

# Return Merchandise Authorization

## SOLUTION FACTSHEET

Return Merchandise Authorization (RMA) facilitates the processing, management and analysis of product returns, replacements, credits, and repairs. With RMA, the process of inspecting, diagnosing and correcting product defects can be managed effectively, and trends can be analysed to gain insight that can inform procurement and production decisions.

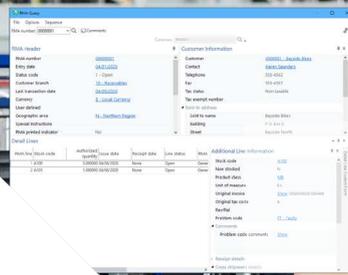
The information delivered through RMA empowers customer service personnel to respond effectively to customer requests to return products, driving satisfactory customer engagement. To maintain customer satisfaction levels, you can easily create a cross-shipment to provide an accurate record of items shipped before returns are received.

Items being returned can be received into a separate warehouse location and placed on hold in the system to allow returned items to be inspected prior to receipt into inventory. This allows damaged items to be kept from being shipped to an unsuspecting customer.

Integration with Return to Supplier (RTS) provides complete visibility of merchandise that needs to be returned to suppliers and simplifies the process of returns and ensures visibility and tracking of the item until the process is concluded.

### The Benefits of Return Merchandise

- Instant on-screen access to all return merchandise authorization (RMA) information for improved customer service and continuous improvement initiatives
- Track reasons for returns and quickly identify issues
- Retention of unlimited history of RMAs for tracking
- Complete visibility of returned inventory
- Change the format of a stockable ticket, inventory label and sales order label
- Providing discounts to sales orders for replacement stock enhances customer satisfaction in the returns process.
- The inclusion of eSignatures in the process improves governance and control and enhances the issuing of credit notes to customers.
- Automatic calculation of associated return charges to prevent costly mistakes
- Verification of warranty date, price and quantity purchased for improved accuracy
- Immediate replacement of cross-shipments for returned goods facilitates improved customer service
- Alerts for invalid RMAs.



#### Product Version:

SYSPRO 8

#### Related Modules:

- Accounts Receivable
- Accounts Payable
- Inventory
- Sales Orders
- Bill of Materials
- Work in Progress
- Return to Supplier

#### Sectors:

Distribution

#### Industries:

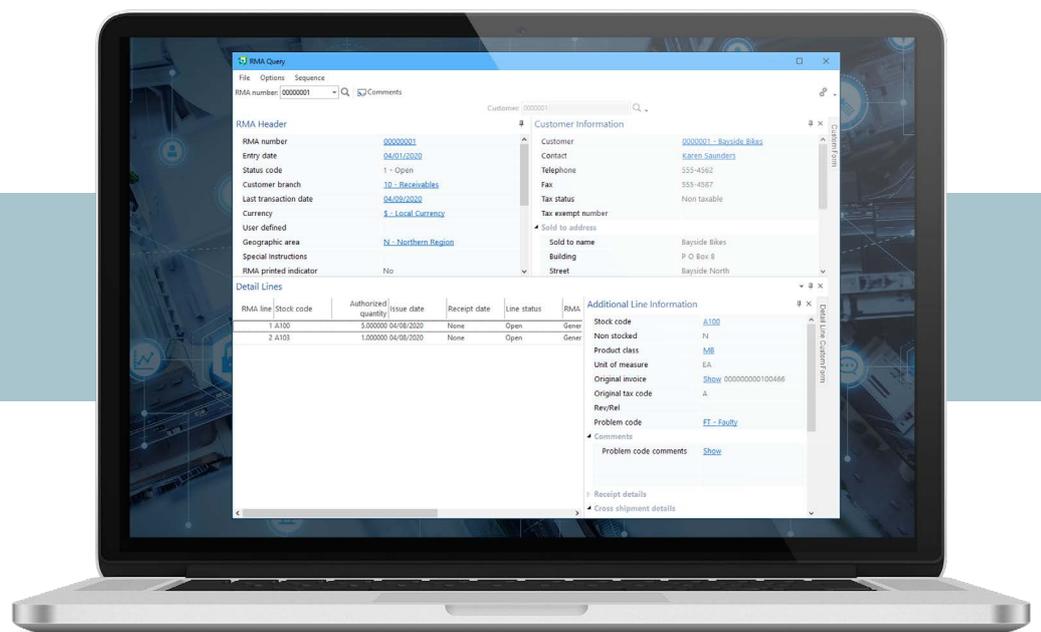
- Industrial Machinery & Equipment
- Electronics
- Automotive Parts and Accessories
- Consumer Packaged Goods
- Medical Devices
- Food and Beverage
- Plastics and Rubber

## Return Merchandise Capabilities

- Create unique user-defined return codes
- Enter multiple line items per RMA
- Process stocked and non-stocked items
- Check against return period for RMAs issued
- Select from various actions when receipting RMA items such as repair, scrap, return to supplier, restock or take no action
- Apply automated restocking charge fees
- Check validation of sold items
- Control transfers from to repair warehouses after inspection
- Create repair work orders for items within or out of warranty
- Initiate inter-branch transactions
- Associate returned merchandise with non-conformance to meet regulatory compliance
- Consolidate RMA lines for credit note generation
- Integration with Return to Supplier allows for the creation of an RMA voucher to be issued to the supplier detailing the collection of the defective product.
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- Apply the same discounts on replacement sales orders that were applied on the original sales order
- Apply eSignatures to various operations in the authorization process.

## 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
- Outstanding Authorizations report can notify receiving personnel of pending returns
- Provides daily receipt listing.



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