

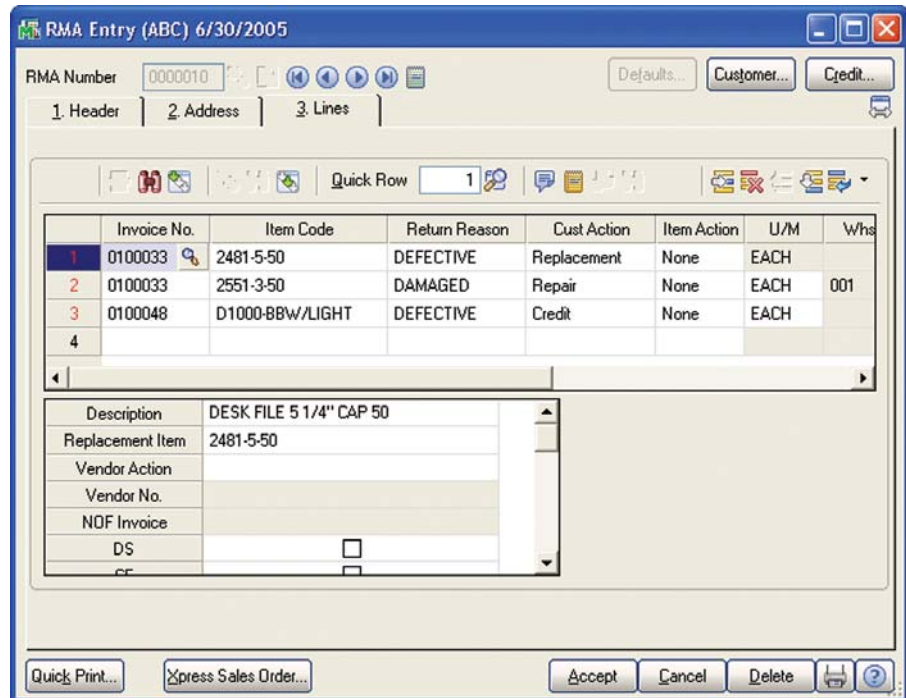


SAGE MAS 90 SAGE MAS 200

RETURN MERCHANDISE AUTHORIZATION

REPORTS

- Open Return Merchandise Authorization (RMA) Report
- RMA Receipts History Report
- Return Reason Report
- Daily Repair Report



To stay competitive, virtually every company needs to process customer returns. As today's customers demand a more specialized level of service, tracking and resolving these returns can be an increasing challenge. With the Sage MAS 90 and Sage MAS 200 ERP Return Merchandise Authorization module (RMA), returns and replacements can be handled with ease.

Does your customer want credit, a replacement, a substitution, or a repair? The RMA module makes it easy to handle all of this. And when a customer has an urgent replacement need, RMA even lets you easily create a cross-shipment entry. This gives you an accurate record of items shipped before returns are received, and one more opportunity to build 100 percent customer satisfaction.

With the RMA module, you can easily print or fax notifications to customers and print receiving documents to alert warehouse personnel of pending returns. After the goods are received and inspected, they can be returned to inventory, identified as items for repair, or scrapped. Then, Sage MAS 90 and 200 automatically generate all the appropriate transactions, including credit memos, replacement orders, purchase orders, and vendor returns. This complete, end-to-end solution saves hours of data entry and eliminates the need to search through file drawers for supporting historical documents.

The RMA inquiry program makes it easy to determine the status of a return—whether or not it has been received. And the Return Reason Report shows you which items have been returned, who's returning them, and why—so you can quickly identify possible problems.

Combining the RMA module with the required Sales Order and Inventory Management modules lets you offer unparalleled customer service. The optional integration of Purchase Order can maximize efficiency by automating vendor returns and new purchase orders. Working together, these modules create a completely integrated return management solution that saves time, boosts customer satisfaction, and gives you a real competitive advantage.

