

The Return Merchandise Authorization (RMA) module allows you to record and monitor the progress of your customers' sales return transactions in AccountMate. With it, you can create RMA orders, receive returned items and ship the repaired, replacement or substitute items. AccountMate automatically updates the item's on-hand, booked or defective quantity as well as the customer's balance. It calculates any gains or losses that result from replacing or substituting the customer's returned items. It also generates credit invoices in the Accounts Receivable module as needed. You can create unlimited return codes to represent the different return processes your organization allows.

This module maintains comprehensive lists of customer and inventory records that are shared with AccountMate's Sales Order, Accounts Receivable and Inventory Control modules. It also comes with functions like Inventory Warranty Maintenance and Defective Inventory Adjustment for a thorough and accurate management of your RMA orders.

## AccountMate 12 for SQL or Express Return Merchandise Authorization Module

### Set Up Unlimited Return Codes

You can create multiple return codes using the predefined return actions. Each return action determines whether the returned item is to be repaired, restocked, discarded, replaced or substituted with a different item.

### Set Days of Authorization and Warranty Period

You can specify whether an item has a life time warranty or a warranty for a limited period. You can specify different warranty periods depending on when the item was sold. You can also set the Days of Authorization (DOA Days) during which an item can still be returned for credit.

| Seq | Item #       | Description                        | Return Code | Unit Price | RMA Qty | Disc % |
|-----|--------------|------------------------------------|-------------|------------|---------|--------|
| 10  | BKCASE-4     | Bookcase 4 shelves 12" x 48" X 30" | RSTCRD      | 100.00     | 1       | 2.00   |
| 20  | AEROCHAIR-A1 | Aero A1 Conference Chair           | RPRSHP      | 120.00     | 1       | 3.00   |

  

|                 |                          |               |      |           |        |
|-----------------|--------------------------|---------------|------|-----------|--------|
| Item #          | AEROCHAIR-A1             | Warehouse     | MAIN | Currency  | USD    |
| Description     | Aero A1 Conference Chair | On-order      | 44   | Subtotal  | 220.00 |
| Specification   |                          | On-hand       | 272  | Discount  | 5.60   |
| Class / Prod Ln | CHAIR AERO               | Booked        | 35   | Freight   | 10.00  |
| U of M / Weight | EACH 0.00                | Defective Qty | 2    | Sales Tax | 15.54  |
| Unit Price      | 120.00                   | Available     | 237  | Total     | 239.94 |

RMA Transaction – Line Items Tab

### RMA Numbers Can Be Assigned Manually or Automatically

An RMA number can be assigned to each customer return transaction either manually or by having the system automatically generate it. The manual option is most useful for those who prefer to have the invoice number form part of the RMA number.

### Monitor Progress of Customer Returns

The system allows you to record the receipt of customer returns and monitor the shipment of repaired, replacement or substitute items. This gives you a way to accurately track the progress of each RMA order through the return process. Each stage of the RMA process automatically updates the inventory quantities and balances of the items returned and those of their substitute items.

### Print Documents After Each Transaction

You can set the system to allow authorized users to print the RMA document after creating or amending an RMA order or to print the RMA invoice and/or packing slip immediately after shipping the order.

## Match Returns against an Accounts Receivable Invoice

You can set the system to require that an accounts receivable invoice number be assigned to each RMA line item. This lets you restrict customer returns to the extent of the unreturned accounts receivable invoice line item quantity only. It also triggers validation of inventory warranty against the date of sale to help ensure that customer returns are processed within the warranty period.

## Accounts Receivable Invoice Copy Option

Instead of manually entering line items and other information when creating the RMA order, you can copy the line items, item description, discount rate, unit cost, unit price and remarks from the assigned accounts receivable invoice. This saves time and minimizes data entry errors.

## Option to Require a Claimperson

You can require that a claimperson (a contact person in your company in charge of processing RMA orders) be designated in the system. This is best suited for companies that have an RMA processing system separate from their regular sales system. If the return process involves sales of other products and services, this could turn the RMA department into a revenue center.

## Allow RMA Shipment to Exceed Credit Limit

You have the option to ship repaired, substitute or replacement items even if the shipment will cause the customer balance to exceed its credit limit. This gives you the flexibility to process RMA orders independent of the normal routines and policies that are set for regular customer order processing.

## Automatic Creation of Sales Return Invoices

The RMA module alleviates the task of manually preparing a sales return invoice when merchandise is returned. Sales return invoices are automatically created when the RMA order is completed.

## Apply RMA Credits

You can apply a range of RMA open credits against the related RMA invoices generated for completed RMA orders. This saves you the time it would normally take to run the Apply Payment function in the Accounts Receivable module and keeps the customer balances up to date.

## Gain or Loss from Inventory Substitution or Replacement

The variance between the actual cost of substitute or replacement items and the RMA order cost is calculated and recorded appropriately as either a gain or a loss. This allows for the segregation of RMA cost variances from regular cost variances to help you more effectively manage your customer return process.

## Defective Inventory Adjustment

Items returned for repair are automatically separated from regular inventory. As soon as they are repaired, you can record an adjustment to reduce the defective inventory quantity or post a cost adjustment to record the expenses incurred in repairing defective inventory.

## Defective Inventory Transfer

You can transfer the items that were returned for repair from one warehouse to another in order to properly segregate defective items from your regular inventory. You can designate a specific warehouse where defective items awaiting repair are kept and use that warehouse in defective inventory transfers. This allows you to track defective inventory costs and quantities separately from regular inventory. As soon as the items are repaired, they can be transferred back to the regular warehouse so they can be sold.

## Integration with other Modules

- Integration with the General Ledger module allows you to post journal entries for customer return transactions.
- With the Accounts Receivable module, credit invoices (sales returns) are automatically created when an RMA transaction is completed. RMA credits can be automatically applied against the related RMA invoices.
- With the Inventory Control module, you can set up multiple warehouses and bins for inventory items and use cost methods other than Average. Comprehensive inventory information is available during customer return processing. Furthermore, this module helps streamline data entry by allowing you to scan bar codes when creating RMA orders.
- With the Inventory Specification module, you can maintain one inventory record for all variations of an item. Create your own specification types (e.g. size, color, make or model) and set up an unlimited number of specification codes (e.g. small, medium or large) for each type. You can assign up to two specification types per item. Inventory quantities, costs and prices are tracked at the inventory specification level which gives you the flexibility you need without the inconvenience of maintaining a large number of inventory item records.
- This integrates with the Kitting module to let you record and track the return of kit items or any of their components. If an RMA order requires substitution, a kit item can be used as a substitute for a non-kit item and vice versa. The kit numbers of kit items or kit components that are received for RMA orders are monitored to ensure that they cannot be returned by a customer if they are already back in stock. Shipments of replacement or substitute kit items allow the selection of kit numbers from the ones that are on hand.
- This integrates with the Lot Control module to let you see the lot numbers and expiration dates of the units that are on-hand and select the lots that are being returned or the ones that will be shipped.
- With the Return to Vendor Authorization module, you have a complete return processing system. It tracks a return from the moment a customer's RMA request is received through the creation and completion of an RTV order and the shipment of the repaired, replacement or substitute item to the customer.

## Other Features

- Process RMA orders for non-stock items.
- Ability to cancel the received, shipped and/or completed RMA orders.
- RMA reports are available to help you monitor the progress of RMA orders through each stage of the process.
- Option to specify whether the repaired, replacement or substitute items are for pick up by customers.
- Flexibility to change the return code assigned to the RMA order after the returned line items are received.

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