SYSPRO
Return Merchandise

To stay competitive and meet regulatory guidelines, organizations need to process and manage customer returns. Analysis of your RMAs can be performed to look for trends in returns for particular items or reasons as an indication of possible quality issues.

SYSPRO's Return Merchandise module optimizes customer service with timely responses to customer requests to return products, and puts knowledge in the hands of customer service personnel. Customers today demand an individualized level of service for tracking and resolving these returns.

With SYSPRO's Return Merchandise Authorization module, returns, replacements, credits, and repairs can be handled with ease. To maintain customer satisfaction levels, you can easily create a cross-shipment to provide an accurate record of items shipped before returns are received.

Items being returned can be received into a separate warehouse location to allow returned items to be inspected prior to receipt into inventory. This allows damaged items to be kept from being shipped to an unsuspecting customer.

The benefits of Return Merchandise

- Instant on-screen access to all return merchandise authorization (RMA) information for improved customer service and continuous improvement initiatives
- Track reasons for returns and quickly identify issues
- Retention of unlimited history of RMAs for tracking
- Complete visibility of returned inventory
- Automatic calculation of associated return charges to prevent costly mistakes
- Verification of warranty date, price and quantity purchased for improved accuracy
- Immediate replacement of cross-shipments for returned goods facilitates improved customer service
- Alerts for invalid RMAs

Return Merchandise features

- Create unique user-defined return codes
- Enter multiple line items per RMA
- Process stocked and non-stocked items
- Check against return period for RMAs issued
- Select from various actions when receipting RMA items such as repair, scrap, return to supplier, restock or take no action
- Apply automated restocking charge fees
- Check validation of sold items
- Control warehouses for RMAs and subsequently transfer to repair warehouse after inspection
- Create repair work orders for items within or out of warranty
- Initiate inter-branch transactions
- Associate Returned Merchandise with Non-conformance to meet regulatory compliance

SYSPRO
Return Merchandise

Integration with SYSPRO

- Accounts Receivable
- Accounts Payable
- Inventory
- Sales Orders
- Bill of Materials
- Work in Progress

Audit trails and reporting

- Full on-screen query of the status of returned material can be accessed at any time
- Allows printing of RMA authorization documents, reports and labels
- Returns can be tracked by action codes through RMA reporting
- Supports lot and serial number control
- Outstanding Authorizations report can notify receiving personnel of pending returns
- Provides daily receipt listing