

Return Materials Authorizations



"Accurately track returns & repairs from within Sage 300"

Why use RMA?

Return Material Authorizations (RMA) lets you integrate robust, repeatable, workflow-based return and repair processes into Sage 300.

- Configure RMA workflows to authorize customer returns, initiate replacement orders, issue credit notes, and return faulty goods to the vendor.
- Upon completion of each return or repair, crossreferenced entries are generated in Sage 300 PO, OE, and IC to keep records synchronized.

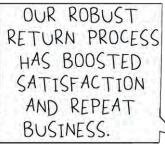
Improve customer service while benefiting from reduced stock write-offs and increased cost recovery.

Key Operational Features

- Automatic allocation and tracking of RMA ID numbers
- Simple, efficient tracking and billing of repairs
- The ability to email return instructions to customers
- Status tracking, based on user-definable status and workflow stage codes

A Number 4 4 Istomer Number 1210	RET00000000002	E Plumbing		tal Amount	106.73 67.93	USD
etum Authorization Cu	stomer Vendor Optional Fiel	ds Job Related Rate	5			
RA Template Code	RET	Q Returns template		Entered by	: ADMIN	
Default RMA Document		1	Last Customer CN	Date 09/24/202	1	
RA Date	09/24/2021 m Complet	te? Approved?	Last Customer CN		0000009	
Authorized By			Last Customer Ord		1	
Customer Claim Number				er Number ORD00000		
			Last Customer Ord	er Number ORD0000	/000030	
Ship Date		-				
Ship-To Location	Q+	•				
Fill Details by	0/E Invoice V	Q - Description	Returns RMA			
Lin Line Type	Q. Customer Original Inv	Q Item No./Misc	Description	Restocking Fee?	Q. Location	Quantity ^
1 Miscellaneous		RET	Returns restocking fee	Yes		0
2 item	IN00000000015	A1-103/0	Fluorescent Desk Lamp	No	4	1
3 Item	IN000000000015 IN000000000015	A1-320/0 A1-310/0	50W/12V Halogen Bulb Halogen Desk Light	No No	1	1
4 tem						

RMA Entry, showing details of last Order & Credit Note for customer





Customized, Template-based Setup

Templates, either system-wide or at customer level, speed up data entry and validation.

- Define policies to enforce return rules at Item level
- Authorize specific employees, who need not be Sage 300 users, to approve RMAs
- An 'Entered By' field is recorded on all RMA transactions
- Automatic calculation of Restocking Fees
- Multi-currency support



Find By: Sho	w all records	-	- Find Now	Set Criteria		
-			Auto Searc	h		
and the second		_				
Template Coo	e Description					
Template Coo REP	e Description Repairs temple	te				
	Repairs templa Returns templa	ste		_		
REP RET RETPCT	Repairs temple Returns temple Returns temple	ste ste - restockin	g fee % of RMA Pri	28		
REP RET	Repairs templa Returns templa	ste ste - restockin	g fee % of RMA Pri	*		

Configure templates for different RMA processes

ORCLTE) - RMA Item Po	blicy			-		×
Item Policy Item Number	A1-470/0	▶ Q +	19	Dry-erase	e Whit	e Board	Markers
No Credit No	ntes Allowed 3	day(s) beyond date of in	voice				
Save	Delete					C	ose

Return policies can be defined at Item level

Work Smarler with Orchid

Document Creation Options

An RMA can be auto-created from the original customer invoice, and can refer to multiple invoices. Other document creation options include:

- Shipping documentation
- Return Instruction Form for the customer
- OE Customer Credit Note, and return to inventory
- OE Sales Order, to replace returned goods
- PO Inventory return to Vendor

Tracking & Analysis

Various reports and queries provide full visibility of return & repair status.

- Track claims for cost recovery (e.g. damaged in transit by a 3rd party shipping company)
- Fault type, Vendor Warranty, and 3rd Party Repair Agent tracking
- Optional Fields at Header, Item, or Miscellaneous Charge level for configurable tracking
- Distributors can record the consumer of the product being returned for analysis purposes

An integrated Sage 300 Module

RMA is developed in the Sage 300 SDK. It stores all data within Sage 300 and integrates seamlessly with these core modules:

- IC, AR, OE, PO, Optional Fields
- Project & Job Costing
- Serialized Inventory & Lot Tracking

RMA also supports Customer, Vendor, and Item Number change, Multiple Contacts for AR, plus Sage 300 Kitting and BOM functionality.

1200	9	Mr. Ronald Black			
REP	9	Repairs template			
Repairs template and email messa	ge for	Ronald Black			-
Ronald.Black@SampleCompany.L	TD				
REPAIRS	19				
	REP Repairs template and email messay Ronald.Black@SampleCompany.L	REP Q Repairs template and email message for Ronald.Black@SampleCompany.LTD	REP Repairs template Repairs template and email message for Ronald Black Ronald Black@SampleCompany.LTD	REP Repairs template Repairs template and email message for Ronald Black Ronald.Black@SampleCompany.LTD	REP Repairs template Repairs template and email message for Ronald Black Ronald.Black@SampleCompany.LTD

Customer Template, with an RMA-specific email address

12/14/2021 3:31:1	7PM Orchid (Company Limite	d - Entity 1 &	5						Page 1
RMA Analysis by Iten	Report - Detail (RAITEMRD)									
From Item :	to: ZZZZZZZZZZZZZZZZZ	77777777								
From Date :	/1/2019 to: 12/12/2021									
tem Number	Item Description	S. 6.2		Sales			Returns	A state of the		
Customer No.	Customer Name		Quantity	Source Amount	Func. Amount	Quantity	Source Amount	Func. Amount	% Qty Return	% Amount Return
A1-103/0	Fluorescent Desk Lamp	121	aire.	and the	3.111		(ach	Seco	14.24.14	
1100	Bargain Mart - San Diego	USD	113.00	6,778.87	9,614.35	1.00		92.13	0.88 %	0.96 %
1200	Mr. Ronald Black	USD	87.00	5,219.13	7,385.23	11.00	659.89	1,013.46	12.64 %	13.72 %
1210	ACME Plumbing	USD	78.00	4,570.77	6,527.84	3.00	158.28	243.09	3.85 %	3.72 %
1400	Goastal Electric Company - Toronto	CAD	15.00	899.85	899.85	1.00	59.99	59.99	6.67 %	6.67 %
1600	Dr. Dan Penn	USD	17.00	1,019.83	1,442.23	2.00	119.98	184.27	11.76 %	12.78 %
Total for Item : A1	103/0 - Fluorescent Desk Lamp		310		25,869.50	18		1,592.93	5.81 %	6.16 %
A1-310/0	Halogen Desk Light	100		C.ass.	5.00			he design	the stand	
1200	Mr. Ronald Black	USD	71.00	3,574,85	4,978.21	8.00	402.80	618.62	11.27 %	12.43 %
1210	ACME Plumbing	USD	30.00	1,510.50	2,091.74	1.00	50.35	77.33	3.33 %	3.70 %
1600	Dr. Pro Penn	USD	2.00	100.70	138.77	2.00	100.70	154.6P	100.00 %	111.45 %

Analytical reports, including Return Rates as % of Sales for Item & Customer

Orchid RMA has streamlined, secured, and enhanced our processes while allowing for way better tracking and reporting. JODY ROBERTS, ACCOUNTING MANAGER, MAXILL INC, CANADA



More Information

Further information about RMA, including videos, is available from Orchid's Website: www.orchid.systems/products.

Minimum Requirements

Return Material Authorizations requires Sage 300 System Manager, Inventory Control, Order Entry, and Account's Receivable. Vendor Returns functionality requires Sage 300 Purchase Order. Sage 300 Project & Job Costing module is needed for tracking returns against a project. Features relate to the latest supported version.

Contact your Sage Software Solution Provider

© 2022 Orchid Systems. All rights reserved. All trademarks are registered trademarks or trademarks of their respective companies