

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-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

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

