

Return Material Authorizations & Repair Tracking for ACCPAC Advantage Series™



What ACCPAC Users are saying:

“We can now accurately process over 200 returns a week through ACCPAC.”

“The RMA module has been a real timesaver for us!”

Overview

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 ACCPAC Advantage Series Version 5.2.



Benefits

- ✓ 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

Features include

- ✓ 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
- ✓ User definable optional fields
- ✓ 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 internal and external status codes
- ✓ Specify employees allowed to authorize RMA's. The employees need not necessarily be ACCPAC users

For more information contact your ACCPAC Solution Provider

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Return Material Authorizations and Repair Tracking

for ACCPAC Advantage Series™

- ✓ Fault type tracking
- ✓ Vendor warranty tracking
- ✓ 3rd Party Repair Agent tracking
- ✓ Serial Number entry and tracking
- ✓ Serialized Inventory integration (if ACCPAC Serialized Inventory is used)
- ✓ 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 and PO modules
- ✓ Standard ACCPAC security, customization capabilities, data integrity checking and more!
- ✓ Reports can be customized through Crystal Reports®
- ✓ Can be deployed in Client Server and Web Browser modes
- ✓ No redundancy or duplication of data
- ✓ Compatible with ACCPAC Advantage Series Discovery, Small Business, Corporate and Enterprise Editions
- ✓ Runs on all databases supported by ACCPAC
- ✓ ACCPAC look and feel

Customer Orig...	Vendor Orig...	Item...	Description	U	Return to Stock?	Loc...	Category	Quantity	Unit F
IN0000000000030		A1-450/0	Bulletin Board	Ea.	No	4	A1	15.0000	24.950
IN0000000000030		A1-400/0	Desk Note Book	Ea.	No	4	A1	30.0000	24.950
IN0000000000030		A1-310/0	Halogen Desk Light	Ea.	No	1	A1	3.0000	70.990
IN0000000000030	RCP00000007	A1-320/0	50w/12V Halogen Bulb	Ea.	No	1	A1	7.0000	10.000
IN0000000000030		A1-103/0	Fluorescent Desk Lamp	Ea.	No	4	A1	10.0000	59.990
		A1-460/0	White Melamine Board	Ea.	Yes	1	A1	1.0000	34.750

Minimum Requirements

The current release requires ACCPAC Advantage Series™ System Manager, Inventory Control, Order Entry and Accounts Receivable Version 5.2. In addition, ACCPAC Advantage Series Purchase Order module is required to use the vendor returns functionality.

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