

# RETURNED MERCHANDISE PROGRAM

(Menu Master, 2, 13, 10, 10)

## Discussion

This option will provide a way to track inventory items returned to vendors, assigning codes to establish if a check is to be expected or if the stock will be replenished. The ability to enter a follow-up date is also provided.

## Order number:

Enter the Purchase order number to call up a previously entered RMA (Returned Merchandise Authorization) order or leave blank to create a new one and press <F6=Add>.

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## Order Information

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## Order number (5) (1 revision) :

If this is a new order number, the number will be pre-filled for you.

## Date returned: (6) (MMDDYY)

Enter the date the merchandise was returned.

## \*Ship from Loc: (2)

This is a searchable field by placing a "?" in the field and pressing <F1=Verify>. Enter the location number that the merchandise will be shipped from.

## \*Return to Loc: (2)

This is a searchable field by placing a "?" in the field and pressing F1=Verify. Enter the location number that the merchandise will be returned to.

## Returned by: (8)

Enter the name of the person that is returning the merchandise.

## \*Purchase Group: (3)

Enter the purchase group number that the merchandise was ordered from.

## RMA #: (20)

Enter the returned merchandise number (RMA) assigned by the vendor for reference purposes.

## Supplier contact name: (8)

Enter the name of the supplier contact.

Freight charges: (5.2)

Enter any freight charges incurred by returning the merchandise.

Shipped via: (25)

Enter the ship via information.

Notes: (2 lines of 35 each)

Enter up to 2 lines of notes.

Follow-up date: (6) (MMDDYY)

Enter follow-up date which will appear on the Supplier Open Orders Report.

Ship to address:

The ship-to address will default to the ship-to address of the purchase group entered above but may be overridden if necessary.

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#### MERCHANDISE DETAIL

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Item number: (10)

Enter the inventory item number that is being returned.

Quantity returned: (3)

Enter the number of items being returned.

Original P.O.: (5)

Enter the Purchase Order number that the inventory items were originally ordered on.

\*Original Loc: (2)

Enter the original location number. Note: this is a searchable field by placing a "?" and <Enter>.

Current P.O.: (5)

Enter the current Purchase Order number.

Supplier next action: (1)

Enter the code from the chart below that describes the suppliers next action to be taken on the returned merchandise.

Restocking charge:

Enter any restocking charges.

**Reason:**

Enter the reason this item is being returned.

**Notes:**

Enter any notes on this particular item.

**Price:**

This is the price at which the item was received.

If this price needs to be overridden, press <F5=Access price>.

**Supplier Next Action Codes**

1=Replace

2=Repair and Return

3=Issue credit to us

4=Issue check

After an order is accepted, 3 copies of the order will print including an office copy, a vendor copy and a copy for A/P records.

If the supplier action code is a 1 or 2 when you go in and receive the product it will automatically reduce the expected quantity to be received in the RMA file. After you have completed the RMA action you will need to manually go back into the RMA file and delete (F4) that file.

If the supplier action code is a 3 or 4 you will need to go in and delete this RMA record once you receive the credit or check.

Note: You need to consider this RMA file as a manually tracking device and when you no longer need the reminder of the returned items you need to manually delete the RMA from this file. Who does the deleting is up to your company.

Note: You can see out standing RMA by running query on file W#RETGD.