



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

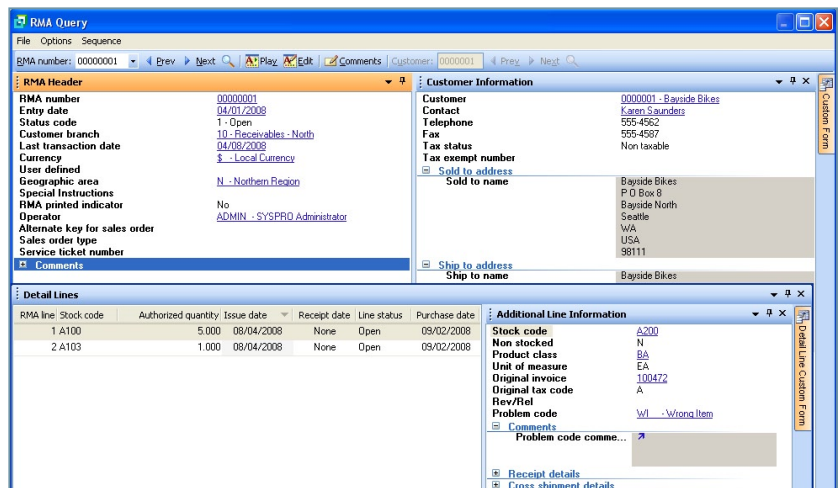
- Create unique return codes
- Use flexible options that customize processing
- Define return period for RMAs issued
- Immediate notification if RMA is invalid
- Automatically charge restocking fees
- Analyze multiple receiving actions
- Facilitate immediate replacement cross-shipments to customers returning 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 Receivable
 - Accounts Payable
 - Inventory
 - Sales Orders (Essential)
 - Bill of Materials
 - 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 application. The main window is titled 'RMA Query' and shows the following data:

RMA Header							
RMA number	00000001	Entry date	04/01/2008	Status code	1 - Open	Customer branch	10 - Receivables - North
Last transaction date	04/08/2008	Currency	\$ - Local Currency	User defined	N - Northern Region	Special Instructions	
RMA printed indicator	No	Operator	ADMIN - SYSPRO Administrator	Alternate key for sales order		Sales order type	
Service ticket number		Comments					

Customer Information							
Customer	0000001 - Bayside Bikes	Contact	Karen Saunders	Telephone	555-4562	Fax	555-4587
Tax status	Non taxable	Tax exempt number		Sold to name	Bayside Bikes	Ship to address	P O Box 8 Bayside North Seattle WA USA 98111
Ship to name	Bayside Bikes	Additional Line Information					

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