

Donation Return Orders Overview

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Purpose of this document

This document illustrates how to use the Donation Return Order function in Ceres.

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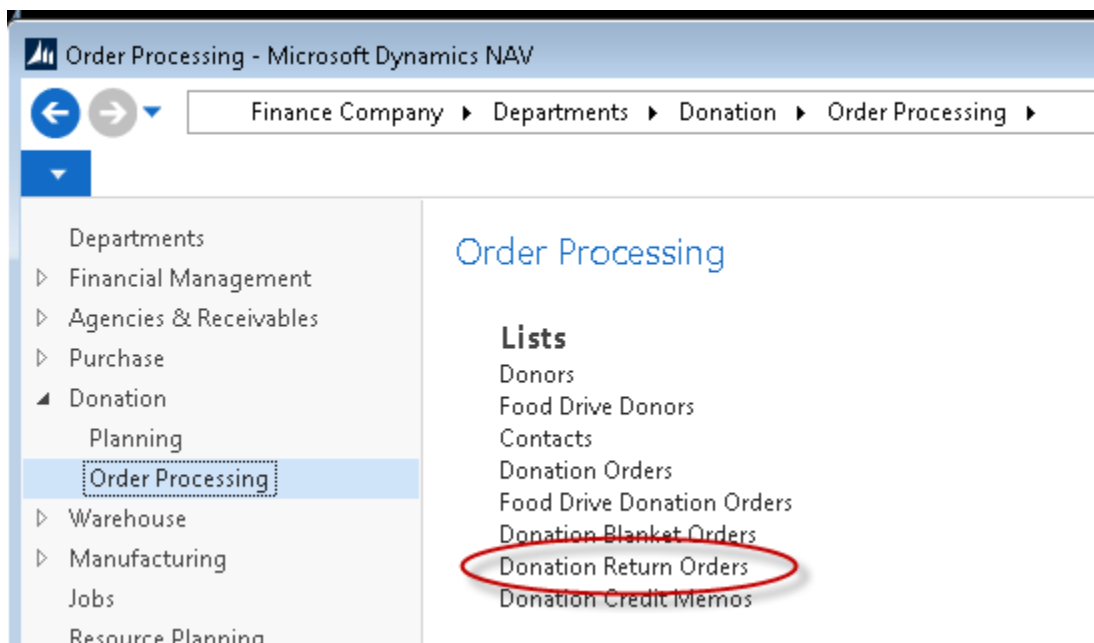
Purpose

Donation Return Orders are the opposite of a Donation Order. Whereas a Donation Order notifies a Donor of the receipt of donated goods, the Donation Return Order reverses the donation order in Ceres. A Donation Return Order is used to process the return of goods against a Donor, either partially or in their entirety. The Posting Process will create both a Posted Donation Credit Memo and a Posted Return Shipment to take the products out of inventory. Please note that you can also create a Donation Credit Memo, so review both Procedures to determine which is best for your situation.

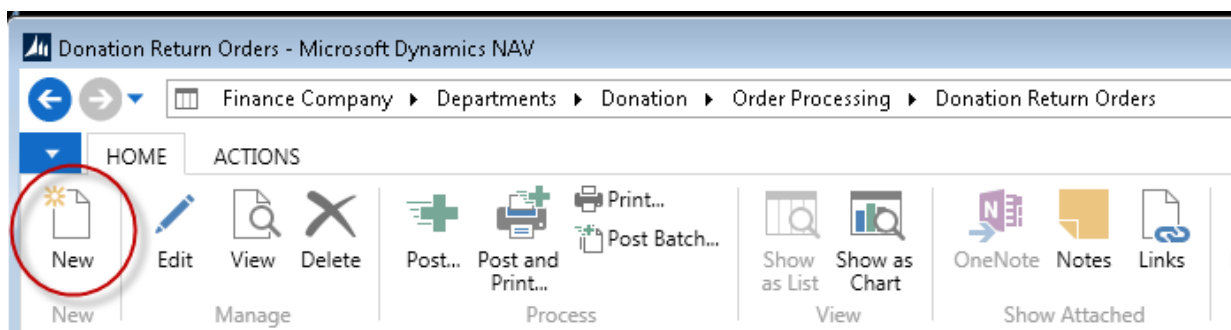
Ceres object release 4.00.00 is required for some of this functionality.

Creating Donation Return Orders

1. Donation Return Orders can be accessed from Departments → Donation → Order Processing → Donation Return Orders.



2. Click New in the Action Pane.



Donation Return Order Header

1. If Manual Nos. are used, enter the Donation Return Order number or tab through the No. field if you have assigned a document number series for Donation Return Orders.
2. In the Donor No. field, enter the Donor No. or use the lookup to select the Donor from the list. The Donor's name, address, contact, and Fund No. will flow from the Donor Card.
3. Fill in the other fields on the Header, as needed

DRO-00002 · Walgreens

General	
No.:	DRO-00002 ...
Parent Vendor No.:	F03
Donor No.:	PD00320
Contact No.:	
Donor Name:	Walgreens
Address:	Suppl Donor Mailing Address 1
City:	
State:	
ZIP Code:	
Contact:	Karen - Donor Suppl M1
No. of Archived Versions:	1
Department Code:	
Project Code:	
Grant No.:	
Reason Code:	DC1
Posting Date:	11/24/2012
Order Date:	11/20/2012
Document Date:	11/20/2012
Donor Cr. Memo No.:	
Responsible Person Code:	
Fund No.:	UR
FBC Product Source:	A2H LOCAL
FBC Product Category:	DONATED
FBC Reason for Donation:	
UNC Notice No.:	DRO-00002
UNC Product Source:	A2H LOCAL
Blue Receipt:	<input checked="" type="checkbox"/>
Food Drive No.:	
Assigned User ID:	
Status:	Open
Last Modified By:	KJK

▼ Show more fields

Donation Return Order Lines

Select the appropriate Type from the drop down list. In the case of Donation Return Orders, Item would be the normal selection.

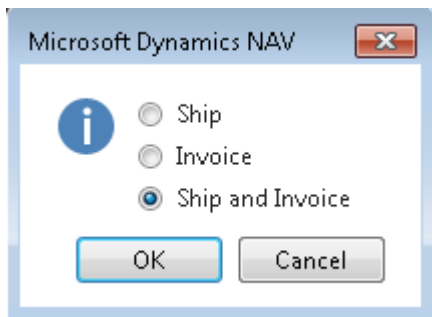
1. Enter the Item No. you wish to return or hit F4 to get a list of your items.
2. Enter a Return Reason Code or hit F4 to get a list of your return codes
3. Enter the Location that the Item will be returned from.

Note: If using Branches, be sure to show the Branch Code column and to select the appropriate Branch.

4. Enter the quantity to be returned in the 'Quantity' field.
5. Enter or select the Pallet No. you wish to return. If you are not palletizing Items, then your Pallet No. field will be blank. In this case, you may wish to select the Lot No. you are returning. Once the Pallet No. (or Lot No.) is selected, the Bin, Lot and other information from the original Pallet will auto-fill on the line.
6. Fill in the other fields on the Line, as needed.

Donation Return Order Subform								
Functions Line Find Filter Clear Filter								
Type	No.	Description	Return Reason Code	Location Code	Bin Code	Quantity	Pallet No.	Lot No.
Item	20000	Assorted Bulk	DAMAGED	KAN	0	45	1211-00005	LOT-00119
Item	10026	Tea	DECLINED	KAN	04-108-A	3	1301-00007	LOT-02407

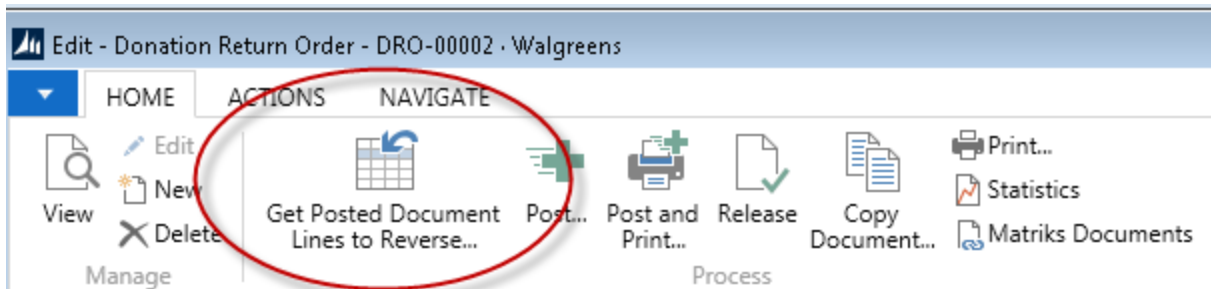
8. Enter additional lines, if needed.
9. Be sure to confirm that all the data has been entered correctly, especially paying attention to the No., Location and Quantity and then Post or Post & Print the document. The Posting process gives the user the option of posting the Return Shipment or Invoice separately or together as follows:



Note: The user may want to post the shipment separately and wait for the acknowledgement from the Donor before posting the Donation Credit Memo (Invoice). Either way the product is removed from available inventory after the posting process has been run.

To expedite the process of entering the lines, the User can use the function Get Posted Document Lines to Reverse... as follows:

1. On the Donation Return Order form navigate to Home → Get Posted Document Lines to Reverse...



2. Select the Document Type Filter to obtain the lines that you would like to select from and then select the line(s) that you would like copied to the Donation Return Order. Click OK.

PD00320 · Walgreens

Options

Show Reversible Lines Only: ☐ Return Original Quantity: ☐

Document Type Filter: Posted Invoices

Posted Receipts: (16)

Posted Invoices: (16)

Posted Return Shipments: (0)

Posted Cr. Memos: (0)

Lines

Line	Document No.	Posting Date	Buy-f... Vend...	Type	No.	Description
	DO-100002-1	8/19/2013	PD00320	Item	10026	Tea
		8/19/2013	PD00320	Item	10026	Tea
	DO-93166-1	11/1/2012	PD00320	Item	20000	Assorted Bulk
	DO-93167-1	11/1/2012	PD00320	Item	20000	Assorted Bulk
	DO-93168-1	11/1/2012	PD00320	Item	20000	Assorted Bulk
	DO-93169-1	11/1/2012	PD00320	Item	20000	Assorted Bulk
	DO-93172-1	11/1/2012	PD00320	Item	20000	Assorted Bulk

OK Cancel

3. The line(s) has been copied to the Donation Return Order. Note that the Document Number copied from has been added on a separate line. Edit the line as needed prior to posting.

General								
Donation Return Order Subform								
Functions Line Find Filter Clear Filter								
No.	Description	Return Reason Code	Location Code	Bin Code	Quantity	Pallet No.	Lot No.	Lot Expiration...
Invoice No. DO-93167-1:								
20000	Assorted Bulk		KAN	0	35	1211-00003	LOT-00117	12/31/9999
Invoice No. DO-93169-1:								
20000	Assorted Bulk	DAMAGED	KAN	0	45	1211-00005	LOT-00119	12/31/9999
10026	Tea	DECLINED	KAN	04-108-A	3	1301-00007	LOT-02487	

Related Topics:

1. Donation Order Overview

2. Donation Credit Memo Overview
3. Blue Receipt Reporting
4. Update Donor on Posted Donation Order
5. Reason Code Mandatory Overview