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Headline News

Sage Software has opened registration for **Sage Summit**, the company's annual customer conference. The conference will be held in San Diego, CA on November 2-5, 2005.

Sage Summit, open to all users of Sage Software solutions, will include informative sessions, speakers, and an exhibition hall. Visit www.summitcustomerconference.com for details and online registration.

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High Quality Return The Sage MAS 90 RMA Module

A necessary component of good customer service is accepting returns or exchanges. Your customers expect it, appreciate it, and tend to buy from those vendors who offer a flexible return policy. You must ensure that this process is handled efficiently and accurately, both for your protection and for your customers' satisfaction. The RMA (Return Merchandise Authorization) module for Sage MAS 90 and Sage MAS 200 makes it easy to handle every aspect of the return, whether your customer wants a credit, replacement, substitution, or repair. With the upcoming release of Version 4.1, the RMA module will be updated to the new business framework including grid-style entry screens and more. Let's take a closer look at the Sage MAS 90 RMA module and what conveniences it can bring to your organization.

The Power Of RMA

Without the RMA module, return processing can be cumbersome. Maybe you create a negative sales order and add to it the items to be returned. But there's no reliable way to then analyze what returns you have open and what status they're in. In addition to the extra work and inefficient workflow, without a dedicated system for han-

dling returns, you may miss important trends in the sales or production process, potentially costing you money and customers.

With the RMA module, you can track the reasons behind your return activity and take appropriate action. The RMA module allows you to determine if an item is returned frequently or if stock from a particular vendor needs frequent repairs, or if a particular customer seems to abuse your return policy.

Find The Invoice And The Item

Generating a Return Merchandise Authorization is simple. From the RMA module Entry task you can elect to return an entire invoice, only selected items from an invoice, or selected items from different invoices. Each item on the return may be assigned a different reason; one item may be returned for repair and another item returned for credit, for example.

Are there some items for which you don't allow returns under any circumstances? No problem. An option for *Returns Allowed* in Inventory allows you to put some items out of consideration. When the occasional unannounced return arrives, your warehouse personnel can easily inspect, enter, and process the return through the system.



The RMA module's Inquiry program is a handy customer service tool for answering customer questions.

Continued on Page 2

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The Sage MAS 90 RMA Module CONTINUED

Keeping Atop Quality

The reasons you enter for each returned item line are tracked within Sage MAS 90, and are printed on the **Return Reason Report**. This report then becomes a valuable tool to help you identify potential quality or other customer satisfaction issues.

Credit, Replacement, Or Repair

Customers can return their items for credit, replacement, or repair. If a customer elects to receive credit you may credit the customer's account, or apply it to their credit card. A replacement request can be satisfied with the same item or an alternate item. When a repair is warranted, you can specify a repair warehouse and offer the customer return instructions.

Keep Customers And Staff Informed

Timely communication with your customers concerning their return helps ensure their continued satisfaction with your organization. Within RMA Entry, you can print or fax notifications to customers regarding their returns.

To ensure your warehouse personnel are aware of a pending return, print the **RMA Receiver Document** directly to the warehouse printer.

Cross Shipments

The Sage MAS 90 RMA module allows for cross-shipments. When a customer has an urgent need, a replacement product may be shipped to the customer immediately, without waiting for the customer to send the unwanted item back. Cross shipments are initiated by clicking on the **Xpress Order Entry** button from within RMA Data Entry. This creates a new Sales Order populated with the urgently requested item and the customer data. This cross-shipping capability not only results in faster delivery times—it can dramatically increase customer satisfaction levels.

Receipts Processing

Using RMA Receipts Entry, warehouse personnel verify the information entered and confirm the items have been received. After the goods are received and inspected, they are assigned an action, such as: return to inventory, repair, or scrap. Items returned to stock can be sent to a return warehouse or the original selling warehouse. Items designated for repair can have a

Credit Memo created to return the item to the repair warehouse and a Sales Order created to return the repaired item to the customer. Unusable items can be assigned to a scrap warehouse.

The RMA module will automatically generate all the appropriate transactions, including credit memos, replacement orders, purchase orders, and vendor returns. This ability to designate specific (actual or virtual) warehouses for returns, repair, and scrap items allows you to take advantage of the tremendous reporting and inquiry features relating to warehouse activity available in Sage MAS 90.

Inquiry And Reports

The RMA module's Inquiry program makes it easy to determine the status of a return; this gives customer service staff a ready tool for answering customer inquiries. By entering the RMA number, you can quickly determine if an RMA is still pending or has been received.

Several informative reports are included with the RMA module. The **Open RMA Report** is used for tracking pending returns; the **RMA Receipts History Report** is used to print received returns and the documents they generated; a **Return Reason Report** will show you which items have been returned, who's returning them, and why; and the **Daily Repair Report** shows RMA repair status.

Restocking Fees And Warranties

In the RMA module, you can assign a restocking fee by Inventory Product Line or even by individual item. You have the flexibility to waive the restocking fee for selected customers at the time of RMA entry.

The RMA module automatically calculates warranty expiration dates based on your setup in Inventory Management. Operators processing returns will be alerted to any expired warranties and can opt to extend the warranty if appropriate.

What Version 4.1 Adds

As the RMA module is released under Version 4.1, you will enjoy the new grid-style screens—making data entry faster and more intuitive. You can place the fields you use in the main grid, relegating the data you like to see, but rarely need to change, to the second-

ary grid. The data you don't need to see at all can be hidden. And, since these changes can all be specified to a specific user or group of users, everyone can have the setup most suitable for their role.

New with Version 4.1 of the RMA module, is the Smart Memos feature. This new interface for Memo Management allows you to set memos to display always, never, or only during a range of reminder dates that you enter for each memo. Consider creating a new memo for each return order including details of the return and any special considerations surrounding the issue. With Smart Memos, you determine which applicable screens each memo should appear on. You can even attach documents or files to a memo, making this an ideal tool for tracking customer and vendor correspondence.

Version 4.1 utilizes Crystal Reports® for all bundled reports, listings, and forms in the RMA module. As you may be aware, Crystal Reports adds tremendous flexibility for report customization, thus making it easy to access the data you need to make decisions and track return activity. Another feature in Version 4.1 is the ability to set up and save defined report selection options for each report you access, streamlining the printing process and saving you time and inconvenience.

An Integrated Solution

The RMA module requires the Sales Order and Inventory modules for operation, and can optionally integrate with Purchase Order to automate vendor returns and create new purchase orders.

If you utilize ACT! by Sage or Sage SalesLogix then you may empower your salespeople by giving them access to Sage MAS 90 RMA Inquiry directly from those applications. Salespeople can perform status checks and ensure they are giving the customer up-to-date information.

Combined with the awesome power of its companion Sage MAS 90 modules, the RMA module creates a completely integrated return management solution that streamlines operations and increases customer satisfaction. For further information, please give us a call. ★