



**AccountMate**  
SOFTWARE THAT FITS

## AccountMate 6.5 Return Merchandise Authorization Module

The AccountMate's 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 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.

## Return Merchandise Authorization Module

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 Sales Order, Accounts Receivable, and Inventory Control modules. In addition, AccountMate provides other specific functions such as Inventory Warranty and Defective Inventory Adjustment Maintenance functions, making it easy for you to maintain thorough and accurate management of RMA orders.

Information	Line Items	Payment	Bill To / Ship To	Remark	Customer NotePad
Company	Access Communications, Inc.	Class	SERVICE	ATD Sales	51,187.34
Address	3398 Lincoln Ave	Industry	COMMUNICAT	YTD Sales	6,905.25
	Bldg. A	Territory	WEST	Open Credit	3,102.98
City	San Rafael	Price Cd	2	Past Due	143.26
State	CA	Pay Cd	2%10NET30	Balance	6,563.51
Zip	94901	Ship Pay Cd	2%10NET30	Open Order	768.32
Phone	415-258-0900			Credit Avail.	22,668.17
Ship Via	UPS	RMA Date	01/20/04	<input type="checkbox"/> On Hold	
E.O.B.	POINT	Req Date	01/20/04		
Customer PO #		Warehouse	MAIN		
Request By		Return Code	RPRSH		
Salesperson #	SARA Sara Brown	Discount %	12.00%		
Claimperson #					
Entered By	Supervisor				

Customer Return Transaction - Information Tab

### RMA # Can Be Entered Manually or Automatically

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

### RMA for Multiple Line Items of the Same Item Number

RMA transactions allow returns of line items from a single AR Invoice. Even though an AR Invoice may contain a single inventory item that is entered as multiple line items the system has been enhanced to handle the case.

### 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 AR invoice. This saves time and minimizes data entry errors.

### Multiple Return Codes

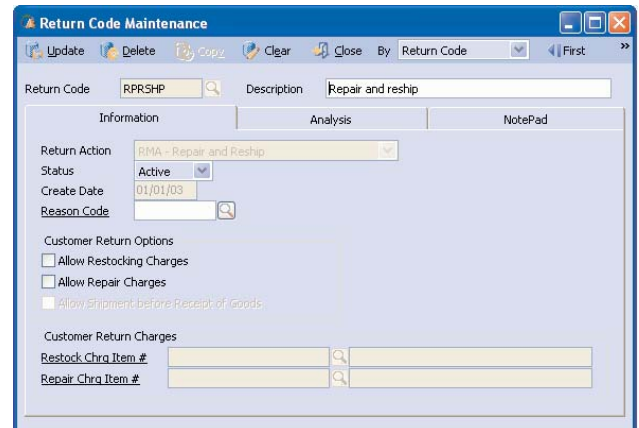
You can select from return codes each of which defines several return actions. These can indicate unique ways of identifying whether the item is returned for credit, replacement or substitution, restock, discard or repair.

### 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 6.5 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 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.



*Return Code Maintenance*

### Special Inventory Adjustment

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

### Option to Require a Claimperson for Every RMA Transaction

Unique to the AccountMate 6.5's Return Merchandise Authorization module is the designation of a Claimperson - the person in charge of handling specific RMA orders - giving you the option to require a claimperson for every RMA transaction.

### Special Defective Inventory Transfer

AccountMate 6.5 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 to cancel received, shipped and completed RMA orders.

### Allow Shipment to Exceed Credit Limit

The system provides you with the option to ship substitute items even if the shipment will cause the customer 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.

### Apply RMA Credits function

You are provided with a list of all outstanding credits due to customer, as well as a list of the offsetting receivable 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 appropriately as either a gain or a loss.

### Generate RMA Reports

AccountMate 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

### Allow Browse of RMA Tables

RMA tables are available for browsing. Previously, only the "Supervisor" user could access these tables. The user, of course, must be granted appropriate access rights in order to view and browse the tables.

### Integration with General Ledger, Accounts Receivable, Sales Order, and Inventory Control Modules

Integration with the General Ledger module allows you to easily transfer return transactions to the General Ledger temporarily or permanently through the Transfer Data to GL or Period-End Closing functions, respectively.

With the AccountMate Accounts Receivable module, sales return invoices can be automatically created once an RMA transaction had been completed. The Return Authorization module shares the customer file with the Sales Order module, providing comprehensive customer information accessible from the RA module.

With the AccountMate Inventory Control module, you have a comprehensive inventory record available for your return transactions.



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