

Return Merchandise (RMA)

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 SYSPRO 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 SYSPRO to Your Business

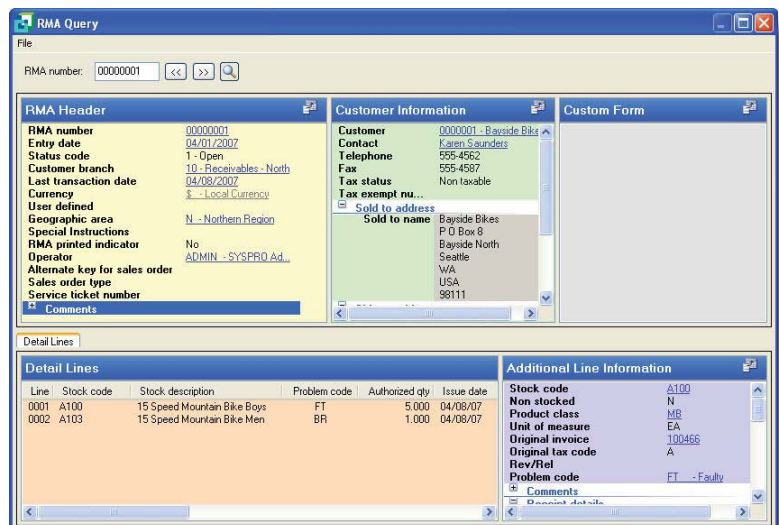
- Create unique return codes
- Use flexible options that customize processing
- Define return period for RMAs issued
- Immediate notification if RMA is invalid
- Automatically charge restocking fees
- Analyze multiple receiving actions
- Facilitate immediate replacement cross-shipsments to customers returning goods
- Query and validate sold items
- 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

Audit Trails and Reporting

- Full on-screen inquiry 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

Integration

- Integrates with the Inventory Control, Bill of Materials, Accounts Receivable, Work in Progress and Sales Orders
- The Inventory and Sales Orders modules are a prerequisite
- Email reports utilizing Office Automation and use MS Word for document printing



RMA Query

RMA number: 00000001

RMA Header		Customer Information		Custom Form
RMA number	00000001	Customer	00000001 - Bayside Bikes	
Entry date	04/01/2007	Contact	Karen Saunders	
Status code	1 - Open	Telephone	595-4562	
Customer branch	10 - Receivables - North	Fax	595-4587	
Last transaction date	04/08/2007	Tax status	Non taxable	
Currency	\$ - Local Currency	Tax exempt nu...		
User defined		Sold to address		
Geographic area	N - Northern Region	Sold to name	Bayside Bikes	
Special Instructions	No		P O Box 8	
RMA printed indicator			Bayside North	
Operator	ADMIN - SYSPRO Ad...		Seattle	
Alternate key for sales order			WA	
Sales order type			USA	
Service ticket number			98111	

Detail Lines						Additional Line Information	
Line	Stock code	Stock description	Problem code	Authorized qty	Issue date	Stock code	
0001	A100	15 Speed Mountain Bike Boys	FT	5,000	04/08/07	A100	Non stocked
0002	A103	15 Speed Mountain Bike Men	BR	1,000	04/08/07	N	

Additional Line Information:

- Product class: MR
- Unit of measure: EA
- Original invoice: 100466
- Original tax code: A
- Rev/Ret: FT - Faulty
- Problem code: FT - Faulty