

# Sage MAS 500 ERP



## Return Merchandise Authorization

### Pain-free Customer and Vendor Returns with Formalized RMA Processing

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. The Sage MAS 500 ERP Sales Order module includes advanced tools to manage customer returns. It also includes a formalized Return Merchandise Authorization process to help companies implement return and replacement policies with ease.

Built-in return features make it easy to process returns. You can determine which bins to place returned items into, restrict returns to valid lot and serial numbers, optionally charge restocking fees, issue replacement items, or credit customer accounts. RMA and returns processing gives you an accurate record of items shipped before returns are received, and one more opportunity to build 100 percent customer satisfaction.

RMAs can be e-mailed to customers, and documents can be printed to alert warehouse personnel of pending returns. After the goods are received and inspected, they can be returned to inventory, scrapped, returned to the vendor, or repaired. Further, RMA processing is flexible, allowing you to determine whether or not noninventory items can be returned; how to calculate freight, discounts, and commissions; and whether or not you want to track RMA expiration dates or charge restocking fees. You can also set parameters to allow full or partial returns of kits and kit components.

Advanced reporting and analysis tools make it easy to quickly find the status of a return and to determine which returns have not been received or processed. Sage MAS 500 allows you to implement an end-to-end returns management solution so you can offer unparalleled customer service.

### BENEFITS

- Improve customer service levels with effective returns management processing.
- Implement return and replacement policies according to your unique business needs.
- Maintain inventory accuracy when returned items are received.
- Restock, replace, repair, or scrap items depending on the reason for the return.
- Accurately track costs and charges related to customer returns.
- Analyze and monitor returns and RMA data for greater insights into customer service levels.
- Track returns to vendors and analyze vendor performance.

### SAGE MAS 500 SOLUTIONS

- Financials and Project Accounting
- Distribution and Manufacturing
- CRM and E-business
- Human Resources and Payroll
- Customization and Integration
- Business Intelligence

Line	Rplc	Item	Item Description	Return Qty	UOM	Unit Price	Use Pref Bin
1	<input type="checkbox"/>	1.44 Floppy	1.44 MB Floppy Drive	400	Each	13.000	<input checked="" type="checkbox"/>
2	<input type="checkbox"/>	Supervault 3000S	584 GB Ultra3 SCSI Storage	15	Each	2,400.000	<input checked="" type="checkbox"/>
3	<input type="checkbox"/>	ACS48 Spkr	Altec Lansing ACS48 20w Speak	7	Each	169.000	<input checked="" type="checkbox"/>
4	<input type="checkbox"/>	TrainingManuals	Complete Software Training Man	7	Each	72.500	<input checked="" type="checkbox"/>
5	<input type="checkbox"/>	ViewSonic E771	ViewSonic E771	17	Each	160.000	<input checked="" type="checkbox"/>
6	<input type="checkbox"/>	UPS	Uninterruptible Power Supply	3	Each	50.000	<input checked="" type="checkbox"/>

"We can process returns much more easily, and reconcile activity down to the specific order level . . . This speeds up our customer service, and improves our ability to handle queries and make adjustments to orders."

Jim Brown  
CFO and Executive Vice President  
of Administration  
NutriSystem, Inc.

## Returns and RMA Processing

Items may be returned with or without a formal RMA depending on setup options.

- An RMA document can be created to define items and quantities that are approved for returns to a company warehouse.
- RMAs may include lines for items originally shipped from more than one warehouse.
- You can create RMAs or RMA lines that are not linked to a sales order shipment.
- If the first line added to an RMA is linked to a sales order shipment having other than home currency, the currency and rate are taken from this sales order shipment and applied to the RMA.
- When return items are received, they can either be manually entered or defaulted from an RMA.
- Determine if returns require an originating order.
- When an RMA line is linked to a sales order shipment line, information from the sales order shipment line is carried over to the RMA line, including the invoiced price.
- Automatically calculate freight, discounts, taxes, and commissions.

## Item and Inventory Impact

RMAs do not affect inventory until material is received, and neither available quantity nor replenishment position are affected by open RMAs. However, several items settings determine how RMAs are handled, and inventory is impacted when returned materials are received.

- All items can also be returned to one bin at the header level if, for example, company policy dictates that all items be inspected after receipt.
- Returns can be restricted to valid lot and serial numbers.
- Enable the partial return of kit components.
- You can determine if drop-shipped, expired, or discontinued items are allowed to be returned.
- Returns for non-Inventory items are supported.

## Customer Actions

Customers return products for various reasons and will require different actions to be taken to process their returns.

- Process and track shipments of replacement items sent to customers for returns.
- Optionally issue credit memos for returned items.
- Returned items can be received into inventory, repaired (using the Sage MAS 500 manufacturing modules), and returned to the customer.

## Return to Vendor

Returned items are processed through the Sage MAS 500 Purchase Order module, providing an integrated system for tracking returns to vendors.

- Returns to vendors are tracked and can be tied to the original purchase order and receiver.
- RMA numbers provided by the vendor can be tracked as part of the returns process.
- Reason codes and data collected during the receiving process can be used to analyze vendor performance.
- Returned items can be exchanged for either replacement items or credit.

## Financial Impact

Companies can define how they want to track costs and charges related to customer returns.

- Returns can be tracked to specific general ledger accounts for analysis and financial reporting.
- Restocking fees and penalties can be charged for certain types of customer returns.

## Business Insights

Analyze and monitor returns and RMA data for greater insights into customer service levels.

- Organize, analyze, and graph returns data.
- Built-in intelligence reports provide insight into returns, including reasons for returns and RMA status and details.