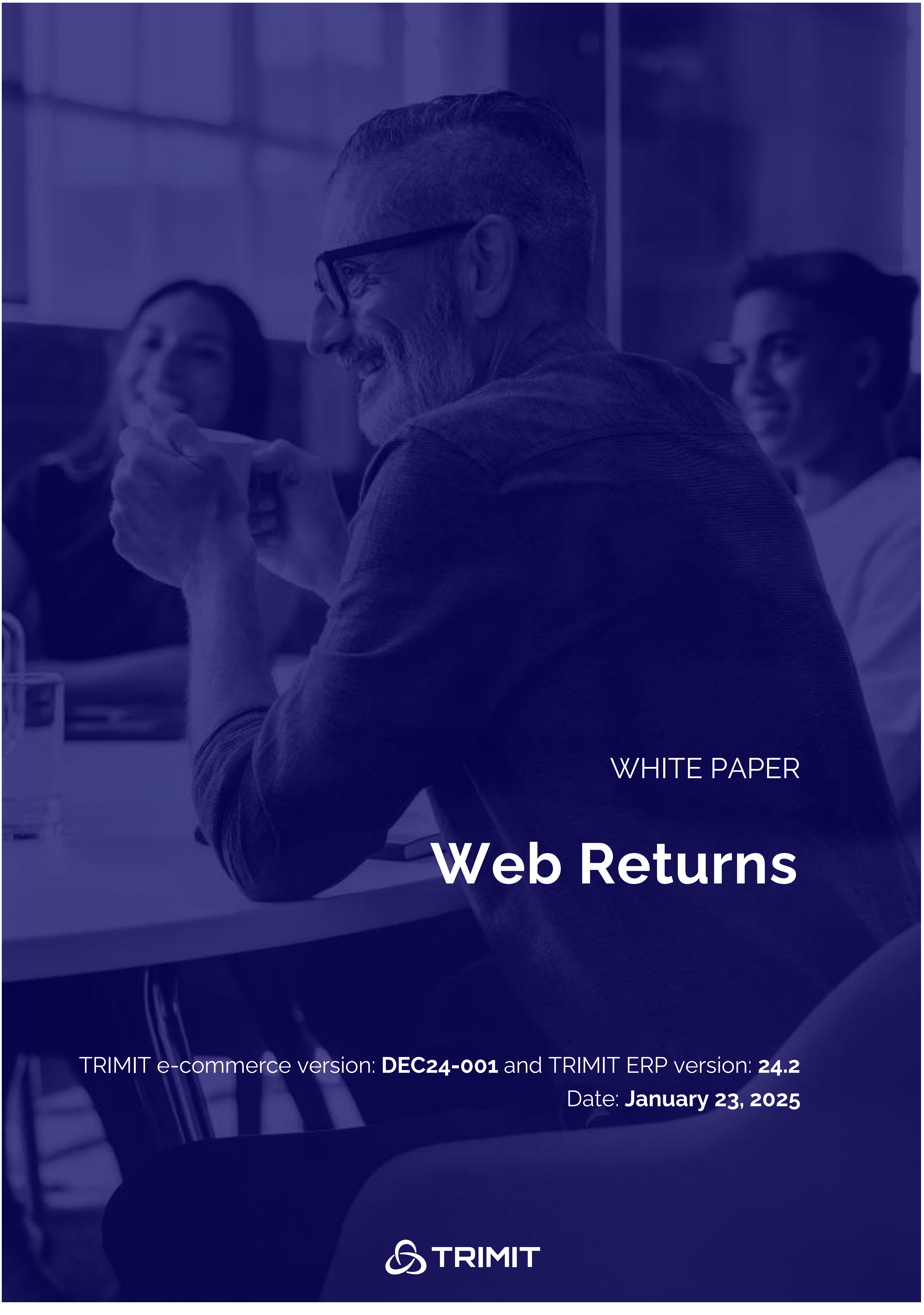


WHITE PAPER

Web Returns

TRIMIT e-commerce version: **DEC24-001** and TRIMIT ERP version: **24.2**

Date: **January 23, 2025**

TRIMIT

Table of Contents

Introduction

TRIMIT Web Returns Module is the functionality to add **Returns** (Items that will be returned i.e., because of wrong delivery or damage) on a TRIMIT **B2B** Webshop or TRIMIT **Sales Agent**.
An entered **Return** will be submitted to TRIMIT ERP as a **Complaint**.

It allows Customers or Salespersons to report Items that were bought, that will be returned based on a specific Reason with several consequences, which could be:

- Return Order – where Items are returned before getting a Credit Memo (Refund on Return)
- Credit Memo – where Items are NOT returned, but only a Credit Memo (Refund).
- Sales Order – to get a new Item (Replacement)
- Production Order – for repairing an Item (Repair)
- Return Order and Sales Order (Refund on Return + Replacement)
- Credit Memo and Sales Order (Refund + Replacement)

For more information regarding the TRIMIT Complaints, see ***White Paper – TRIMIT Complaints.***

In this White Paper, we will look at the setups for the TRIMIT Complaints – which are also necessary when working with Web Returns Module - and mention the differences regarding the impact of these setups on a Complaint entered manually in TRIMIT ERP, and a Complaint that will be created via a Web Return.

The audience for this document is the Consultant or very skilled User. It will only describe the TRIMIT fields/functionality and not the standard Business Central fields/functionality. Be aware of not changing settings and parameters in a live database without consulting the implementing partner.

The functionality described is the functionality as of **TRIMIT 24.2 for Business Central W1 BC25.X** in combination with the **TRIMIT e-commerce Package DEC24-001.**
The pictures in this White Paper are mainly based on the demo data for **TRIMIT 24.2,** which is based on Microsoft Dynamics 365 Business Central 2024 Release Wave 2, in the demo company **CRONUS TRIMIT W1 Ltd.** (based on CRONUS International Ltd. of Microsoft Dynamics 365 Business Central).

Components

TRIMIT Web Returns Module contains the following objects that are also used for the **TRIMIT Complaints**:

The tables	***6635***	***Return Reason***
	6036492	***trm API Complaint Header***
	6036493	***trm API Complaint Line***
	6036673	***trm Complaint Line Relation***
	6036674	***trm Complaint Header***
	6036675	***trm Complaint Line***
	6036677	***trm Complaint Buffer***
	6036688	***trm Complaint Line Rel. Compl.***
	6036689	***trm Complaint Header Completed***
	6036690	***trm Complaint Line Completed***
	6038216	***trm Returns Reason Codes***
	6038217	***trm Returns Document List***
	6038218	***trm Returns Header***
	6038219	***trm Returns Line***
	6038220	***trm Returns Basket***
	6038221	***trm Returns Product Search***
The pages	***6036692***	***trm Complaint Order***
	6036993	***trm Complaint Order Subform***
	6036995	***trm Complaint Orders List***
	6036696	***trm Completed Complaint List***
	6036697	***trm Completed Complaint***
	6036698	***trm Complaint Order Lin Compl***
	6036819	***trm Complaint Document FactBox***
	6036825	***trm Complaint Line FactBox***
	6036826	***trm Complaint Compl FactBox***
	6036827	***trm Complaint Line Con FactBox***
	6036828	***trm Complaint ComplDoc FactBox***
	6038006	***trm Dialog Complaint Line***
The reports	***6036689***	***trm Complaint Data***
	6036691	***trm Complaint Statistics***
The codeunits	***6036729***	***trm Complaint Handling***
	6038012	***trm API Complaint Create***

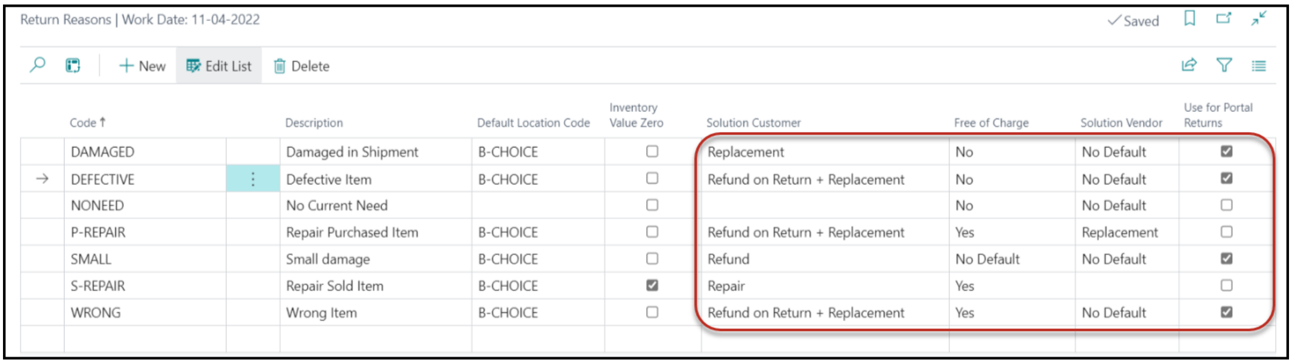
Besides these special objects, also other objects have been customized for TRIMIT Complaints, like i.e., the pages of the Sales Order, Sales Credit Memo, Posted Sales Invoice and Posted Credit Memo: a field **Complaint** indicating that the document is related to a Complaint Yes/No.

Complaint Setups

To work with the **Web Returns** – which will be submitted to TRIMIT ERP as a Complaint - you need to setup the necessary information in TRIMIT ERP regarding the **Complaints.**

Return Reasons

In the **Web Returns** the user needs to select a **Reason** for the Return.
Based on the chosen **Reason**, a default **Solution** will be shown, but the user can select another **Solution**.
The list of possible **Reasons** for the Web Returns needs to be setup in TRIMIT ERP **Return Reasons** with a checkmark in **Use for Portal Reasons**.
The list of possible **Solutions** are the options available for **Solution Customer**, for which you can setup the defaults related to specific **Return Reasons**.
The Return Reasons can be found via **Search** *Return Reasons*.


Return Reasons | Work Date: 11-04-2022 ✓Saved

New | Edit List | Delete

Code ↑	Description	Default Location Code	Inventory Value Zero	Solution Customer	Free of Charge	Solution Vendor	Use for Portal Returns
DAMAGED	Damaged in Shipment	B-CHOICE	☐	Replacement	No	No Default	☑
DEFECTIVE	Defective Item	B-CHOICE	☐	Refund on Return + Replacement	No	No Default	☑
NONEED	No Current Need		☐		No	No Default	☐
P-REPAIR	Repair Purchased Item	B-CHOICE	☐	Refund on Return + Replacement	Yes	Replacement	☐
SMALL	Small damage	B-CHOICE	☐	Refund	No Default	No Default	☑
S-REPAIR	Repair Sold Item	B-CHOICE	☑	Repair	Yes		☐
WRONG	Wrong Item	B-CHOICE	☐	Refund on Return + Replacement	Yes	No Default	☑

Solution Customer

In the field **Solution Customer,** the appropriate solution can be entered about how to manage a Web Return and therefore how to manage a Complaint in TRIMIT ERP.
There are several options possible. These options have each a different result in TRIMIT ERP regarding the Complaints and what other actions should be taken regarding the creation of Sales Orders, Sales Credit Memos, Sales Return Orders or Production Orders.

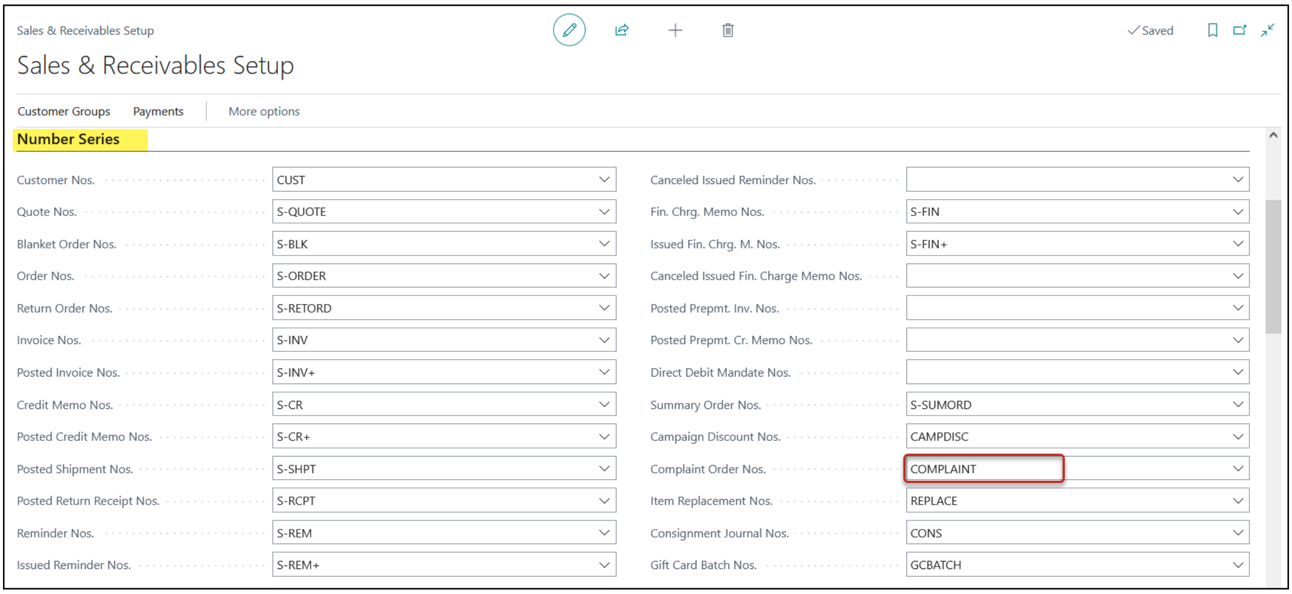
In the table below you can see what these are:

	Sales Order New Item to Customer	**Sales Credit Memo** No Item returned	**Return order** Credit Memo when Item is returned	**Production Order** Production Order for Repair
Refund		Yes		
Refund + Replacement	Yes	Yes		
Refund on Return			Yes	
Refund on Return + Replacement	Yes		Yes	
Replacement	Yes			
Repair				Yes

Sales & Receivables Setup

In the **Sales & Receivables Setup** the following parameters are necessary for working with TRIMIT Complaints – and therefore also for working with Web Returns.
The Sales & Receivables Setup can be found via **Search** *Sales & Receivables Setup*.

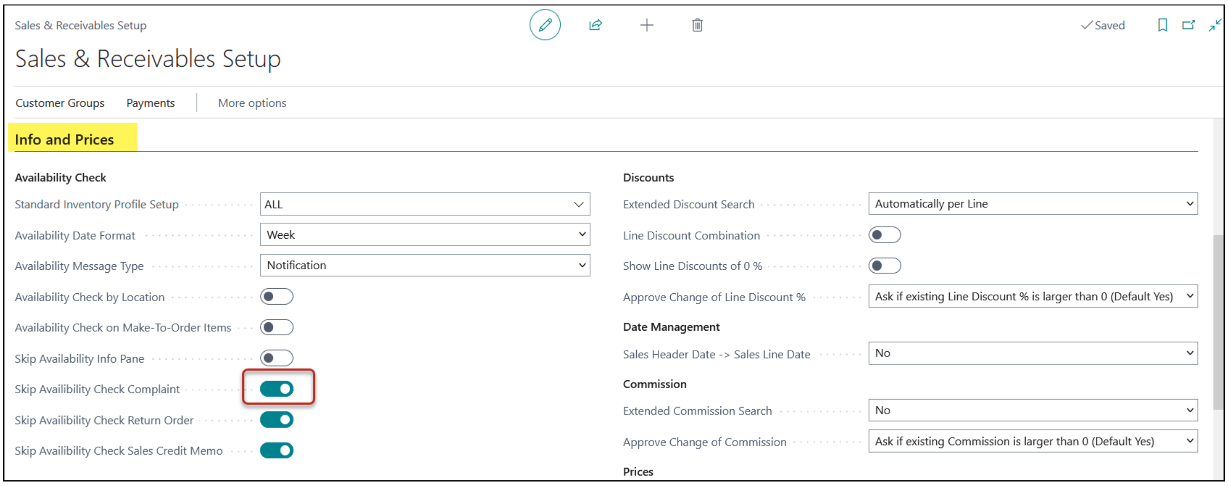
FastTab Number Series



Complaint Order Nos.

No. Series for the Complaints: Documents in which Complaints can be documented and followed up with Sales Credit Memo, Sales Return Order, Sales Order or Production Order.

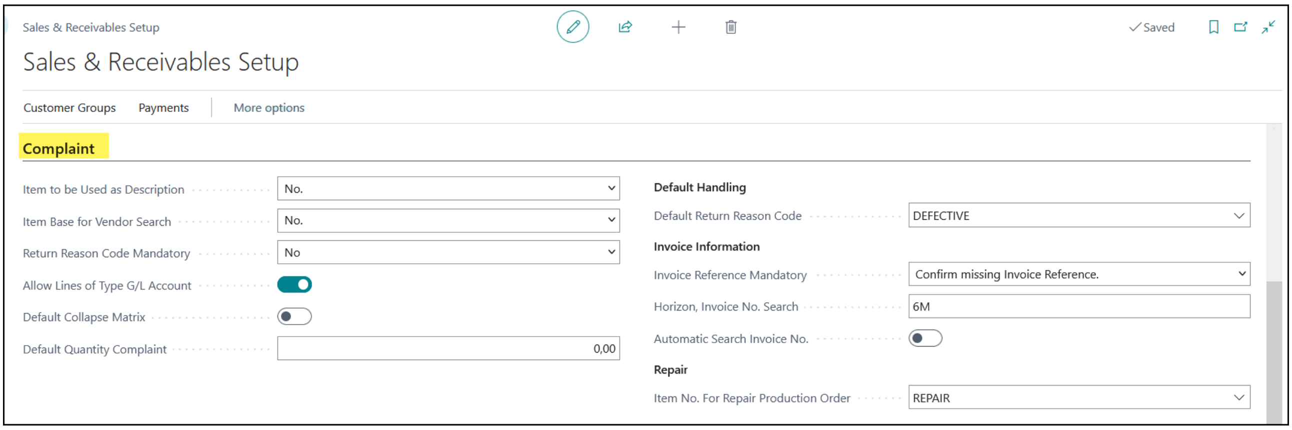
FastTab Info and Prices



Skip Availability Check Complaint

This Parameter determines if an Availability Check should take place when entering a Line in a Complaint.
If you choose *Yes*, the Availability will not be calculated.
If you choose *No*, the Availability will be calculated, and you can get messages.
This is only applicable if the (Customer) **Solution** includes a *Replacement*, for which a Sales Order should be created in TRIMIT ERP based on the Complaint.
But this will NOT result in an Availability Message in the Web Returns.

FastTab Complaint



Description of the Parameters:

Item to be Used as Description

This Parameter determines which Item Description to be filled into **Description** and **Description 2** of a Complaint Line.
You can choose between the following four options:

No.	Descriptions of the Item in current Language will be found based on **No.** (Master/Item Number)
Complaint Item No.	Descriptions of the Item in current Language will be found based on **Complaint Item No.**
Invoiced Item No.	Descriptions of the Item in current Language will be found based on **Invoiced Item No.**
Replacement Item No.	Description of the Item in current Language will be found based on **Replacement Item No.**

NOTE
No. – The Item we will react on
Complaint Item No. – The Item the customer complaints about
Invoiced Item No. – The Item the customer purchased and has been invoiced.
Replacement Item No. – The Item that might replace the No.
In the **Web Returns**, the user can only choose a specific **PRODUCT NO.**: the **No.** Therefore, the user is not able to make a difference between these different Items Nos., but it could be changed in the back office – in the TRIMIT Complaint.

Item Base for Vendor Search

This Parameter determines which Item Vendor No. to be filled into **Vendor No.** at Complaint Line.
You can choose between the following four options:

No.	**Item Vendor No.** will be found based on **No.** (Master/Item Number)
Complaint Item No.	**Item Vendor No.** will be found based on **Complaint Item No.**
Invoiced Item No.	**Item Vendor No.** will be found based on **Invoiced Item No.**
Replacement Item No.	**Item Vendor No.** will be found based on **Replacement Item No.**

Note
For the Web Returns it will always be the **No.**; the **PRODUCT NO.** that was chosen in the Web Return.

Return Reason Code Mandatory

This Parameter can be used to ensure that **Return Reason** has been filled before posting a Complaint in TRIMIT ERP.
You can choose between the following three options:

No	A Complaint without **Return Reason** can be posted.
Confirm missing Return Reason Code	You will be asked to accept that **Return Reason** has not been filled. It you do not accept; the posing of the Complaint will be interrupted.
Yes	The posting of the Complaint will be interrupted if **Return Reason** has not been filled.

Note
When working with Web Returns, selecting a **REASON** is always mandatory .because this will also determine the default (Customer) **SOLUTION**, and will overrule the content of this Parameter.
The Return Reason will always determine the default SOLUTION in the Web Returns, but if you want to delete it in the back office then set this field to *No*.

Allow Lines of Type G/L Account

If this Parameter is *Yes*, Complaint Lines of **Type** *G/L Account* can be entered and posted.
If Complaint Lines of **Type** *G/L Account* should be allowed, this Parameter should be set to *Yes*, otherwise an error will be raised at choosing the Type.
Depending on the setting of this Parameter, the ***Get Posted Sales Invoice Lines*** function in the Complaint will include/exclude the **Type** *G/L Account* on the Posted Invoice Lines that can be chosen.

Note
G/L Account Lines is only set on a Return Order, or a Credit Memo based on **Solution Customer** and not on a Sales Order (in case of Replacement i.e.) or Production Order (Repair).
This is NOT applicable for the Web Returns, which can currently only handle Items.

Default Collapse Matrix

If this Parameter is *Yes*, any Matrix used at a Complaint Line will already be collapsed.
You need to put a checkmark in **Expand Matrix** on the Complaint Line to see all the Item Lines.

Default Quantity, Complaint

In this Parameter you can enter a decimal as default **Quantity** for the Complaint Lines, but it has no influence for the **Quantity** in the Web Returns – that always needs to be entered by the user.

Default Return Reason Code

In this Parameter, you can choose a default Return Reason. If chosen, every new created Complaint will get this **Default Return Reason Code**, but this code can be overwritten in the Complaint Header and in individual Complaint Lines.
Based on the fields of the [Return Reason Code](#), also other fields in the Complaint will be filled by default.

When entering a Web Return, this **Default Return Reason Code** will NOT be shown as a default.

Invoice Reference Mandatory

This Parameter can be used to ensure that **Concerning Invoice No.** has been filled before posting a Complaint.

You can choose between the following three options:

No	A Complaint without **Concerning Invoice No.** can be posted.
Confirm missing Invoice Reference	You will be asked to accept that **Concerning Invoice No.** has not been filled. It you do not accept; the posting of the Complaint will be interrupted.
Yes	The posting of the Complaint will be interrupted if **Concerning Invoice No.** has not been filled.

In the Web Returns, the user can choose a **PRODUCT NO.** (Master or Item) or a **DOCUMENT NO.** (Posted Sales Invoice) as starting point. If the user enters a **PRODUCT NO.** the system will show on which **Documents** this PRODUCT NO. (Master or Item) was sold to the customer, and the user can choose the appropriate **DOCUMENT NO.** Therefore, you could say that the **Invoice Reference Mandatory** should be set to *Yes*. Even if set to *No*, the Web Returns will set it and use the referenced Invoice for Unit Price and Quantity check.

Horizon, Invoice No. Search

If the ***Get Posted Sales Invoice Lines*** function is used it is mandatory to fill in a Horizon (Date Formula) for the period, the search should be performed (this is to limit the processing time).
I.e., if you enter *3M*, the system will only show you the Posted Sales Invoice Lines with a **Posting Date** between 3 months back and now.

In the Web Returns, the user can choose a **PRODUCT NO.** for which the **Documents** (Posted Sales Invoices in TRIMIT ERP) will be shown to choose from based on the **Horizon, Invoice No. Search**.
This can be overruled by the **Returns Search Horizon** in the applicable Portal Profile.
In the Web Returns, the user can choose a **DOCUMENT NO.** (Posted Sales Invoices in TRIMIT ERP) which will be checked based on the users **Customer No.** and the **Horizon, Invoice No. Search**.
This can be overruled by the **Returns Search Horizon** in the applicable Portal Profile.

Automatic Search for Invoice No.

If this Parameter is *Yes,* the program will automatically search the Customers Posted Sales Invoices for the last invoiced Line of the specific **No.** on the Complaint Line and add it to the **Concerning Invoice** and **Concerning Invoice Line.**

In the Web Returns, the user can choose a **PRODUCT NO.**, and the system will automatically show the **Documents** (Posted Sales Invoices) in which this **PRODUCT NO.** was sold to the customer.

Item No. for Repair Production

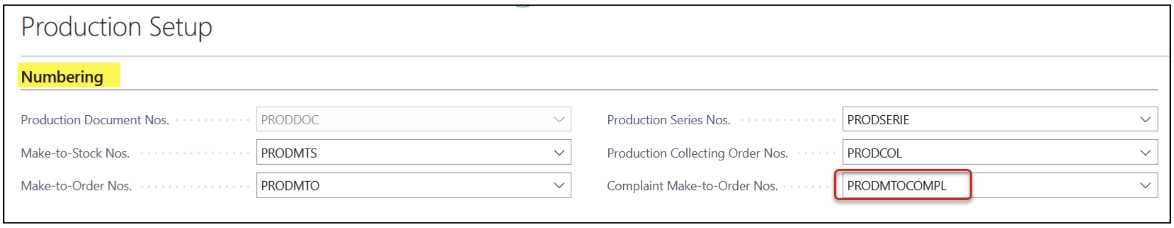
If Repairs Orders (Production Orders) should be raised as Related Order on the Complaint Line, this Parameter should be filled with an **Item No.** that should be used for creation of a Production Order. The Item could have a default Item BOM if the repair procedures are general for all Items.

This parameter is also applicable regarding the Web Returns in case the (Customer) **Solution** is set to *Repair.*

Production Setup

The Production Setup is found via **Search** *Production Setup*.

FastTab Numbering



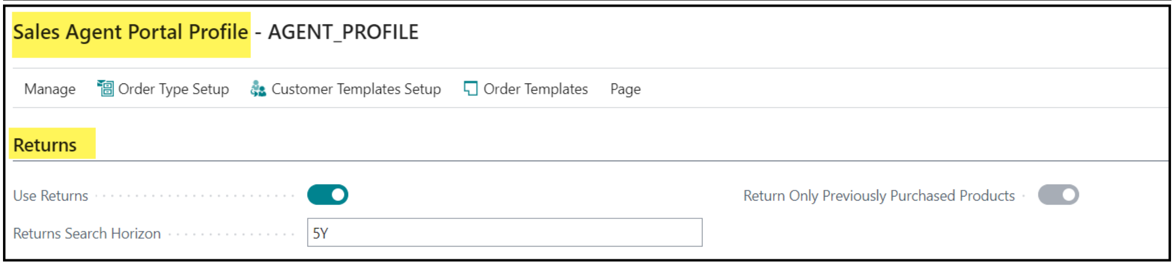
Complaint Make-to-Order Nos.

If **Repair Orders** are created as **Related Orders** attached to Complaint Lines, this **No. Series** needs to be entered.

This parameter is also applicable regarding the Web Returns in case the (Customer) **Solution** is set to *Repair.*

Portal Profile

In the **Portal Profile** for the B2B and Sales Agent, in which you also want to make use of the **Web Returns**, you need to set some specific fields.



Use Returns

If you want to be able to enter **Web Returns** on the B2B Webshop or Sales Agent, this field needs to be set to *Yes.*

Returns Search Horizon

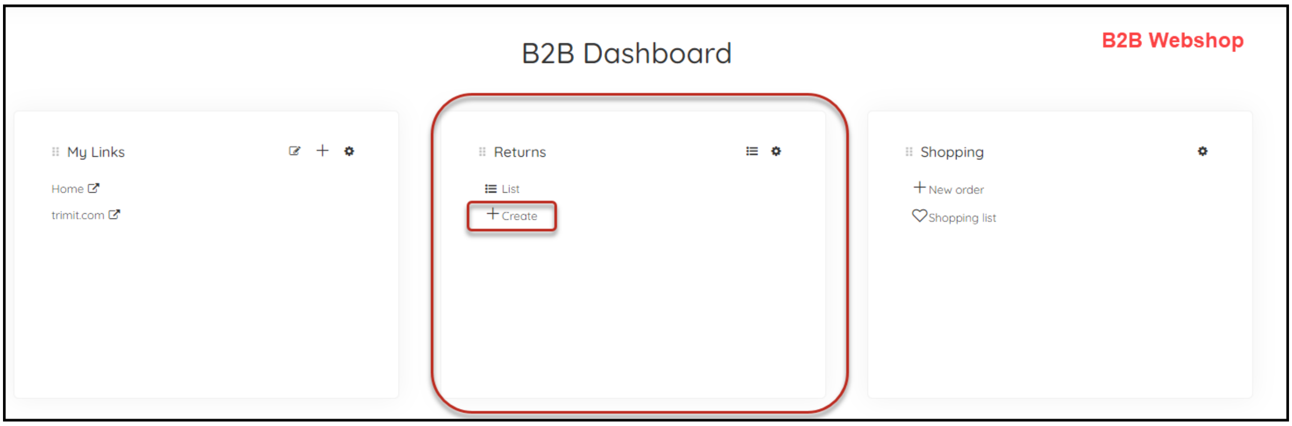
The **Returns Search Horizon** is a Date Formula for the Period for which customers can register a Web Return based on the Posting Date of a Posted Sales Invoice.
This field will overrule the **Horizon, Invoice No. Search** of the Sales & Receivables Setup and will determine if a user can register a Web Return for very old, purchased Items.

Return only Previously Purchased Products

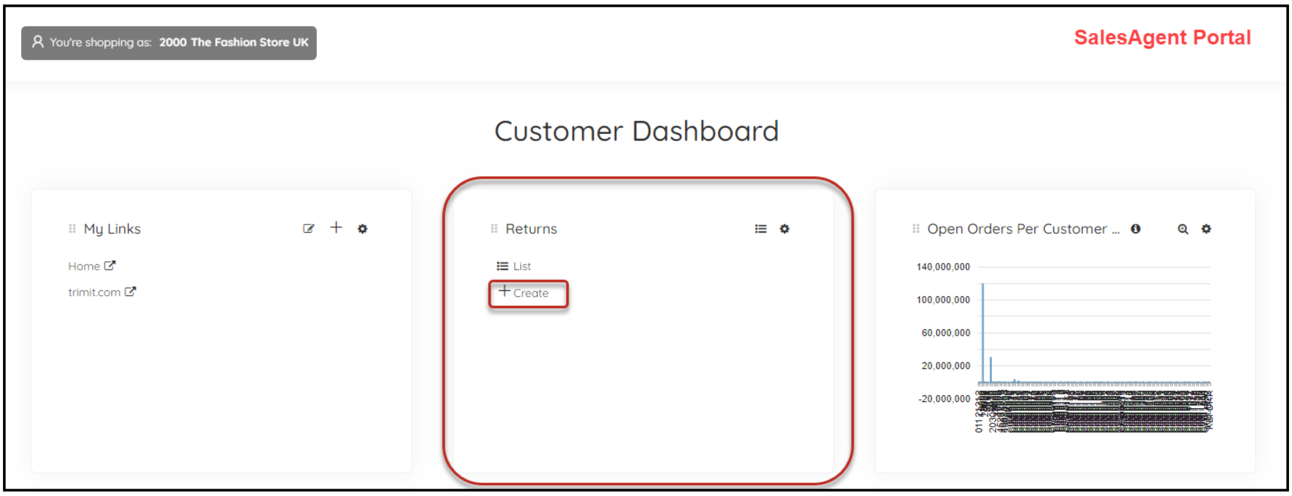
This field is currently noneditable, but that can be subject to change in the future, where it could be controlled by the **Invoice Reference Mandatory** in the Sales & Receivables Setup.
It determines that a user can only register a Web Return based on previously purchased products.

Web Return Registration

In the **B2B Dashboard** of the B2B Webshop you will see a Dock for **Returns**.



In the **Customer Dashboard** of the Sales Agent, after selecting the Customer, you will also see a Dock for **Returns**.



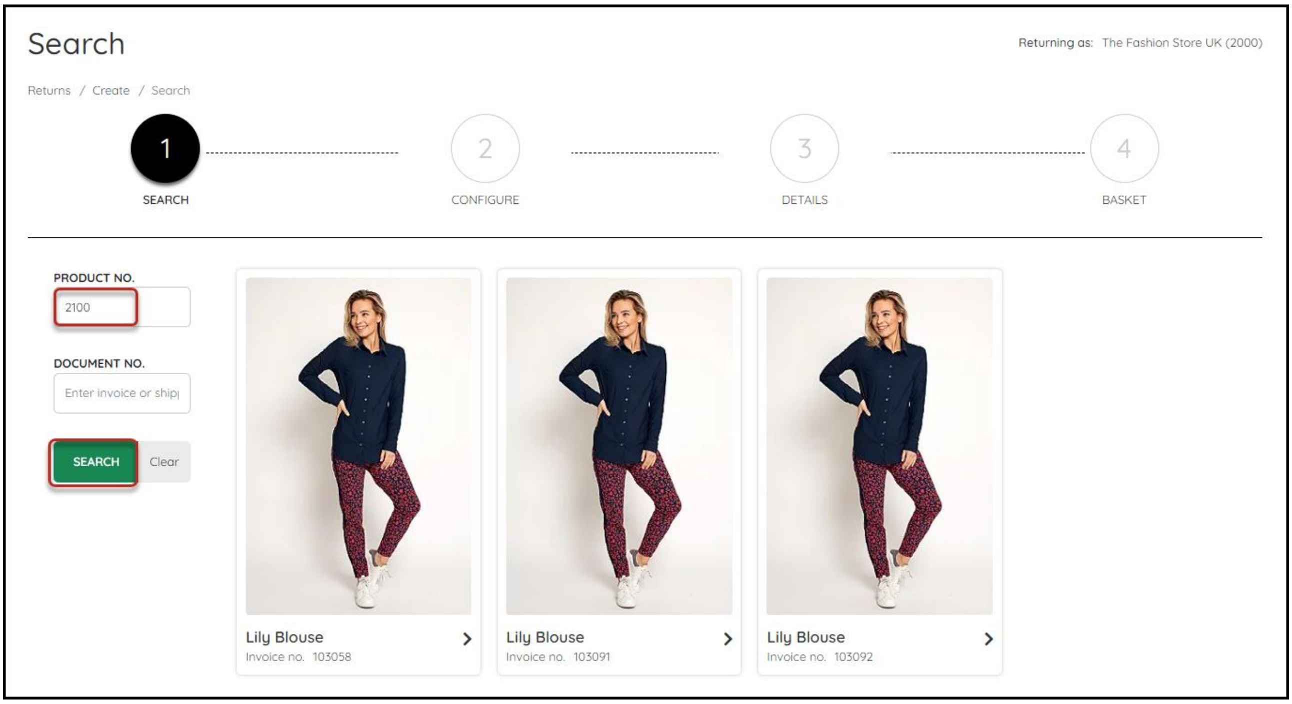
By clicking **+ Create**, the user (Customer of B2B or Salesperson of Sales Agent) can create a Web Return.

Create a Return

To create a Web Return, you need to enter a **PRODUCT NO.** and/or a **DOCUMENT NO.**
The **PRODUCT NO.** can be a Master Number or an Item Number.
The **DOCUMENT NO.** is a Posted Sales Invoice Number.

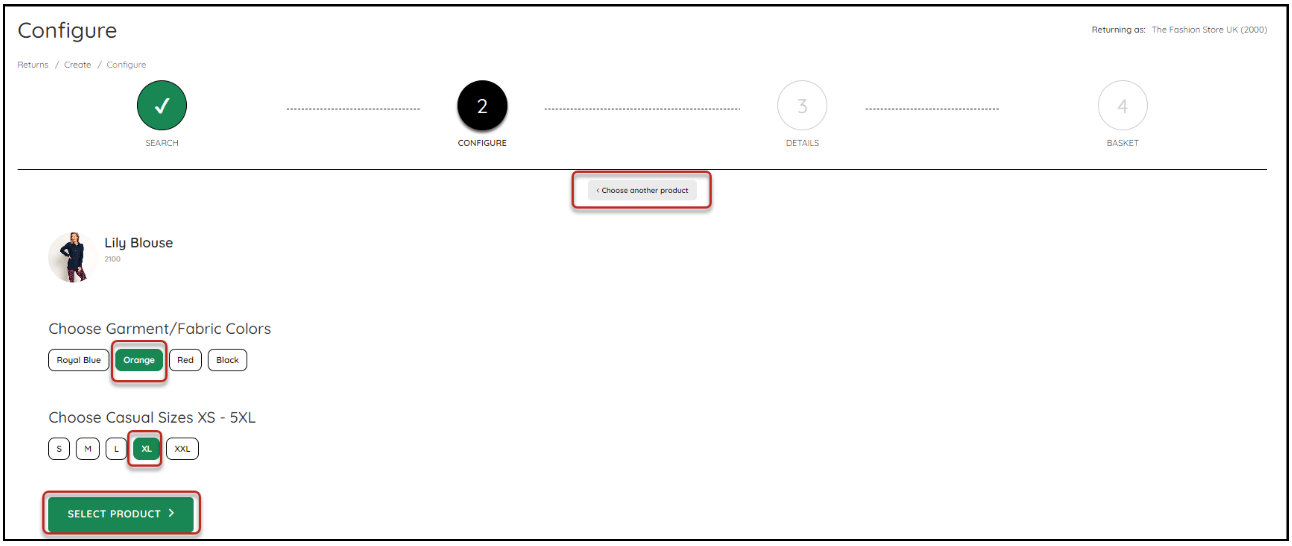
Search page - only fill a PRODUCT NO.

After entering a **PRODUCT NO.** and clicking **SEARCH**, the system will look for the Posted Sales Invoices of the current (selected) Customer, in which this **PRODUCT NO.** was sold and show those **Posted Sales Invoices** (**Invoice no.** below the picture):



The user now needs to select the right **Invoice No.** by clicking on it.

If the **PRODUCT NO.** was a Master, and there were several Items of this Master sold on the chosen **Invoice no.**, the user needs to select the right Variants/Dimensions – the CONFIGURE step in the process.



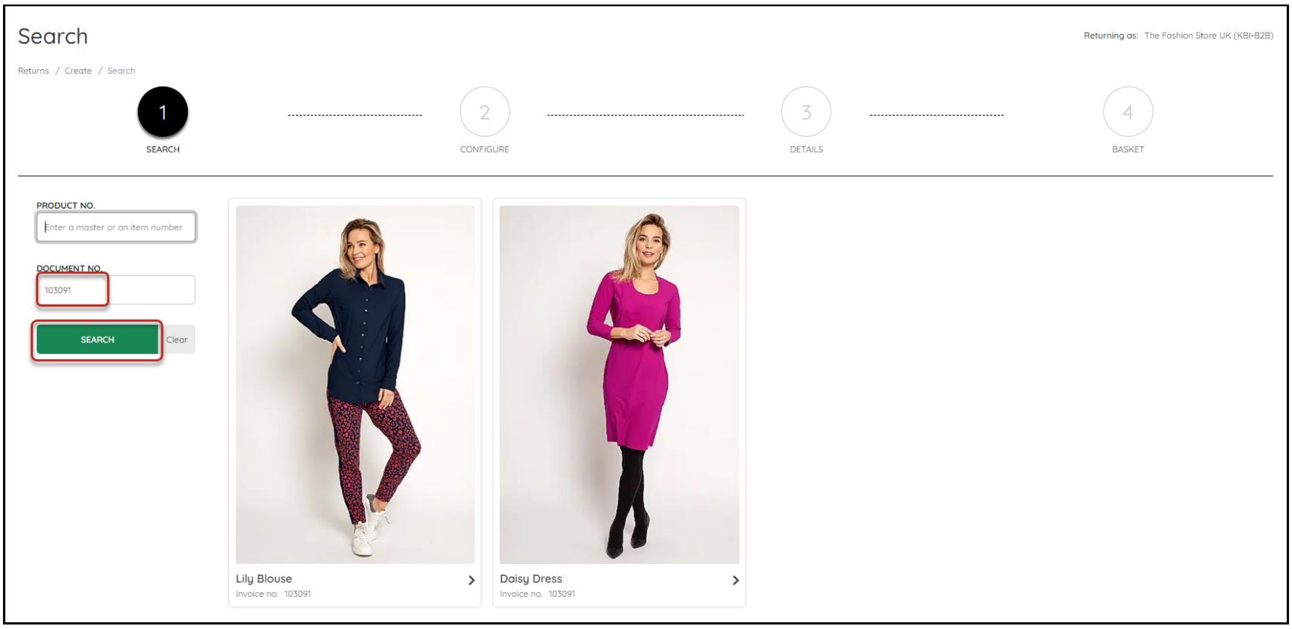
And confirm the choices by clicking SELECT PRODUCT.

The user can also click **Choose another product** to go back to the Search page.

If the **PRODUCT NO.** was an Item, the **CONFIGURE** step is not applicable and the user will go to the **DETAILS** step.

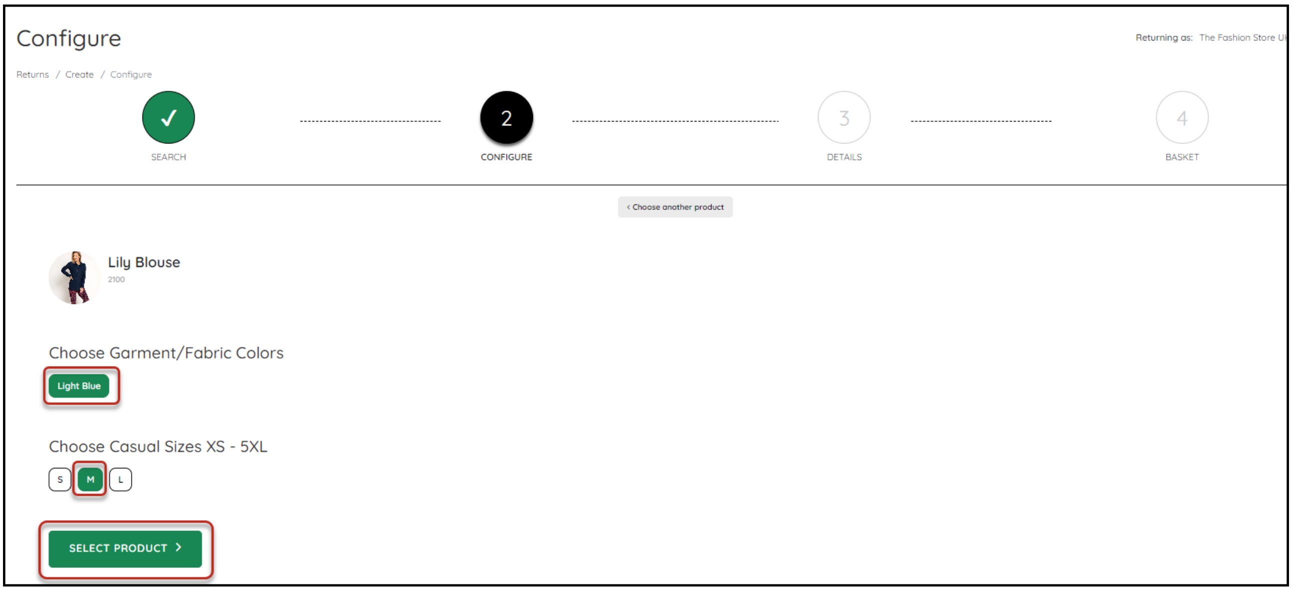
Search page - only fill a DOCUMENT NO.

After entering a **DOCUMENT NO.** and clicking **SEARCH**, the system will look for the Masters and Items on this **Posted Sales Invoices** and show these Products**:**



The user now needs to select the right **Product** by clicking on it.

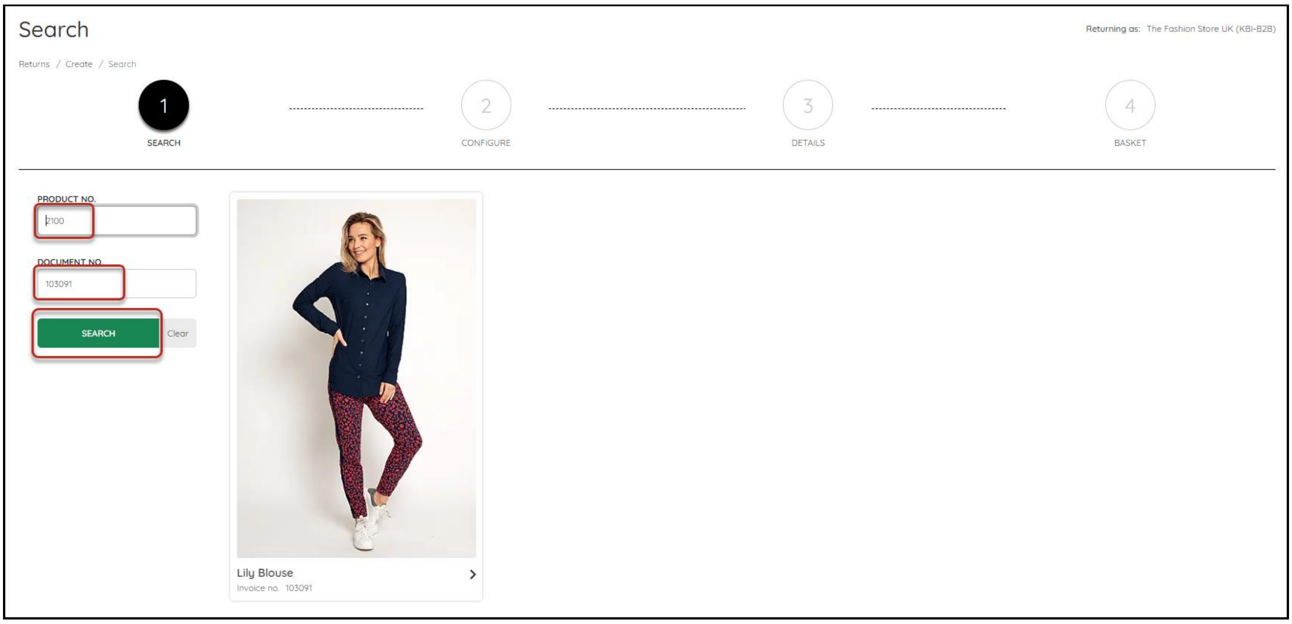
If the product was a Master, and there were several Items of this Master sold on the filled **DOCUMENT NO.**, the user needs to select the right Variants/Dimensions – the CONFIGURE step in the process.



If the chosen product was an Item or only one Item of a Master was sold on the **DOCUMENT NO.**, the **CONFIGURE** step is not applicable and the user will go to the **DETAILS** step.

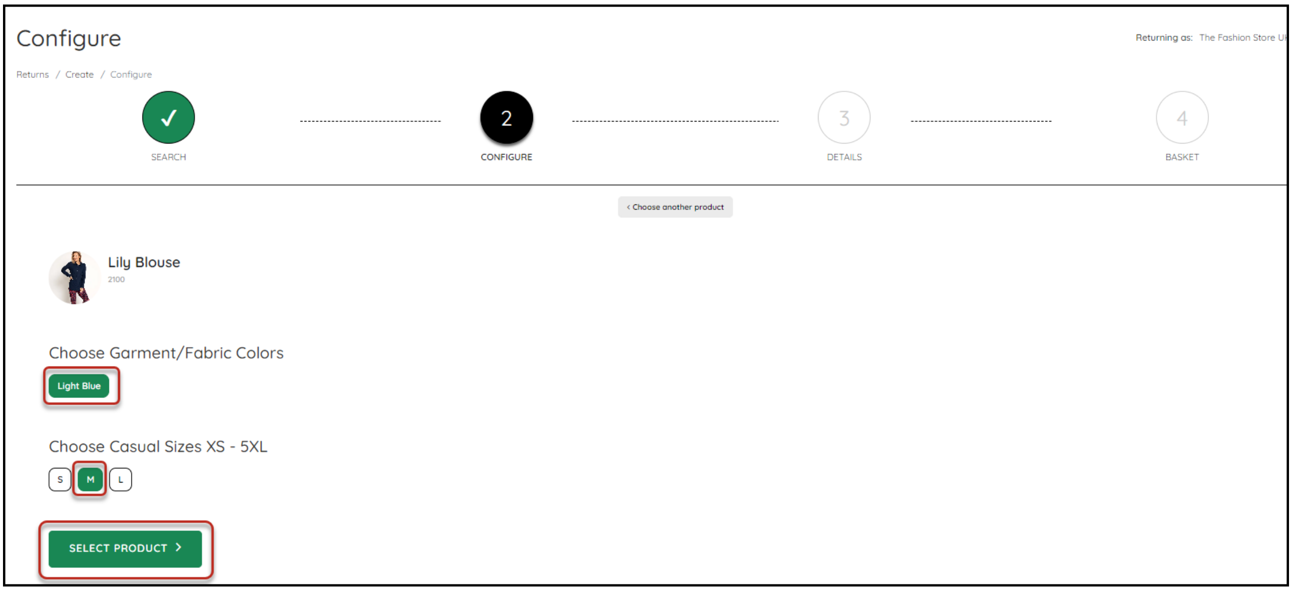
Search page - fill a PRODUCT NO. and a DOCUMENT NO.

After entering a **PRODUCT NO.** and a **DOCUMENT NO.** and clicking **SEARCH**, the system will look for the products (Masters and Items) on this **Posted Sales Invoices** and show it.



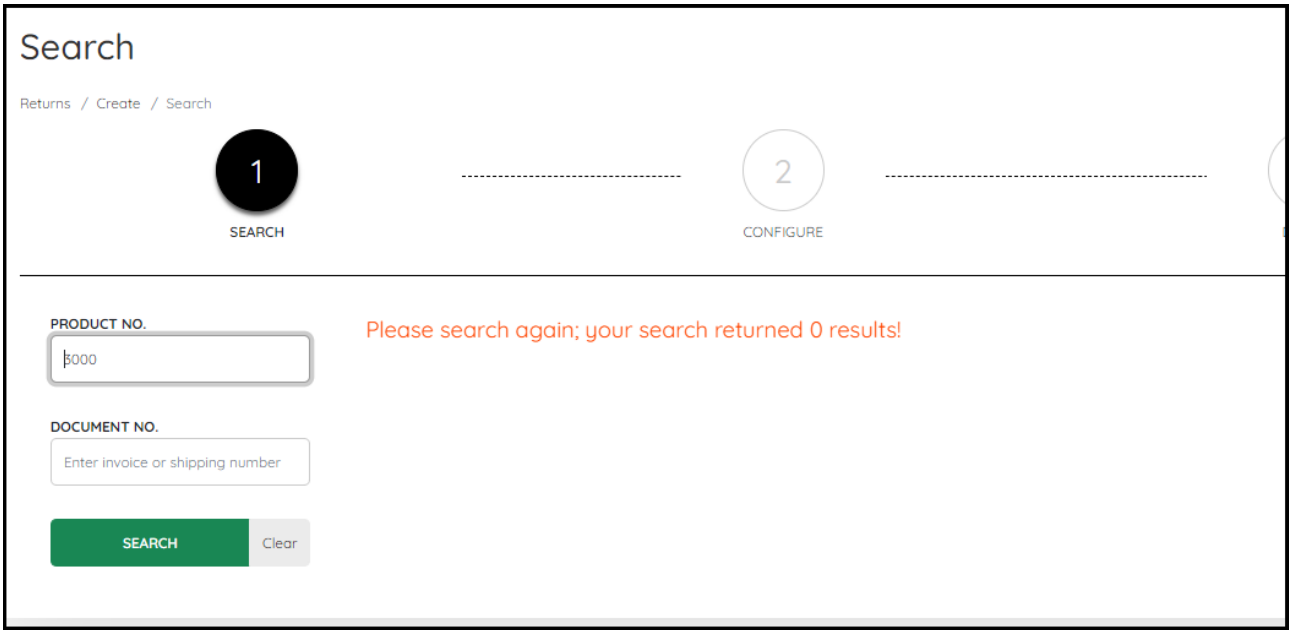
You still need to click on the picture (product + Invoice No.) to get to the next step.

If the product was a Master, and there were several Items of this Master sold on the filled **DOCUMENT NO.**, the user needs to select the right Variants/Dimensions – the CONFIGURE step in the process.



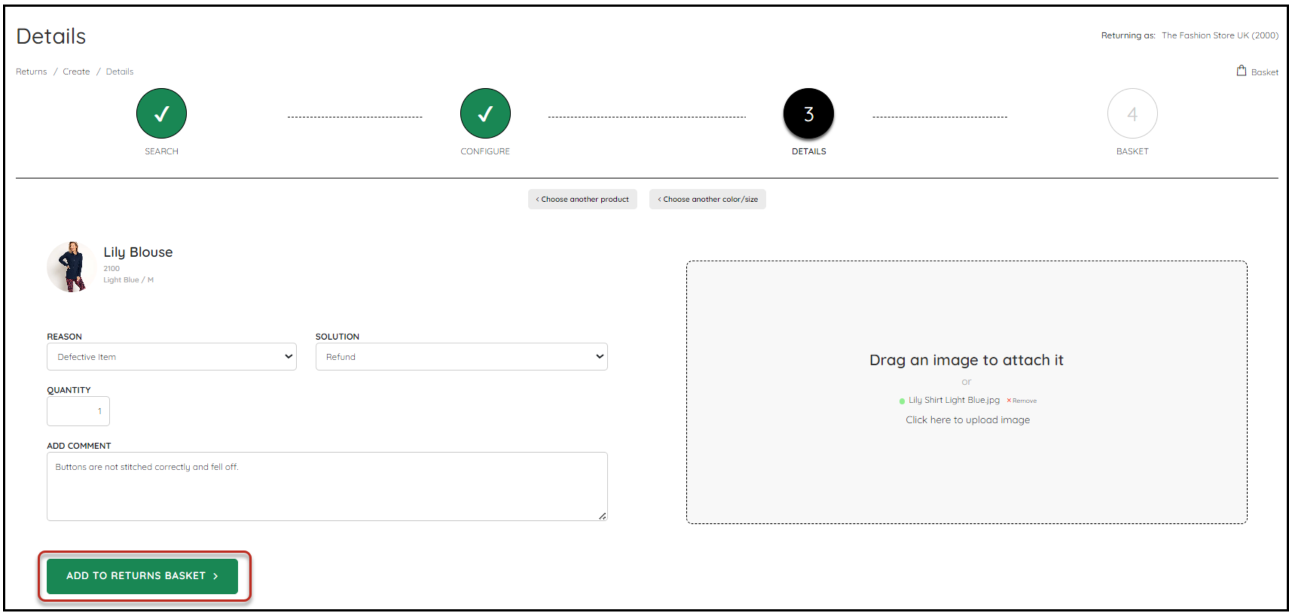
If the chosen product was an Item or only one Item of a Master was sold on the **DOCUMENT NO.**, the **CONFIGURE** step is not applicable and the user will go to the **DETAILS** step.

In all three options of searching a combination of a **PRODUCT NO**. and/or a **DOCUMENT NO**.: if there is no Posted Sales Invoice Lines found that are applicable you will get an error message in the **Search** page:



Details page

After the right product no. (with the variants/dimensions) is selected on the right document no. the user can determine the details for the Web Return:



REASON

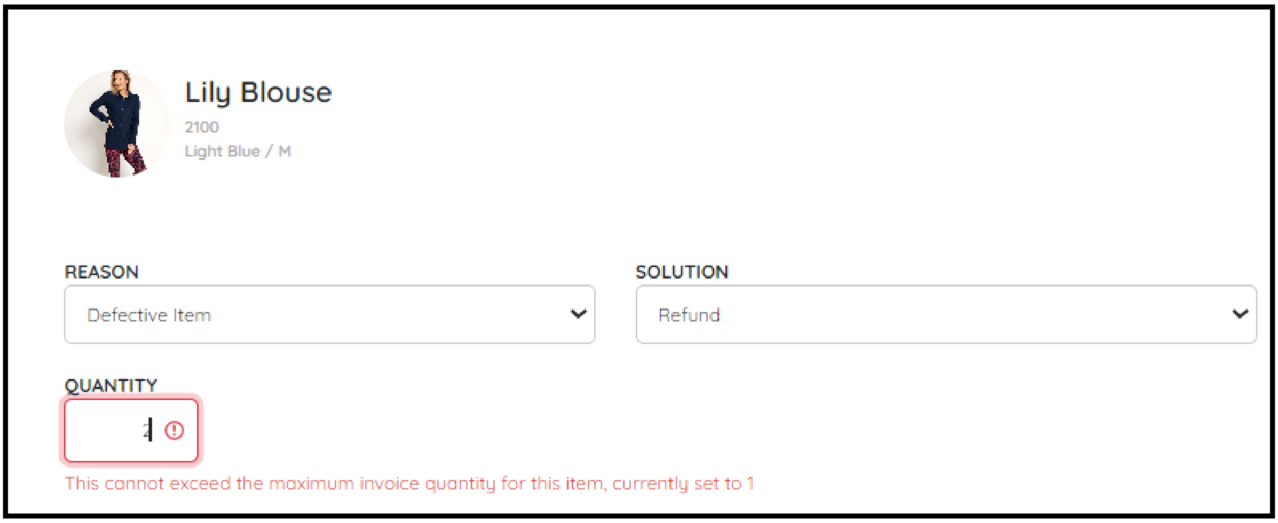
The user can select the right **Return Reason** that is applicable.

SOLUTION

The user can select the preferred **Customer Solution** that is applicable.

QUANTITY

The user can enter the Quantity that will be returned.
This cannot exceed the Quantity that was invoiced on the chosen DOCUMENT NO. (Posted Sales Invoice), otherwise an error message will be shown:



ADD COMMENT

The user can add an extra Comment, which will be submitted to the Complaint Line Comments.

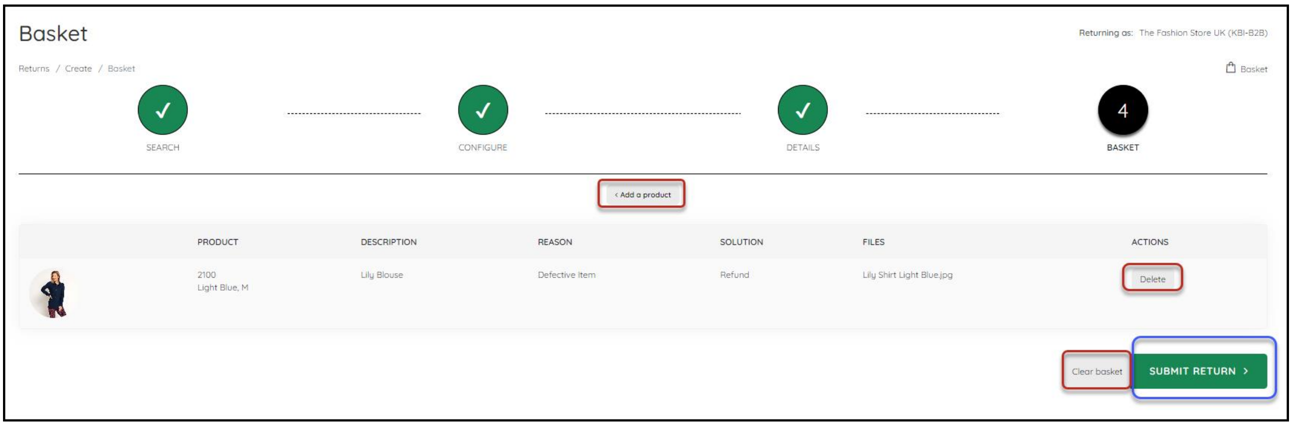
Drag an image to attach it

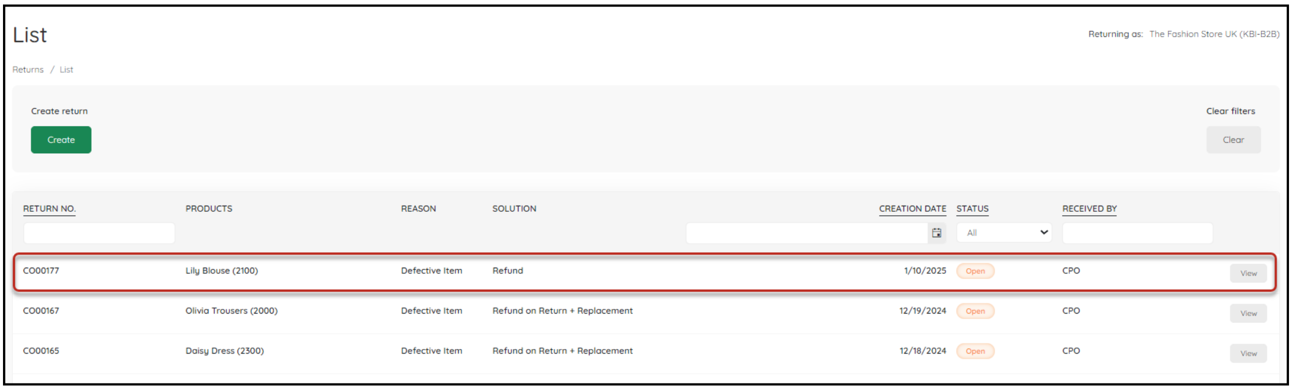
The user can drag & drop or select pictures to this Web Return.
The name of the picture will be shown.
The user can upload several pictures to this Web Return.

After the information has been selected, the user needs to click **ADD TO RETURNS BASKET.**

Basket page

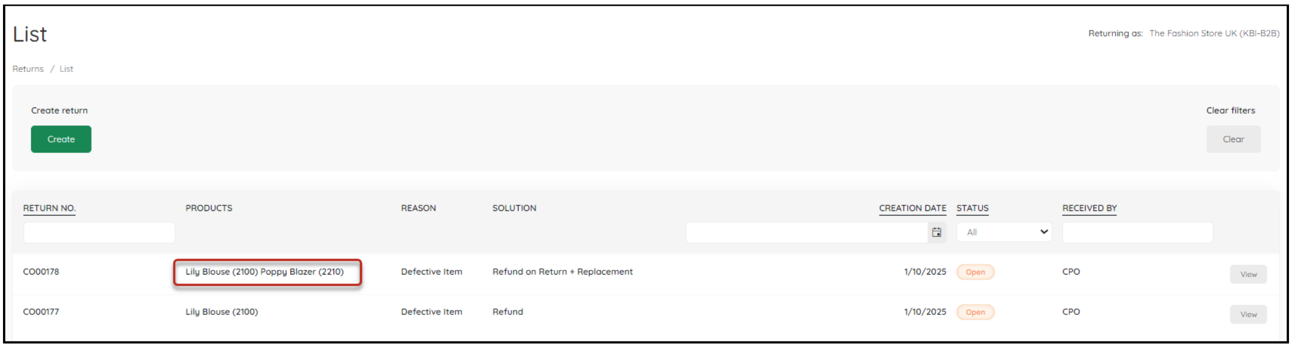
In the Basket page the user will see the PRODUCT that will be returned with the REASON and SOLUTION and is able to **Delete** the Line, **Clear basket** or **Add a product** to it.
If this Basket content is OK, the user can click **SUBMIT RETURN**, so the Web Return will become a TRIMIT Complaint and will return to the Returns List.





The **REASON** and **SOLUTION** shown in the Returns List are the chosen **REASON** and **SOLUTION** of the Web Return.

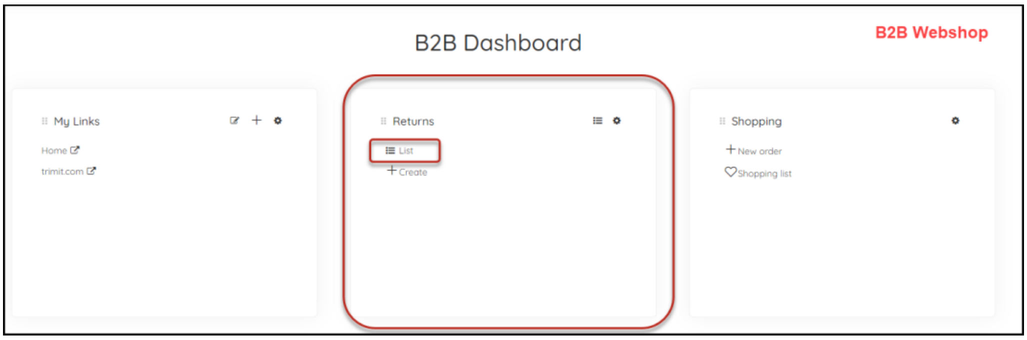
If the user might have put more than one PRODUCTS in the Basket, you will also see that in the Returns List:



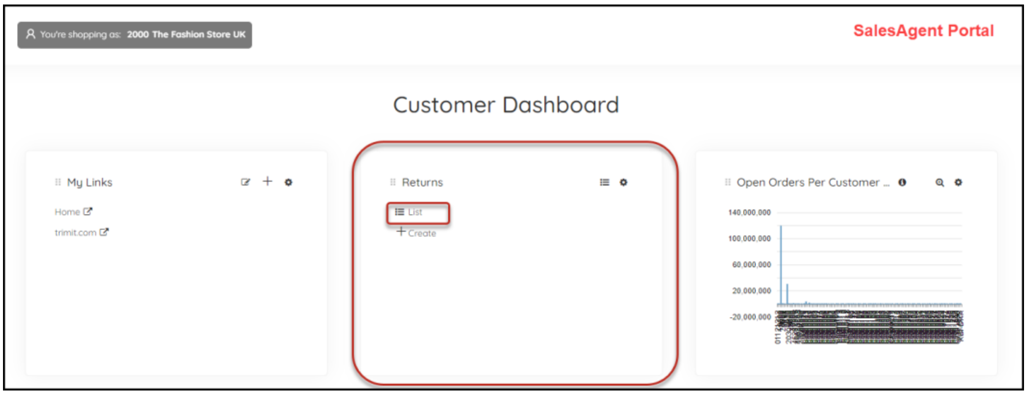
But the user will only see the REASON and SOLUTION of the first entered PRODUCT.

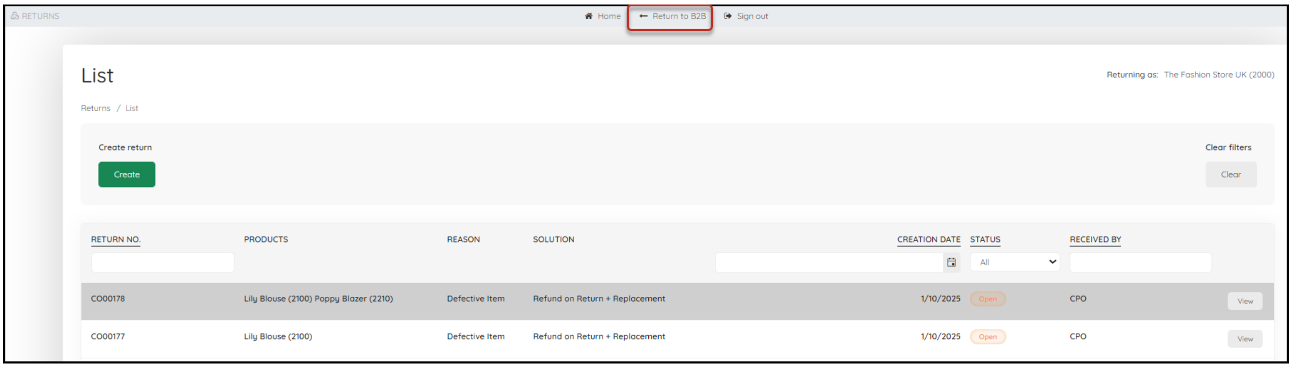
Returns List

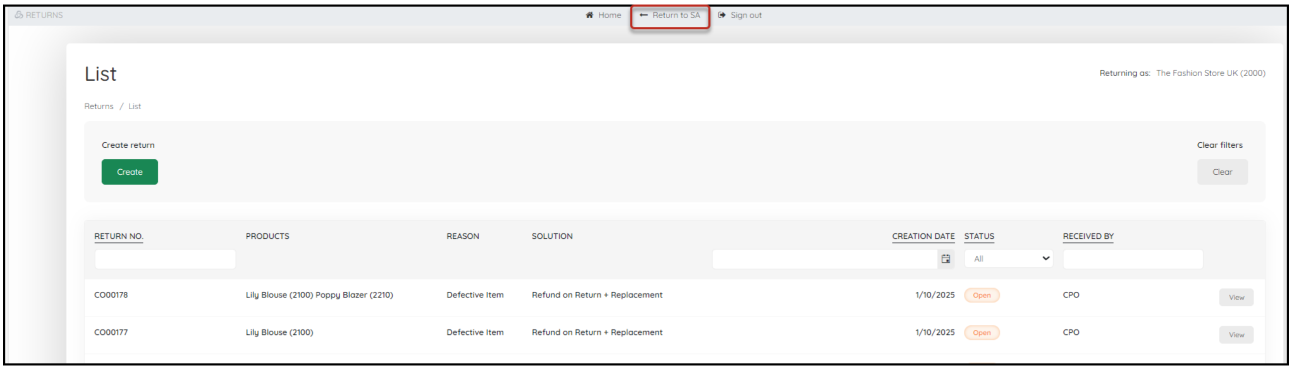
The Returns List will be shown after submitting Basket when creating a Web Return, but can also be viewed via the Dock of Returns in the **B2B Dashboard** of the B2B Webshop



Or the **Customer Dashboard** of the Sales Agent

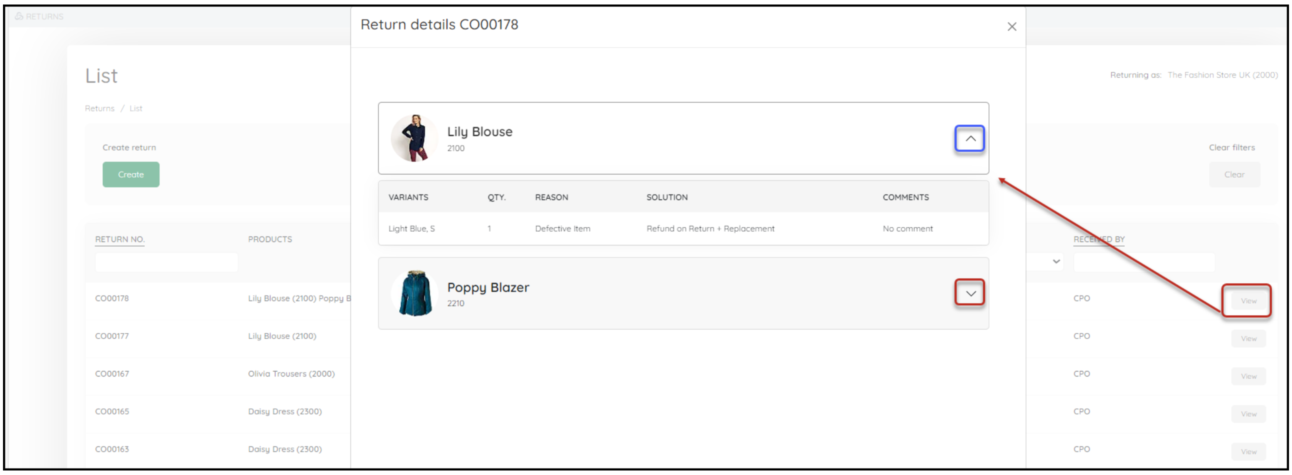






By clicking **Return to B2B** you go back to the Dashboard in the B2B Webshop.
By clicking **Return to SA** you go back to the Customer Dashboard in the Sales Agent.

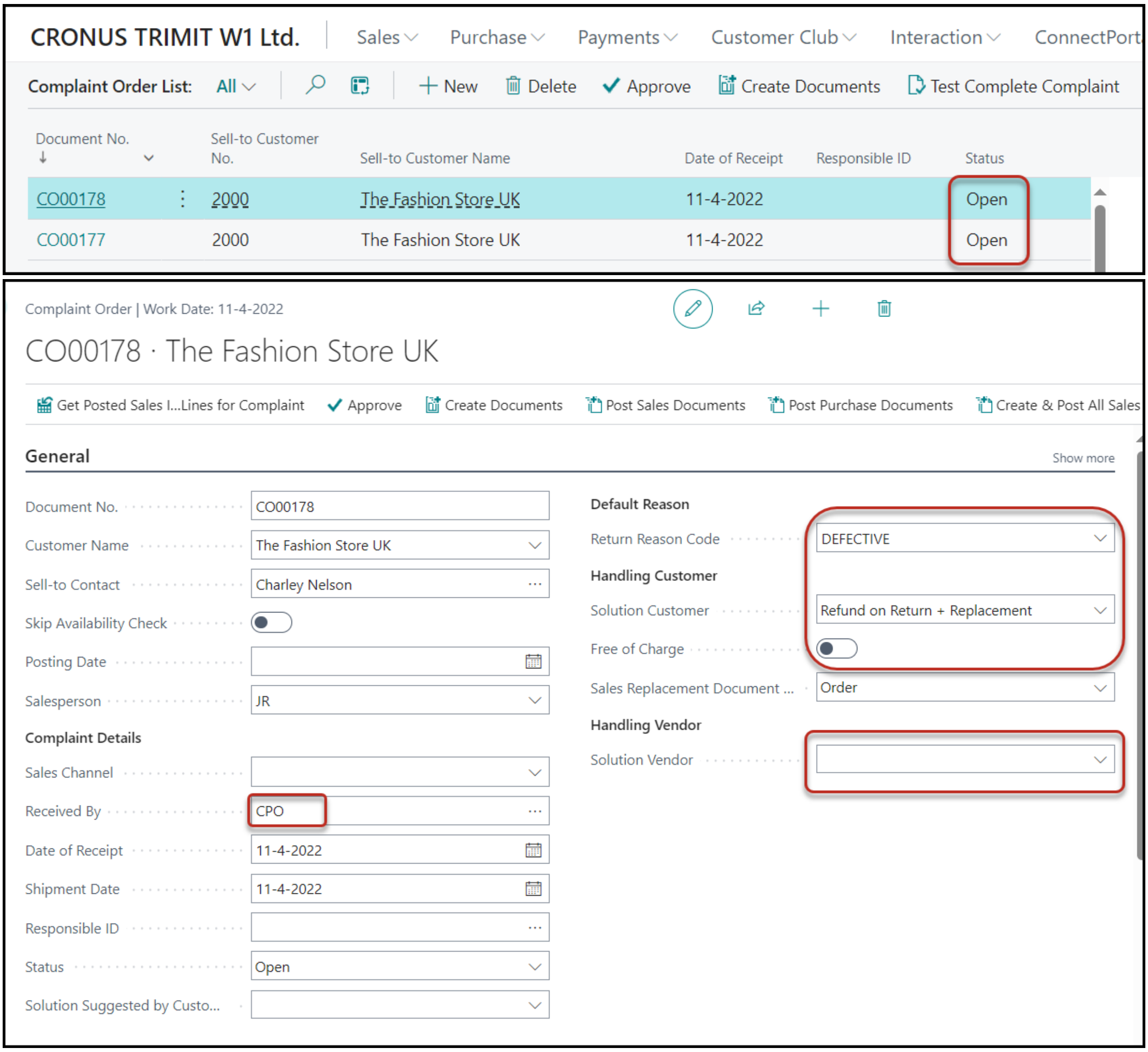
By clicking **View** the user can see the Product Lines that were entered in the Web Return:



Complaint

Complaint Header

The **STATUS** of a **RETURN NO.** in the Returns List of the B2B Webshop or Sales Agent is based on the **Status** of the corresponding TRIMIT Complaint that was created when submitting the Return.



See ***White Paper – TRIMIT Complaints*** for all details regarding the Complaints and the next steps of handling a Complaint. But some extra remarks are applicable:

Received By

This field will automatically be filled with *CPO* (ConnectPortal) if the Complaint was created via the Web Returns.

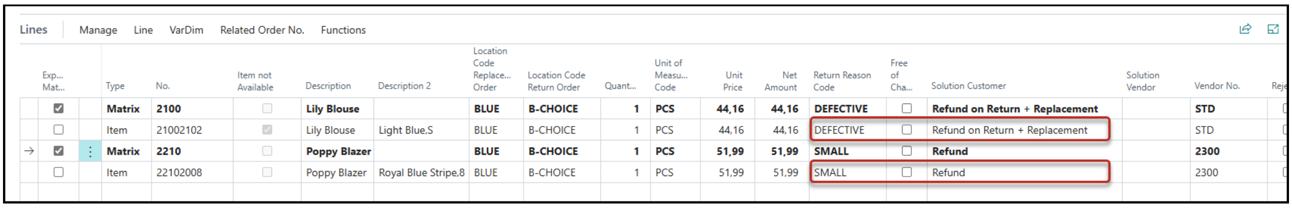
Return Reason Code, Solution Customer

These fields in the Header will automatically be filled based on the REASON and SOLUTION of the first entered PRODUCT on the Web Return.

Free of Charge, Solution Vendor

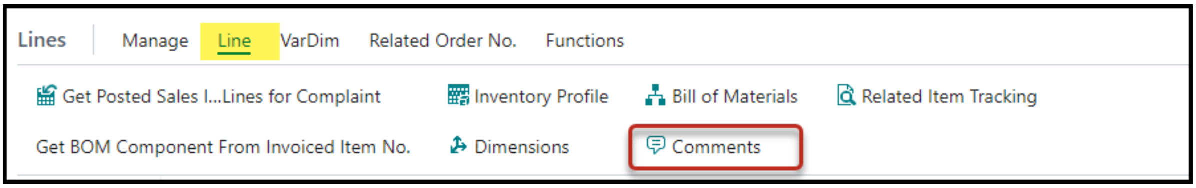
These fields will automatically be filled based on the **Return Reason Code** of the Complaint Header.

Complaint Lines

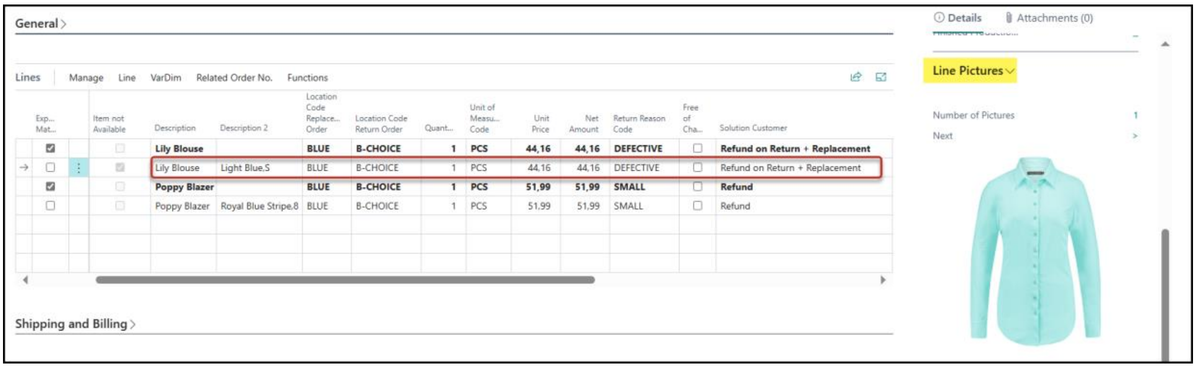


In the **Item Lines** you will see:

- **No.** filled based on the PRODUCT from the Web Return.
- **Return Reason Code** filled based on the REASON from the Web Return.
- **Solution Customer** filled based on the SOLUTION from the Web Return.
- Via ***Line, Comment***, you can see the ADD COMMENT from the Partner Return.

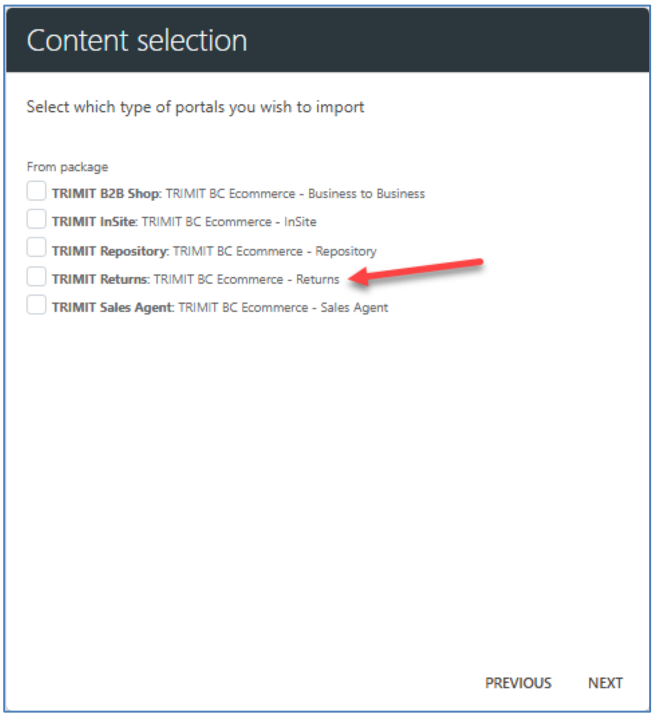


- In the FactBox ***Line Pictures***, you can see the uploaded pictures to a Web Returns

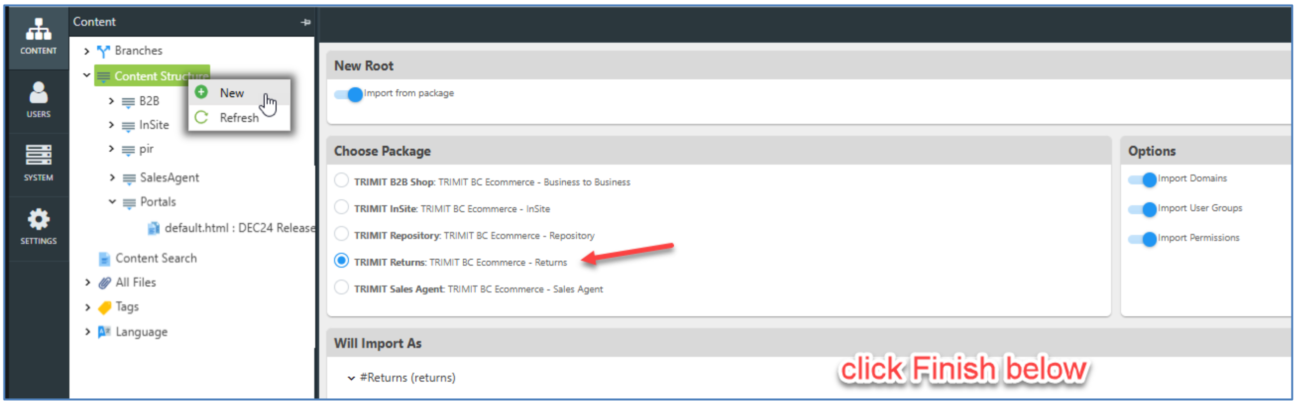


Returns Module Setup in TRIMIT Ecommerce

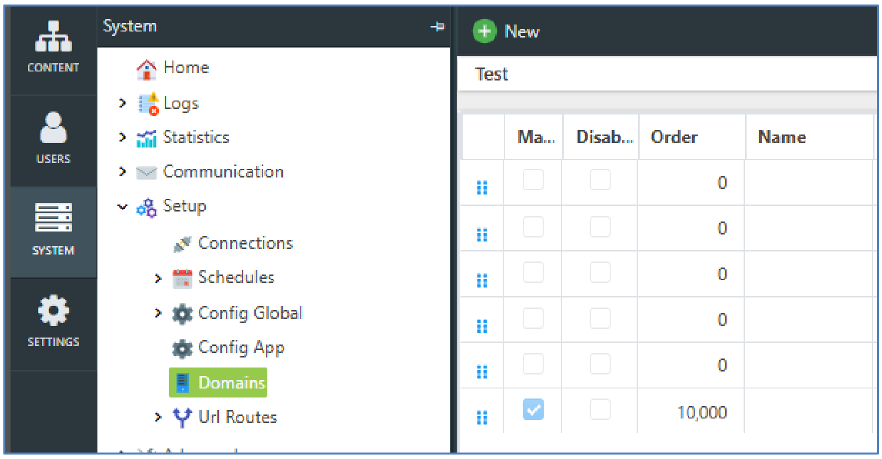
The TRIMIT e-commerce Returns Module is available from e-commerce version Dec24.
This module is available for TRIMIT B2B Webshop and TRIMIT Sales Agent.
To get the Returns module for TRIMIT e-commerce it is needed to download the latest e-commerce package from my.trimit.com. If it is a brand new TRIMIT e-commerce installation, then select **TRIMIT Returns** in the installation process:



If you are installing TRIMIT Returns module on an already installed TRIMIT e-commerce, then import the Returns module from the e-commerce package as follows:



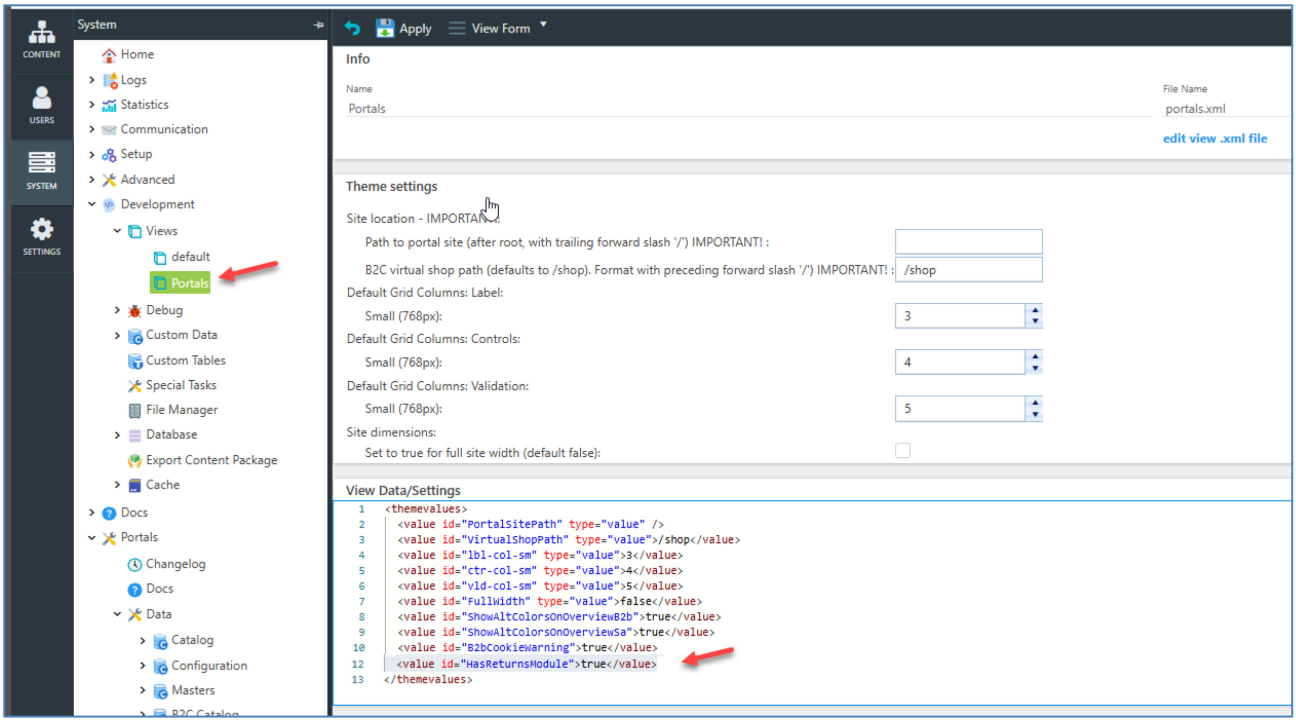
Make sure that the Return module domain setup is matching your domain and subdomain settings in the TRIMIT Modelyn admin under *System / Setup / Domains*.



Then it is necessary to add the following theme value into the Portals view file inside the TRIMIT Modelyn admin, as follows:

<value id="HasReturnsModule">true</value>

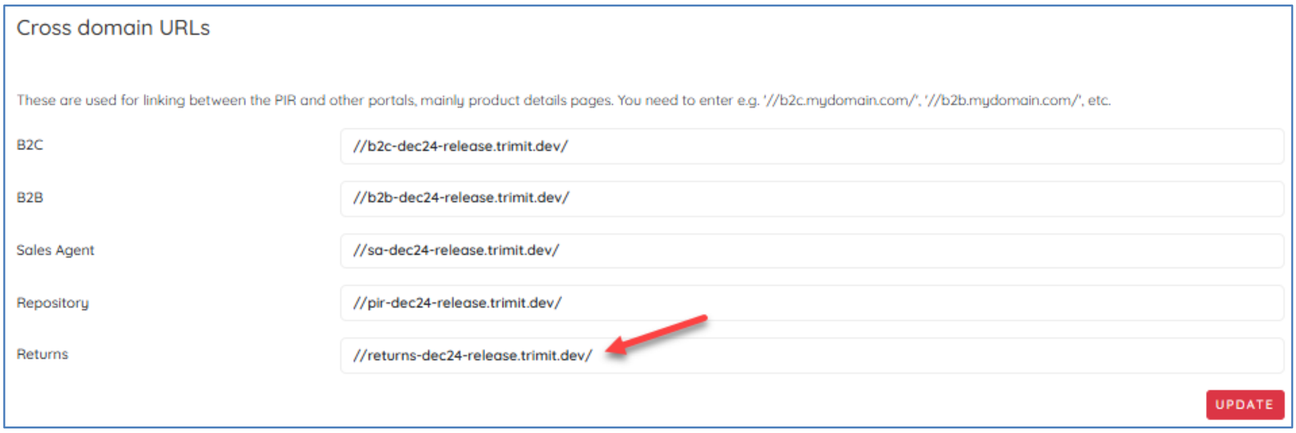
Example:



Then click **Apply** and **Save**.

Then go to TRIMIT PIR and set up cross domain URLs navigating to *<pir domain>/admin/settings.html*. Set it up in the format described in the overhead of that section (in the bottom of the Setup page):

Example:



It is a good idea to fill out all cross domain URLs relevant to your setup.
Click **Update** to save the changes.

After this setup, the Returns dock should be visible on the B2B Webshop and Sales Agent customer dashboards: