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ChargeBack Processing

Release 10.0

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Contents

Introduction

Welcome to ChargeBack Processing, an application that adds deductions management capabilities to your Microsoft Dynamics GP™ Receivables Management system.

This introduction is divided into the following sections:

- *What's in this manual*
- *Prerequisites*
- *Symbols and conventions*

What's in this manual

This manual is designed to give you an in-depth understanding of how to use the features of ChargeBack Processing, and how it integrates with the Microsoft Dynamics GP system.

This manual is divided into the following chapters:

- Chapter 1, "Installation," describes how to install and register ChargeBack Processing.
- Chapter 2, "Setup," describes how to set up ChargeBack Processing.
- Chapter 3, "Transactions," describes how to process transactions with adjustments using ChargeBack Processing.
- Chapter 4, "Inquiries," describes how to view adjustment information.

Prerequisites

This manual assumes that you are familiar with Microsoft Dynamics GP.

Symbols and conventions

This manual uses the following symbols and conventions to make information stand out.

Symbol/Convention	Description
	The light bulb symbol indicates helpful tips, shortcuts and suggestions.
	The warning symbol indicates situations you should be especially aware of when completing tasks. Typically, this includes cautions about performing steps in their proper order, or important reminders about how other information in Microsoft Dynamics GP may be affected.
File >> Print	The (>>) symbol indicates a sequence of actions, such as choosing items from a menu, toolbar, or pressing buttons in a window. This example directs you to go to the File menu and choose Print.

Chapter 1: Installation

This portion of the documentation describes how to install and register ChargeBack Processing.

This information is divided into the following sections:

- *About the installation process*
- *Installing ChargeBack Processing*
- *Enabling security to ChargeBack Processing resources*
- *Registering ChargeBack Processing*
- *Uninstalling ChargeBack Processing*

About the installation process

You will use a wizard-based installation program to begin the ChargeBack Processing installation process. The installation program will allow you to select the local Microsoft Dynamics GP folder where the ChargeBack Processing files will be saved.

For example, if your local Microsoft Dynamics GP folder is in the following location:

C:\Program Files\Microsoft Dynamics\GP10

The product chunk file and user manual will be saved in the following locations:

File	Installation folder
CBP_10.cnk	C:\Program Files\Microsoft Dynamics\GP10
ChargeBackProcessing.pdf	C:\Program Files\Microsoft Dynamics\GP10\Documentation

When the installation wizard is complete, you will need to start Microsoft Dynamics GP and log in as system administrator.

Installing ChargeBack Processing

Before you begin installing ChargeBack Processing, ensure that your Microsoft Dynamics GP system has the most current service packs installed.

Use the following instructions to install ChargeBack Processing.

Before installing ChargeBack Processing, you should create a backup copy of the "Dynamics.set" file, which is located in the local Microsoft Dynamics GP folder. Store the copy in a location outside of the local Microsoft Dynamics GP folder. You can delete this file after installing ChargeBack Processing successfully.

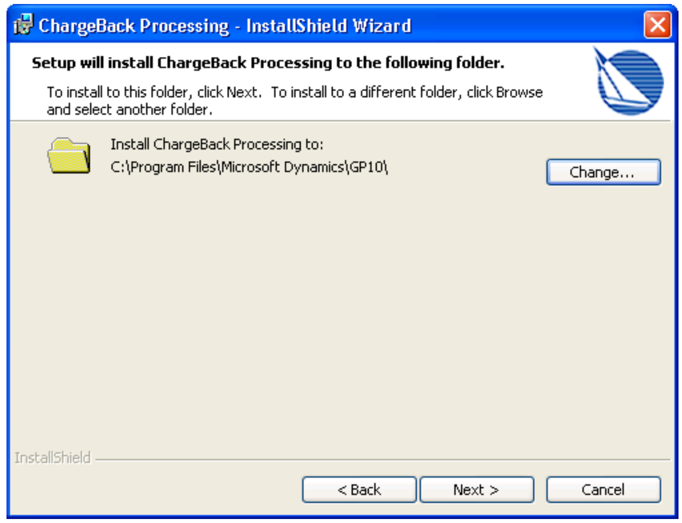
You should also back up the Dynamics and company databases prior to installing ChargeBack Processing.

To install ChargeBack Processing:

1. Run the “CBP_10_00.exe” file. The installation wizard will start.

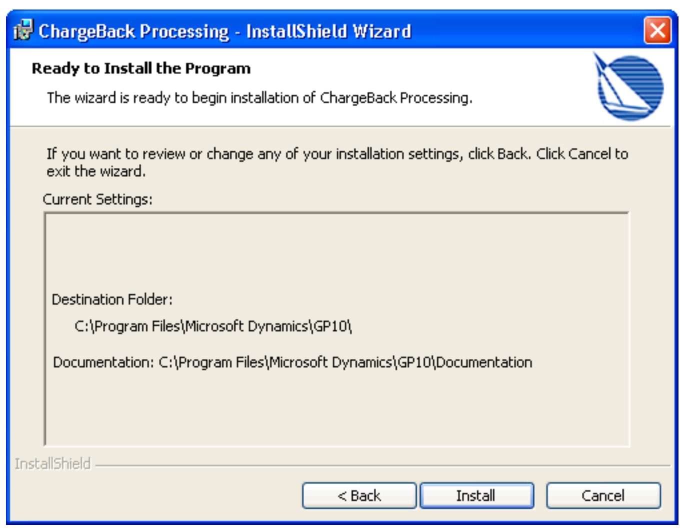
2. Choose Next. The license agreement will be displayed.

3. To accept the license agreement and continue installing ChargeBack Processing, mark the “I accept the terms in the license agreement” option. Then choose Next. The installation folder option will be displayed.

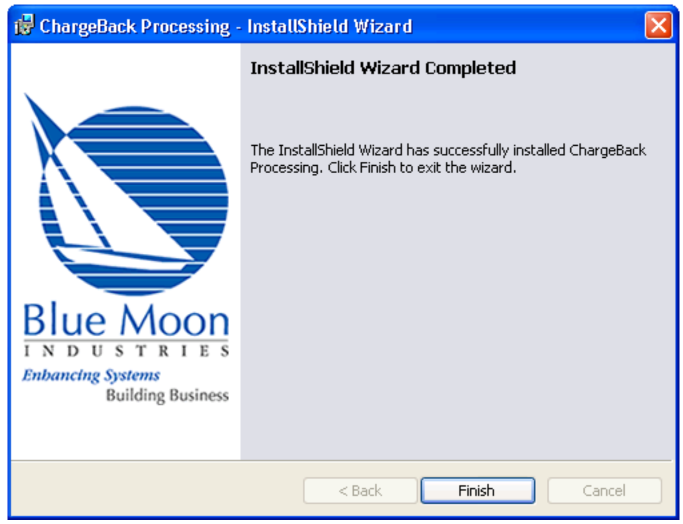


4. By default, the installation program will attempt to select your local Microsoft Dynamics GP folder. If necessary, you can select it manually by choosing Change and browsing to the local Microsoft Dynamics GP folder. This folder indicates where the product chunk file will be saved during the installation process.

   Then choose Next. The installation confirmation option will be displayed.

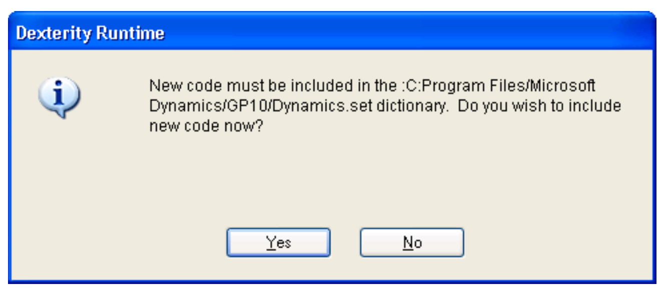


5. Choose Install. The product chunk file will be saved in the local Microsoft Dynamics GP folder. The product user manual will be saved in the Documentation subfolder of that same folder.



6. Choose Finish. The installation wizard program will close.

7. Start Microsoft Dynamics GP. The message “Do you wish to include new code now?” will appear.



8. Choose Yes. New code will be included in Microsoft Dynamics GP.

9. Log in as system administrator.

   - If you are installing the product for the first time, the message “Tables for ChargeBack Processing are not created for this company. Do you wish to create them now?” will appear.

     Choose Yes. Data tables for ChargeBack Processing will be created, and the installation process will be complete.

   - If you are upgrading the product to a new build number, the installation process will be complete.

Enabling security to ChargeBack Processing resources

New security features were introduced as part of Microsoft Dynamics GP 10.0. These features prevent users from immediately accessing resources of integrating products. Instead, security to the resources must be deliberately enabled during the setup process.

After installing ChargeBack Processing, you will need to enable security to ChargeBack Processing resources. This process ensures that users can access the windows, reports, and files (tables) necessary for using the product.

This section assumes familiarity with the Microsoft Dynamics GP security model and related concepts including tasks, roles, and users. For more information about this security model, refer to the Microsoft Dynamics GP user documentation.

You will enable security by assigning the ChargeBack Processing security task to one or more roles in the Security Role Setup window.

About the ChargeBack Processing security task

A security task named CBP_DEFAULTUSER is created during the installation process for ChargeBack Processing. This task contains the necessary permissions to use ChargeBack Processing windows, reports, and files (tables).

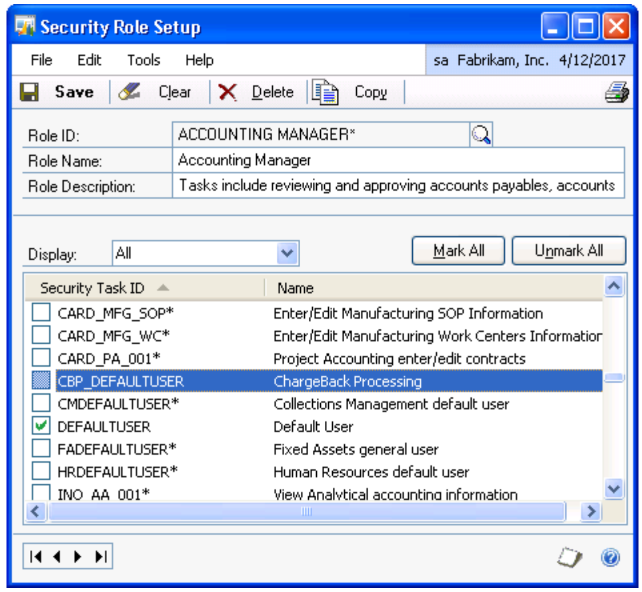
However, the ChargeBack Processing security task does not contain permissions to use Microsoft Dynamics GP resources, even if those resources are used by ChargeBack Processing. It is important to ensure that your Microsoft Dynamics GP security is configured appropriately for each user of ChargeBack Processing.

You can view the settings associated with the ChargeBack Processing security task by opening the Security Task Setup window (Microsoft Dynamics GP Menu >> Tools >> Setup >> System >> Security Tasks) and selecting CBP_DEFAULTUSER as the task ID. If necessary, you can add items from the access list to meet your needs.

Do not remove any items from the access list or errors may result during product use. If you would like to limit activity in ChargeBack Processing, such as only allowing access to inquiry windows, the recommended method is to create a new security task and add the ChargeBack Processing resources to meet your needs.

To enable security to ChargeBack Processing resources:

1. Open the Security Role Setup window.
   (Microsoft Dynamics GP Menu >> Tools >> Setup >> System >> Security Roles)



2. Select a role ID for which you will enable ChargeBack Processing resources.

3. Mark the CBP_DEFAULTUSER option in the security task ID list. Then choose Save.

4. If necessary, repeat steps 2 and 3 to enable ChargeBack Processing resources for more roles.

5. When you are finished, close the Security Role Setup window.

Registering ChargeBack Processing

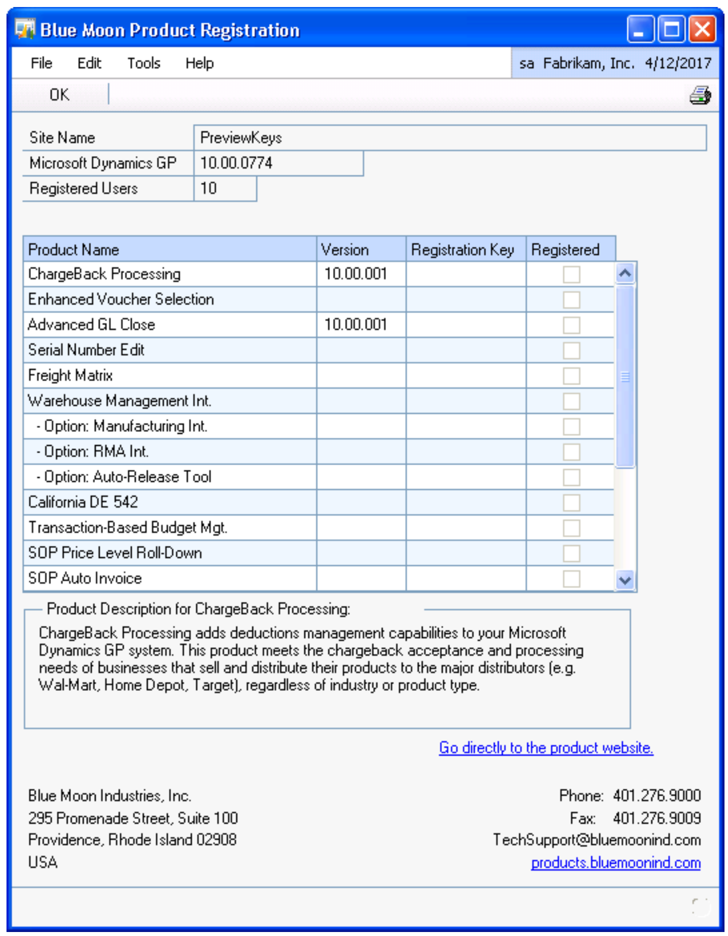
ChargeBack Processing is fully functional in the Microsoft Dynamics GP sample company to allow users to evaluate and learn more about the product. When you purchase ChargeBack Processing, you will receive a registration key. After you've entered the registration key, you will be able to use ChargeBack Processing in your company.

Use the following instructions to register ChargeBack Processing to your company.

To register ChargeBack Processing:

1. Open the Microsoft Dynamics GP Registration window.
   (Microsoft Dynamics GP menu >> Tools >> Setup >> System >> Registration)

2. Open the Blue Moon Industries Registration window from the Microsoft Dynamics GP Registration window.
   (Additional >> Blue Moon Product Registration)



   This window allows you to register any installed Blue Moon product. It displays the version and build number for each Blue Moon product installed in your system.

3. Ensure that your site name matches the site name on your registration form.

4. Enter your registration key in the ChargeBack Processing Registration Key field. When you are finished, chose the TAB key to move off the field.

ChargeBack Processing will be registered and you will now be able to use the product in your company.

Uninstalling ChargeBack Processing

If you would like to remove ChargeBack Processing from your system, you can uninstall it by using the following instructions.

Before uninstalling ChargeBack Processing, you should create a backup copy of the "Dynamics.set" file, which is located in the local Microsoft Dynamics GP folder. Store the copy in a location outside of the local Microsoft Dynamics GP folder. You can delete this file after uninstalling ChargeBack Processing successfully.

This process requires manually editing the Dynamics.set file, and should only be performed by advanced users. Use caution when editing the Dynamics.set file, as any editing errors may result in your system not functioning properly.

To uninstall ChargeBack Processing:

1. Start Windows Explorer and navigate to the local Microsoft Dynamics GP folder.
2. Delete the ChargeBack Processing dictionary file. This file is named "CBP200.DIC."
3. Open the Dynamics.set file using Notepad.
4. Reduce the number on the first line by one. For example, if the number is currently 23, change the value to 22.
5. Delete the line containing the text "ChargeBack Processing" and the line directly above it, which contains the product ID number. In this case, the ID number is 200.

   When you delete these lines, ensure you also delete the "line breaks" at the end of the lines. There should be no blank vertical space between the remaining lines.
6. Delete the line that ends with the text "CBP200.DIC" and the two lines below it.

   When you delete these lines, ensure you also delete the "line breaks" at the end of the lines. There should be no blank vertical space between the remaining lines.
7. Save and close the Dynamics.set file.
8. To delete ChargeBack Processing data tables, open Microsoft SQL Server Management Studio. Then select the Tables option in your company database.
9. Select and delete all ChargeBack Processing tables. For a full list of data tables, refer to *Data Tables* on page 25.

   If you will be using other products from Blue Moon Industries, do not delete any tables that start with the "BMI" prefix.
10. Select the Stored Procedures option in your company database. Then select and delete all ChargeBack Processing stored procedures. These procedures begin with the "zDP_CBP" prefix.
11. Close Microsoft SQL Server Management Studio.

Chapter 2: Setup

This portion of the documentation describes how to set up ChargeBack Processing.

This information is divided into the following sections:

- *Enabling alternate reports and windows*
- *About the ChargeBack Processing setup process*
- *Setting up ChargeBack Processing*
- *Setting up adjustment types*

Enabling alternate reports and windows

Before using ChargeBack Processing, you will need to enable alternate reports and windows that add ChargeBack Processing functionality to Microsoft Dynamics GP.

ChargeBack Processing uses the following alternate Microsoft Dynamics GP reports:

Alternate Microsoft Dynamics GP report	Status	ChargeBack Processing modifications
MC RM Currency Summary Aging Report	Required	ChargeBack Processing results have been included.
MC RM Detail Aged Trial Balance - Options	Required	
MC RM Detail Historical Aged Trial Balance	Required	
MC RM HATB Currency Summary Aging Report	Required	
RM Detail Historical Aged Trial Balance	Required	ChargeBack Processing results have been included. If you are using modified versions of these reports, you will need to apply the modifications to the ChargeBack Processing version of the reports.
RM Summary Historical Aged Trial Balance	Required	

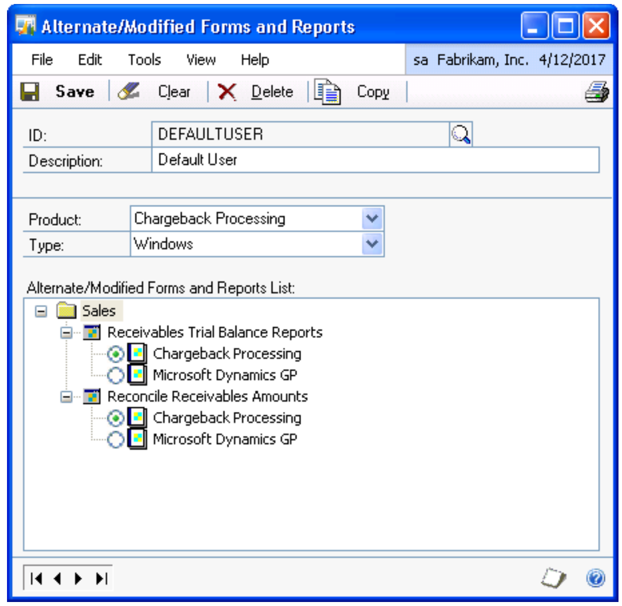
ChargeBack Processing uses the following alternate Microsoft Dynamics GP windows:

Alternate Microsoft Dynamics GP window	Status	ChargeBack Processing modifications
Receivables Trial Balance Reports	Required	ChargeBack Processing functionality has been included, but no fields have been modified.
Reconcile Receivables Amounts	Required	

Use the Security Setup window to enable alternate windows for ChargeBack Processing.

To enable alternate reports and windows:

1. Open the Alternate/Modified Forms and Reports window.
   (Microsoft Dynamics GP Menu >> Tools >> Setup >> System >> Alternate/Modified Forms and Reports)



2. Enter or select an ID.

3. Select ChargeBack Processing from the Product list.

4. Select Windows from the Type list. Then expand the tree view and mark all of the ChargeBack Processing windows.

5. Select Reports from the Type list. Then expand the tree view and mark all of the ChargeBack Processing reports.

6. Choose Save. The marked alternate windows and reports will be enabled.

About the ChargeBack Processing setup process

The ChargeBack Processing setup process involves configuring several options that are new to your Microsoft Dynamics GP system. This portion of the documentation introduces ChargeBack Processing concepts and provides a brief overview of setup tasks related to each area.

Before you begin setting up ChargeBack Processing, you should be familiar with the following concepts:

Adjustment types Adjustment types, or "chargebacks," are user-defined classifications for remittance adjustments. During the setup process, you will define the adjustment types that are used by your business.

Adjustment types can be created for a variety of purposes. For example, you might create separate adjustment types for any of the following reasons:

- Returns
- Shared advertising expenses
- Damages
- Labeling errors
- Freight adjustments
- etc.

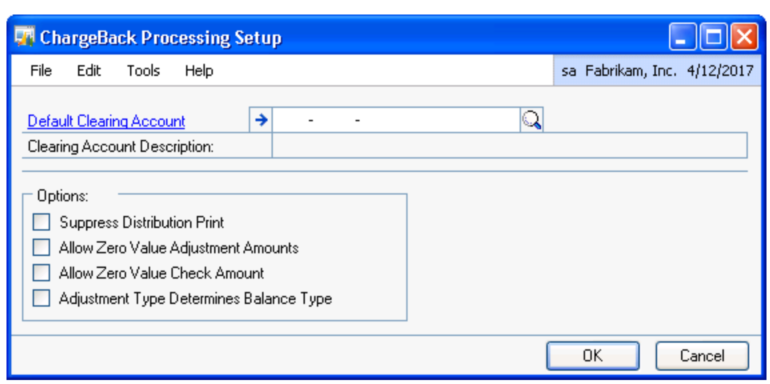
Default clearing account You can select a default clearing account during the ChargeBack Processing setup process. When you later set up adjustment types, the clearing account you choose will be selected by default.

Setting up ChargeBack Processing

Before using ChargeBack Processing during transaction entry, you will need to configure the program to meet the needs of your business. Use the ChargeBack Processing Setup window to set up ChargeBack Processing.

To set up ChargeBack Processing:

1. Open the ChargeBack Processing Setup window.
(Microsoft Dynamics GP Menu >> Tools >> Setup >> Sales >> ChargeBack Processing)



2. If necessary, you can enter a default clearing account. The default clearing account will be used to balance unallowed adjustments during adjustment entry.

3. Select the business rule options you want to use.

- If you select Suppress Distribution Print, General Ledger Distribution details will not appear on the cash receipt edit/posting journal.
- If you select Allow Zero Value Adjustment Amounts, adjustments in the amount of $0 will be allowed.
- If you select Allow Zero Value Check Amount, checks in the amount of $0 will be allowed for adjustment entry.
- If you select Adjustment Type Determines Balance Type, adjustment types are permanently assigned your choice of a Debit or Credit balance type.

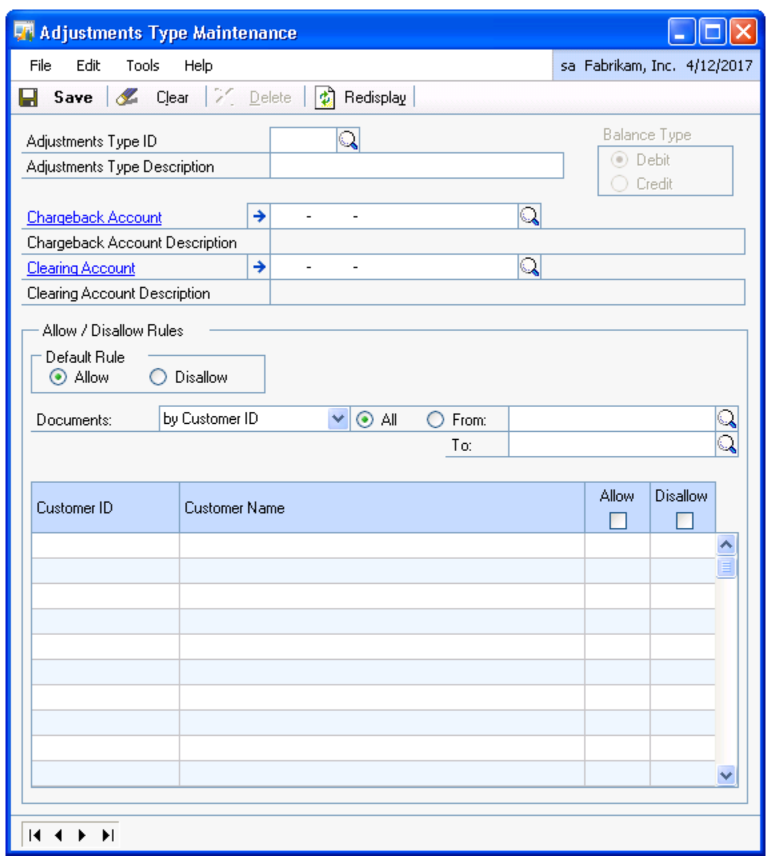
4. Choose OK. Your settings will be saved.

Setting up adjustment types

Use the Adjustments Type Maintenance window to create and modify adjustment types and related settings. You will also select allow/disallow rules for adjustment types during this process.

To set up adjustment types:

1. Open the Adjustments Type Maintenance window.
(Cards >> Sales >> Adjustments Type)



2. Enter an adjustments type ID and a brief description of the adjustment type.

3. If you enabled the "Adjustment Type Determines Balance Type" option in the ChargeBack Processing Setup window, the Balance Type option will be available.

   Select whether the adjustment type will be used for debit or credit adjustments.

   - If you select Debit, a debit Accounts Receivable transaction will be created for adjustments that are assigned this adjustment type.

   - If you select Credit, a credit Accounts Receivable transaction will be created for adjustments that are assigned this adjustment type.

4. Select a chargeback account. The chargeback account is the General Ledger account used to track the amount of an allowed adjustment.

5. Select a clearing account. The default clearing account you selected in the ChargeBack Processing Setup window will be selected by default.

6. Set up allow/disallow rules for adjustments. These options determine whether adjustments are automatically marked as allowed in the Adjustments Entry window during adjustment processing.

   Default Rule This option controls whether all adjustments of the selected adjustment type are marked as allowed by default in the Adjustments Entry window. This feature can save time if you want to automatically allow or disallow specific adjustment types.

   - If you choose Allow, the Allow option will be marked by default for all adjustments of this adjustment type ID in the Adjustments Entry window.

   - If you choose Disallow, the Allow option will be unmarked by default for all adjustments of this adjustment type ID in the Adjustments Entry window.

   Regardless of the default rule selection, you can mark or unmark the Allow option for adjustments in the Adjustments Entry window.

   Customer-Based Exceptions If necessary, you can define customer-based exceptions to the default allow/disallow rule you selected. This optional feature lets you further define how adjustments are marked by default.

   For example, suppose all adjustments of a specific type are marked as allowed by default, but you don't want to mark such adjustments as allowed if they are from certain customers. In this case, you can set up customer-based exceptions to ensure those adjustments are handled differently.

   - To set up customer-based exceptions, select a range of customers and choose Redisplay. A list of customers will be displayed. Then mark the Allow or Disallow option for each customer that will be an exception.

   If you change the default rule after setting up customer-based exceptions, all customer-based exceptions will be removed and replaced by the default rule selection.

7. Choose Save. The adjustment type and related settings will be saved.

Chapter 3: Transactions

This portion of the documentation describes how to process transactions with adjustments.

This information is divided into the following sections:

- *Processing adjustments*
- *About national account adjustments*
- *Receivables posting journal*

Processing adjustments

You will enter cash receipts using the standard Microsoft Dynamics GP Cash Receipts Entry window. From this window, you will access an “Additional” menu, which opens the Adjustments Entry window.

You will use the Adjustments Entry Window to enter and approve adjustments. If you choose not to allow a “chargeback,” an appropriate (debit or credit) Accounts Receivable document will be created.

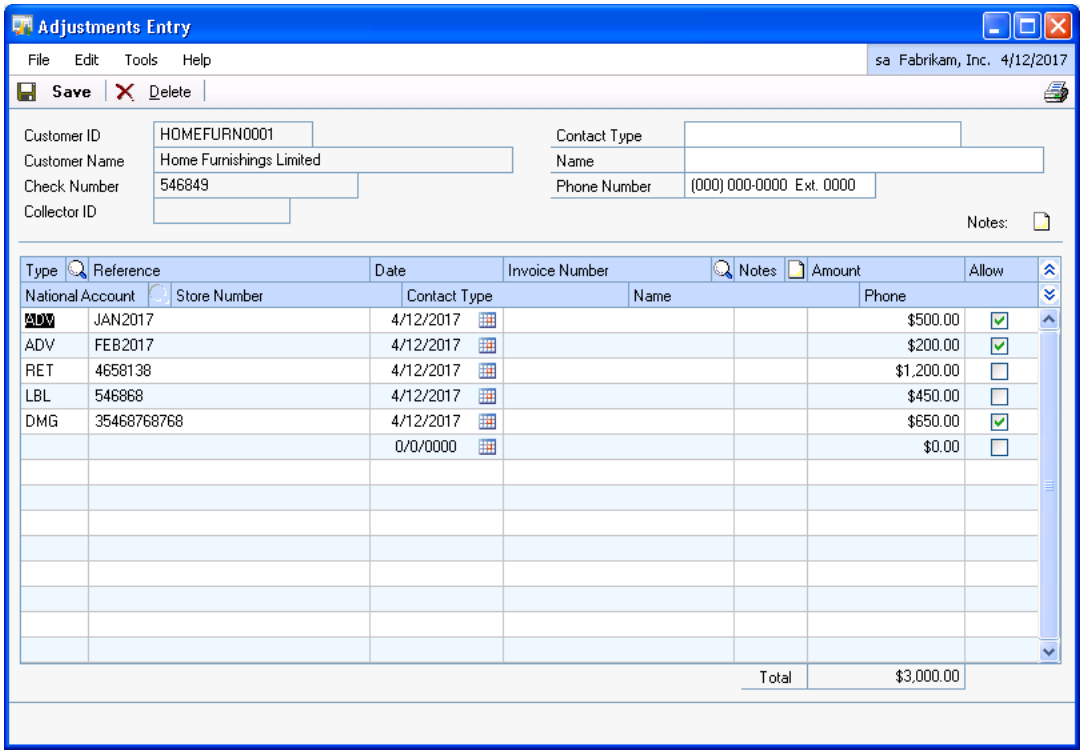
Using GP Advanced Compliance, suppliers can receive a customer's remittance advice electronically and still take advantage of the rich functionality of ChargeBack Processing. Time saved can be refocused on collections instead of data entry. For more information about this feature, contact Blue Moon.

To process adjustments:

1. Open the Cash Receipts Entry window.
   (Transactions >> Sales >> Cash Receipts)

   Enter the check information and choose Additional >> Adjustments. The Adjustments Entry window will open.

The Adjustments Entry window will not open unless you enter a Batch ID. You must also select Check as the payment type and enter a Check/Card Number.



2. If necessary, enter a contact type, name, and phone number associated with this group of adjustments.

3. If necessary, you can enter a text note for this group of adjustments by choosing the Notes icon in the top portion of the window. A note entry window will open. Enter your note text and choose the Okay button. When a note is entered, the note icon will be colored yellow.

4. Select an adjustment type. As you select adjustment types, the allow option will be automatically marked or unmarked based on your allow/disallow rules from the setup process. For more information, refer to *Setting up adjustment types* on page 14.

5. Enter a customer-defined reference number, if applicable.

6. Enter the adjustment date. Adjustment dates cannot be later than the check date.

7. If necessary, enter or select the invoice number associated with the adjustment. You can select any historical invoice that has not been voided for the associated customer.

8. If necessary, you can enter a text note for the adjustment line by choosing the note icon in the column heading. A note entry window will open. Enter your note text and choose the Okay button. When a note is entered, a yellow note icon will display in the notes field for the adjustment line.

9. Enter the dollar amount of the adjustment.

10. Select your approval option for the adjustment.

- If you mark Allow, the adjustment will be approved.
- If you do not mark Allow, the adjustment will not be allowed and a corresponding Accounts Receivable document will be created (debit or credit, based on adjustment type) when the check is posted.

11. If the selected customer ID is a parent company, the National Account field will be available.

    Enter or select the national account for the adjustment line. The lookup contains only the parent and its child customer IDs.

12. If necessary, enter a store number, contact type, name, and phone number associated with this adjustment line.

13. Choose Save. Your adjustments will be saved.

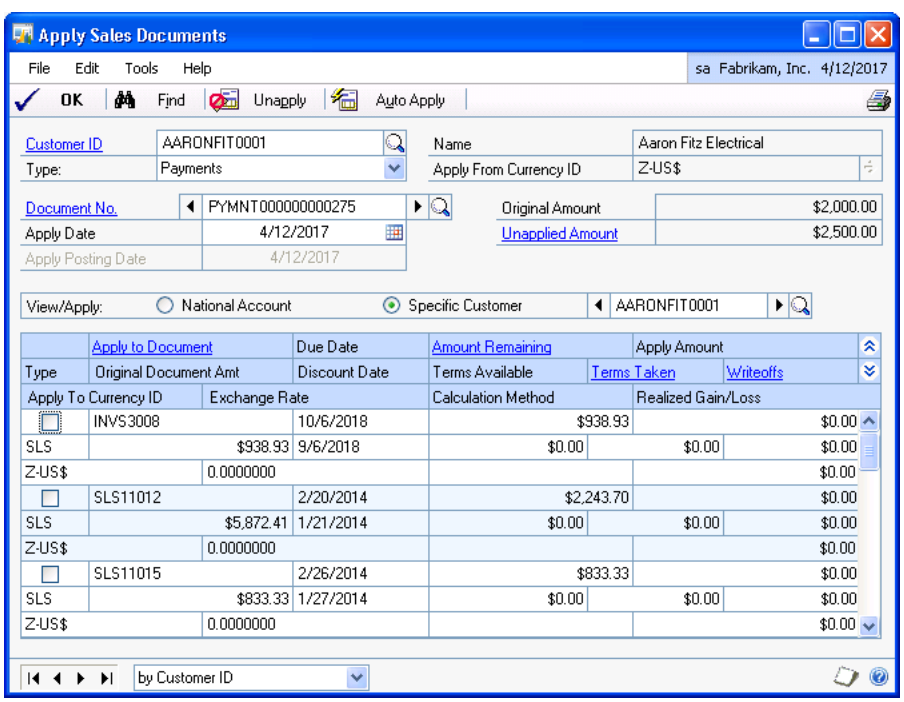
    You can enter and edit adjustments for a check until the check is posted. When the check is posted, each adjustment is marked as “posted” and cannot be modified.

    The total currency amount of the adjustments will be added to the check amount you entered in the Cash Receipts Entry window. When you use the Apply Sales Documents window, the total amount (check amount plus adjustments) will be available.

About national account adjustments

If you are using national accounts, you can enter a cash receipt for a parent company, but assign the related chargebacks to one or more child companies.

When you save the adjustments in the Adjustments Entry window, and choose the Apply button in the Cash Receipts Entry window, the Apply Sales Documents window will open.



If you select Specific Customer as the View/Apply option, only documents for the selected customer ID will be displayed. Similarly, the amount that can be applied will be limited to the amount of chargebacks assigned to that child customer in the Adjustments Entry window.

Receivables posting journal

In the receivables posting journal, document numbers for adjustment transactions will use the following structure:

XDMG00000007

X	The "X" prefix indicates an adjustment transaction.
DMG	The next set of characters indicates the adjustment type ID for the adjustment.
00000007	The next set of characters indicates the adjustment number.

This structure allows you to use the Microsoft Dynamics GP query tools to retrieve information about specific adjustment types. By analyzing the types and quantities of adjustments you process, you can identify problems such as issues with labeling or a delivery company.

Chapter 4: Inquiries

This portion of the documentation describes how to view adjustment information.

This information is divided into the following sections:

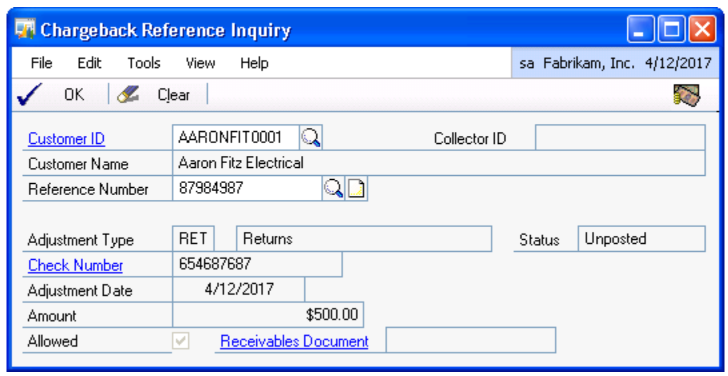
- *Viewing a customer's adjustment information by reference number*
- *Viewing a customer's adjustment information by document*

Viewing a customer's adjustment information by reference number

You will use the Chargeback Reference Inquiry window to view adjustments for a customer by reference number.

To view a customer's adjustment information by reference number:

1. Open the Chargeback Reference Inquiry window.
(Inquiry >> Sales >> Chargeback Reference)



2. Select a customer ID.

3. Select a reference number. Information about the referenced chargeback will be displayed.

4. Choose a link to open a window to view more detailed information (optional).

   The following table shows the link field and the window that the link opens:

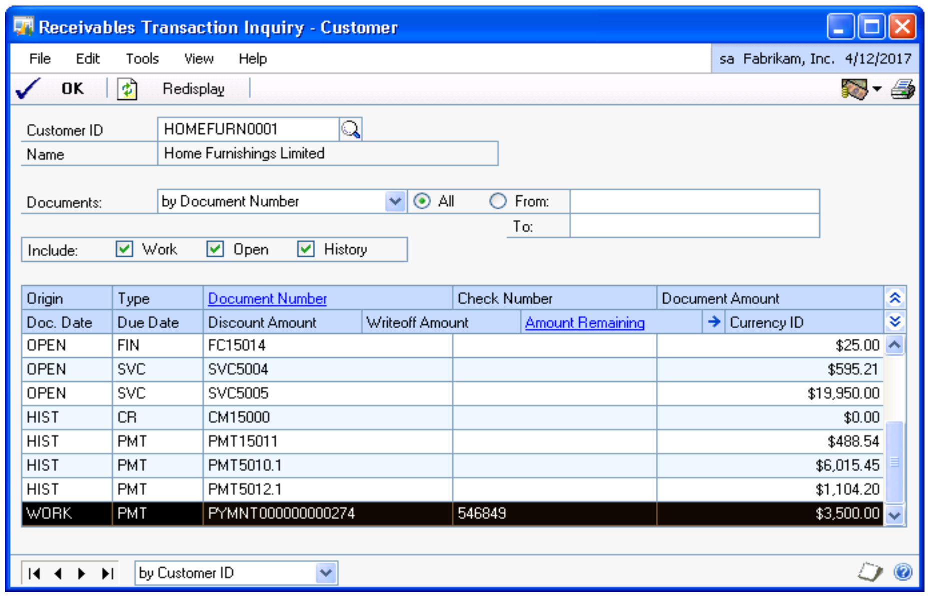
Link Field	Window that opens
Customer ID	Customer Inquiry window
Check Number	Cash Receipts Inquiry Zoom Window
Receivables Document	Receivables Transaction Inquiry Zoom If the chargeback has not been allowed, you can choose Receivables Document to view the Accounts Receivable document associated with the chargeback.

Viewing a customer's adjustment information by document

You will use the Adjustments Inquiry window to view a history of chargeback information for a specific customer. The Adjustments Inquiry window is similar to the Adjustments Entry window with the addition of displaying the posted status for each adjustment and the corresponding Accounts Receivable document number, if applicable.

To view a customer's adjustment information by document:

1. Open the Receivables Transaction Inquiry window.
   (Inquiry >> Sales >> Transaction by Customer)

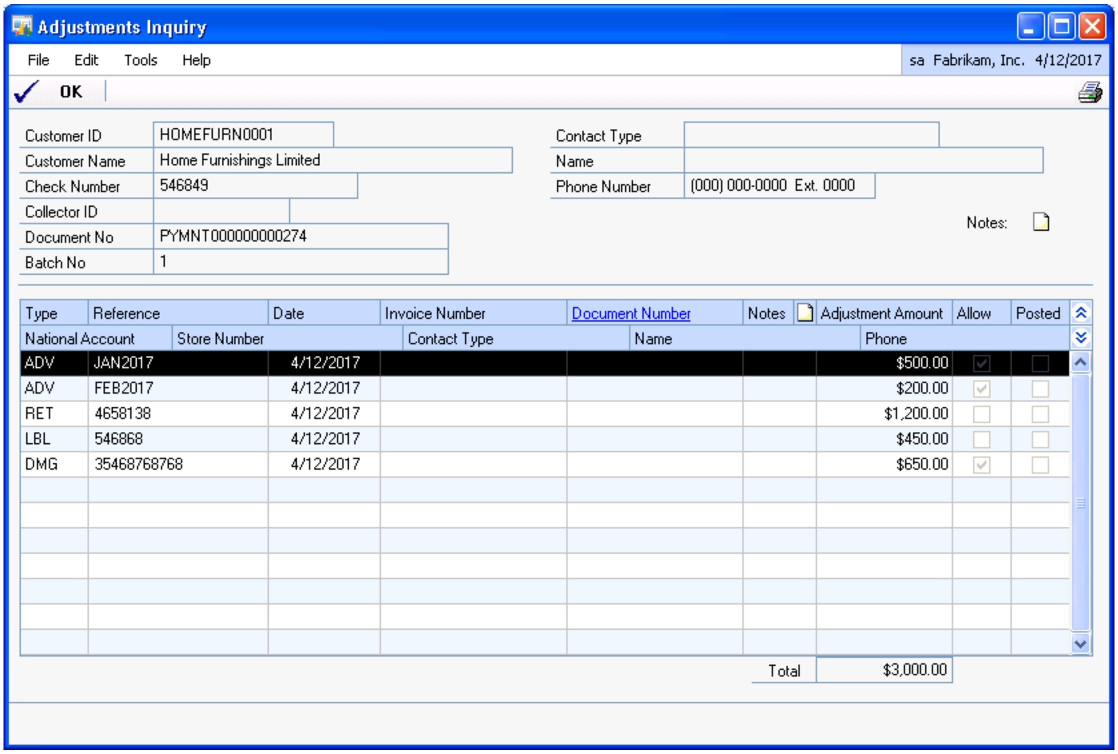


2. Select a customer ID.

3. Select a payment in the scrolling window.

4. Zoom on the Document Number heading to open the Cash Receipts Inquiry Zoom window.

5. Open the Adjustments Inquiry window.
(Additional >> Adjustments)



6. Choose a link to open a window to view more detailed information (optional).

The following table shows the link field and the window that the link opens:

Link Field	Window that opens
Document Number	Receivables Transaction Inquiry Zoom If the chargeback has not been allowed, you can choose Receivables Document to view the Accounts Receivable document associated with the chargeback.

7. When you are finished viewing the information, choose OK to close the window.

Appendix A: Data Tables

This portion of the documentation provides information about the data tables created by ChargeBack Processing.

Data table physical names and descriptions

The following table shows the physical name and description for each data table created by ChargeBack Processing:

Series	Physical Name	Description
Sales	CBP10200	Adjustments Detail
	Temp	Adjustments Detail (temporary)
	CBP10100	Adjustments Header
	Temp	Adjustments Header (temporary)
	CBP10205	Adjustments Header Total
	CBP00101	Adjustments Type Master
	Temp	Adjustments Type Master (temporary)
	CBP10210	Adjustments Total
	CBP10220	Adjustments Total Work
	Temp	File Maintenance Error Log (temporary)
	CBP40101	ChargeBack Processing Setup
	CBP10201	Invoice Line
	CBP00102	Rules
System	BMI00991	Blue Moon Industries Product Registration
	BMI00999	Blue Moon Industries Current Activity

You can also view ChargeBack Processing table information using the Table Descriptions window in Microsoft Dynamics GP (Microsoft Dynamics GP Menu >> Tools >> Resource Descriptions >> Tables).

Documentation Comment Form

ChargeBack Processing (Release 10.0)

July 18, 2007

We welcome your comments and suggestions regarding the quality and usefulness of this manual. Your comments help us improve the documentation to better meet your needs.

- Did you find any errors?
- Is the information clearly presented?
- Are the examples correct? Do you need more examples?
- What features do you like most (and least) about the documentation?

If you find errors or have specific suggestions, please note the topic, chapter, and page number.

Send your comments using any of the following methods:

E-mail	Documentation@BlueMoonInd.com
Fax	401.276.9009 (On the cover sheet, specify that the fax should be routed to the Documentation Lead)
Conventional mail	Documentation Lead Blue Moon Industries 295 Promenade Street Providence, RI 02908 USA

Thank you for taking the time to help us improve our documentation.

Note: By offering any suggestions to Blue Moon Industries, you give Blue Moon Industries full permission to use them freely.