

# Sage 100 ERP



## Return Merchandise Authorization

To stay competitive, virtually every company needs to process customer returns. As today's customers demand a more specialized level of service, tracking and resolving these returns can be an increasing challenge. With the Sage 100 ERP (formerly Sage ERP MAS 90 and 200) Return Merchandise Authorization module (RMA), returns and replacements can be handled with ease.

Does your customer want credit, a replacement, a substitution, or a repair? The RMA module makes it easy to process the request. And when a customer has an urgent replacement need, RMA even lets you easily create a cross-shipment entry. This gives you an accurate record of items shipped before returns are received and one more opportunity to build 100 percent customer satisfaction.

With the RMA module, you can easily print or fax notifications to customers and print receiving documents to alert warehouse personnel of pending returns. After the goods are received and inspected, they can be returned to inventory, identified as items for repair, or scrapped. Then, Sage 100 ERP automatically generates all the appropriate transactions, including credit memos, replacement orders, purchase orders, and vendor returns. This complete, end-to-end solution saves hours of data entry and eliminates the need to search through file drawers for supporting historical documents.

The RMA inquiry program makes it easy to determine the status of a return—whether or not it has been received. And the Return Reason Report shows you which items have been returned, who's returning them, and why—so you can quickly identify possible problems with suppliers, items, method of shipment, and more.

Combining the RMA module with the required Sales Order and Inventory Management modules lets you offer unparalleled customer service. The optional integration of Purchase Order can maximize efficiency by automating vendor returns and new purchase orders. Working together, these modules create a completely integrated return management solution that saves time, boosts customer satisfaction, and gives you a real competitive advantage.

### BENEFITS

- Accept returns for credit, replacement, or repair
- Calculate restocking fees
- Ship replacements before the original goods are returned to you
- Track reasons for returns and quickly identify issues
- Maintain history and drill down into all related transactions

### REPORTS

- Open Return Merchandise Authorization (RMA) Report
- RMA Receipts History Report
- Return Reason Report
- Daily Repair Report

**Return Merchandise Authorization Entry**

RMA Number: 0000007 | Quick Print... | Defaults... | Customer... | Credit... | User ID: LAM

1. Header | 2. Address | 3. Lines

RMA Date: 10/13/2013 | Customer No.: 01-ABF | American Business Futures

RMA Status: Open | Expire Date: 11/12/2013

Return Via: UPS BLUE | Return To: 0000 | ABC Distribution & Service | Return Addr...

Ship To: 2 | American Business Futures | Inspect on Receipt:

Confirm To: Artie Johnson | Cross Ship:

Comment: | Apply Restocking Charges:

E-mail Address: artie@abf.com | Print Customer RMA:

Fax: 949-658-5678 | Batch Fax:  | Print RMA Receiver:

Buttons: Accept, Cancel, Delete

Enter the address for returning merchandise