Product Training
RMA

Where "Lean" principles are considered common sense and are implemented with a passion!

winman
ADVANCED ERP SYSTEMS

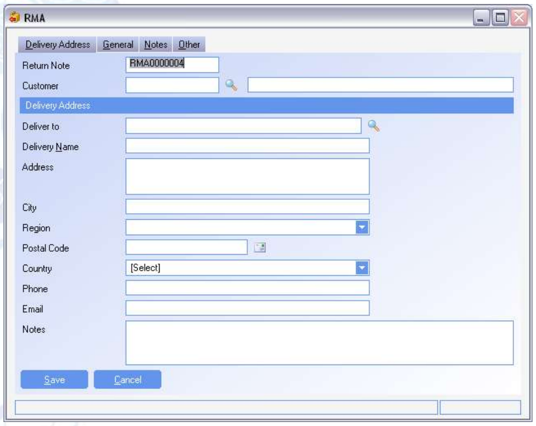
RMA

RMAs are used for customer returns. A RMA consists of a header and multiple line items. The header consists of the customer. It also provides an RMA number that can be issued to a customer for multiple items being returned.

Processing of RMA's is managed at the line item level. RMA's can generate credits, re-work Manufacturing Orders, and replacement orders for line items. RMA's can be assigned to a user and given due dates.

RMA

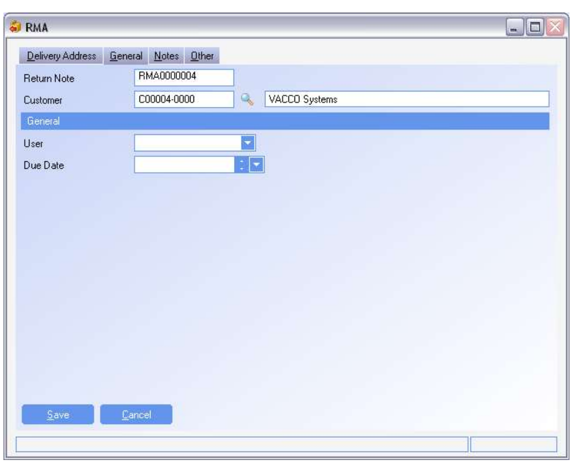
Delivery Address Tab



- ❑ The delivery address used will be the default delivery address for the customer selected.
- ❑ Details of the delivery address can be changed if the address requires modification.
- ❑ The delivery address will be used for a replacement sales order if generated.

RMA

General Tab



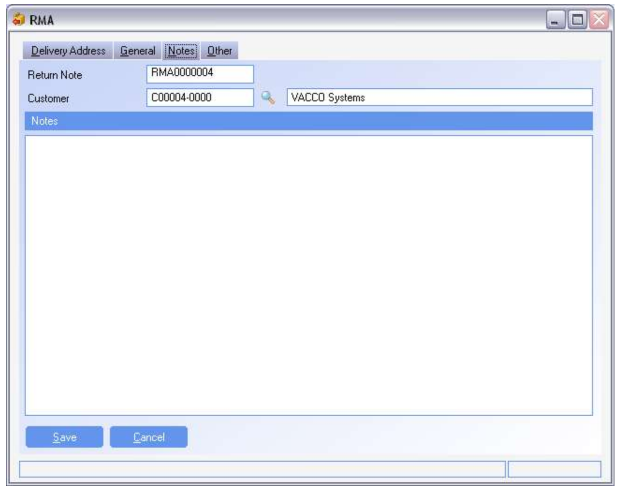
- ❑ **User** – Someone that the RMA can be assigned to. This will default to the line item.
- ❑ **Due Date** – A due date for the RMA for when it is to be completed. This will default to the line item and can be changed.

Note: User and Due date may be used in reporting, however, no system action will be taken.

RMA

Notes Tab

- Internal notes can be taken for the entire RMA and used for reference.
- Notes are also available for line items. Notes in the header are for the entire RMA.

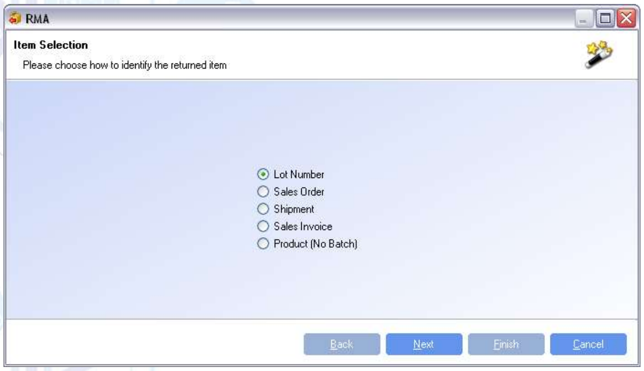


RMA Items

Multiple RMA items can be added to a single RMA. RMA items are added to an RMA by selecting the action Add Item. The same RMA can have line items with different processing actions.

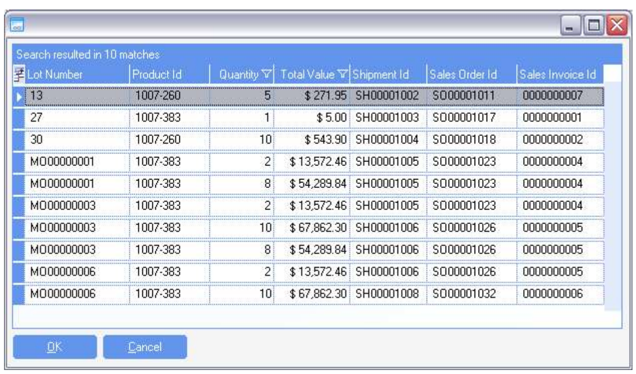
RMA Items

Adding an item



- When returning the items by any of the first four methods the system is selecting a lot to return that has been shipped in WinMan.
- The different methods of return are used to identify the required lot.
- Identifying the RMA by Product is used when it is not possible to identify the item.

RMA items



Lot Number	Product Id	Quantity	Total Value	Shipment Id	Sales Order Id	Sales Invoice Id
13	1007-260	5	$ 271.95	SH00001002	SO00001011	0000000007
27	1007-383	1	$ 5.00	SH00001003	SO00001017	0000000001
30	1007-260	10	$ 543.90	SH00001004	SO00001018	0000000002
MO00000001	1007-383	2	$ 13,572.46	SH00001005	SO00001023	0000000004
MO00000001	1007-383	8	$ 54,289.84	SH00001005	SO00001023	0000000004
MO00000003	1007-383	2	$ 13,572.46	SH00001005	SO00001023	0000000004
MO00000003	1007-383	10	$ 67,862.30	SH00001006	SO00001026	0000000005
MO00000003	1007-383	8	$ 54,289.84	SH00001006	SO00001026	0000000005
MO00000006	1007-383	2	$ 13,572.46	SH00001006	SO00001026	0000000005
MO00000006	1007-383	10	$ 67,862.30	SH00001008	SO00001032	0000000006

- When using a search method (not including by Product) a listing of items that have shipped that meet the search criteria will be displayed. A search can be limited by entering a specific sales order, shipment or invoice.
- Double click the item that is to be returned.

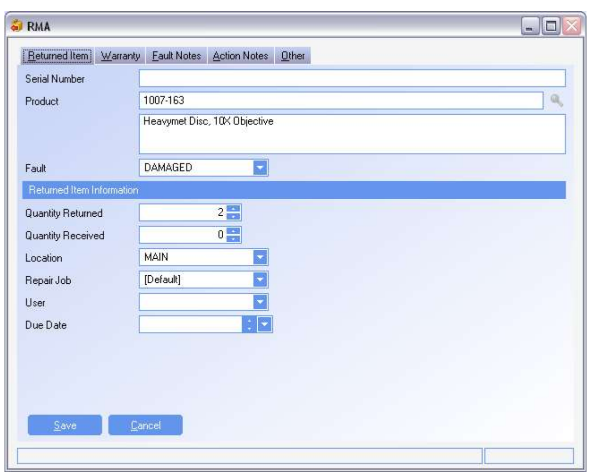
RMA Items

Adding an Item

- Each of the selection methods allow the user to select a location to receive the goods to, the fault code (can be used for later analysis) and any notes required.
- If an item is to be inspected once it is received, it is a good idea to create a location with no availability (naming it Quarantine, RMA or Inspection if a similar location has not yet been created) and receive items to that location.

RMA items

Modifying a line



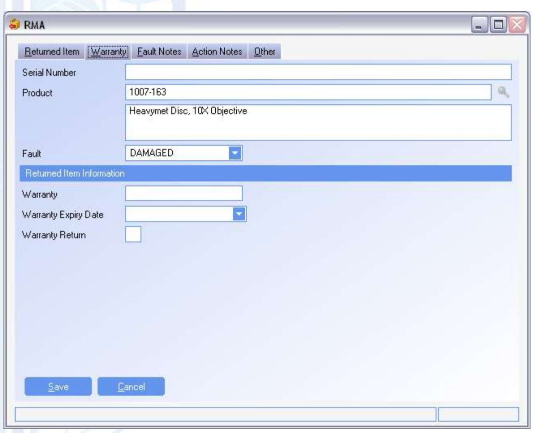
RMA Items

Returned Items Tab

- ❑ **Quantity Returned** – The quantity of the RMA. Can be amended if original quantity is not accurate.
- ❑ **Quantity Received** – The quantity received; a read only field that is populated based on receipts in WinMan.
- ❑ **Repair Job** – The repair job if the Jobs Module is being used for Repairs.
- ❑ **User** – The user assigned to the RMA line item.
- ❑ **Due Date** – The due date for completion of the RMA line item. Has no impact on the due dates used in sales orders of manufacturing orders.

RMA Items

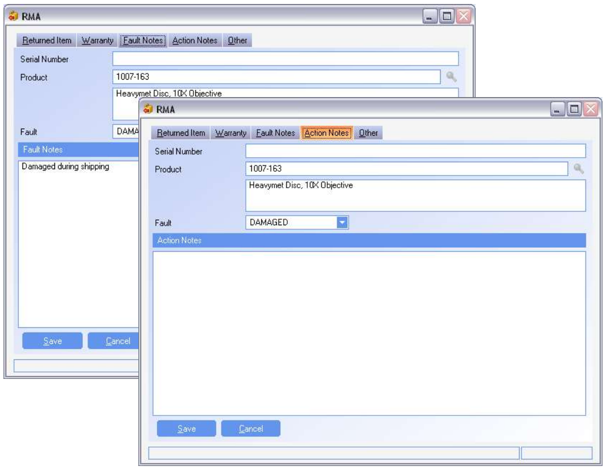
Modifying a line



- ❑ The warranty tab will determine if an item is still under warranty.
- ❑ If the RMA line item was not added by Product, WinMan will determine what warranty was sold with the item as well as when that warranty expires.

RMA Items

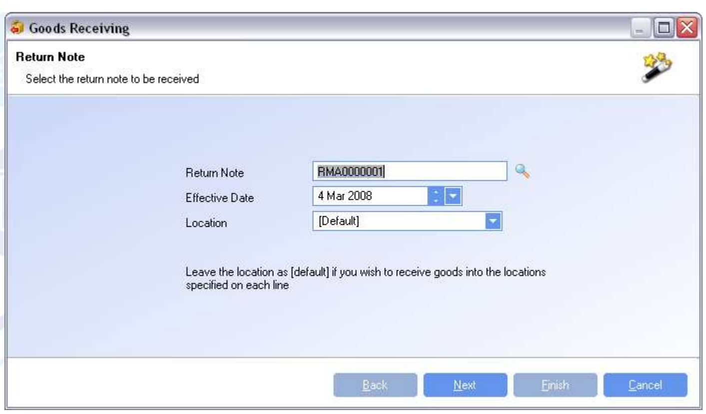
Modifying a line



- Any notes that relate to the fault. This can be any notes from the customer that relate to the return
- Any notes that relate to the action taken against the RMA line item. This can be any notes about what was done to the item once it was received.

RMA Actions

Receive Goods



RMA Actions

Receive Goods

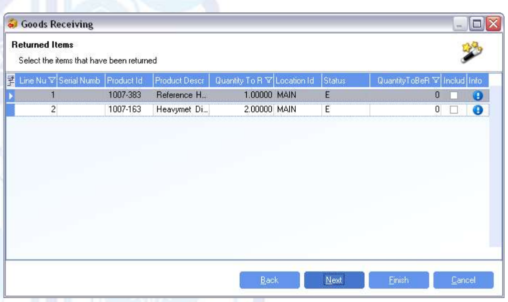
Receiving an RMA can be done either in the Goods Receipts program or in the RMA program using the Receive Goods action.

Select the RMA that is to be received using the search function in the RMA program. Select the action Receive Goods. A Goods Receipt header dialog will come up with the following information;

- **Return Note** – The return note ID which is defaulted to the RMA number.
- **Effective Date** – The effective date of the stock transaction
- **Location** – A location that the entire receipt will be received to, overriding the location of the RMA line item. If left as default, the item will be received into the location of the RMA item.

RMA Actions

Receive Goods



- A listing of items on the RMA that are to be received will display.
- Select the items that are to be received by selecting the check box in the Include column. If quantities are different, amend the quantity in the 'Quantity To Be Received' column.
- Goods that are received at cost (see System setting to the right) require an inventory reason code.
- The stock is booked into the location selected on the RMA once the receipt is finalised.

SYSTEM SETTING:
By default, items that are received from an RMA are received at standard cost. The RMA system setting **Book in items at zero cost** can be used to book items in at $0. Enable the option and set the option value to Y to receive goods at $0. When using this option, a value adjustment is typically manually done before the item is processed.

RMA Processing

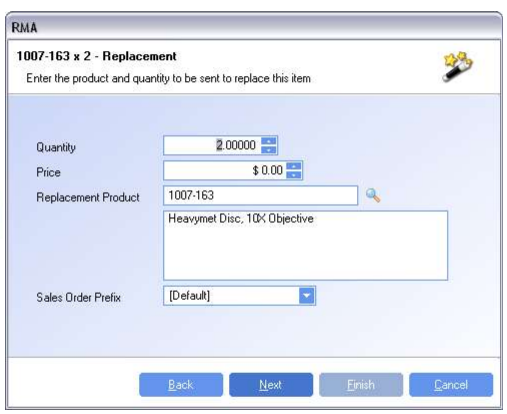
Processing

- All RMA items can be processed as a collection, or individually, to process all items select the required option from the actions on the right of the screen.
- Items can be process individually by '*right clicking*' on the required line and selecting Process><*option*>.

SYSTEM SETTING:
By default, when processing occurs on an RMA line item, a dashboard listing all the processes completed will display. This dashboard can be turned off using the RMA system option **Hide process dashboard**. Enable the option and set the value to N to turn the dashboard off.

RMA Processing

Replace Item



RMA Processing

Replace Item

Replace item will create a sales order for the item, that will facilitate an item being shipped back to the customer.

- **Quantity** – This is the quantity of the item that will be on the replacement sales order. It will default to the RMA quantity of the line, but can be amended.
- **Price** – By default the price will be $0 as it is assumed that the customer has already paid for the item. If the customer is to receive a charge for the RMA, a price can entered for the part, or a sundry can be manually added to the sales order for Repair Charge.
- **Replacement Product** – The replacement product will be the product on the sales order. This will default to the item on the RMA but can be amended. Typically, the only time the product is changed is if the wrong product was sent originally, or if an alternate part can be used in place of the original.
- **Sales Order Prefix** – The sales order prefix for the replacement sales order. While it is not required, it is recommended that a sales order prefix be set up for RMA replacement sales orders. This will give clear visibility that the sales order is a replacement order and not a standard order.

Note: Once a sales order is created for an RMA, all additional line items will be added to the original replacement order.

RMA Processing

Replace Item

- The replacement sales order can be viewed either by right clicking on a line item and selecting Go-To Sales orders or by using the drill down in the RMA header for the Replacement Order.

SYSTEM SETTING:
By default, when a sales order is created from the RMA module, the order is created as firm. If the order needs review before being able to be shipped, the order can also be created as New. Use the RMA system option **Sales order system type for returns & replacements. N = New, F= Firm (Default).** Set the value to N for New order and enable the profile.

RMA Processing

Repair Item

RMA Processing

Repair Item

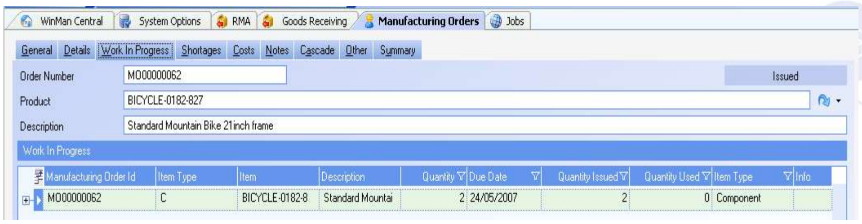
SYSTEM SETTING:
When repairing items, either a job or a re-work manufacturing order can be used to track costs. Use the RMA system option **Use Rework orders instead of Jobs in RMA** to set the required method. Set the value to Y to use Rework orders and N for Jobs. The default value is to use Jobs, however the system will come loaded with this profile set to use Rework orders.

- Repair item will create either a Job or a manufacturing order to carry out the repair work, this is set in the system profile **Navigation/Administration/System Options**.
- Manufacturing Orders are advantageous over Jobs for the simple reason that most people are already using Manufacturing Orders, know how to use the module and it comes with the standard WinMan licence.
- The Jobs module is an additional module that comes with additional cost, additional training and additional functionality. If additional parts and/or labour are being added for repair and the costs need to be tracked, Manufacturing Orders will be able to provide all the functionality required.

RMA Processing

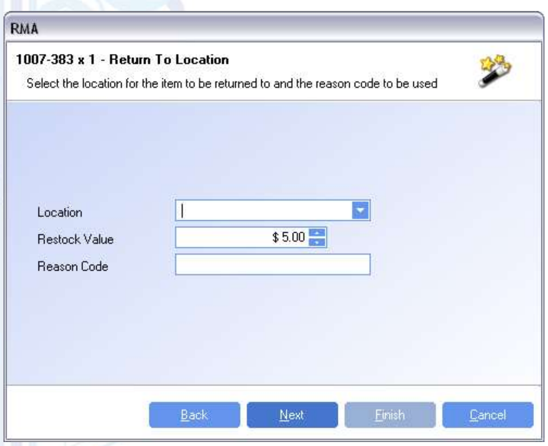
Repair Item

- After completing the wizard a manufacturing order is created at issued status, the user can link to the RMA by *'right clicking'* on the required line and selecting **GO TO…>/GO TO MANUFACTURING ORDER**.
- The repair item has automatically being issued to manufacturing order.
- Additional components and costs can be added to the manufacturing order, as they are required. Any additional components must then be issued to the MO before it is completed.



RMA Processing

Restock Item



- The restock will simply move the item to another location.
- The stock must be restocked before it can be sent back to a supplier to populate the 'Quantity Processed'.
- The wizard will ask the user to enter a new location and confirm the value.
- If the value remains the same as it was received at, no inventory reason code will be prompted for.
- If the value is adjusted, an inventory reason code will need to be entered.

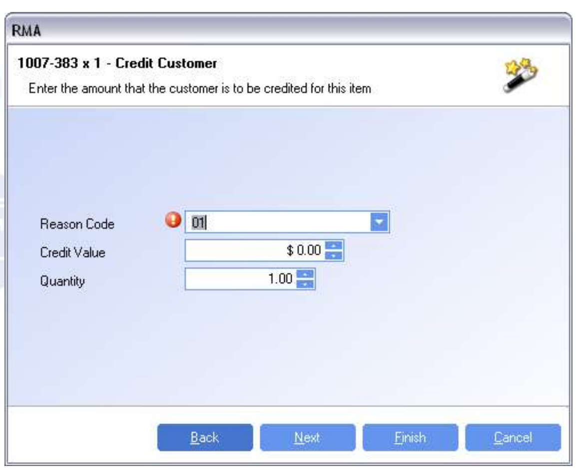
RMA Processing

Scrap Item

- The item can be scrapped directly from the RMA line after it has been received. After selecting the option follow the wizard.
- The wizard requires a reason code. If the goods were returned with a value the reason code will be used to link to the relevant GL code, if there is no value against the line the reason code is still required for analysis.

RMA Processing

Credit Item



RMA Processing

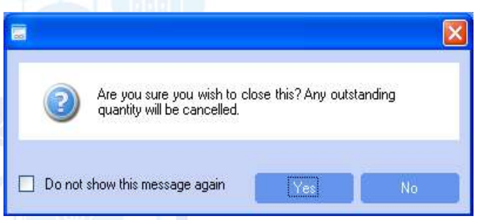
Credit Item

- The item can be credited at any time, even before it has been returned, this is used if the item is very low value and the customer scraps the item (see close note). The wizard has the following fields;
- **Reason Code** – The credit reason code for the credit. This is for each line item. A general code for all RMA's can be created or more specific ones can be created. This is used for reporting only.
- **Credit Value** – It the item was added to the RMA by any way other than by product, the system will determine the invoice value and default the credit value to the invoice value. For items added by product, the credit value will be $0 and a value will need to be entered.
- **Quantity** – The quantity of the items that will be credited. This will default to the quantity of the RMA but can be amended.
- The credit will be created as an unfinalised transaction. A work-flow should be developed for the process of finalizing the credit note.

Note: The credit can be viewed by clicking on the drill down for the Credit Note field found in the RMA header. Right clicking on a line and using the Go-To Sales Invoices is used to drill down to the sales invoice generated by the replacement sales order and will not work for the Credit created.

RMA Processing

Close Note



- This option will cancel an unprocessed quantity on the RMA. Select the action to Close Note.
- Before the RMA can be closed, all items that have been received must be processed and once the RMA has been closed, no further processing can happen.
- Closing the RMA will cancel any quantity outstanding on the RMA to be received. The RMA will also track who and when closed the RMA.