



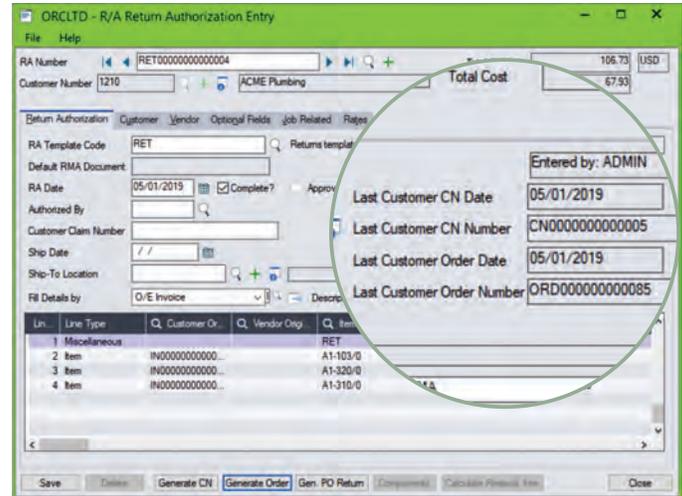
MORE FEATURES

TRACKING AND ANALYSIS

- Track claims for cost recovery, e.g. cost of inventory damaged in transit by a 3rd party shipping company.
- Fault type tracking.
- Vendor warranty tracking.
- 3rd Party Repair Agent tracking.
- Reports and inquiries to view status of returns.
- Optional fields at Header, Item or Miscellaneous Charge level for configurable tracking.

INTEGRATION

- Seamless integration with Sage 300's IC, AR, OE, PO, Project & Job Costing, Serialized Inventory & Lot Tracking, Transactional Analysis & Optional Field modules.
- Supports customer, vendor and item number change.
- Supports Sage 300 Kitting and BOM functionality.



".....Returns can now be processed in one third the time with less stock shrinkage and better tracking of returned items"

RMA END USER

11/01/2018 8:28:38PM Orchid Company Limited - Entity 1 & 5 Page 1

RMA Analysis by Customer Report Detail (RACU STRD)

From Customer: 10 1210
From Date: 1/01/2019 to: 5/01/2019

Customer Number	Customer Name	Item Number	Item Description	Sales		Returns	
				Quantity	(Cost, Curr.) Amount	Quantity	(Cost, Curr.) Amount
1200	Mr. Ronald Black	A1-1030	Fluorescent Desk Lamp	56	3,359.44	3	179.97
		A1-3100	Halogen Desk Light	0	0.00	5	261.76
		A1-3200	50W/12V Halogen Bulb	0	0.00	3	19.17
		A1-4000	Desk Note Book	0	0.00	1	24.96
		A1-4500	Bulletin Board	0	0.00	1	17.70
		A2(MAGE-1500G)	Image 1500 Series Desk Accessories	0	0.00	1	141.12
		P2-100L	Plastic Drawer Labels	0	0.00	0	0.00
Total for Customer: Mr. Ronald Black				56	3,359.44	14	634.66
1210	ACME Plumbing	A1-1030	Fluorescent Desk Lamp	0	0.00	3	179.97
		A1-3100	Halogen Desk Light	0	0.00	3	151.06
		A1-3200	50W/12V Halogen Bulb	0	0.00	3	19.17
Total for Customer: ACME Plumbing				0	0.00	9	350.19
Grand Total				56		23	
Returns as a % of sales						41.07%	

Analytical reports, including Return Rate as % of sales

BENEFITS

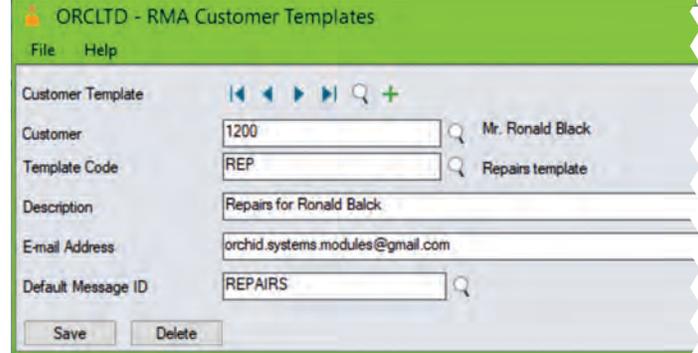
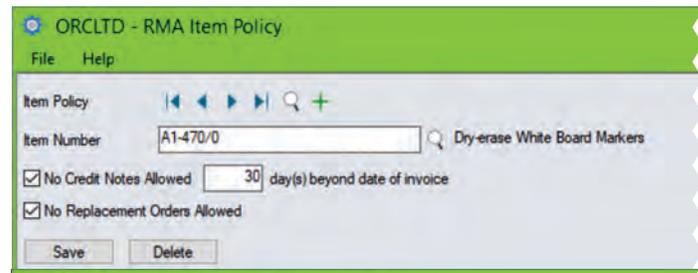
- Faster turnaround, happier customers.
- More efficient processes lead to reduced costs.
- Reduced stock losses through more accurate inventory control.
- Quick and easy repair tracking and billing.
- Maximise cost recovery by correctly charging for repairs.
- Greater focus on product quality means reduced stock write-offs.
- No more duplication, re-keying and checking. Saves time, reduces errors.
- Developed in the Sage 300 SDK, resulting in standard look & feel, security, customization capabilities, data integrity checking, and more.

MINIMUM REQUIREMENTS

Return Material Authorizations 2020 requires Sage 300 2020 System Manager, Inventory Control, Order Entry and Accounts Receivable. In addition, vendor returns functionality requires Sage 300 Purchase Order, and Sage 300 Project & Job Costing module is needed for tracking returns against a project.

Contact your Sage Software Solution Provider.

Copyright © 2019 Orchid Systems. All rights reserved.
All trademarks are registered trademarks or trademarks of their respective companies.



Define Item Policies and Customer Templates for returns

ORCHID SYSTEMS FOR BUSINESS

Suite 2 / 273 Alfred Street,
North Sydney, New South Wales
Australia 2060

+61 2 9099 1077
info@orchid.systems

