

2014

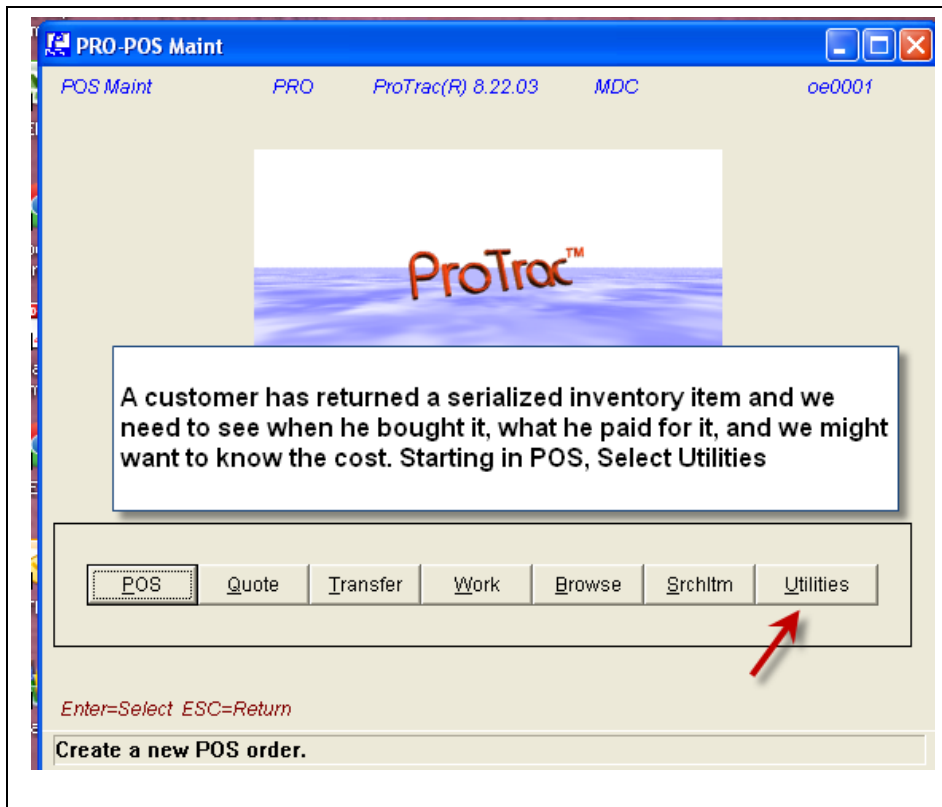
# Returning a Serialized Inventory Item

What information is available?

**The best way to explain our Serial Number inventory control is to show you how we can find a Serialized Inventory Item, when it is returned for repair or for returning the item.**

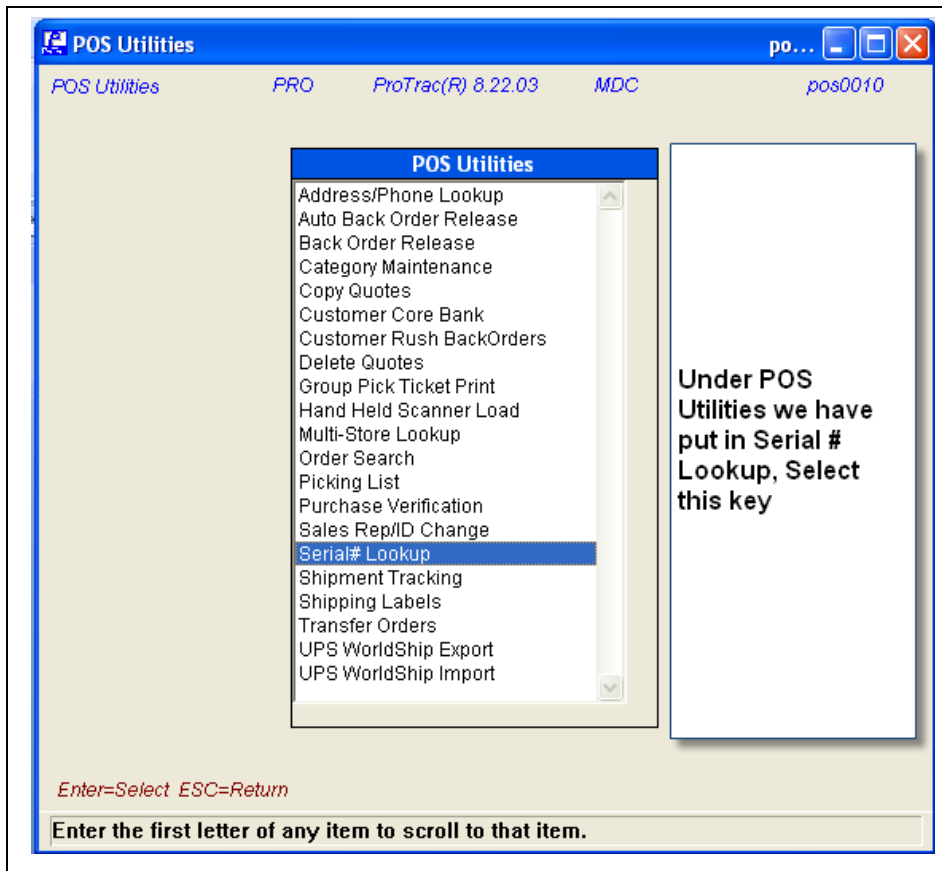
**We can capture Serial Numbers at the time it is received at the back dock or we can capture the Serial Number when it is sold at the counter.**





Maintaining information about a serialized item, can help out months and even years later.

In this example a customer is returning a product that was purchased in 2005 and that information is always readily available in ProTrac.



ProTrac keeps a lot of information. The Serial number look up is displayed as part of the Order Entry Utilities.

PRO-Serial Number Browse

Browse Serial #'s PRO ProTrac(R) 8.22.03 MDC oe0025

Account:  
Item#: DTQ D50016

Search: Index: Serial#

Order#	Contact Name	Phone Number	Serial Number	Receipt Number	P/L	Item Number
1813		(816)444-3931	029834092834		BDK	1922CB
3471	JOHN MILLARD	(972)963-5689	09866555-1	6538	MLT	0245-2
3689	JOHN MILLARD	(972)963-5689	09876		BOS	0420-2
2720	PAT ELMER	(602)876-5543	123		BOS	0420-2
2390	PAT ELMER	(602)485-8194	1625349457	321	MLT	2610-24
2209	STEVE ROE	(602)272-3432	1625349827		MLT	2610-24
2443	DAN CRUISE	(602)288-8599	1625388894		MLT	2610-24
2209						
2394						
2447						
4573						
4573						
3989	PAT ELMER	(602)876-5543	2356		HVP	COMP 1502490
4596	PAT ELMER	(602)876-5543	258649		MLT	5376-20
4687	JOHN MILLARD	(972)963-5689	258650		MLT	5376-20

F5/Srch Account# View Edit Exit

ESC=Exit

Enter data or press ESC to end.

On this screen you can search by Order #, Product Line, Phone #, Receipt #, or by Serial #. For this example lets search for Serial # 123

To help search for serialized items you can resort any of the columns simply by clicking in the field name at the top of each column.

PRO-Serial Number Browse

Browse Serial #'s PRO ProTrac(R) 8.22.03 MDC oe0025

Account:  
Item#: DTQ D50016

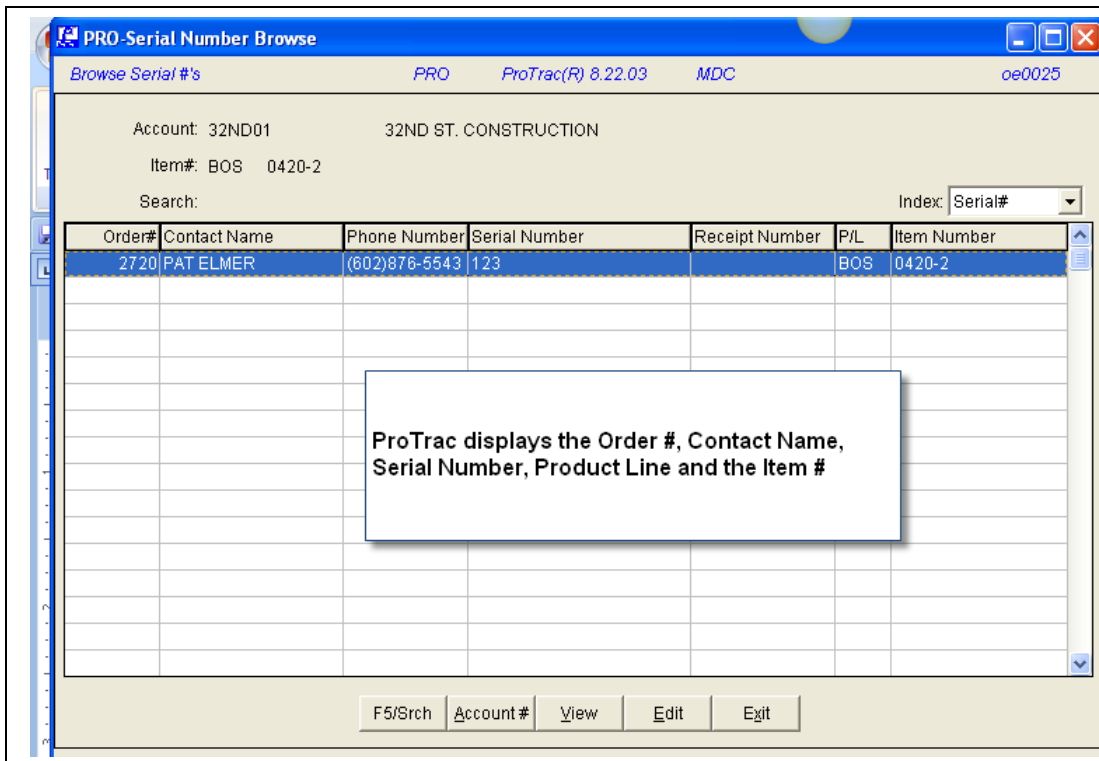
Serial#: 123 Index: Serial#

Order#	Contact Name	Phone Number	Serial Number	Receipt Number	P/L	Item Number
1813		(816)444-3931	029834092834		BDK	1922CB
3471	JOHN MILLARD	(972)963-5689	09866555-1	6538	MLT	0245-2
3689	JOHN MILLARD	(972)963-5689	09876		BOS	0420-2
2720	PAT ELMER	(602)876-5543	123		BOS	0420-2
2390	PAT ELMER	(602)485-8194	1625349457	321	MLT	2610-24
2209	STEVE ROE	(602)272-3432	1625349827		MLT	2610-24
2443	DAN CRUISE	(602)288-8599	1625388894		MLT	2610-24
2209						
2394						
2447						
4573						
4573						
4573	JOHN MILLARD	(972)963-5689	220329		MLT	2610-26
3989	PAT ELMER	(602)876-5543	2356		HVP	COMP 1502490
4596	PAT ELMER	(602)876-5543	258649		MLT	5376-20
4687	JOHN MILLARD	(972)963-5689	258650		MLT	5376-20

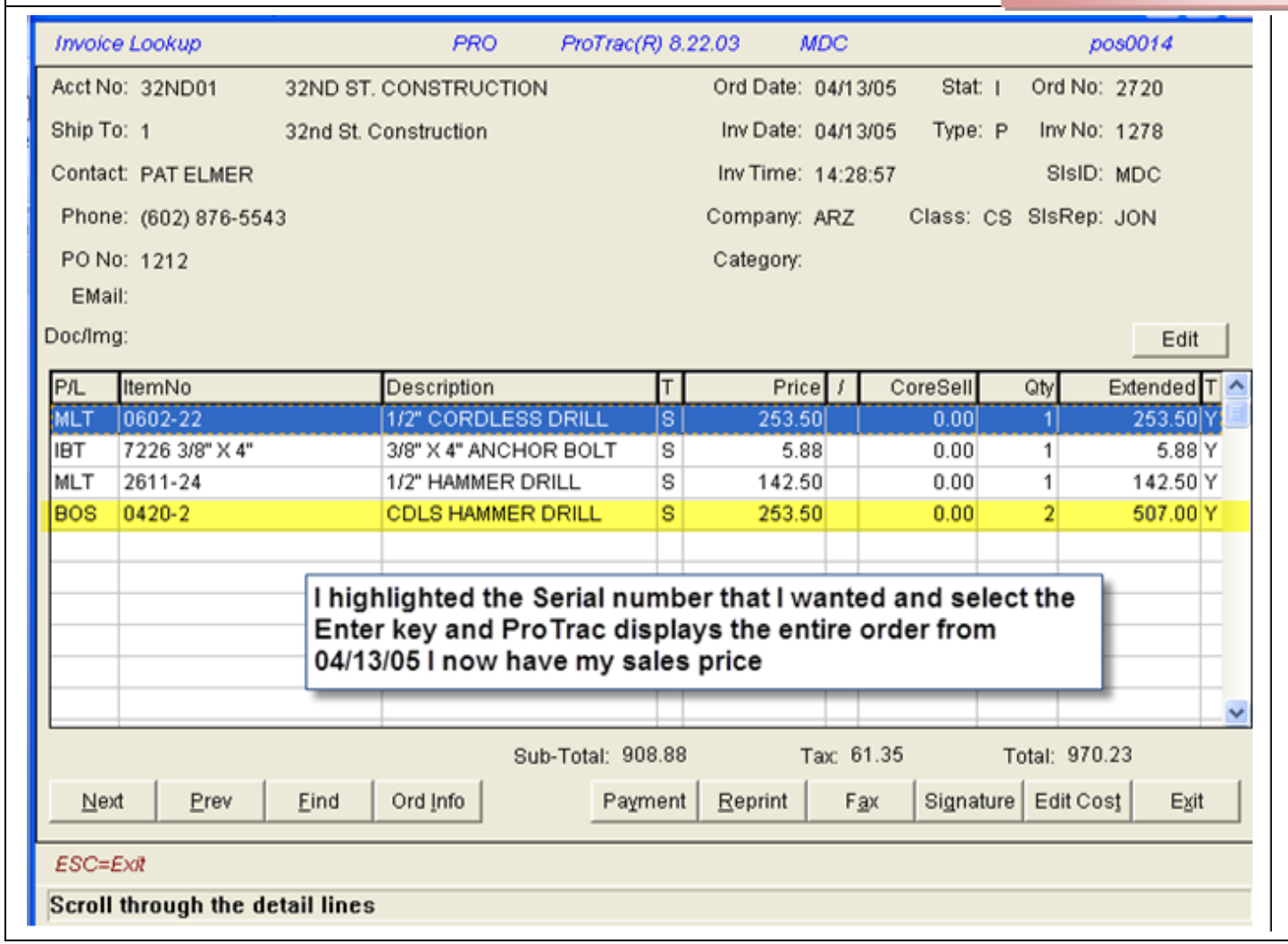
F5/Brch Account# View Edit Exit

ESC=Exit

Using the Serial Number Search I keyed in Serial Number 123, ProTrac goes into the data base and displays that serial numbered item - Next Screen



The response to my selection is instantaneous



**Detail Display** pos... X

Order#: 2720                      Item#: MLT    0602-22

Line#: 1                      Customer Item#:

   Description: 1/2" CORDLESS DRILL

   BO Status:

   Line Notes:       Drop Ship: No      Rush Vendor: 0

Cost: 169.9508                      CoreCost: 0.00                      List: 338.00

SellPrice: 253.50                      CorePrice: 0.00                      Ext-Price: 253.50

QtyOrd: 1                              QtyB/O: 0                              QtyShip: 1

Kit Item: No                              TransCode: S                              Taxable: Y

BinLoc:

Comment:

**By selecting enter while the item is hi lited ProTrac Displays the Cost, Sell Price, and List price of the item.**

Simply hilite the item on the sales order and select the enter key and ProTrac displays

**The Item Cost**

**Sell Price**

**# Ordered**

**List Price**

Anyone can look up this information.

ARIZONA UNLIMITED, INC.  
1425 E. WASHINGTON ST.  
PHOENIX, AZ 85034

Phone: (602)271-0119 Fax: (602)271-1569  
BILLED AT LEES SUMMIT, MO LOCATION      ARZ

DATE: 04/13/2005                      TIME: 14:28:57  
ACCT NO: 32ND01                      TERMS: 2%10 NET30  
SLS ID: MDC                              SLS REP: JON  
PO NUM: 1212  
SHIP VIA: Customer Pickup

TAX EXEMPT#:                              PAGE: 1  
ORDER: 2720  
INVOICE: 1278

SOLD TO:  
32ND ST. CONSTRUCTION  
29012 N. 32ND ST.  
PO BOX 1827  
SUITE 1625  
PHOENIX, AZ 85056  
USA  
PAT ELMER

SHIP TO:  
32nd St. Construction  
29012 N. 32ND ST.  
PHOENIX, AZ 85053

PH: (602)876-5543                      **I N V O I C E**  
FAX:    **R E P R I N T**

PL	ITEM NUMBER	DESCRIPTION	*-----QUANTITY-----*			YOUR PRICE	EXT AMOUNT
			ORDER	SHIP	B/O		
MLT	0602-22	1/2" CORDLESS DRILL TECHNOLOGY	1	1	253.50	253.50Y	
IBT	7226 3/8" X 4"	3/8" X 4" ANCHOR BOLT	1	1	5.88	5.88Y	
MLT	2611-24	1/2" HAMMER DRILL High Performance Hamme	1	1	142.50	142.50Y	
This is a Note that will print on the order and the Invoice							
BOS	0420-2	CDLS HAMMER DRILL S#: 123	2	2	253.50	507.00Y	

THANK YOU FOR YOUR PURCHASE  
OUR NEW HOURS ARE 7:00AM TO 5:30PM

Type	Date	Total	Reference
Payment	04/13/2005	970.23	CK# 4786
		.00	Invoice Balan

Pay \$952.05 if paid by 04/23/05. Total due by 05/13/05.

WEIGHT:	10.57	TAXABLE:	908.88	SUB TOTAL:	908.88
TENDER:	.00 CH	NON-TAX:	.00		
CHANGE:	.00	LABOR:	.00	TAX:	61.35
				Delivery	.00
				INV TOTAL:	970.23

RECEIVED BY  
S TST      PRO

**To Ensure that the credits are correct, you might have your SR reprint the invoice so that the dollar information can be verified with the customer. They may want to take this with them??**