



Return Merchandise

Objective

To provide an efficient method of controlling the return or exchange of items sold to customers, ensuring visibility and tracking of the item until the transaction is concluded.

The Value of Return Merchandise

- Improve customer service through instant on-screen access to all RMA information
- Retain unlimited history of RMAs
- Maintain unlimited transaction volumes
- Provide complete visibility of returned inventory
- Identify recurring problems by analyzing the reasons for returns
- Provide various options when receiving RMAs such as repair, scrap, return to supplier, restock or take no action
- Avoid costly mistakes by automatically calculating associated return charges
- Verify warranty dates, price and the quantity purchased

Matching Return Merchandise to your business

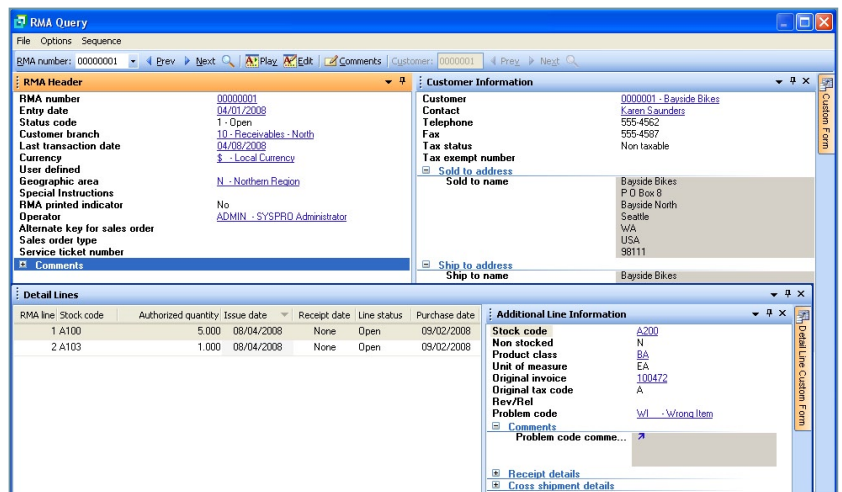
- Create unique return codes
- Use flexible options that customize processing
- Define return period for RMAs issued
- Immediate notification if RMA is invalid
- Automatically charge restocking fees
- Analyze multiple receiving actions
- Facilitate immediate replacement cross-shipments to customers returning goods
- Look up sold items and validate them
- Process stocked and non-stocked items
- Enter multiple line items per RMA
- Customize processing with flexible options
- Create repair work orders for items within or out of warranty
- Initiate Inter Branch Transfer (IBT) transactions
- Set default warehouses for RMA returns and subsequently transfer to repair warehouse after inspection

Integration

- Integrates with the following modules:
 - Accounts Payable
 - Accounts Receivable
 - Bill of Materials
 - Inventory
 - Sales Orders (Essential)
 - Work in Progress

Audit trails and reporting

- Full on-screen query of the status of returned material can be accessed at any time
- Allows printing of RMA authorization documents, reports and labels
- Returns can be tracked by action codes through RMA reporting
- Supports lot and serial number control
- Provides daily receipt listing



The screenshot displays the SYSPRO RMA Query interface. The main window is titled 'RMA Query' and shows the following data:

- RMA Header:**
 - RMA number: 00000001
 - Entry date: 04/07/2008
 - Status code: 1 - Open
 - Customer branch: 10 - Receivables - North
 - Last transaction date: 04/08/2008
 - Currency: \$ - Local Currency
 - Uses defined: N - Northern Region
 - Geographic area: N - Northern Region
 - Special instructions: No
 - RMA printed indicator: ADMIN - SYSPRO Administrator
 - Operator: ADMIN - SYSPRO Administrator
 - Alternate key for sales order: No
 - Sales order type: No
 - Service ticket number: No
- Customer Information:**
 - Customer: 0000001 - Bayside Bikes
 - Contact: Karen Saunders
 - Telephone: 555-4562
 - Fax: 555-4587
 - Tax status: Non-taxable
 - Tax exempt number: No
 - Sold to name: Bayside Bikes
 - Sold to address: P O Box 8, Bayside North, Seattle, WA, USA, 98111
 - Ship to address: Bayside Bikes
 - Ship to name: Bayside Bikes
- Detail Lines:**

RMA line	Stock code	Authorized quantity	Issue date	Receipt date	Line status	Purchase date
1	A100	5,000	08/04/2008	None	Open	09/02/2008
2	A103	1,000	08/04/2008	None	Open	09/02/2008
- Additional Line Information:**
 - Stock code: A200
 - Non stocked: N
 - Product class: BA
 - Unit of measure: EA
 - Original invoice: 100472
 - Original tax code: A
 - Rev/Rel: No
 - Problem code: W1 - Wrong Item
 - Problem code comment: [Empty]
 - Receipt details: [Empty]
 - Cross shipment details: [Empty]