

RMA

Objective

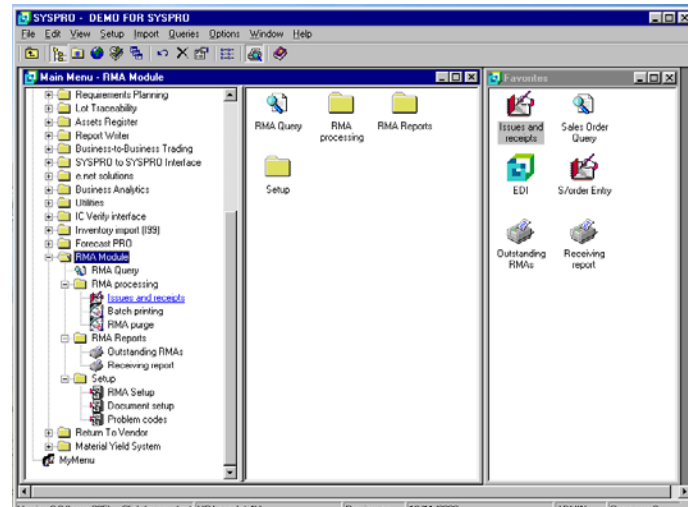
To provide Return Merchandise Authorization (RMA) as an efficient method of controlling the return or exchange of items sold to customers, ensuring visibility and tracking of the item until the transaction is concluded.

The Value of SYSPRO RMA

- Improves customer service through instant on-screen access to all RMA information
- Retains an unlimited history of RMA's
- Has practically no limit on transaction volumes
- Gives complete visibility of returned inventory
- Identifies recurring problems in various areas of order processing, analyzing the reasons for returns
- Provides inventory action options when receiving RMA's for repair, scrap, return to OEM, restock or take no action
- Avoids costly mistakes by automatically calculating associated return charges
- Verifies warranty dates, price and the quantity purchased
- Preview of reports to screen and e-mail capabilities

Matching SYSPRO to Your Business

- Create unique return codes
- Use flexible options that customize processing
- User-defined return period for RMA's issued
- Warnings will appear if RMA is invalid
- Automatic restocking charges
- Multiple receiving actions can be analyzed
- Facilitates immediate replacement cross-shipments to customers returning goods
- Facility to look up sold items and validate them
- Handle stocked and non-stocked items
- Multiple line items per RMA
- Flexible options that customize processing
- Creates repair work orders for items within or out of warranty
- Allows for IBT (Interbranch Transfer) transactions
- Default warehouses may be set for RMA returns and later transferred to the repair warehouse after an RMA 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 the Sales Orders & Invoicing modules
- E-mail reports with the Office Automation module
- The Inventory Control and Sales Orders & Invoicing modules are a prerequisite