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DID YOU KNOW...???

(From the DPS How To Series)

Archiving and Document Retrieval

If you have archiving, you are already familiar with the ease of document retrieval. But, did you know that you can have the system automatically retrieve multiple invoices and/or credit memos without having to key in each retailer and reference number. Just create a .csv file with the documents to be retrieved (invoices or credit memos) and import it with Code 382. If you would like to use this great option for your next big project, contact customer support for specifics.

And, of course, you have some powerful tools to assist you in researching A/R issues and doing publisher audits. Do you know about Code 384 - View Returns on Credit Memos and Code 385 - Print CR Memos on Invoices? Check these codes out the next time you have a looming research project or audit.

For audits, try Code 384 and you can get all return credit memo history for a title or for a specific title/issue. You can also get the return credit memo history by retailer detailing all returns or you can specify a title and/or title/issue. The combinations are up to you.

For shortages, you can use this code to verify that no previous return or shortage has been posted for the title/issue the retailer is reporting.

Code 385 takes a different twist by allowing you to enter a retailer's invoice number and getting all return credit memos for all the titles/issues on that invoice. Great if the invoice is being disputed as not delivered!

And if the customer needs a more official proof of delivery, you can't go wrong with Code 388 to create a proof of delivery document detailing the titles/issues billed and returned for an invoice.

**Don't have archiving??!!
Maybe it's time...contact Guy Buckmaster for details.**