Return Authorization System

The Return Authorization System is the module that is used to interact with Customers or Vendors concerning the disposition of unneeded, unwanted, or defective Material. When interfacing with the Sales Order Module, this module allows the user to create a traceable RMA (Return Material Authorization). Upon receipt of the returned Material, the RMA initiates action that can affect Customer information and/or Inventory information. This process eliminates the need for duplicate data entry, and is a key element in improving Customer satisfaction. When interfacing with the Purchase Order Module, this module allows for the tracing of actions in the disposition of Material being returned to a Vendor, which is not needed, not wanted, or defective. Besides this integration with the Sales Order Module and the Purchase Order Module, the Return Authorization System also integrates with the Inventory Control Module to allow for the accurate tracking of Inventory Quantities.

ESI

Technologies

Features:

- Logs can be maintained for each Customer with details regarding product returns.

- All Material returned from a Customer is processed through the Quality Control Management System.

- Material returned to a Vendor may be dispositioned from the Purchase Order Management System or from the Quality Control Management System.
- Allows for general comments or other explanatory text, which can be entered from user-maintained Standard Comment Records.
- System maintains a complete audit trail within the Inventory Control Module for all Material returned by a Customer and for all Material returned to a Vendor.

Benefits:

- Paper files are not required because the system will store all details regarding returns for any reason.
- User can maintain maximum control over returned Materials and insure that any returned Material passes Inspection before being returned to Inventory.
- Material is fully traceable by the user at all times.

- Reduces communication errors and makes data entry easier.

- Accurate Inventory Quantities are maintained at all times.