

Return Material Authorization (RMA)

The Return Material Authorization (RMA) extension stores customer information and current status, improving visibility and efficiency for better management of returned orders.

The RMA Screen lists a customer's needed information and the current status of their return order. It is based off of the Customer Number and provides a mechanism to track the return before they hit the back dock.

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Once the material is received, the RMA can be updated with the appropriate material disposition.



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RMA FEATURES

- Tracks RMA Types, Return Reason Codes
 & Disposition Codes
- Handle Ship To, Return From and Return To Address
- Supports multiple line items with multiple receipts per line item
- Links to the original Sales Order, which prevents excessive returns
- Can automatically create a service Credit Memo if parts are not stocked
- Can automatically create a regular Credit Memo if parts are stocked
- Open and close RMA reports available



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