

Return Material Authorizations and Repair Tracking

For Sage Accpac ERP



- 🕒 We can now accurately process over 200 returns a week through Accpac.
- 🕒 The RMA module has been a real timesaver for us! (Accpac Users)

What is Return Material Authorizations & Repair Tracking?

Developed by Orchid Systems, Automated Returns Management and Repair Tracking is required to enable rapid turnaround times whilst providing superior customer service and adequate control. Increasingly popular web based ordering has resulted in a higher level of returns which historically had been experienced by the mail order industry.

With the rise of e-commerce and Internet usage, increased competition and lower margins, companies require integrated and automated systems to manage repairs and returns more than ever before.

Originally developed for Version 3.0 of Accpac, the Return Material Authorizations (RMA) module has been assisting Accpac® users to manage their returns since 1999. The current release runs on Sage Accpac ERP Version 5.3

The Benefits of RMA & RT:

- Improved customer satisfaction.
- Early identification of product faults.
- Rapid turnaround times.
- Increased accuracy of inventory.
- Simple and fast repair tracking and billing capabilities.
- A framework to support your Returns Dept.
- Accurately track and bill repairs.

RMA & RT Features:

- Repair tracking and billing.
- Automatic allocation and tracking of RMA numbers.
- Optional automatic creation of RMA from original customer invoice.
- Creation of customer credit note in Order Entry and return to inventory.
- Duplicate Credit Note checking.
- Creation of sales order in Order Entry to replace returned goods.
- Inventory return to vendor in Purchase Orders.
- Item return policies.
- Full support for Accpac's Transactional Analysis and Optional Field Creator module.
- Ability to setup templates to speed up data entry.
- Tracking of claims for recovery purposes, for example, the tracking of the cost of inventory damaged in transit by a third party shipping company.
- Shipping documentation.
- Inclusion of multiple customer invoices on one RMA.
- Record the ultimate end user of the product being returned for analysis purposes.
- Status tracking based on user definable status and workflow stage codes.

Return Material Authorizations and Repair Tracking

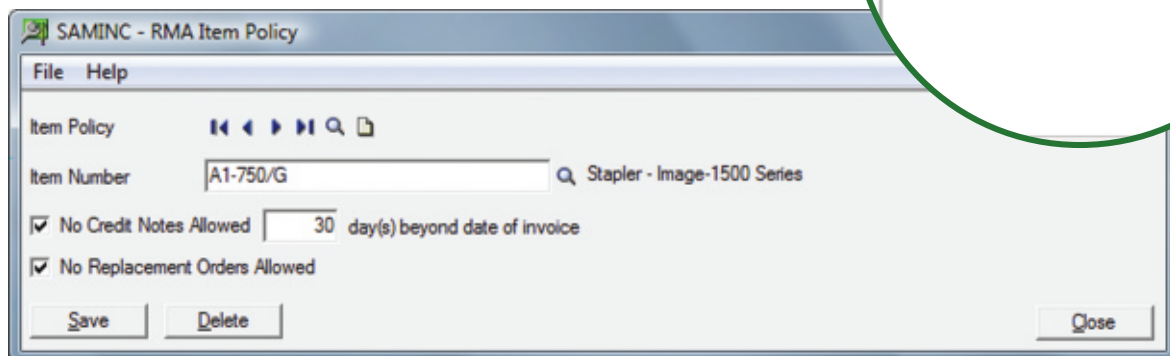
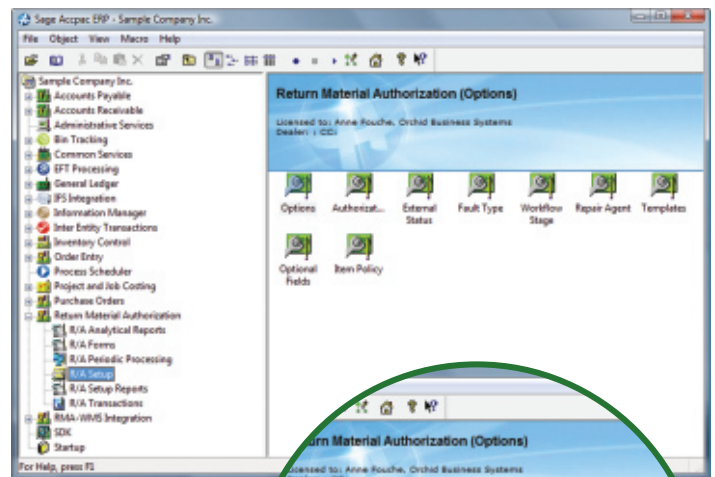
For Sage Accpac ERP



- ① Ease of use and benefiting Users with increased accuracy of Inventory.
- ① Feature rich and provides a framework to support your Returns Dept.

More RMA & RT Features:

- Fault type tracking.
- Vendor warranty tracking.
- 3rd Party Repair Agent tracking.
- On-line inquiry to view the current status of returns.
- Multicurrency support.
- Return Instruction Form detailing return procedures to be performed by customer.
- Developed in the Accpac SDK providing seamless integration with Accpac's IC, AR, OE, PO, Lot Tracking and Serialized Inventory modules.
- Standard Accpac security, customization capabilities, data integrity checking, Crystal Reports® and more!
- Can be deployed in Client Server and Web Browser modes.
- No redundancy or duplication of data.
- Compatible with Sage Accpac ERP 100, 200 and 500.
- Runs on all databases supported by Accpac.
- Accpac look and feel.
- Supports Accpac's Kitting capability.
- Automatically calculates Restocking Fees.
- Specify employees allowed to authorize RMA's. The employees need not necessarily be Accpac users.



Minimum Requirements:

The current release requires Sage Accpac ERPTM System Manager, Inventory Control, Order Entry and Accounts Receivable Version 5.3. In addition, Accpac Advantage Series Purchase Order module is required to use the vendor returns functionality.

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For further details contact your Sage Software Solution Provider...



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