



AccountMate Software That Fits

AccountMate's Return Merchandise Authorization (RMA) module records sales return transactions from customers.

Create RMA Orders, as well as record important items such as receipts of sales returns and shipments of repaired, replacement or substitute items. AccountMate automatically updates the inventory on-hand, booked or defective quantity and customer balances. It can automatically calculate the resulting gain or loss from inventory replacements or substitution. It also generates Sales Returns Invoices. With its unlimited Return Codes, there is flexibility to define all the return processes using the Return Actions available in the system.

This module maintains comprehensive lists of customer and inventory records which are shared by AccountMate's Sales Order, Accounts Receivable and Inventory Control modules. It provides other functions such as Inventory Warranty and the Defective Inventory Adjustment Maintenance functions, for thorough and accurate management of RMA orders.

AccountMate 7 for SQL or Express Return Merchandise Authorization Module

Set Up Unlimited Return Codes

Create multiple return codes using predefined return actions. Each return code defines the action to be taken on the returned item whether it is to be repaired, restocked, discarded, substituted or replaced.

Set Days of Authorization and Warranty Period

An unlimited number of warranty periods and the related sales date ranges may be defined in the Return Merchandise Authorization (RMA) module. Each date range and period can be amended or deleted as needed. In addition, the system allows you to define Days of Authorization that specifies when an item can be returned for credit. You may also set a lifetime warranty for an item.

RMA Number Can Be Entered Manually or Automatically

An RMA number can be assigned to each customer return transaction either manually or by having the system automatically generate it. This flexibility is most useful for companies that prefer to use RMA numbers associated with the sales invoice number.

Seq	Item #	Description	Return Code	Unit Price	RMA Qty	Disc %
10	AEROCHAIR-E1	Aero E1 Executive Tile Chair	RFRSHP	500.00	1	3.00
20	CHAIR-SW	Office Chair - Swivel Grey	RSTCRD	478.00	1	5.00

Item #	CHAIR-SW	Warehouse	MAIN	Currency	USD
Description	Office Chair - Swivel Grey	On-order	12	Subtotal	978.00
Specification		On-hand	354	Discount	38.90
Class / Prod Ln	CHAIR CENTURY	Booked	42	Freight	10.00
U of M / Weight	EACH 0.00	Defective Qty	0	Sales Tax	68.08
Unit Price	239.00	Available	312	Total	1,017.18

RMA Transaction—Line Items Tab

Track Progress of Customer Returns

The system allows you to record the receipt of customer returns and track the shipment of repaired, replacement or substitute items. This is an effective way to monitor the status of each customer return. Each function automatically updates the inventory quantities and balances of the items returned and those of their substitute items.

Match Returns against an Accounts Receivable Invoice

An additional control over the customer return process is to set the system to require that an Accounts Receivable invoice number be associated with each RMA line item. This allows for the processing of customer returns only to the extent of the unreturned Accounts Receivable invoice line item quantity. This will trigger the 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 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 percentage, unit cost, unit price and remarks from the associated Accounts Receivable invoice. This saves time and minimizes data entry errors.

Option to Require a Claimperson

You may require the designation of a Claimperson (a contact person in your company in charge of processing RMA orders). 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, it could turn the RMA department into a revenue center.

Allow RMA Shipment to Exceed Credit Limit

The system provides the option to ship repaired, substitute or replacement items even if the shipment will cause the customer balance to exceed their credit limit. This gives the flexibility to process RMA orders independent of the normal routines and policies set for regular customer order-processing.

Automatic Generation 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 generated when the RMA order is completed.

Apply RMA Credits

Apply a range of RMA open credits against the related RMA invoices generated for your completed RMA orders. This saves the time it normally takes to run the Apply Payment function in the Accounts Receivable module while keeping the customer balance total and detail 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 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 perform an adjustment to reduce the quantity of defective inventory or post a cost adjustment to record the expenses incurred in repairing defective inventory.

Defective Inventory Transfer

AccountMate allows for the transfer of items 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 are kept awaiting repair, and use that warehouse in defective inventory transfers. This allows separate tracking of costs and quantities of defective inventory 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 General Ledger, Accounts Receivable, Inventory Control and Return to Vendor Authorization Modules

- Integration with the General Ledger module enables easy posting of journal entries for return transactions to the General Ledger.
- With the Accounts Receivable module, sales return invoices can be automatically created once an RMA transaction has been completed and can be automatically applied against the related RMA invoices.
- With the Inventory Control module, you are able to set up multiple warehouses and bins for inventory items and to define various cost methods. The option exists to use bar codes when entering line item data.
- 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 to the completion of a purchase return and shipment of the repaired, replacement or substitute item to the customer.

Other Features

- Process RMA orders for non-stock items
- Ability to cancel received, shipped and/or completed RMA orders
- RMA reports are available to help track the progress of RMA orders through each stage of the process

AccountMate Software Corporation

1445 Technology Lane | Suite A5 | Petaluma, California 94954 | USA
800-877-8896 | 707-774-7500 | www.accountmate.com

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