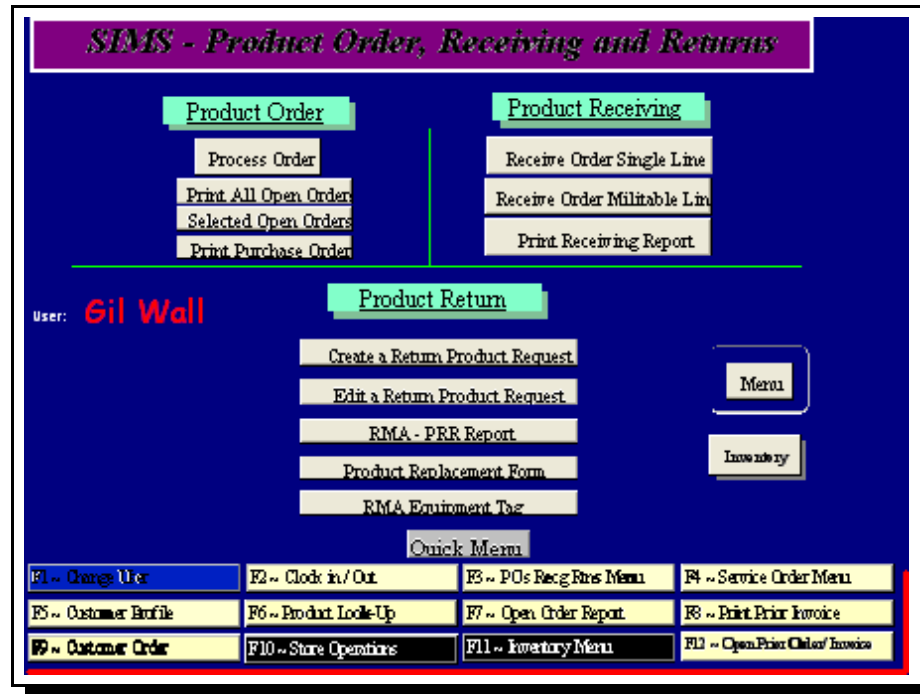


Product RMA Returns

**Product Return - Return Merchandise Authorization (RMA)
and Product Return Request (PRR)**

Create a Return Product Request

This process is for items returned damaged. During the purchase process of SIMS POS the item returned can be marked DAMAGED. The item is identified as follows:

Return Request Tag Number - In work Status-Invoice Date-Vendor

802-Pending-12/31/2003-Supermicro

The Product Return Request begins at SIMS POS and also can be created at a later time using Create Product Return Request. This request has three parts.

- ✓ In store Product Identification
- ✓ Manufacture's Product Identification
- ✓ Work in progress status of RMA
- ✓ RMA Report

To build a Request enter the following:

In Store Product Identification

Invoice # - At the time of purchase.

Customer - Customer's Name can also be your All General Sales Account

Product Description - Product Description from the Inventory Database

Product SKU - Product SKU number

Serial Number - Serial Number if available

Description of Problem - Description of the damage.

Manufacture's Product Identification

Mfg. Vendor Description - This field is 30 characters long and will use your inventory description. If the description is different. Type in the correct description

Mfg. Part Number - SIMS Inventory maintains the vendors part number, if not found in your inventory enter the correct vendor's part number.

Mfg. RMA Approval # - The approval number is a number provided by your vendor usually a number or code is provided when an RMA is approved.

Mfg. RMA Fault Code - This is the reason usually provided by the vendor if not in the drop down listing enter the correct code. Ask you Vendor for this code.

Mfg. Credit Amount Applied \$ - This is the dollar amount approved for your refund. It may be less than your cost of the product or a straight replacement. Enter the amount.

Shipping date to Mfg. - The date the product was shipped back to the vendor or the date the product was destroyed. Some vendors don't want the part return and will ask you to destroy it.

Date Closed - Date this action is closed.

Work in progress status of RMA

There are two status flags.

- ✓ **Mfg. Credit Posted, a pending status.**
- ✓ **Type of Credit Requested, a completed status.**

Mfg. Credit Pending as Posted

- **Pending Mfg. RMA** - Initial mark for all defective parts.
- **Non Returnable**
- **Pending Credit** - Waiting for Vendor to supply a Approval Code.
- **Credit Applied**
- **Part Replacement**
- **Refund by Check**

Type of Credit Completed Request

- **Refund**
- **Credit Applied to Account**
- **Replacement to be send**
- **Product Replacement at No Charge**
- **Not a Returnable or Refundable Item**
- **Repair In-house for restock**

Edit a Return Product Request

Edit Product is the same form used to create the item. With the exception a Find Locate is invoked and to locate the item enter the RMA Tag number then press the Enter Key. And edit the record.

RMA - PRR Report

Sample Data Company							Mem	Print
2/27/2005		3:48:07.23 PM		RMA~Product Replacement Report				
Replacement #	Serial Number	Vendor Description	Vendor Item #					Vendor Cost
SUPERMICRO								
PENDING								
1069		100MHz bus Power System	100208	\$650.00				
		1		\$650.00	\$0.00			
		1		\$650.00	\$0.00			
		1		\$650.00	\$0.00			
	1			\$650.00	\$0.00			

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