

# SYSPRO

## Return Merchandise

To stay competitive and meet regulatory guidelines, organizations need to process and manage customer returns. Analysis of your RMAs can be performed to look for trends in returns for particular items or reasons as an indication of possible quality issues.

SYSPRO's Return Merchandise module optimizes customer service with timely responses to customer requests to return products, and puts knowledge in the hands of customer service personnel. Customers today demand an individualized level of service for tracking and resolving these returns.

With SYSPRO's Return Merchandise Authorization module, returns, replacements, credits, and repairs can be handled with ease. 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 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.

### 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
- 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

### Return Merchandise features

- 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 warehouses for RMAs and subsequently transfer to repair warehouse 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

# SYSPRO Return Merchandise



## Integration with SYSPRO

- Accounts Receivable
- Accounts Payable
- Inventory
- Sales Orders
- 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
- Outstanding Authorizations report can notify receiving personnel of pending returns
- Provides daily receipt listing

**RMA Query**

RMA number: 00000001 Customer: 0000001

**RMA Header**

RMA number	00000001
Entry date	01/04/2012
Status code	1 - Open
Customer branch	10 - Receivables - North
Last transaction date	08/04/2012
Currency	\$ - Local Currency
User defined	
Geographic area	N - Northern Region
Special Instructions	
RMA printed indicator	No
Operator	ADMIN - SYSPRO Administrator
Alternate key	
Sales order type	
Service ticket number	

**Customer Information**

Customer	0000001 - Bayside Bikes! 1
Contact	Karen Saunders
Telephone	555-4562
Fax	555-4587
Tax status	Non taxable
Tax exempt number	
<b>Sold to address</b>	
Sold to name	Bayside Bikes! 1
Building	P O Box 8
Street	Bayside North
City	Seattle
Locality	
State	WA
Country	USA

**Detail Lines**

RMA line	Stock code	Authorized quantity	Issue date	Receipt date	Line s
1	A100	5.000000	08/04/2012	None	Open
2	A103	1.000000	08/04/2012	None	Open

**Additional Line Information**

Stock code	A100
Non stocked	N
Product class	MB
Unit of measure	EA
Original invoice	000000000100466
Original tax code	A
Rev/Rel	
Problem code	FT - Faulty
<b>Comments</b>	
Problem code comments	Show
<b>Receipt details</b>	
Receipt date	
Quantity received	
Receiving price	0.00000
Action	