How to Handle Exchanges

Concept

CAFAM will track Rotable Components that are on an Exchange Scheme as follows:

1. Rotables sold on Direct Sales Invoice as an Outgoing Exchange Item to a Customer will create a Stock Record to anticipate the incoming return item.

2. Rotables being purchased on a Incoming Exchange Purchase Order will track the fact that you 'owe' your supplier a Core that has to be sent back.

3. Reports are available (including a Fax reminder) to show the position of both situations under PRINT REPORTS in the EXCH/LOAN UNITS sub-menu.

Handling Outgoing Exchange Rotables

1. Use:
- DIRECT INVOICES
- INVOICE STOCK ISSUES or PROCESS SALES ORDER
to issue and sell the item direct to the Customer.

2. As a Rotable Item, CAFAM will prompt if the Sale is :
Sold as an Exchange Item ? Y/N

Responding 'Y will create an anticipatory Stock record of a Rotable item (Serial No. = EXCH-<custname>) that is due back and owed to you by the Customer.

3. When the item has been received from your Customer in due course you have two options to close this Core Return Transaction:

 a) Go to   - INVENTORY CONTROL
and locate the appropriate Stock record. The Serial Number will be tagged   EXCH-<custname> where <custname> is the Customer who owes you the Core.. Then using RE-ENTER, bring the item back as your Quarantined stock entering in the appropriate serial number that has been received from the Customer. This will close the Transaction. CAFAM will prompt to confirm other relevant details. Enter/edit these as appropriate. CAFAM will and assign it the next Return "Q" (Quarantine) number

b) ...or, Go to   -EXCH/LOAN UNITS & ACCEPT A RETURN
follow the prompts to accept the Rotable unit identifying the one which has been tagged EXCH-<custname> where <custname> is the Customer who owes you the Core. Using this sub-menu CAFAM will prompt you with options to send the unit on to a Repair Purchase Order and assign it the next Return "Q" (Quarantine) number.   The PO number assigned will be the "Q" number itself or the "NEXT No" – depending on how you have set this in SETTINGS & PARAMETERS – "Make Returns'Q' No. same for P.O." value = "Y2_QPO"

Option (a) is best suited for those Core items being received purely as a Quarantine item or items being sent back to satisfy an Exchange Purchase Order to a Supplier

Option (b) is best suited to handle your own property that will be repaired by a new Repair PO and put back as your own stock

Handling Incoming Exchange Rotables

1. When placing a Purchase Order, use :
- PURCHASE ORDERS
- PLACING ORDERS
- EXCHANGE ORDERS
CAFAM will record and track the fact that this Purchase Order requires you to send back a Core to close the Exchange transaction. Note that this fact becomes effective ONLY when you receive the item and Book it into Stock.

2. To view the status on the Rotable items that are owed, go to:
- EXCH/LOAN UNITS
- CLOSE EXCH/LOAN OWED
Enter the Part Number as prompted to see the status on the item. Enter the information if you have sent an item back to satisfy your Supplier's core demand by selecting:
- CLOSE EXCHANGE /LOAN
This will close the Transaction.

How to Handle Exchanges Contd…/

Combining the Two - a Typical Scenario

1. You Issue and 'Sell' the Rotable as per the Outgoing Exchange above

2. Since your Stock has been depleted, you order a replacement from your Supplier as per the steps in Incoming Exchange. On receiving this, you 'Book it into stock'.

3. CAFAM will now track that you are owed a Rotable unit from your Customer and that you also owe a core to your supplier. Using :
      - EXCH/LOAN UNIT sub-menu
       - PRINT REPORTS
you can chase your Customer for the return by printing a Fax reminder.

4. On receiving this, you exercise Option (a) above and just RE-ENTER the EXCH-<custname> Serial No to put the item from your Customer as Quarrantined stock

5. Then using:
      - DIRECT INVOICE
       - DELIVERY NOTE ISSUES
you create a Delivery Note Transaction to record the return of the Rotable to your supplier and despatch it

6. To close the loop, you now go to:
      - EXCH/LOAN UNIT sub-menu
and 'Close Exchange/Loan' as per the above.