00	Unearned Income	\$41.67		
	000-4120-00	US Sales - Service Plans		\$50.00	\$50.00
	000-2115-00	Unearned Income	\$50.00		
Total Distributions:	4		\$91.67	\$91.67	
Total Journal Entries:	3				

Figure 24: Edit List

Revenue Reversal

If you use Revenue Reversal, the contracts will display individually in the window. When you reverse the revenue, the revenue will display separately in the Revenue Recognition window. When you run revenue recognition, it will consolidate in the GL batch again.

Try This: Recognize revenue

Take what you have learned and recognize revenue for multiple contracts over multiple fiscal periods.

1. Start by deleting the existing LIABI batch. On the **Transactions** menu, point to **Financial**, and then click **Batches**.
2. Select the **LIABI** batch and click **Delete**.
3. Open the **Revenue Recognition** window. On the **Transactions** menu, point to **Contract Administration**, and then click **Revenue Recognition**.
4. Select Period 6 as the **Fiscal Period**.
5. Mark the **M** check box next to three different contracts for Fiscal Period 4, 5, and 6.
6. Click **Post**.
7. Finish by viewing the LIABI batch in the **Batches** window again.

You should see that the LIABI batch contains three journal entries rather than nine.

Lesson Review

Topics covered in this lesson include the following:

- The revenue recognition process consolidates journal entries based on fiscal years and fiscal periods.
- The Revenue reversal process allows you continue to reverse the revenue.

Module 4: Returns Management

This module introduces the new enhancements to Returns Management in Field Service in Microsoft Dynamics GP 2013.

Before You Begin

Before starting this module, you should:

- Be familiar with the Field Service modules.
- Understand the return quantity types in Inventory.
- Have experience with Sales Order Processing invoice process.
- Have access to a Microsoft Dynamics GP2013 installation.

What You Will Learn

After completing this module, you will be able to:

- Describe how allowing line level locks on an RMA will increase efficiency.
- Explain how to specify a return quantity type for your returned quantity.
- Maintain inventory quantities by using the On Hand, In Service, In Use, Returned, or Damaged return quantity types.
- Explain how to consolidate multiple lines from a cross-ship RMA to one sales order.
- Describe the changes made to the description on the sales document when created from an RMA process.

Lesson 1: RMA Line Level Lock

This lesson explains the new lock at the line level on a Returns Management Authorization (RMA).

What You Will Learn

After completing this lesson, you will be able to:

- Explain how multiple users may update different lines on the same RMA.
- Understand why you may not have multiple users add new lines to the same RMA.

Functionality Described

This new feature allows multiple users to edit the same RMA. This will increase efficiency in the RMA entry process.

**Note:**

On Microsoft Dynamics GP 2010 and previous versions, only one user can edit the RMA at one time. If another user tries to access the RMA, they receive the message “This document is being edited by other user.”

If you have two users edit an RMA and they both have the RMA set to Hide Details, only one user may create a new line. The first user who puts his or her cursor on the next empty row may create a new line. The other user will receive the message “This document is being edited by other user.” If a row is being added to the end of the RMA, the other users cannot add a new row. They can insert a new row.

Lesson Review

Topics covered in this lesson include the following:

- Multiple users may edit an RMA.
- If you use Hide Details, only one user at a time may enter a new line on the RMA.

Lesson 2: RMA Return Quantity

This lesson explains the new functionality added to RMAs where you may select a different return quantity type.

What You Will Learn

After completing this lesson, you will:

- Know how to select a different return quantity type on an RMA.
- Understand how to set a default return quantity type.

Return Quantity Types

When you do a return transaction in Sales Order Processing, you may select the return quantity type where you want to return the quantity.

- On Hand – quantity available to be sold
- Returned – quantity returned but is not available for sale
- In Use – quantity returned but will be used for something other than a sale
- In Service – quantity returned but will be used for something other than a sale
- Damaged – quantity returned and has damage to it

The Returned, In Use, In Service, and Damaged return quantity types are not an available quantity. You may use these return quantity types to enter quantities but later transfer them to the On Hand bucket if you are want to sell them later.

Functionality Described

The new feature allows you to specify a return quantity type on an RMA when you receive the quantity. You may set a default return quantity type based on the RMA Type. You may process a Depot Management Work Order or an RTV when you have received the RMA as a different quantity type.

If the quantity type on the RMA is something other than on hand, this information will carry over to the work order or RTV. If the quantity type is not on hand, the document will not allocate a quantity.

**Note:**

In Microsoft Dynamics GP 2010 and previous versions, all quantities are returned as on hand when you received an RMA.

If you use Internal RMAs, you will only be able to select On Hand as the Qty. Type for these types of transactions.

Window Changes

RMA Type

The **RMA Type** window allows you to select a default **Quantity Type**. On the **Cards** menu, point to **Returns Management**, and then click **RMA Type**. In this window, you may select the **RMA Type** and then select the **Quantity Type** you want to associate with the RMA.

The screenshot shows the 'RMA Type Maintenance' window. At the top, there's a menu bar with 'File', 'Edit', 'Tools', and 'Help'. Below it is a toolbar with 'Save', 'Clear', and 'Delete' buttons. The main area contains several input fields: 'RMA Type' set to 'R&R', 'Description' set to 'Repair & Return RMA', and 'Quantity Type' set to 'Damaged'. A table lists various status codes and their descriptions: Entered Status (10: Awaiting Receipt of RMA), Partially Received Status (15: Partially Received RMA), Received Status (20: Received RMA), Discrepancy Status (25: Discrepancy RMA), W/O Status (30: W/O Closed), Ready To Close Status (35: Ready to Close), and Closed Status (40: Closed RMA). Below this table are fields for 'Intransit Location' and 'Return Location' (set to 'RETURNS'). A 'Customer Path' section has radio buttons for 'None', 'Repair & Return' (selected), 'Credit', 'Replacement', and 'Advanced Cross-Ship'. To the right, there are fields for 'Document ID' (Credit, Order, Invoice), 'Batch ID' (Credit, Order, Invoice), and 'Invoice Item Number' (5-FEE). At the bottom, there are navigation buttons and a 'by Return Type' dropdown.

Figure 25: RMA Type Maintenance

RMA Receiving

On the **Transactions** menu, point to **Returns Management**, and then click **RMA Receiving**. In the RMA Receiving window, a Return Qty expansion button appears. This opens the RMA Returned Quantities Entry window. This window does not open automatically when you mark the box to post. The **Return Quantity Type** is the **Quantity Type** entered on the **RMA Type**.

If you change the **Return Qty** to a different quantity, the **RMA Returned Quantities Entry** window will open. In this window, you select the **Return Quantity Type** you want for that quantity

Figure 26: RMA Returned Quantities Entry

You must disperse the total quantity you enter for the return line to any of the five return quantity types. The **Total** value is the sum of all the **Return Quantity Types**. Posting

The **Distributions** button on the **RMA Entry/Update** window displays the default Inventory account for the item based on the **RMA type** default **Qty Type**. When you post the RMA Receiving, the distribution account associated with the return type is used

Document Number	Document Date	GL Posting Date	Document Type	Reference Number	Source
Item Number	U of M	Quantity	Site	Unit Cost	Extended Cost
Description		Reason Code	Inventory Account	Offset Account	
Serial/Lot Number	Quantity				
0000000000000000000139	4/12/2017	4/12/2017	Adjustment	RMA00000000003031	
128 SDRAM	Each	3 RETURNS		\$0.00	\$0.00
128 meg SDRAM				000-1300-01	000-4510-02
128 SDRAM	Each	2 RETURNS		\$0.00	\$0.00
128 meg SDRAM				000-4710-01	000-4510-02
Total Items: 2					

Figure 27: Posting Journal

Serial/Lot

The RMA Serial/Lot Number Entry window has a **Quantity Type** field. The quantity type for serial or lot tracked items may be returned and distributed to various return quantity types. The window is available from both RMA Entry and RMA Receiving. The field is editable only in the **RMA Receiving** window. When the **Qty Type** is changed, the quantity assigned to that quantity type and the related Serial/Lot numbers will display.

Figure 28: RMA Lot Number Entry

Kits

If you have multiple kit quantities to return, you must enter all quantities into one quantity type when you receive the RMA. For example, if you return a kit item for a quantity of two, then you may only enter a quantity of 2 in one return quantity bucket. The kit component items use the quantity type selected for the kit item.

Customer Owned

Customer Owned items do not create Inventory adjustment entries at RMA Receiving. The **Quantity Type** at RMA Receiving defaults the value on the **RMA Type**.

Non-Inventory Items

When you use an item on the RMA line that is non-inventoried, the **Quantity Type** is set to zero.

Line Process

If you enter an RMA, the **Quantity Type** defaults from the **RMA Type**. You may use the **RMA Line Process Return** window to change the **Qty. Type** on the line as this field now appears in the window.

Serial/Lot Number	Qty Received	Qty. Type	Process Quantity	Process Type	Document	Status
	5.00	On Hand	5.00	None		
	0.00		0.00			

Figure 29: RMA Entry/Update



Note:

You may use the RMA Line Process Return window to change the Qty. Type for items marked as customer owned, however, it does not actually affect inventory in any way.

You may also separate the quantities based on the **Qty Type**. For example, you may have a total quantity of five but one is damaged and four are returns. You may change the **Qty. Type** on the lines and add additional lines.

Serial/Lot Number	Qty Received	Qty. Type	Process Quantity	Process Type	Document	Status
	5.00	Damaged	1.00	Work Order - Open		
	4.00	Returned	4.00	None		
	0.00		0.00			

Figure 30: RMA Entry Update

If you change the **Qty. Type** value to **On Hand** after you receive the RMA, an inventory transfer creates and posts to reflect the change. The Inventory transfer will transfer the item only to the selected **Qty. Type**. When you change the **Qty. Type**, you will receive a prompt “Do you want to change the Qty Type from <Qty. Type> to <Qty. Type>?” If you click **Yes**, the change is made. If you click **No**, there will be no change.

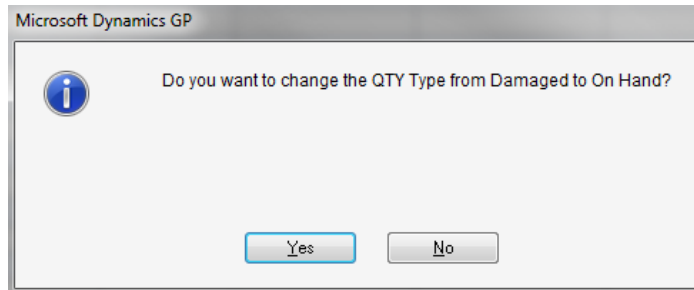


Figure 31: Change QTY Type

Inventory Scrap

When you select Inventory Scrap for a process line, the Qty. Type must be On Hand. If you try to Inventory Scrap a line not set to On Hand, you will receive the message “The Qty. Type must be On Hand before you can process a scrap transaction.”



Figure 32: Message

Return To Vendor

If you select **Return To Vendor** for the Process Line and the **Qty Type** is not **On hand** (and customer owned flag not checked), the RTV will create. It will not allocate to the RTV. If the item is not on hand, it is not part of inventory.

When you select **Return To Vendor** for one line, you will receive the message “Do you want to set the Process Type for all serials to Return To Vendor?”

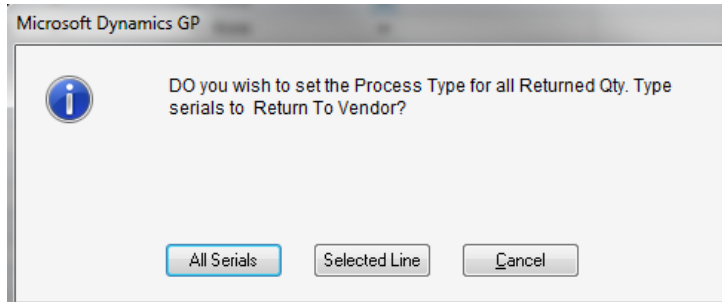


Figure 33: All Serials

If you click **All Serials**, only serial numbers with a matching **Qty. Type** will have the **Return to Vendor Option** selected. The **Create RTV All** button will not be available unless all serials for the item are the same **Qty Type**.

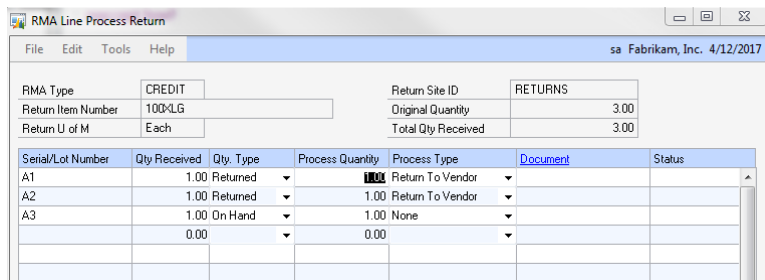


Figure 34: Return to Vendor

If an RTV has a **Qty. Type On Hand** but does not equal the **On Hand** value, the RTV is marked **Ready to Ship**. An Inventory Transfer to On Hand Qty. Type posts. The inventory allocates to the RTV at that time, unless it is Customer Owned.

Work Order

If the **Qty. Type** of the item is not **On Hand** and **Customer Owned** is not marked, the Work Order will create. The item is not part of inventory and will not allocate to the work order.

The **Work Order Entry/Update** window will display the **Qty. Type** and you may edit the field. If you change the **Qty. Type** on the work order, an inventory transfer posts to reflect the change. If you change the **Qty. Type** from any other type to **On Hand**, the quantity will

allocate to the work order. The work order will unallocate if the **Qty. Type** changes from **On Hand** to something else.

When you complete the work order, an inventory transaction will occur if the **Qty. Type** is not equal to the **On Hand** value. This will ensure the item is at an on hand **Qty. Type** when the system creates the Inventory Adjustment when the work order is complete.

Service Call R Line

For RMAs, you create from a Service Call R line and a transfer creates, the **Qty. Type** defaults as **On Hand**. It does not use the default **Qty. Type** on the **RMA Type**.

Return To Stock

The **Return to Stock** button will only allow lines with a **Qty. Type** of **On Hand** to process. The transfer that creates from the return site to the main warehouse creates for the quantity value for the **On Hand** quantity and not the **Returned** quantity.

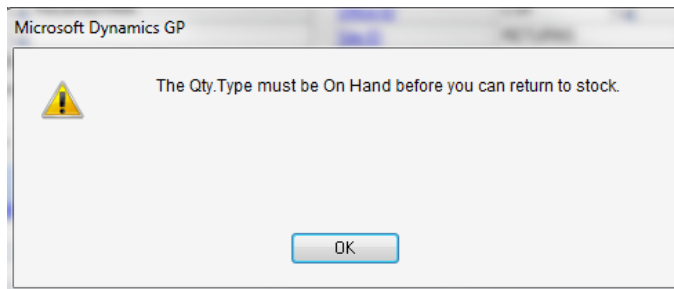


Figure 35: Message

Audit Records

An RMA Audit record will create any time the **Qty. Type** changes.

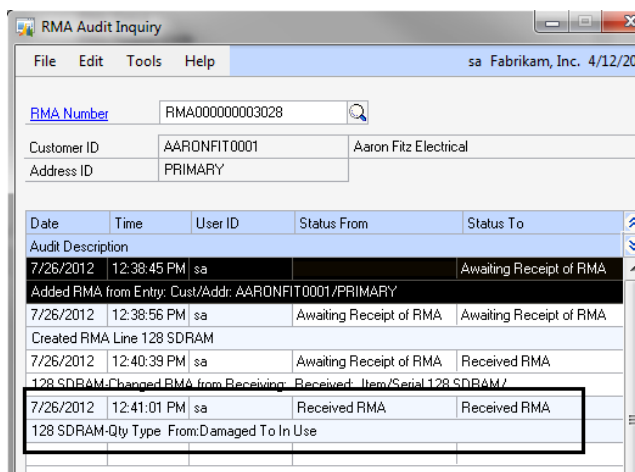


Figure 36: RMA Audit Inquiry

**Note:**

The Inventory Reconcile utility will check Qty. Types and not affect allocations other than when the Qty. Type is On Hand.

**Note:**

When you upgrade from Microsoft Dynamics GP 2010 and previous versions, the default Qty. Type will be On Hand.

Table Changes

Physical Name	Table Name	Field
SVC05501	SVC_Codes_RMA_Type	QtyType: 1=On Hand 2=Returned 3=In Use 4=In Service 5=Damaged
SVC05210	SVC_RMA_Line_Process	QtyType: 1=On Hand 2=Returned 3=In Use 4=In Service 5=Damaged
SVC35210	SVC_RMA_Line_Process_Hist	QtyType: 1=On Hand 2=Returned 3=In Use 4=In Service 5=Damaged
SVC05200	SVC_RMA_Line	QTYONHND, QTYRTRND, QTYINUSE, QTYINSVC, QTYDMGED *Existing Quantity field stores the total quantity entered.
SVC35200	SVC_RMA_Line	QTYONHND, QTYRTRND, QTYINUSE, QTYINSVC, QTYDMGED *Existing Quantity field stores the total quantity entered.
SVC05601	SVC_RTV_Line	QtyType: 1=On Hand 2=Returned 3=In Use 4=In Service 5=Damaged
SVC35601	SVC_RTV_Line_Hist	QtyType: 1=On Hand 2=Returned 3=In Use 4=In Service 5=Damaged

SVC06100	SVC_DEPOT_ Master	QtyType: 1=On Hand 2=Returned 3=In Use 4=In Service 5=Damaged
----------	-------------------	------------------------------------------------------------------------------

Table 1: Table Changes

Try This: Change the Qty. Type on an RMA

Take what you have learned in this lesson and create an RMA for multiple quantities, and change the Qty. Type.

1. Start by creating a new RMA. On the **Transactions** menu, point to **Returns Management**, and then click **RMA Entry/Update**.
2. Enter a line item for a **quantity** of 5.
3. Save the RMA.
4. On the **Transaction** menu, point to **Returns Management**, and click **RMA Receiving**.
5. Mark the **M** box for your RMA, and then click the **Return QTY** expansion button.
6. In the **RMA Returned Quantities Entry** window, enter 4 in the **On Hand** field and 1 in the **Damaged** field.
7. Click **OK** and then click **Post** to post the RMA Receiving.
8. Go to the **RMA Entry/Update** window again and select your RMA.
9. Click **Show Detail** on the line, and then click **Process**.
10. In the **RMA Line Process Return** window, click the **On Hand** line.
11. Change the **Process Quantity** to 2 and the **Process Type** to **Return To Vendor**.
12. Tab to the next line, and on the new **On Hand** line, change the **Qty. Type** to **In Use**.
13. When you receive the message, "Do you want to change the QTY Type from On Hand to In Use?" click **Yes**.
14. Finish by printing the Inventory Transfer Journal report to the screen.

You should see a transfer was done for the On Hand quantity to move it to the In Use bucket.

Lesson Review

Topics covered in this lesson include the following:

- You may assign a default **Quantity Type** to the **RMA Type**.
- When you receive an RMA, you may choose a different **Return Quantity Type** for the quantities.
- The **RMA Line Process Return** window allows you to change the **Quantity Type** for the line quantity.

- When you make changes to the **Qty Type** field in the **RMA Line Process Return** window, an audit line appears in the **RMA Audit Inquiry** window.

Answer the following questions to confirm your understanding of lesson topics.

1. What are the Return Quantity Types available?

On Hand, Returned, In Use, In Service, Damaged

2. Can you change the Quantity Type of an RMA line after you have received it?

Yes. You may change the Quantity Type in the RMA Line Process Return window.

3. Will the Sales Returned Quantities Entry window open automatically during the RMA Receiving process?

No. The window will open if you click the Return QTY expansion button or if you change the Return QTY field to be a different quantity.

Lesson 3: RMA SOP Consolidate

This lesson explains the new feature in Returns Management for Microsoft Dynamics GP 2013 where you may consolidate Cross-Ship RMA lines to one sales order.

What You Will Learn

After completing this lesson, you will be able to:

- Explain how to consolidate RMA Cross-Ship lines to one sales order

Functionality Described

A cross-ship RMA creates a sales order in Sales Order Processing. You may have multiple lines on a cross-ship and want one order rather than multiple orders. With this feature, you can consolidate those lines from the RMA to one sales order when you cross-ship them. The new SOP line appends to the existing SOP order with the same RMA number.

If you use a **Replace RMA Type**, the lines will consolidate to an existing sales order with the same RMA number if you click **Replace** on the RMA line. This would occur if the RMA is received and the **Auto-Replace Receipts** option is not marked in **Returns Setup**. The **Auto-Replace Receipts** option automatically creates the order in SOP during the RMA Receiving process. In this situation, the RMA lines would not combine to one sales order.



Note:

On Microsoft Dynamics GP 2010 and previous versions, the cross-ship process creates a separate sales order for each line on the RMA.

Table Changes

A new field appears in the **Service Setup** window. On the **Microsoft Dynamics GP** menu, point to **Tools**, point to **Setup**, point to **Field Service**, and then click **Return Setup**. When you mark the **Consolidate SOP Order Document** option, cross-ship lines will consolidate onto one sales order.

Figure 37: Return Setup - Returns

Try This: Consolidate multiple RMA lines.

Take what you have learned and consolidate your RMAs into one SOP document.

1. Start by marking the setup option. On the **Microsoft Dynamics GP** menu, point to **Tools**, point to **Setup**, point to **Field Service**, and then click **Return Setup**.
2. Mark **Consolidate SOP Order Document**.
3. Enter a new RMA with two lines for items 128 SDRAM and 256 SDRAM.
4. Click the **Customer Link** to open the **RMA Line Cross-Ship** window.
5. Click the **Cross Ship** button. Do this for both items. Note the SOP document number that was created.
6. Finish by viewing the sales order. On the **Transactions** menu, point to **Sales**, and then click **Sales Transaction Entry**.

You should see both cross ship lines appear on one sales order.

Lesson Review

Topics covered in this lesson include the following:

- When you mark the **Consolidate SOP Order Document**, you are able to consolidate cross ship RMA lines to the same sales order.
- You may consolidate Replace RMA Types when you do not mark **Auto-Replace Receipts**.

Lesson 4: Item Description from RMA

This lesson describes the functionality added to the **RMA Item Description** as it appears on the Sales Order Processing (SOP) document in Returns Management for Microsoft Dynamics GP 2013.

What You Will Learn

After completing this lesson, you will be able to:

- Describe how the **RMA Item Description** will display on SOP document.
- Understand what SOP documents will be affected by this functionality.

Functionality Described

A SOP document generates from various RMA functions. When the SOP document creates, it displays the item description from the RMA return item. The invoice item displays when you close the RMA.



Note:

On Microsoft Dynamics GP 2010 and previous versions, the item description on SOP documents is a concatenation of the Return, Item, RMA Number, and RMA Type.

The **Item Description** field in the **Sales Transaction Entry** window displays the **Return Item number** from the RMA.

The screenshot displays the 'Sales Transaction Entry' window for a return transaction. Key fields include:

- Type/Type ID:** Return, RMARTN
- Document No.:** RMA004015
- Customer ID:** AARONFIT0001
- Customer Name:** Aaron Fitz Electronics
- Ship To Address:** PRIMARY
- Date:** 4/12/2017
- Batch ID:** RMA CREDIT
- Default Site ID:** WAREHOUSE
- Customer PO Number:**
- Currency ID:** Z-US\$

The 'Line Items by Order Entered' section shows:

Item Number	Description	U of M	Quantity Returned	Unit Price	Extended Price
128 SDRAM	128 meg SDRAM	Each	5	\$169.00	\$845.00

Additional fields include:

- Markdown:** \$0.00
- Unit Cost:** \$0.00
- Req Ship Date:** 4/12/2017
- Date Shipped:** 4/12/2017
- Site ID:** RETURNS
- Price Level:** RETURN
- Ship To Address ID:** PRIMARY
- Shipping Method:** LOCAL DELIVERY
- Quantity Available:** 15
- Amount Received:** \$0.00
- Discount Returned:** \$0.00
- On Account:** \$950.63
- Subtotal:** \$845.00
- Trade Discount:** \$0.00
- Freight:** \$0.00
- Miscellaneous:** \$0.00
- Tax:** \$105.63
- Total:** \$950.63

Figure 38: Sales Transaction Entry

To see the **RMA Number** and **RMA Type** for the RMA, click the **Document No.** expansion arrow to open the **Sales Document Detail Entry** window. The **GL Reference** field will store this information.

The screenshot shows the 'Sales Document Detail Entry' window for 'sa Fabrikam, Inc. 4/12/2017'. The 'GL Reference' field is highlighted with a red box and contains the value 'CREDIT-RMA00000003042'. Other fields include 'Type ID' (RMARTN), 'Document Number' (RMA004015), 'Master Number' (428), 'Remaining Subtotal' (\$845.00), 'Times Repeated' (0), 'Date Last Repeated' (0/0/0000), and 'Alloc. Attempted' (checked). A table at the bottom shows the following data:

Type	Type ID	Document Number	Date	Orig. Type	Orig. Number
Return	RMARTN	RMA004015	4/12/2017		

Figure 39: Sales Document Detail Entry

Non-Inventory Item

When you use a non-inventory item on your RMA, the **Description** on the SOP document is the **Description** you manually entered on the RMA.

The screenshot shows the 'RMA Entry/Update' window for 'sa Fabrikam, Inc. 4/12/2017'. The 'RMA Number' is 'RMA00000003046' and the 'RMA Type' is 'CREDIT'. The 'RMA Status' is '20' and the 'RMA Reason Code' is 'Received RMA'. The 'Customer ID' is 'AARONFIT0001' and the 'Name' is 'Aaron Fitz Electrical'. The 'Address ID' is 'PRIMARY' and the 'Contact' is 'Bob Fitz'. The 'Origin' is 'None'. The 'Office ID' is 'N-01', the 'Site ID' is 'RETURNS', the 'Bill To Customer ID' is 'AARONFIT0001', the 'Bill To Address ID' is 'PRIMARY', the 'Currency ID' is 'ZUS\$', and the 'Customer PO' is blank. The 'Line Items by Order Entered' table shows the following data:

R	C	Type	Return Item Number	U of M	Quantity	Qty Received	Return Price	Extended Price
✓		CREDIT	123MNR21	Each	1	1	\$0.00	\$0.00

The 'Description' field is highlighted with a red box and contains the value '21" Monitor'. The 'RMA Line Status' is '20' and the 'RMA Reason Code' is 'Received RMA'. The 'Return Cost' is '\$0.00'. The 'Entered' date is '4/12/2017' at '9:50:23 AM' and the 'ETA' is '0/0/0000' at '12:00:00 AM'. The 'Office ID' is 'N-01', the 'Return Site ID' is 'RETURNS', the 'Ship To Address ID' is 'PRIMARY', and the 'Return Price Level' is 'RETURN'.

Figure 40: RMA Entry/Update

Lesson Review

Topics covered in this lesson include the following:

- When a SOP document creates from an RMA, the **Item Description** will be the description from the item from the RMA.