



AccountMate 6.0

Return Merchandise Authorization

The AccountMate 6.0 Return Merchandise Authorization (RMA) module provides you with the added convenience of facilitating the recording of transactions related to sales returns from customers. With the RMA module, you can create RMA Orders, as well as record important tasks such as receipts of sales returns and shipments of replacement or substitute items. While performing these functions, AccountMate 6.0 automatically updates the inventory on-hand quantity, as well as customer balances. Likewise, it automatically calculates the resulting gain or loss from inventory replacements, or substitute items. It can generate Sales Returns Invoices. With unlimited Return Codes, you are given multiple Return Actions to choose from.

The Return Merchandise Authorization module system also enhances your ability to maintain a comprehensive file of customer and inventory records that is shared by the AccountMate 6.0 Sales Order, Accounts Receivable, and Inventory Control modules. In addition, AccountMate 6.0 provides other specific functions such as the Claimperson, Inventory Warranty, and the Defective Inventory Adjustment Maintenance functions, making it easy for you to achieve thorough and accurate management of RMA orders.

ACCOUNTMATE 6.0 - RETURN MERCHANDISE AUTHORIZATION FEATURES

RMA # Can Be Entered Manually or Automatically

You have the option of assigning an RMA number to each Customer Return Transaction, either manually or by having the system automatically generate it.

Copy Option

Instead of entering line items and other information when creating the RMA order, you have the flexibility of copying the line items as well as the item description, discount %, unit cost, unit price and remarks from the Sales Invoice. This saves time and ensures accuracy.

Multiple Return Codes

You can use the RMA module to select return codes defining several return actions. These can indicate a unique way of identifying whether the item is returned for credit, replacement or substitution, restock, discard and/or repair.

Special Inventory Adjustment

You have the ability to easily recognize defective inventory items, reclassify the defective units to distinguish them from the good units, and even adjust your unit cost.

Automatic Update of Inventory On-hand Quantity

The complicated procedures and computations you have been forced to use when updating inventory on-hand quantity each time there is a returned item are no longer necessary. The AccountMate 6.0 Return Merchandise Authorization module automatically updates the on-hand quantity based on the defined return code.

Days of Authorization and Warranty Days

An unlimited warranty date range and period may be added to the RMA module; in addition, this date range can be amended or deleted as needed. Likewise, the RMA module system provides a Date of Authorization or a specific period within which an item can be returned. You may even set a lifetime warranty for an item.

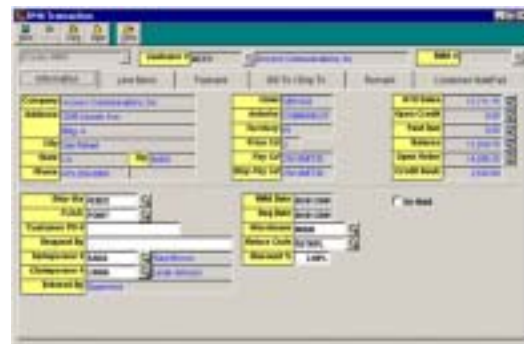


Figure 1. Customer Return Transaction: Information Tab

Option to Require a Claimperson for Every RMA Transaction

Unique to the AccountMate 6.0 Return Merchandise Authorization module is the designation of a Claimperson - the person in charge of handling specific RMA orders - providing you the option to require a Claimperson for every RMA transaction.

Special Defective Inventory Transfer

AccountMate 6.0 has the ability to transfer defective inventory items from one warehouse to another in order to properly segregate defective items.

Cancel RMA Transaction

You may use the RMA module system to cancel received, shipped and completed RMA orders.

Allow Shipment to Exceed Credit Limit

Using the RMA module, you have the option to provide shipments of substitute items even if the shipment will cause the customer's balance to exceed their credit limit.

Generation of Sales Return Invoice

With the RMA module, you are relieved of the task of manually preparing a Sales Return Invoice when merchandise is returned. Sales Return Invoices are automatically generated when the RMA order is completed.



Figure 2. Return Code Maintenance

Apply RMA Credits Function

You are provided with a list of all outstanding credits due to a customer, as well as the offsetting receivables activity.

Gain or Loss from Inventory Replacement

The variance between the actual cost of substitute or replacement items and the RMA order cost can be calculated and listed as either a gain or a loss.

Generate RMA Reports

AccountMate 6.0 also generates summaries and RMA reports, including:

- Customer Return Summary Report
- Customer Return Line Item Report
- Backorder Report
- Customer Return Invoice Listing
- Gain or Loss Report
- Warranty Report

Other Features

- Provides Auto-Apply of Invoice Credit
- Provides setup of Return Cost
- Provides Discarding of Returned Items
- Provides Repairing of Returned Items
- Defines Restocking and Repairing Charges
- Assigns Serial # or Lot # to returned items
- Option to require Accounts Receivable Invoice number for all line items
- Option to allow shipment before receipt of goods
- Auto-applies payment based on pay codes setup
- Provides returns for non-stock inventory items, with matching warranty period