Oracle® Retail MICROS Stores2
Functional Document
Sales - Goods Return Management
Release 1.34

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Oracle® Retail MICROS Stores2 Functional Document, Sales - Goods Return Management, Release 1.34

TECHNICAL DOCUMENTATION

Stores2 - 1.34.0 - Sales - Changes to goods return management

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stores2-134-fd-sales-goodsreturnmanagement

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Note: The rebranding for the latest version of this documentation set is in development as part of post MICROS acquisition activities. References to former MICROS product names may exist throughout this existing documentation set.

1 Introduction

This change is used to manage the return procedures and makes it possible to manage a wizard to connect the return to a receipt without passing the receipt barcode in addition to the procedures already present (receipt barcode reading and manual return).

Changes to goods return management

1.1   Configuration

At node level we will add the new fields "GestioneResoMerce" and "ResoGuidatoGiorni", to establish how to manage the selection type and to set the parameters for the filters on the receipt date.

In the geographic node authorizations ("Sales" tab / "Various authorizations" button / "Authorizations" tab) we will add:
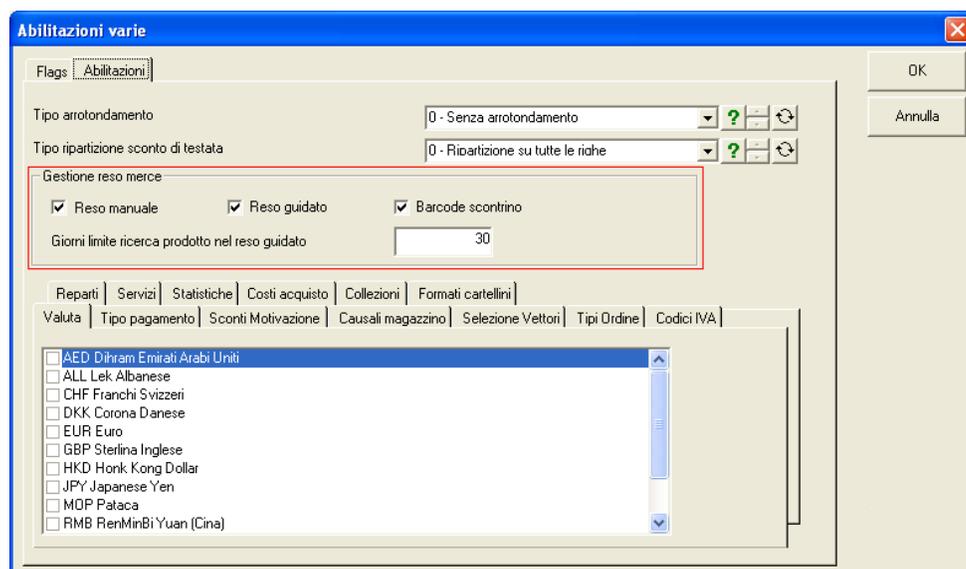
1. three check boxes to organize the goods return procedure:
    a) Manual return, b) Guided return c) Receipt barcode. This way you can decide which management to enable. Options a) and c) are currently managed. Option b) is the one we will add related to guided return management. To force the operator to use the new procedure if the receipt barcode is not used, we will not add a new option, as we had initially thought to do, instead just enable only options b) and c), disabling the manual return option.

2. a text box to specify the number of days to consider to search for the selected product in the registered sales. The text box will only be enabled if option "b" is selected in the combo box for the goods return management selection.

We decided to breakdown the operation for each user as well by adding operator class authorizations. Thus there is the possibility to disable one or more options enabled at geographic node level. For example, if you do not want to enable the new guided return procedure on the node, simply do not select option "b", while if you want a

specific user, for example a clerk, to be forced to use the guided return just enable all three of the options on the node and disable the manual return procedure for the clerk's operator class.
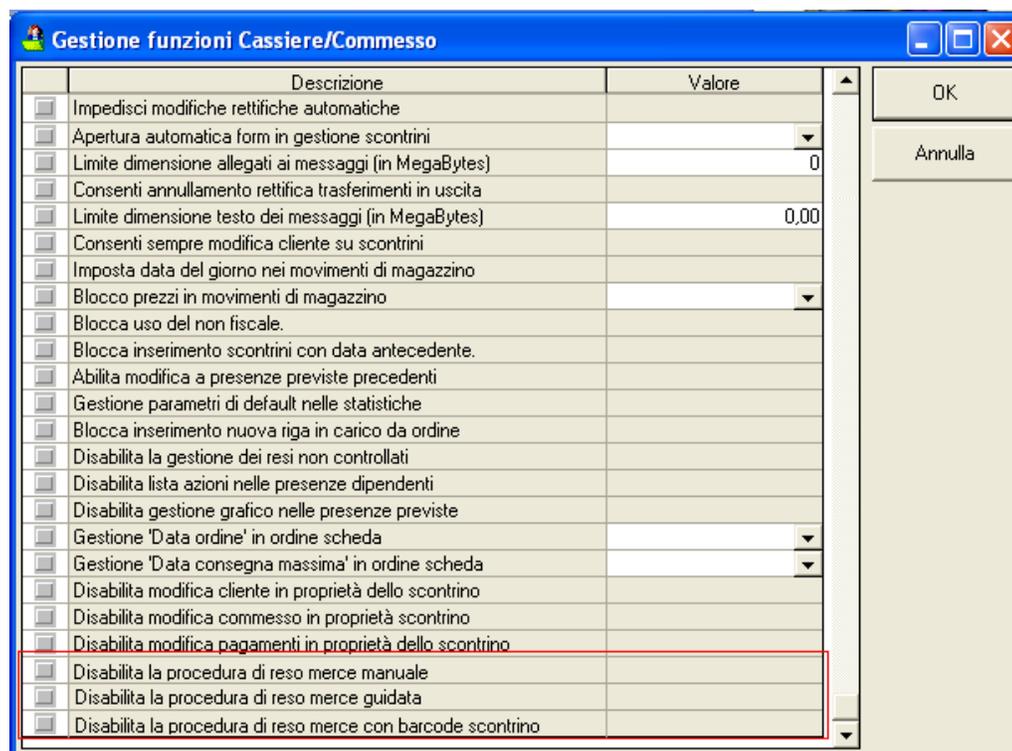
1.2 Operation

So, to perform a return the operator will have 3 options:

1. To use the receipt barcode if it is in the customer's possession;

2. To select the product and enable the new window for guided selection;

3. To manually select product return.

Options 1 and 3 are currently provided by Stores. This document looks at option 2 which has just been added. If the operator has to perform a return and does not have the receipt barcode, he/she must press the key corresponding to the return motive and then read the product barcode or manually select it from the normal search window. It is important to note that when I say enable on the node I mean the node/operator combination. At this point, if the goods return management on the node is configured for only managing returns with the standard procedure and those with receipt barcode, basically nothing has changed compared to the current procedure (by default it will be like this).

If the node is enabled for guided return management and is enabled for manual return management, Stores2 will display a message asking the operator if he/she wants to use the new guided search function (the message has Yes/No keys with the focus on the "Yes" key).
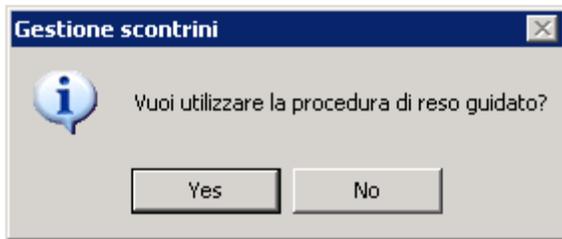
If, instead, manual return is not included, a guided search window is displayed and the operator must continue using the guided selection, otherwise the line will not be registered.

I would like to underline that, for a manual product search, the new window will be displayed when the user has made the model/variant/size selection (if included).

Thus if the operator decides to use the guided search, Stores2 will display a window where the heading will show the product information (based on the level of detail specified in the geographic nodes) and the date range for searching for the sales line. If the number of days has been set in geographic nodes the program will set the dates based on the indicated value, otherwise it will set the system date. In addition we plan a check box for enabling/disabling the display of already returned lines and two check boxes to expand the search field to only consider the product code.
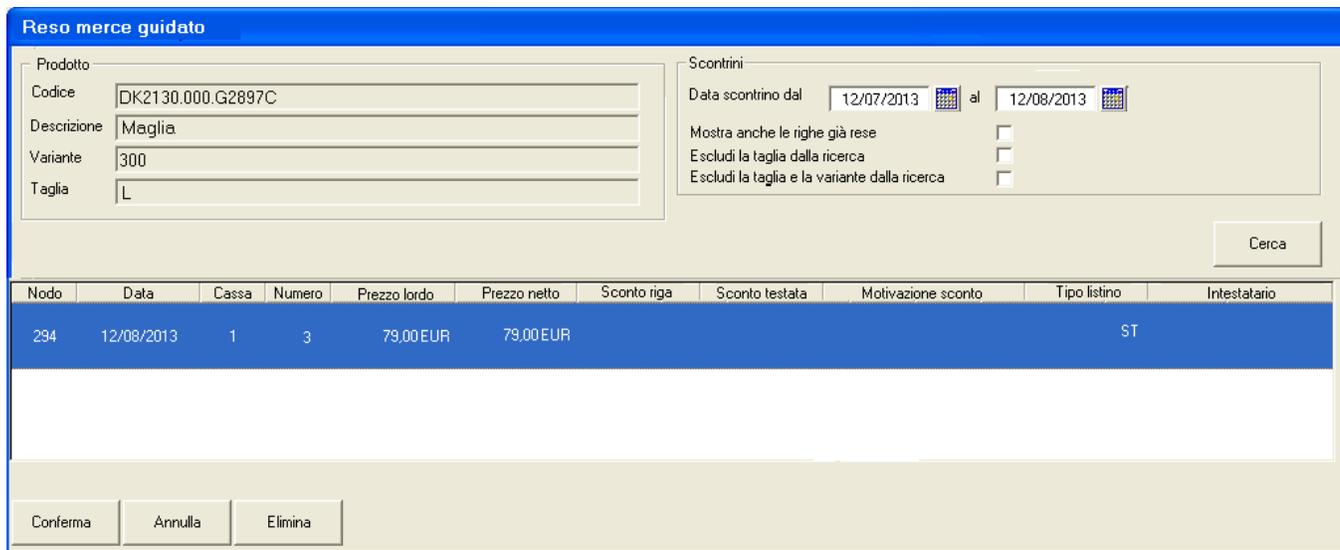
When the "Search" key is pressed the program will perform a search of the receipts containing the product being returned. The search will consider the variant and size based on how the level of detail is set on the geographic node. The elements returned by the search will be loaded on a specific line in decreasing order of date. The displayed information will include:

- the node,

- the receipt date,

- the workstation,

- the receipt number,

- the gross price,

- the net price,

- the line discount amount,

- the heading discount percentage,

- the discount reason,

- the price list type

- the owner if available.

The lines already returned will be highlighted in red and cannot be selected.

The operator will select one of the various elements present in the list, connecting the return to the selected sales receipt. Then the return line is registered requesting, if mandatory, to select the return reason which will be registered in a specific field.

The guided return procedure will ignore the owner present on the sale, i.e. he/she will not be used to register the receipt in progress.