



# **Return Merchandise Authorization Overview Document**

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for Sage 100 ERP

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# Table Of Contents

Introduction.....	1
Main Menu.....	2
RMA Entry.....	2
Customer RMA Printing.....	3
RMA Receiver Printing.....	4
RMA Receipts Entry.....	5
Generate Transactions.....	6
Daily Repair Report.....	7
Inquiries Menu.....	8
RMA Inquiry.....	8
Reports Menu.....	9
Open RMA Report.....	9
Return Reason Report.....	10
RMA Receipts History Report.....	11
Setup Menu.....	12
RMA Options.....	12
Return to Address Maintenance.....	13
Return Reason Code Maintenance.....	14
Utilities Menu.....	15
Purge Expired RMAs.....	15
Purge Return Reason Detail.....	16
Purge RMA Receipts History.....	17
Create Customer Invoice Search Records.....	18

# Introduction

This document includes overview information about each task in the Return Merchandise Authorization module that is accessible from the menus. You can print this document to use as an offline reference.

The information in this document is also available in the Help system in the overview Help topics.

For additional information about the software, refer to the Help system, which also includes the following:

- Overview information for windows that cannot be accessed directly from menus
- Procedures that guide you step-by-step through common activities
- Explanations of important concepts
- Field descriptions
- Flowcharts
- FAQs

## Main Menu

### RMA Entry

#### Navigation

Select Return Merchandise Authorization Main menu > RMA Entry.

#### Overview

Use RMA Entry to enter information necessary to create return merchandise authorizations (RMAs). You can create an RMA for one return item, multiple return items from different invoices, or an entire invoice. You can also enter sales kit line items and comments to print on the credit memo, sales order, customer RMA, or RMA receiver. Use RMA Entry to record customer information, the return items, the return quantity, the reason for the return, and the return warehouse.

If the Enable Bill To Customer Reporting check box is selected in Accounts Receivable Options, you can create RMAs for bill-to and sold-to customers.

You can view the RMA Entry window in normal or expanded view. The expanded view allows you to view more entries on the Lines tab. The Change View button is available only if your screen resolution is set to 1024 x 768 or higher.

After you enter the data for the RMA, you can print customer RMAs and RMA receiver forms.

**WARNING** If you allow returns for an item, you must also allow back orders for the item; otherwise, replacement items may be removed from the sales order without being shipped.

## Customer RMA Printing

### Navigation

Select Return Merchandise Authorization Main menu > Customer RMA Printing.

This task is available only if the Print Customer RMA check box is selected in the RMA Options window.

Customer RMAs can be printed if the Print Customer RMA check box is selected on the RMA Entry Header tab for each RMA selected. This field is cleared after printing completes.

### Overview

Use Customer RMA Printing to produce customer return merchandise authorizations (RMAs) using information entered in RMA Entry. Customer RMAs can be printed or faxed to the customer as a verification document.

You can enter a selection of RMA numbers and user-defined fields to print. You can select to print comments entered on the RMA Entry Lines tab. You can also specify a message containing up to two lines to print on the form and range of RMAs. Bar codes can be printed on the RMA for information such as the RMA number, customer number, item code, quantity, and price.

**NOTE** The third address line for bill-to and ship-to addresses is not printed automatically on preprinted forms.

**NOTE** You can save settings in this window by creating a new form code. Changes to settings for the STANDARD form code are not saved when you close the window.

## RMA Receiver Printing

### Navigation

Select Return Merchandise Authorization Main menu > RMA Receiver Printing.

This window is available only if None is not selected in the Print RMA Receiver Documents By field in the RMA Options window.

RMAs can be printed if the Print RMA Receiver check box is selected on the RMA Entry Header tab for each RMA selected. This check box is cleared after printing completes.

### Overview

Use RMA Receiver Printing to produce an RMA Receiver form that can be printed and delivered to the warehouse to advise of merchandise being returned. Receiver Printing uses the information entered in RMA Entry.

You can enter a selection of RMA numbers, return-to addresses, and user-defined fields to print. You can select to print comments entered on the RMA Entry Lines tab. You can also specify a message containing up to two lines to print on the RMA receiver.

Bar codes can be printed on the RMA receiver for information such as the RMA number, customer number, item cost, quantity, and price. Bar codes can also be printed on the customer RMA.

**NOTE** The third address line for bill-to and ship-to addresses is not printed on preprinted forms. To enable printing of the third address line, see Print a Third Address Line on Preprinted Forms.

**NOTE** You can save settings in this window by creating a new form code. Changes to settings for the STANDARD form code are not saved when you close the window.

## RMA Receipts Entry

### Navigation

Select Return Merchandise Authorization Main menu > RMA Receipts Entry.

### Overview

Use RMA Receipts Entry to enter information necessary for generating the appropriate documents and to receive and complete return merchandise authorizations (RMAs). The generated documents can include sales orders, credit memos, return orders, and purchase orders.

You can return one return item, multiple return items from different invoices, or an entire invoice. You can also enter sales kit line items and comments to print on the credit memo or sales order.

All original RMA information recorded during RMA Entry can be retrieved by RMA number and displayed for verification. Use RMA Receipts Entry to enter the received quantity, and confirm the item action, vendor action, return warehouse, and distribute the lot or serial number.

When return merchandise is received, you can select the appropriate RMA number and use the RMA receiver documents to complete the RMA. In addition, if merchandise arrives unannounced, use RMA Receipts Entry to enter a one-step RMA transaction.

If the Enable Bill To Customer Reporting check box is selected in Accounts Receivable Options, you can receive RMAs for bill-to and sold-to customers.

You can view the RMA Receipts Entry window in normal or expanded view. The expanded view allows you to view more entries on the Lines tab. The Change View button is available only if your screen resolution is set to 1024 x 768 or higher.

After the data is entered, you can use Generate Transactions to generate sales orders, credit memos, return orders, or purchase orders.

**WARNING** If you allow returns for an item, you must also allow back orders for the item; otherwise, replacement items may be removed from the sales order without being shipped.



## Generate Transactions

### Navigation

Access this window using one of the following methods:

- Select Return Merchandise Authorization Main menu > Generate Transactions.
- Select Return Merchandise Authorization Main menu > RMA Receipts Entry. In the RMA Receipts Entry window, click the Print button.

### Overview

Use Generate Transactions to automatically generate sales orders, credit memos, return orders, or purchase orders for a selected range of RMA receipts.

**NOTE** If a sales order was created to cross ship line items using the Xpress Sales Order feature in the RMA Entry window, a sales order is not created a second time during the generate transactions process.

During generation, the following occurs:

- Documents are generated based on the selections made in the Customer Action and Vendor Action fields in RMA Receipts Entry.
- RMA Data Entry files for partially received RMAs are updated and completely received RMAs are purged.
- The RMA Return Reason files are updated.
- If the Retain RMA Receipts History check box is selected in RMA Options, the RMA Receipts History files are updated.
- The Daily Repair file is updated.

**NOTE** The system does not check whether the Inactive Item check box in Item Maintenance is selected for items included in transactions created using this task.

## Daily Repair Report

### Navigation

Select Return Merchandise Authorization Main menu > Daily Repair Report.

### Overview

Use the Daily Repair Report to print line items that have Repair selected at the Customer Action field on the RMA Entry Lines tab or RMA Receipts Entry Lines tab.

**NOTE** Items will only print on this report after the generation process is complete. After the report prints, you are prompted to clear the repair information.

## Inquiries Menu

### RMA Inquiry

#### Navigation

Select Return Merchandise Authorization Inquiries menu > RMA Inquiry.

#### Overview

Use RMA Inquiry to view all RMAs created in the RMA Entry window and all RMA receipts generated using the RMA Receipts Entry window. When an RMA number is entered, the system automatically determines which file, RMA Data Entry or RMA Receipts History, contains the data and displays it accordingly.

# Reports Menu

## Open RMA Report

### Navigation

Select Return Merchandise Authorization Reports menu > Open RMA Report.

### Overview

Use Open RMA Report to track the status of open return merchandise authorizations (RMAs) pending merchandise receipt.

The report can be sorted by RMA number, RMA date, customer number, bill-to name, return-to address, and bill-to customer number. You can enter a selection of RMA numbers, RMA dates, customer numbers, bill-to names, return-to addresses, bill-to customer numbers, and user-defined fields to print. The report can also be printed for expired RMAs only, or it can exclude expired RMAs.

The report can be printed in detail or summary format. The detail report includes the RMA number, RMA date, customer number and name, and return-to address. Line items are detailed by item code, item description, cross-ship status, warehouse, unit of measure, return quantity, received quantity, unit price, invoice number, salesperson, return reason, item action, customer action, replacement item, and restocking charges. You can also select to include warranty information and full or partial comments.

The summary version provides summarized totals by RMA, with no breakdown by line item. The summary report includes the RMA number, RMA date, customer number and name, return-to address, RMA status, and RMA expiration date.

**NOTE** The bill-to customer sort option and selection are available only if the Enable Bill To Customer Reporting check box is selected in Accounts Receivable Options. The bill-to customer number prints on the report only if Bill To Customer Number is selected in the Sort Report By field.

## Return Reason Report

### Navigation

Select Return Merchandise Authorization Reports menu > Return Reason Report.

### Overview

Use the Return Reason Report to track returned items, the customer who returned the item, and the reason the item was returned. The report can be sorted by item code, customer number, vendor number, return reason code, and product line. You can select to print miscellaneous items, charge items, and/or special items, in addition to inventory items. You can also include lot and serial information and select which item actions, customer actions, and vendor actions to print.

You can enter a selection of return reason codes, item codes, receipt dates, warehouses, product lines, customer numbers, and vendor numbers to print.

**NOTE** The report can only be sorted by vendor number if the Purchase Order module is integrated with Return Merchandise Authorization.

The report can be printed in detail or summary format. The detail report includes item code, item description, RMA number, receipt date, customer number, vendor number, unit of measure, return quantity, customer action, item action, product line, and warehouse. The summary version provides summarized totals by return reason, with no breakdown by line item.

## RMA Receipts History Report

### Navigation

Select Return Merchandise Authorization Reports menu > RMA Receipts History Report.

### Overview

Use RMA Receipts History Report to view a detailed listing of return merchandise authorization (RMA) information recorded in RMA Receipts Entry and updated during the Generate Transactions update.

The report can be sorted by RMA number, receipt date, customer number, bill-to name, and bill-to customer number. You can enter a selection of RMA numbers, receipt dates, customer numbers, bill-to names, bill-to customer numbers, and user-defined fields (UDFs) to print. You can include lot and serial information on the report.

Information provided includes documents created for the RMA.

The report can be printed in detail or summary format. The detail report includes the RMA number, customer number, receipt date, cross ship status, bill-to address, ship-to address, return-to address, confirm-to name, return shipping method, item code, item description, warehouse code, unit of measure, cross ship and drop ship status, quantity returned, quantity received, unit price, extension, restocking charge, return reason, replacement item, customer action, item action, and vendor action. You can also select to include warranty information, return-to addresses, and full or partial comments.

The summary version provides summarized totals by RMA receipt, with no breakdown by line item.

**NOTE** The bill-to customer sort option and selection are available only if the Enable Bill To Customer Reporting check box is selected in Accounts Receivable Options. The bill-to customer number prints on the report only if Bill To Customer Number is selected in the Sort Report By field.

# Setup Menu

## RMA Options

### Navigation

Select Return Merchandise Authorization Setup menu > RMA Options.

### Overview

RMA Options presents a series of options allowing you to maintain features most appropriate for your business. Some of these options are defined during new company setup via the RMA Setup Wizard, but can be maintained in this window.

- The Sales Order and Inventory Management modules must be set up before the Return Merchandise Authorization module can be set up.
- For new companies, you can access RMA Options only after completing the RMA Setup Wizard.
- Only one user at a time can access RMA Options. The second user accessing RMA Options will open an inquiry window where fields can only be viewed.

## Return to Address Maintenance

### Navigation

Select Return Merchandise Authorization Setup menu > Return To Address Maintenance.

### Overview

On the Return Merchandise Authorization Setup menu, click Return to Address Maintenance. Use Return to Address Maintenance to set up a code for each return address if you routinely receive return merchandise at multiple locations. The return-to address is the address you want the customer to use when returning items to you. During data entry, enter the code to record all return-to address information automatically.

You can print a listing of all return-to address codes.



## Return Reason Code Maintenance

### Navigation

Select Return Merchandise Authorization Setup menu > Return Reason Code Maintenance.

### Overview

Use Return Reason Code Maintenance to set up the reasons merchandise is returned. The return reason codes created can be used during data entry in the RMA Entry window and RMA Receipts Entry window.

Return reason codes are also printed on the Open RMA Report and RMA Receipts History Report and can be viewed in RMA Inquiry. In addition, the Return Reason Report uses return reasons to track possible quality problems.

There are three pre-defined return reason codes:

- CHANGE – Customer Changed Mind
- DAMAGED – Damaged During Shipping
- DEFECTIVE – Defective Part

**NOTE** You cannot change pre-defined return reason codes; however, you can change their descriptions.

## Utilities Menu

### Purge Expired RMAs

#### Navigation

Select Return Merchandise Authorization Utilities menu > Purge Expired RMAs.

#### Overview

Use Purge Expired RMAs to remove RMAs that are expired based on the date in the Expire Date field in the RMA Entry window.

## Purge Return Reason Detail

### Navigation

Select Return Merchandise Authorization Utilities menu > Purge Return Reason Detail.

### Overview

Use Purge Return Reason Detail to remove from the Return Reason file all return information with receipt dates on or before the accounting date specified.

## Purge RMA Receipts History

### Navigation

Select Return Merchandise Authorization Utilities menu > Purge RMA Receipts History.

### Overview

Use Purge RMA Receipts History to remove from the RMA Receipts History file all receipt information dated on or before the accounting date specified.

This window is available only if the Retain RMA Receipts History check box is selected in the RMA Options window.

## Create Customer Invoice Search Records

### Navigation

Select Return Merchandise Authorization Utilities menu > Create Customer Invoice Search Records.

### Overview

Use Create Customer Invoice Search Records to create records in the RMA Customer Invoice Search file from the Accounts Receivable Invoice History files. This task can be used to help locate an invoice for a customer.

The RMA Customer Invoice Search file is used in RMA Entry and RMA Receipts Entry to list all item codes sold to the customer and the associated invoice numbers.

After customer invoice search records are created, the RMA Customer Invoice Search file is automatically updated during the Sales Order Sales Journal Update.

This task is available only if Yes is selected in the Retain in Detail field in the Accounts Receivable Options window.