

How to Create an eReturn file to upload

Your AutoPoint system will create an eReturn file that can be uploaded into the AutoPlusap.com site's eReturn program. Whenever you print a return PO, the system will ask if you want to rebuild the order transmission file. If you answer Y to this question, the system will write out a comma delimited file that can be uploaded into the AutoPlus eReturn. The filename of the file is bbb#####.rpo where bbb is your branch id and ##### is the return po number with leading zeros. Example: A return PO number 333 for branch aoa would be named aoa00333.rpo.

Step 1. Create a return PO.

A variety of methods can be used to create the return PO. A manual entry in PO Maintenance is one method commonly used for just a few items. Some reports such as the Overstock Report and Core/Warranty on-hand reports have an option to allow you to generate a return PO.

Step 2. Print the return PO

Print the return PO as you would print any PO using the Print PO option. From the main menu, select options 3-Purchasing, 4-Print Purchase Orders, 5-Print Merchandise Return Pur. Orders. Be sure to answer Y to the questions "Rebuild Order Transmission file?" as this is what triggers the system to create the eReturn file.

Step 3. Copy the file from your AutoPoint server to your PC

The FTP transfer session is used to copy files from your AutoPoint server to your Windows PC. You may be accustomed to using ftp transfer when copying label files or eModel files from your AutoPoint. To use the FTP transfer, while in Smarterm, click on File at the top of the screen, then click Open. Look for the session named FTP or Transfer. Double click to open that session.

Once open, 2 windows will appear. The top window is a browser showing the Windows PC transfer folder and the current contents of the folder. The bottom window is the AutoPoint system. Look in the bottom window for the file named bbb#####.rpo. (substitute your branch id for BBB and your PO number with leading zeroes for #####) Once found, left click on the file and while holding the click, drag the cursor to the top window. This will copy the file to the Windows box. Note in the address bar above the top window's file list what folder the file was located so that when you browse for the file later in the eReturn process, you will know where to browse to locate the file.

Step 4. Follow AutoPlusap.com procedure to create an eReturn on their site.

At this point you are ready to create an eReturn on the AutoPlusap.com site. Follow their instructions to perform this step. When you get to step 6 of their instructions, click on the browse button then advance to the folder where the bbb#####.rpo file is located and select that file to upload.

Below is a cut from the AutoPlusap.com website showing their instructions for creating a return PO. This is a straight cut from their site copied from AutoPlusap.com.

Creating an eReturn

1. From the myAccount menu, Select invoicing, then eReturns
2. Select "Create New eReturn"
3. Choose whether this is a "60 day return" or a "stock adjustment".
4. Select your serving warehouse. Make sure the warehouse you choose is the same warehouse you purchased the product from. This will be defaulted to your normal serving warehouse.

At this point, you will be adding part numbers to the return. There are two ways you can do this: one part number at a time or upload a file.

5. First Option:

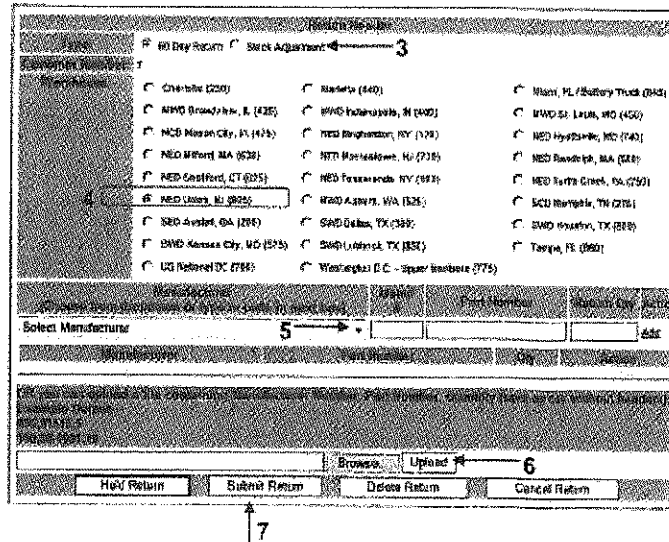
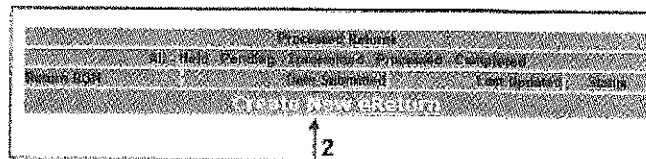
One part number at a time - Select a manufacturer from the drop down list or type in the numeric code under "Manuf #". Type in your part number, your return quantity, and then click "Add".

Note: If you don't get the option to "Add", check your part number to make sure it is a valid number.

6. Second Option:

Upload a file - Create a file containing 3 pieces of information: line code, part number, quantity you wish to return.

Note: The file you upload must be saved as a csv file and must not include headers.



7. After you have finished adding your part numbers or uploading your file, press "Submit return". If you are not ready to submit the return at this time, or if you get interrupted, you can press "Hold Return" and come back to it later.

