

Return Merchandise Authorization Management

ACCTivate! has the tools to make the Return Merchandise Authorization (RMA) process seamless with the power of the Business Activity Management add-on feature.

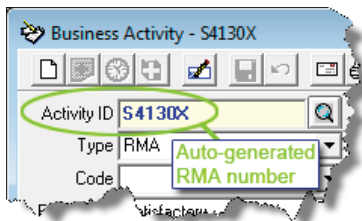
Handling product returns with ACCTivate! increases productivity that results in efficient customer service by having an organized record of each return and the ability to issue credits or ship replacements in a timely manner.

Seamless RMA process

A customer contacts customer service about a return and the CSR enters an RMA in ACCTivate! using the Business Activity Management feature.

The product can then be returned to stock if it's not damaged and a credit can be given to the customer.

- > After a CSR approves the return, a new business activity is created from the associated customer.
- > A unique RMA number is automatically assigned to the activity.



- > The product to be returned is recorded in the Business Activity as a material with a negative quantity.

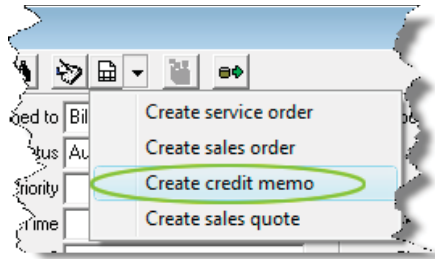
Discussion	Notes	Email	Time	Material	Log
Billed	ProductID	WH	QtyOrdered	Unit	
Item Description					
<input checked="" type="checkbox"/>	B10	F	-150	Ea	
D-Ring Binder, 1" Ring, Black					

- > The RMA number is issued to the customer, so the customer can record it on the returned shipment or shipping document.

- > After the returned shipment is received, the CSR looks up the RMA number in ACCTivate!.
- > A determination is made as to which warehouse the returned product will be received (i.e. sales inventory, inspection, vendor returns or scrap).

The product can then be returned to the appropriate warehouse or inventory.

- > A credit memo is automatically created from the RMA with one click.



- > The credit memo is reviewed and then released.
- > The credit memo can be printed or emailed to the customer directly from ACCTivate!.

The RMA and the credit memo are linked to each other making it easy to refer to either one.

Efficiently manage product returns

Track returns with an auto-generated RMA number

Improve customer service & save time

Tracking returns

The RMA includes various fields, text boxes and areas for notes that can help categorize and document a RMA.

Organized and detailed RMA information also allows for analysis of returns by product or vendor to better understand returns.

- > A short description exists for a quick summary
- > A multi-line discussion is available for a full overview
- > A resolution box exists to document the completion
- > Dated notes can be kept chronologically for a detailed history

Other information can be attached to the RMA such as the customer returning the product, the original sales order or the product, which allows easy one-click access directly from the RMA.

Create and manage RMAs in ACCTivate! to simplify the process, improve your customer service and maximize time.