

Return Material Authorizations and Repair Tracking

For Sage ERP Accpac

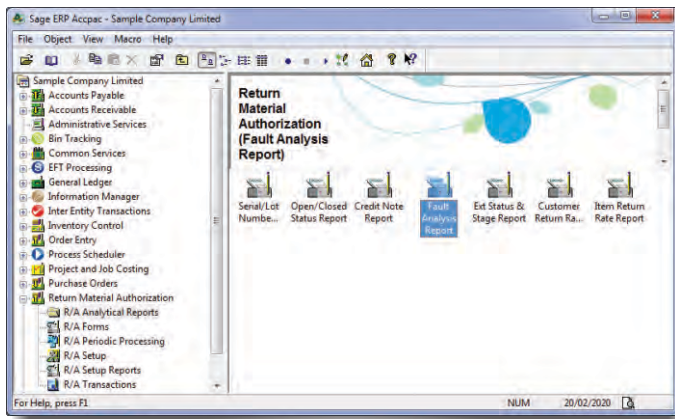


Improved customer service
More accurate inventory and financial records
Providing you with a traceable single point of information

What is RMA & RT?

Return Material Authorizations & Repair Tracking automates and simplifies the management of product returns and repair tracking as part of your Sage ERP Accpac system. It uses flexible workflow to speed up the processing of returns, creating the cross-referenced entries required to ensure your inventory and financial records are updated and correct.

This includes replacement and/or repair and sustains Quality Assurance procedures for fault and warranty tracking and to facilitate corrective action if required.



The result is faster turnaround times whilst providing superior customer service and appropriate control. This ensures the customer is informed about every step of the process and can be confident that you are actively working to resolve the issue.

No longer are return records kept in separate files, spreadsheets or sheets of paper on team members' desks, you have a single point of information.

The Benefits

- Improved customer satisfaction.
- Rapid turnaround times.
- Increased accuracy of inventory.
- Ensure cost recovery and minimise losses by accurately tracking and billing repairs.
- Improved cash flow and stock turnover via efficient system with quality focus and fewer write-offs.
- Help reduce cost of returns and handling process.
- Uphold quality by early reporting and identification of product problems.
- Time saved - no need to re-key and check information, less chance of error.

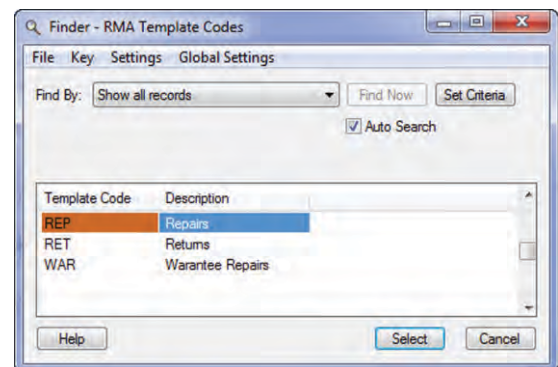
With increased competition and lower margins, and the service expectations of personal and web based customers, an integrated and automated system to manage repairs and returns becomes a "must have."

A Sage branded OEM product for Sage ERP Accpac, developed by Orchid Systems, the Return Material Authorizations (RMA) module has been assisting Accpac users to manage their returns, evolving with each release of Accpac, since 1999.

RMA & RT Features

OPERATION

- Simple and fast repair tracking and billing.
- Automatic allocation and tracking of RMA ID numbers.
- Status tracking based on user definable status and workflow stage codes.
- Customised Setup
 - Templates to speed up data entry
 - Item return policies
 - Specify employees authorized to approve RMAs. No need to be Accpac users.
- Multicurrency support.
- Automatically calculates Restocking Fees.



DOCUMENTATION/PROCESSES AUTOMATED

- A framework to support your Returns processing.
- 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.
- Duplicate customer RMA checking.
- Create sales order in Order Entry to replace returned goods.
- Inventory return to vendor in Purchase Orders.
- Include multiple customer invoices on one RMA.
- For distributors, record the ultimate end user of the product. being returned for analysis purposes.
- Shipping documentation.
- Return Instruction Form detailing return procedures to be performed by customer.



Return Material Authorizations and Repair Tracking

For Sage ERP Accpac

www.orchidsystems.biz

No more lost returns or angry customers
Easy to use feature-rich framework to support your return process
Providing you with efficient and tight control

RMA & RT Features

TRACKING AND ANALYSIS

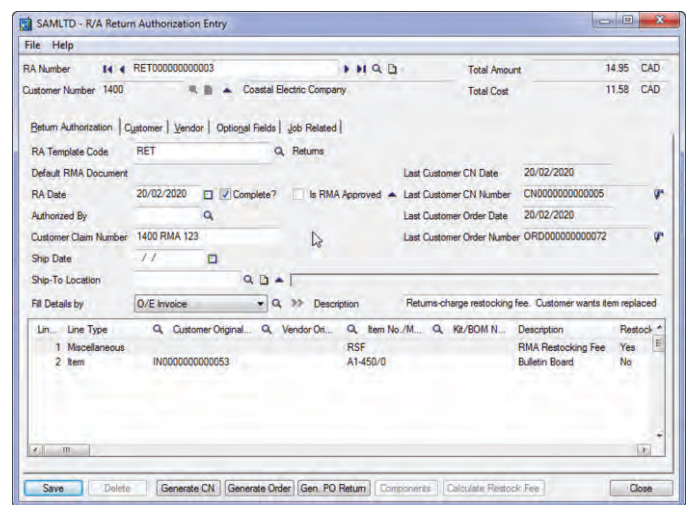
- Track claims for cost recovery, e.g. cost of inventory damaged in transit by a third party shipping company.
- Fault type tracking.
- Vendor warranty tracking.
- 3rd Party Repair Agent tracking.
- Reports and inquiries to view current status of returns.

SYSTEM

- Developed in the Accpac SDK providing standard Accpac look & feel, security, customization capabilities, data integrity checking, report using Crystal Reports© and more!
- Seamless integration with Accpac's IC, AR, OE, PO, and Project & Job Costing, Lot Tracking & Serialized Inventory, and Transactional Analysis & Optional Field modules.
- Supports Accpac Kitting and BOM functionality.
- Deploy in Client Server or Web Browser modes.
- No redundancy or duplication of data.
- Compatible with Sage ERP Accpac 100, 200 and 500.
- Runs on all databases supported by Accpac.

"Returns can now be processed in one third the time with less stock shrinkage and better tracking of returned items....."

RMA end user



"....Customers are benefiting from more efficient internal processes... It's a win-win situation."

RMA end user, supported by Unisoft, Vancouver, BC Canada

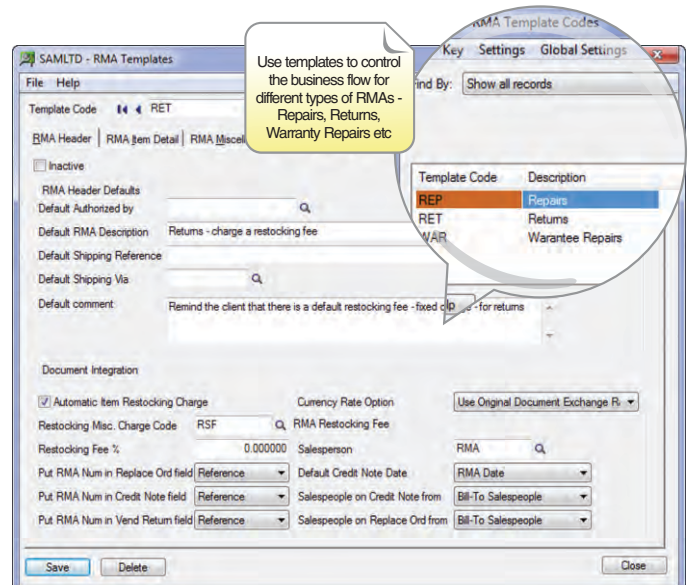
16/01/2012 5:38:27PM Sample Company Limited Page 1

RMA Analysis by Customer Report - Detail (RACUSTRD)

From Customer: To: ZZZZZZZZZZ

From Date: 1/01/2020 To: 20/02/2020

Customer Number	Customer Name	Item Number	Item Description	Quantity	Sales (Cust. Curr.) Amount	Returns (Cust. Curr.) Amount
1200	Mr. Ronald Black	A1-103/0	Fluorescent Desk Lamp	10	599.90	179.97
		A1-320/0	50W/12V Halogen Bulb	7	44.73	12.78
Total for Customer: Mr. Ronald Black				17	644.63	192.75
1400	Coastal Electric Company	A1-450/0	Bulletin Board	25	623.75	24.95
Total for Customer: Coastal Electric Company				25	623.75	24.95
1500	Custom Comfort	A1-320/0	50W/12V Halogen Bulb	0	0.00	12.78
Total for Customer: Custom Comfort				0	0.00	12.78
Grand Total:				42		8
Returns as a % of sales:						19.05%



Use templates to control the business flow for different types of RMAs - Repairs, Returns, Warranty Repairs etc

Minimum Requirements

Return Material Authorizations and Repair Tracking version 6.0 requires Sage ERP Accpac version 6.0 System Manager, Inventory Control, Order Entry and Accounts Receivable. In addition, Sage ERP Accpac modules Purchase Order and Project & Job Costing are required to use the vendor returns functionality and to track returns to a project, respectively.

Further details from your Sage Software Solution Provider.

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