

**Orchid**

# Training Guide:



Return Material  
Authorizations

*Work Smarter with Orchid*

## RMA Introduction

**Important!** The documentation refers to the latest product update for the latest version of Sage 300, currently version 2025. Unless otherwise specified, the content applies to all supported versions, currently versions 2025, 2024 and, 2023..

Return Material Authorizations & Repair Tracking automates and simplifies the management of product returns and repair tracking as part of your Sage 300 (Accpac) system. It uses flexible workflow to speed up the processing of returns, creating the cross-referenced entries required to ensure your inventory and financial records are updated and correct.

This includes replacement and/or repair and sustains Quality Assurance procedures for fault and warranty tracking and to facilitate corrective action if required.

The result is faster turnaround times whilst providing superior customer service and appropriate control. This ensures the customer is informed about every step of the process and can be confident that you are actively working to resolve the issue. No longer are return records kept in separate files, spreadsheets or sheets of paper on team members' desks, you can have a single point of information and consistent process. The Return Material Authorizations (RMA) module has been assisting Sage 300 (Accpac) users to manage their returns, evolving with each release since 1999.

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# Installing Return Materials Authorization

## INSTALLATION STEPS

RMA is installed by executing the EXE program downloaded for installation. InstallShield will execute and guide you through the installation steps, including whether to install documentation.

### Before you Start

- Download the program installer for the version of Sage 300 you are running (only available in the Partner area of the Orchid website).
- Before installing RMA, ensure that all users have logged out of Sage 300.

### Installing the files

- Log on to the server where Sage 300 is installed as a user with full administrator rights.
- Run the previously downloaded InstallShield for the module.
- If prompted to re-boot, then do so.

**Tip:**

Programs are installed in the Sage 300 program folder, in the RAXXA subfolder, where RA is the 2-letter code for the Orchid module and XX depends on the Sage 300 version you are running:

Example: RA68A for RMA version 2021, RA69A for Version 2022, RA72A for Version 2025.

**Note:** REGACC is run automatically as part of the installation process. If some files are locked during the installation, the re-boot is required to unlock all files and complete the installation.

**Important!** If you install Sage 300 on each workstation, as well as the server, then you must do the same with RMA. In this case, repeat the above steps for each workstation.

## ACTIVATE RMA

Activate RMA in Sage 300 Administrative Services > Data Activation.

**For details** on activating modules, refer to the Sage 300 System Manager online Help (choose the Help menu on the Sage 300 desktop) or review the chapter, *Setting Up Security*, in the *System Manager Administrator Guide*

## LICENSE DETAILS

To start using RMA, you need a valid serial number and license file.

## Return Material Authorizations

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If you don't have a valid license for RMA, you only see the License screen.

Refer to RMA License Screen on the facing page for details on entering Activation Code.

### Enter License Details

The installation doesn't require a serial number anymore. You enter the serial number and activation code in the License screen.

**Note:** This applies to Sage 300 versions 2019 and above. You need a serial number to install an older version.

After you install the software, you need to activate RMA in one company using Sage 300 Administrative Services > Data Activation.

There are two options to enter the license details:

#### **USE A 30 DAY TRIAL LICENSE FILE**

To generate a 30-day trial license file, enter the serial number provided for your module and Save the details.

#### **AFTER PURCHASING A SUBSCRIPTION OR A PERPETUAL LICENSE**

If you have purchased the module, enter the serial number and activation code provided by your Sage 300 business partner.

**Note:** The license applies to all the Sage 300 databases for the same installation. You only need to enter the license details in one company.

**Tip:** If installing with a 30 day grace period, additional re-installations will not extend the grace period.

## UPGRADING FROM A PRIOR VERSION.

1. Download the new version install program from the Orchid website (Business Partner access only)
2. Obtain the serial number and activation code for the new version
3. Backup your existing database and programs as per Sage Upgrade guidelines
4. Execute the EXE program downloaded (as above for a new install).
5. In Sage 300 / Administrative Services / Data Activation, Activate RMA
6. Enter serial number and activation code in the RMA License screen. (as above)

## MINIMUM REQUIREMENTS

You need to use the same version for the core Sage 300 modules and RMA. For example, RMA version 2025 requires Sage 300 System Manager version 2025.

Additional specific Sage 300 modules may be required to enable all functionality. Refer to Orchid Systems's website for details ( <https://www.orchid.systems>).

## RMA License Screen

To start using RMA, you need a valid serial number and license file.

If you don't have a valid license for RMA, you only see the License screen.

### LICENSE SCREEN

You use the RMA license screen to enter serial number and activation code.

#### When to use:

- After a new installation or an upgrade to a newer version of Sage 300.
- After a subscription renewal, enter the activation code with the new expiry date.
- View the components of the Orchid module you are licensed for.

#### How to use:

- Enter the license details, click the **Add** button to create the license file.
- Restart the Sage desktop to enable the new license.

**Note:** If you have multiple Sage 300 databases, you only need to enter the activation code details in one company. When the licence details are entered on the first company, RMA creates the RA69A.lic file, which can then be read by all other companies configured on the same server.

## 30-day Trial Licence

If you don't have an activation code for RMA, you can create a 30-day trial license.

In the License screen, enter a serial number for the module, Sage 300 version and edition you are running.

Click the Add button. This create a 30-day trial license.

**Tip:** If you install a 30-day trial, enter a valid activation code before the trial expiry date to continue using the application.

## Subscription Licenses Expiry Date

You can check the subscription expiry date and enter a new activation code after a subscription renewal is processed.

## Return Material Authorizations

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Subscription licenses have an expiry date. To continue using RMA, you will need to renew the subscription and enter a new Activation code in the module License screen before the expiry date.

Contact your Sage 300 Business Partner for details.

**Note:** In the four weeks before the expiry date, users receive a warning message when logging into Sage 300 (weekly for the first three weeks and daily in the last week). If you don't renew before the expiry date, the software will become read-only.

## TROUBLESHOOTING ACTIVATION CODE

When saving the license information, the following problems may be encountered:

**Activation code Invalid** – verify the registered company name (displayed during installation) and serial number entered match the details supplied to Orchid Systems when an activation code was requested.

**Invalid serial number** – the entered serial number is not valid for this product, Sage 300 version and edition.

**Important!** If the Sage 300 Version or Edition change, a new Serial Number and activation code must be requested from Orchid Systems.

If the company name registered with Sage changes, a new Activation Code must be requested from Orchid Systems.

Refer to detailed troubleshooting tips in Troubleshooting Activation Code,

## ACTIVATION CODE AND AVAILABLE FUNCTIONALITY

Depending on the components you are licensed to use, some features described here may not be available for you to use. Some functionality of RMA is only active if you have purchased the required module component.

The license screen displays what components of the RMA module are included in the activation code.

## Steps for Setting Up Return Material Authorizations

This topic lists the steps for setting up a new Return Material Authorizations system.

**Step 1:** Gathering Return Material Authorization Data on the facing page

**Step 2:** Adding Security Information on the facing page.

**Step 3:** Choosing Return Material Authorizations Options on page 12

**Step 4:** Adding Return Material Authorizations Setup Records on page 12

**Step 5:** Entering Outstanding Return Material Authorizations on page 13 (optional).

**Step 6:** Designing Return Material Authorizations Forms on page 13

## Gathering Return Material Authorization Data

After you activate your Return Material Authorizations data, you must add the data from your company's present returns system to Return Material Authorizations.

First, gather all your current Return Material Authorization records. These can be manual records or printed listings and reports from other accounting software, such as:

- Lists of the codes and other information you will use to set up: authorization codes, status codes, fault types, workflow stage codes and repair agents.
- Outstanding Return Material Authorizations
- Historical Return Material Authorizations (optional).
- Samples of your Return Material Authorization and Return Material Authorization Instruction forms.
- The data entry forms and checklists.
- You may be able to enter much of the Return Material Authorizations data by reading it directly from files created by another program. In Sage 300 this is called *importing*.

## Adding Security Information

If your Sage 300 system requires user passwords and security profiles, you need to assign security authorizations for Return Material Authorizations forms.

### Changing Print Destination

To allow users to change the print destination, you must assign Change Print Destination authorization from the Administrative Services permissions list in the Security Groups form.

### Assigning Return Material Authorizations Security

You use the Security Groups form in the Administrative Services folder to assign authorizations for the following Return Material Authorizations tasks:

- **Setup Administration and Maintenance** – Lets users add, modify, or delete Status Codes, Workflow Stages, Repair Agents, Authorization and Fault Codes. They can modify RMA Options, including document prefixes, next RMA document number, and optional fields.
- **Setup Maintenance** – Lets users add, modify, or delete Status Codes, Workflow Stages, Repair Agents, Authorization and Fault codes. They cannot modify RMA Option settings.

- **RMA Document Entry** – Lets users add, modify, or view RMA documents. To search for existing O/E invoices and to create O/E replacement orders, they also need authorization for O/E Order Entry, O/E Shipment, or O/E Invoice Entry, and O/E Unit Price Override.
- **RMA Document Credit Note Posting** – Lets users create Order Entry Credit notes for RMA documents. You must also assign RMA Document Entry authorization to grant RMA Document Credit Note Posting authorization. Also, to create a credit note from an RMA document, they require authorization for O/E Credit/Debit Note Entry and O/E Unit Price Override.
- **RMA Document Delete** – Lets users delete existing RMA Documents provided the documents do not have associated credit notes in Order Entry. You must also assign RMA Document Entry authorization to grant RMA Document Delete authorization.
- **Setup Report Printing** – Lets users print setup reports.
- **Analysis Report Printing** – Lets users print analysis reports.
- **Import Processing** – Lets users import RMA Documents. You must also assign RMA Document Entry authorization to grant Import Processing authorization.
- **Export Processing** – Lets users export RMA Documents. You must also assign RMA Document Entry authorization to grant Export Processing authorization.
- **Period End Processing** – Lets users purge completed RMA documents from the system.
- **Setup Inquiry Only** – Lets users inquire on Status Codes, Workflow Stages, Repair Agents, Authorization, and Fault codes. Users cannot modify these records.
- **Display Costing** – Lets users see unit cost and extended cost for items and vendor unit cost and vendor extended cost for items on the RMA Entry screen.
- **RMA Document Printing** – Lets users print Return Instruction and Return Authorization.

## Choosing Return Material Authorizations Options

The options you choose on the Return Material Authorizations Options form determine how your Return Material Authorizations system operates and the types of data that it stores and displays. You can also use the form after setup to review your entries and, as needed, change most of them.

For details on RMA Options, [Options Form Overview](#) on page 31

## Adding Return Material Authorizations Setup Records

Before you can process return material authorizations, you need to set up records for authorization codes, status codes, fault types, workflow stage codes, and repair agents.

If you need to email RMA forms, you also need to setup Email Templates and optionally Customer RMA Templates.

To facilitate data entry, it is recommended to setup RMA Templates.

For detailed description, refer to  
RMA Setup Screen Guides on page 31

## Entering Outstanding Return Material Authorizations

When you set up Return Material Authorizations, you should enter all outstanding Return Material Authorizations into the new system so you can track them effectively.

You can enter Return Material Authorizations individually or import using File > Import menu.

For details on how to enter RMA details, particularly on using templates to speed up data capture, see:

- Enter Return Material Authorization Details on page 17
- Using Templates and Default Values on page 20
- Complete RMA on page 21
- Create Associated Documents on page 22 (credit notes, replacement orders, and vendor returns)

**Note:** You can import RMA, for details refer to Import Return Materials Authorization on the next page

## Designing Return Material Authorizations Forms

Return Material Authorizations includes sample formats you may be able to use with your printer "as is" or adapt to print on the forms you use for Return Material Authorization confirmations and instructions.

You can use these forms as is, adapt them to suit your needs, or design and create your own forms:

- RACONF01.RPT Return Material Authorization confirmation
- RAINST01.RPT Return Material Authorization Instruction

These forms are not datapiped, so you can add additional fields, should you require them.

## Assigning Visual Process Flows

Return Material Authorizations include Visual Process Flows to guide through the setup and some key transaction processes.

**Tip:** Use the Assign Visual Process Flows screen in the Administrative Services folder to assign process flows to users (including the ADMIN user).

Only the ADMIN user and users who have the required security authorization can assign process flows.

**Tip:** For more information about security authorization, see [Administrative Services Security](#) in the Sage 300 System Manager help.

## Import Return Materials Authorization

Use this command to transfer (import) data from non-Sage 300 programs to Return Material Authorizations.

- If you currently have a computerized Return Material Authorizations system, you may be able to use Return Material Authorizations' import utilities to transfer records directly into Return Material Authorizations.
- If you are transferring Return Material Authorizations from another Return Material Authorizations database, you can export them from the other database, edit them in a spreadsheet or other program to change codes, amounts, and other information, then import them into the new Return Material Authorizations system you are setting up.

### To import data, follow these general steps

1. Create the file you want to import. You can create an import file template by exporting a few records of the type you want to import.
2. Open the appropriate window for the type of data you want to import. For example, to import Return Material Authorizations, open the Return Material Authorizations Entry window.
3. Choose the Import command from the File menu.
4. Specify the file name and file type in the form that appears next.

If you previously created a template for importing, choose the Load Template button.

5. Choose the fields that you are importing. (You can save your choices as a template for the next time you import records.)

For details, refer to [Importing Return Material Authorizations](#) on page 60

## RMA Templates Form Overview

RMA Templates let you specify default settings for new return material authorizations, which can speed up data entry.

### **You use the RMA Templates form to:**

- Add new template records that contain the settings you most frequently use for return material authorization documents.

For example, you can create separate templates for returns and repairs, or you could create a template for low value/high volume returns, and another for high value returns. When you assign the template code to a new Return Material Authorization, the program automatically fills in the RMA fields with settings from the template.

- Edit and delete existing RMA templates.

For details on RMA Templates, RMA Templates - Screen Guide on page 46

### **After adding or changing templates**

Print the Templates report to check the new information and to update your printed records.

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## Return Authorization (RA) Entry

Use the Return Authorization Entry form to:

- Record merchandise to be returned or repaired
- Keep track of status of each return and repair
- Create replacement orders and credit notes in Order Entry
- Create returns to vendors in Purchase Orders
- Import return authorizations you created in another Sage 300 Return Material Authorization database or in a non-Sage 300 program.

### Using RA Templates to Minimize Data Entry and Errors

By setting up and using RMA Templates Form Overview on page 15 wisely, you can minimize data entry, and ensure that data is entered correctly.

### Default Entries in RMA Documents

Entering information in certain fields in an RMA document updates dependent fields automatically. For example, selecting a valid customer code also updates the customer currency field and billing information with information from the A/R customer record. Many fields in the RMA header and details have dependent fields.

Changing values in some fields may cause associated detail fields to be recalculated. For example, if you change the quantity for a detail, the program recalculates the extended price, cost, and vendor cost.

For details on all RMA Tabs and fields, RMA Transactions Screen Guide on page 65.

## ENTER RETURN MATERIAL AUTHORIZATION DETAILS

### BEFORE YOU START

Before you enter a return, make sure you have adequate information about the goods being returned, including:

- The invoice numbers to be credited. You can enter the number of an existing OE invoice or leave the OE Invoice number blank
- Whether items will be returned to inventory for resale.
- The document number to assign to the RMA. (Prefixes and next numbers are listed in the R/A Options form.)

To enter a new RMA:

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Depending on the template and your selections for the Fill Details By field, the program fills in many of the fields, as described in Using Templates and Default Values on page 20, but you can edit the fields, as necessary.

If you do not specify a template or an invoice number, you enter the details manually.

1. Open Return Material Authorization > R/A Transactions > Return Authorization Entry.

**Note:** If the RMA Entry screen is already open on an existing RA, you can create a new RA by clicking the New button to the right of the **RA No.** field.

2. Enter the RA number or accept **\*\*\* NEW \*\*\*** to have RMA assign the next available RMA number when you post the RMA.

RMA assigns RA numbers according to settings you specify on the Processing tab of the RA Options screen or associated RA Template screen.

3. Enter the customer number in one of the following ways:

- Enter the Customer Number, and then press Tab.
- Use the Finder Icon to select the number.

You can also create a new customer, look up customer information, and edit bill-to information for the customer. **More...**

Using the buttons to the right of the **Customer No.** field, you can:

- **Create a new customer.** Click the New  button to create a new customer on the A/R Customers screen. When you finish, the new customer number appears in the **Customer No.** field.
  - **Edit the customer's billing address.** Click the Zoom  button to view and edit the customer's billing address for the current transaction. (Any changes you make apply to the current transaction only, and are not saved to the customer record.)
  - **Look up information about the customer.** Click the Inquiry  button to open the A/R Customer Inquiry screen to look up information about the customer.
4. On the Return Authorization tab, enter general information for the RA. **More...**
    - a. If you use templates to assign default information to RAs, select a template code.

**Note:** You can add a default RA template in See Options Form Overview on page 31

- b. Accept the default RA date or enter the date to use. (The session date appears as the default entry, but you can change the date).
- c. To override validation rules from the template or item policies, click the Zoom button beside the Is RMA Approved? field, and then enter the approval.
- d. To generate a vendor return, see Create Associated Documents on page 22
- e. If this return is for a job related item **use the Job Related tab to specify the Job Related option and whether the document is subject to retainage or to project invoicing.**

**Note:** If the return uses project invoicing, you cannot select the retainage accounting option Options Form Overview on page 31

If the returned item was processed on a job-related invoice, on the Job Related tab:

- i. Select the Job Related option
- ii. If Project and Job Costing handles the invoicing for the associated project, select the Project Invoicing option
- iii. If the original invoice included retainage:
  - Select the retainage option to ensure that retainage is adjusted correctly for the return
  - Enter the retainage terms and the exchange rate to use for the retainage document when you process retainage
- f. In the Fill Details by field select detail by O/E invoice, RMA Document, Serial No, Lot Number, Item Number or Serial No (No Invoice)
- g. Use the Finder (🔍) to select a specific customer invoice, or an existing RMA document, serial number, item number, or lot number
- h. Click the Go button (➡) to add the details based on the document, item, or other number you specified.
- i. In the Detail Grid, you can add or edit items and miscellaneous charges to the RA or To open a separate detail entry screen to view and change information for a selected detail, click **Items/Taxes or press the F9 key.**

**Note:** You must use the detail entry form if you need to:

- Allocate Serial Number to the RMA **more**

You allocate serial and lot numbers in RMA the way you do in Order Entry, with the following exceptions:

- You can allocate only *existing* serial and lot numbers in RMA. This means that if you specify an invoice number for the return, you can allocate only serial numbers that were assigned on the original invoice. (In Order Entry, you can also generate *new* serial and lot numbers.)
- For returned items that use serial numbers generated using the Serial Registration form in Inventory Control, you must issue a credit note in Order Entry.

- Add comments or shipping instructions.
- Enter vendor or customer warranty information
- Add consumer details

Before saving a line, the program validates the details, depending on the settings in the template. (You need a password to overwrite the settings. For details, see RMA Validations.)

5. Add comments or shipping instructions
6. Enter vendor or customer warranty information

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7. Check, and correct as necessary, the information that appears on the following tabs:
  - Customer
  - Optional Fields
  - Rate
8. Click Add or Save

### AFTER ENTERING AN RMA

You can now:

1. Print the RMA instructions and RMA Authorization for the warehouse and customer, respectively.
2. Monitor and change the status of the RMA, as needed (internal status, external status, fault code, repair agent code).

Once the stock has been returned, checked, or repaired, and all the RMA details are complete (depending on the RMA Template settings), you Complete RMA on the facing page and create the Create Associated Documents on page 22.

## Using Templates and Default Values

### TEMPLATE CODE

Enter or select a template code. If you have set up a default template code on the RA Options setup, this will appear automatically. The template code you specify determines the following default information for the RMA:

- RMA description, shipping reference, ship-via code, authorized by code, comment
- RMA Line status code, workflow stage code, fault code, repair agent code, place on replacement order, zero value on replacement order, put on credit note, zero value credit note, put on vendor return etc.
- If an auto restocking fee has been entered on the template, the miscellaneous charge line will be created automatically, with a negative value.

**You can override the defaults from the template if required.**

**If you do not enter a template code**, you can enter the RMA description, shipping reference, ship-via code, authorized by code, and comment manually.

### FILL DETAILS BY TO SET DEFAULT VALUES

You can create the RMA lines based on:

- O/E Invoice
- RMA Document
- Serial No. (with associated invoice)
- Lot No
- Item No
- Serial No. (No Invoice)

After selecting the appropriate document, you need to click the Go () button to force the RMA lines to be set. For example, if you select O/E Invoice and select the appropriate document from the finder and click the Go () button, all the lines from the entered/selected invoice number are inserted on the RMA. You can then select a second (and third) invoice number if required – by re-selecting an O/E Invoice from the customer invoice finder. The lines which are defaulted onto the RMA can then be edited.

## **If you have set a default location or category**

On the selected template, the location and category details will be set accordingly. All parameters (for example place on replacement order, zero value on replacement order, put on credit note, zero value on credit note, put on vendor return, zero value on vendor return, status code, workflow stage code, fault code, repair agent code) will be set up.

If you have not set a default location or category on the selected template, this information will default from the invoice.

The cost and price information will default from the invoice.

If the invoice number is not known or not required, you can go directly to the RMA detail lines, and add the items and miscellaneous charges required. Here, you can link the lines to both the customer invoice and vendor receipt documents. You can enter the item code/miscellaneous charge code and continue to enter the quantity, price, and so on.

## **Complete RMA**

You need to complete the RMA before you can create Create Associated Documents on the next page (credit notes, replacement orders and vendor returns).

You can complete the RMA by ticking the ;Complete" option on the header.

If the template associated with the RMA has been flagged ;Complete lines before header" as true, then the Complete flag must be ticked on all detail lines before the RMA header can be flagged as "complete".

## Create Associated Documents

Once you have completed an RMA, you can create associated documents in Order Entry and Purchase Order.

### HOW TO USE - OVERVIEW

#### Step 1. Complete the RMA

You select the Complete option in the header to complete an RMA. If the template associated with an RMA uses the option Complete Details Before Header, you must select the Complete option for all the detail lines before you can select the Complete option for the RMA header.

#### Step 2. Create the documents

Details are available for each type of documents:

Generate Credit Notes

Create Associated Documents

Create Associated Documents

#### Step 3. View and Print associated documents

Once the associated document have been generated, the document date and number are stored on the detail line for later reference. The details of last credit note / replacement order and PO Return documents are displayed on the RMA header.

On the F9 Detail Zoom for the RMA Detail Line, select the Integration Tab to drill down to or print the associated document. This applies to all associated documents, O/E Credit Note, O/E Replacement Order and P/O Return.

Refer to RA Detail Integration Tab.

### CREATING ADDITIONAL DOCUMENTS

After completing and creating documents, you may need to amend a RA Line that wasn't used to create associated documents in the first round.

For example, if a detail line does not use the option Put On Credit Note, the line is not included on the credit note. To change this option later:

- Clear the Complete option for the RMA header
- Amend the detail line, and

- Select Complete again for the header,
- Click **Generate CN** again to produce an additional credit note.

## Return/Credit Note Entry Optional Fields

If the optional fields configured on RA Header have the same name, type and length as fields in Order Entry and / or Purchase Order, they will be passed through when credit notes and replacement orders are created in Order Entry and to PO Returns when created in Purchase Order.

Use the RA Optional Fields tab on the RMA transaction to set the optional field values.

## WHEN USING RMA WITH PROJECT AND JOB COSTING

Refer to Using RMA with Project and Job Costing.

Job-related RMA details can either be placed onto an Order Entry Credit Note or a Purchase Order Return, but not on both. Therefore, an RMA detail line that has been credited cannot be placed on P/O Return. Conversely, a detail line that has been placed on a P/O Return cannot be placed on an O/E Credit Note.

This is due to automated processing of stock and costs by Project and Job Costing when either a P/O Return or an O/E Credit Note is generated. To allow RMA details to be both credited and returned would result in a duplication of cost and quantity for the project in PJC.

## SHIP-TO ON GENERATED DOCUMENTS

If an O/E Credit Note is created from a RMA, and the template says "Match Credit Note to Invoice" - then the ship-to from the original O/E Invoice is copied onto the generated O/E Credit Note.

If you create a Replacement O/E Sales Order from a RMA detail line where there is an applied O/E Invoice, then the ship-to from the original O/E Invoice will be defaulted onto the new Replacement O/E Sales Order.

The Ship-to on the RMA header is not defaulted to selected O/E Invoices, as you may have multiple O/E Invoices on the same RMA.

If you are not working with Applied O/E invoices on each RMA detail line - then you can select/change the Ship-To Location on the RMA Header before creating any O/E Credit Notes or Replacement O/E Sales Orders. The Ship-To Location will initially default from the Primary AR Customer Ship-To (if there is one).

## RMA AND SERIAL NUMBERS

There are several options in RA Options relating to Serial Numbers.

## Return Material Authorizations

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In some cases, you may end up having to process a return for a serial number that wasn't originally processed in Sage 300. You can use the following options:

If the Serial Number originates from the company where the RMA is processed:

- Do an IC Receipt and an IC Shipment in order to create the Serial Number, and 'ship' to the Customer, or;
- Do an IC Adjustment (quantity up) to put the item into stock and create the Serial Number, then do an IC Adjustment (quantity down) to take it out of stock again.
- Then enter an RMA and select the Serial Number, and do a Credit Note from the RMA.
- Complete the RMA first, and then the Credit Note, so you can use the RMA record to track all the relevant information against the item before doing a Credit Note.

If the serial number doesn't originate from the company where RMA is processed:

- We recommend that the Serial Number be recorded in an Optional Field, rather than being a true IC Serial Number.
- This way you will still have the Serial Number for reporting purposes, but you do not have to create the IC Receipt and IC Shipment.

## Periodic Processing

You use the Periodic Processing form to purge all completed and expired Return Material Authorizations up to and including the date you specify.

You cannot view RMAs after you clear them. Therefore, we strongly recommend that you back up your data before running this function.

When you run this screen - you fill in the required "Through date". Depending on which option(s) you select, when you click process

1. If you have selected "Clear Completed RMA Documents" - it will delete all RMAs where the Date Completed  $\leq$  Through Date.
2. If you have selected "Clear Expired RMA Documents" - it will delete all RMAs where the RMA Date + "Num. Days before RMA Expires"  $\leq$  Through Date.

Refer to [Options Form Overview](#) on page 31 for details.

**Note:**

Return Material Authorizations will keep all transactions until you elect to purge completed Return Material Authorizations up to and including a certain date. Note that once this data is purged it will not be available for reporting.

Transactions created in other modules by Return Material Authorizations are not impacted by this purge. This would include replacement orders and credit notes in Order Entry and returns in Purchase Orders. Order Entry and Purchase Orders handle the maintenance of these transactions.

## Return Materials Authorization Forms

Use the icons in the Forms folder to print or email documents to Customers.

RMA uses Sage 300 default configuration to send emails. It will use SMTP if the "Use SMTP" Option is selected on the Company Profile, or use Microsoft Outlook if the details are not filled in. For more details, refer to *Emailing from Orchid Modules and Sage 300 v2017 PU2 SMTP Feature*.

**Note:** To email, you need to set up at least one RMA Message Template RMA Email Messages Screen on page 58

**Note:**

If you choose to email to "Customer", RMA will use the delivery method set on the Customer in Accounts Receivable.

Refer to Sage 300 A/R Documentation for details.

To use Sage 300 Multiple Contacts functionality, refer to Customer setup: RA and Multiple Contact on page 38

If you choose to email to "RMA Customer template", RMA will use the details on the RMA Customer template.

If no email is entered on the RMA Customer Template, the delivery method set on the Customer in Accounts Receivable will be used.

For details, refer to Customer Templates on page 57

## Return Authorizations Printing

You can print and send customers a return material authorization that acknowledges the return and confirms the contents.

The Return Material Authorizations program includes one sample form that you may be able to use to print return authorizations:

- RACONF01.RPT

See the online document, "Customizing Printed Forms with Crystal Reports," for instructions for adapting the forms to your use or creating your own.

### How To Print A Range Of RMA Confirmations:

1. Choose Return Authorization from the Forms folder.
2. Select the range of return authorizations to print.
3. Select the Delivery Method:
  - a. `Print Destination` to use the Print Destination setup on the Sage Desktop.
  - b. `Customer` to use the Delivery Method set in A/R Customer. Multiple Contacts is supported.
  - c. `RMA Customer Email` to use the details configured in RMA Customer Templates on page 57
4. If `Customer` or `RMA Customer Email` is selected, you need to select a Message ID template
5. Click the **Print** button to print the Return Authorization confirmation.

#### Tip:

If you receive a message Email template ID [...] not found in RMA message templates. No emails sent to contacts flagged to receive emails, you need to select a Message ID.

Refer to: RMA Email Messages Screen on page 58

### Printing A Single Return Authorization From Return Material Authorization Entry

You can also print a return authorization from the Return Authorization Entry form immediately after updating.

For more information on the contents of this report, see Return Authorizations features

See Also: Return Instruction Printing below

## Return Instruction Printing

You can print and send customers instructions as to how the goods should be returned.

Select all or a range of order Instructions.

Return Material Authorizations includes one sample form you may be able to use to print instructions:

- RAINST01.RPT

See the online document, "Customizing Printed Forms with Crystal Reports," for instructions for adapting the forms to your use or creating your own.

## **How to print a range of return instructions**

1. Choose return instructions from the Forms folder.
2. Select the range of returns you wish to print.
3. Click the Print button to print the return instruction.

## **Printing a single return instruction from Return Material Authorizations**

You can also print a return instruction from the Return Material Authorizations Entry form immediately after updating.

For more information on the contents of this report, see Return Instructions features

## RA Analytical Reports

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### Open/Closed Status Report Features

The Open/Closed Status report lists details of your returns, and provides options which allow you to produce a variety of versions of the report.

For instructions on printing the report, see Open/Closed Status report printing

#### Information printed on the report

The report lists:

- RMA header information including RMA Number, Date, Customer Number Customer Name, Customer Credit Note Number and RA Status.
- RMA detail information including Item Number/s, Item Description, Workflow Stage, Quantity, Amount and Original Customer Invoice.

## Credit Note Report Features

The Credit Note report lists details of Credit Notes created by the Return Material Authorizations module, and provides options which allow you to produce a variety of versions of the report.

For instructions on printing the report, see [Credit Note report printing](#)

### Information printed on the report

The report lists:

- Header information including RMA Number, Date, Customer Number Customer Name, Customer Credit Note Number and RA Status.
- Detail information including Item Number, Item Description, Category, Workflow Stage, Quantity, Amount and Original Customer Invoice.

## Fault Analysis Report Features

The Fault Analysis report lists details of your returns and associated faults, and provides options which allow you to produce a variety of versions of the report.

For instructions on printing the report, see [Fault Analysis report printing](#)

### Information printed on the report

The report lists:

- RMA header information including RMA Number, Date, Customer Number Customer Name, Customer Credit Note Number and RA Status.
- RMA detail information including Item Number/s, Item Description, Fault Code, Quantity, Amount and Original Customer Invoice.

## Status Analysis Report Features

The Status Analysis report lists details of your returns, and provides options which allow you to produce a variety of versions of the report.

For instructions on printing the report, see [Status Analysis report printing](#)

## Information printed on the report

The report lists:

- RMA header information (including RMA Number, Date, Customer Number Customer Name, Customer Credit Note Number, and RA Status).
- RMA detail information (including Item Number/s, Item Description, Workflow Stage, External Status, Quantity, Amount, and Original Customer Invoice).

## Customer Return Rate Report Features

The Customer return Rate report allows you to analyze returns by customer, and provides options which allow you to produce a variety of versions of the report.

For instructions on printing the report, see [Customer return Rate report printing](#)

## Information printed on the report

The report lists:

- Customer Number and Customer Name.
- RMA detail information including Item Number/s, Item Description, Quantity and Amount Sold and Quantity and amount Returned, with Totals in Source and Functional Currencies.
- Returns as a percentage of sales.
- Grand total percentage is only in functional / home currency

### Note:

Print detail

When you run in "Summary" (do not select **Print Detail**), Customer Return Rate report displays the total sales and returns for the selected customers and selected date range.

If you select "**Print Detail**", Customer Return Rate displays details by items for all the selected customers and selected date range. The "Detail" report does not show total sales for the customers on the report, but rather total sales for the items which have returns.

## Item Return Rate Report Features

The Item Return Rate report lists details of your returns by item, by customer and provides options which allow you to produce a variety of versions of the report.

For instructions on printing the report, see [Item Return Rate report printing](#)

## Information printed on the report

## Return Material Authorizations

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The report lists:

- Item Number/s and Item Description.
- RMA detail information including Customer Number, Customer Name, Quantity and Amount Sold and Quantity and amount Returned, with Totals.
- Returns as a percentage of sales.

### Note:

Print detail

When you run in "Summary" (do not select **Print Detail**), Item Return Rate report displays the total sales and returns for the selected items and selected date range.

If you select "**Print Detail**", Item Return Rate displays details by customers for all the selected items and selected date range. The "Detail" report does not show total sales for the items on the report, but rather total sales for the customers which have returns.

## Serial/Lot Number Report Features

The Serial/Lot Number report lists the serial/lot numbers assigned to items that are returned.

For instructions on printing the report, see Serial/Lot Number report printing.

### Information printed on the report

The report lists:

- RMA header information (including RMA Number, Date, Customer Number Customer Name, Customer Credit Note Number, and RA Status).
- RMA detail information (including Item Number/s, Item Description, Workflow Stage, Quantity, Amount, and Original Customer Invoice).

## RA Screen Guides

### RMA Setup Screen Guides

For details on all RMA setup screens and fields.

### Options Form Overview

You select RMA Setup > options when you create your Return Material Authorizations configuration. Once you have set up your configuration, use this form when you need to change your selections.

#### **BEFORE USING THE OPTIONS FORM**

Before changing any of the settings or information in the Options form, make sure you understand the impact the options have on processing within Sage 300.

#### **TO USE THE OPTIONS FORM**

1. Click the tab you want to see.
2. Click Save to keep any changes you make.
3. Click Close to leave the form without changing any information.

### CHOOSING CONTACT OPTIONS

You keep and update most company information using the Company Profile form in the Common Services folder. However, you can store the name of a returns contact person or position, and enter the telephone and fax numbers you use in your returns department on the Contact tab of the R/A Options form.

This page also displays the name and address entered for the company in Common Services. To change the company name and address, use the Company Profile form in Common Services.

### OPTIONS FORM CONTACT TAB - FIELDS AND CONTROLS

Use this tab to change the contact name, telephone number, and fax number for the company's Return Material Authorizations administration.

**COMPANY NAME AND ADDRESS**

To change the company name and address, or to change the contact name, telephone number, and fax number at the company level, use the Company form in Common Services.

Contact name and telephone and fax numbers for Return Material Authorizations

To change the contact name, telephone number, and fax number for the Returns administration, use the Contact Options page of the Options form in the Setup form.

Depending on the choice of the Format Phone Numbers option in the Company Profile in Common Services, parentheses and hyphens may be inserted.

**RA CONTACT**

Type the name of the person or position who is the contact for the Return Material Authorizations system.

**RA CONTACT FAX**

Type the fax number that is used for the Return Material Authorizations system.

**RMA PROCESSING OPTIONS**

You use the Processing tab in the R/A Options form to specify how to process return material authorization documents.

- Specify the prefixes and next document numbers that Return Material Authorizations will automatically assign to return material authorization documents.
- Select options to allow blank External Status, Internal Status, Fault and Repair Agent Codes.
- Specify a default RMA Templates - Screen Guide on page 46

**Choosing Processing Options - Fields and Controls****DOCUMENT NUMBERS**

Each return material authorization must have a unique number. You can specify numbers when you enter transactions, or you can let the program assign document numbers automatically.

To define the format for automatically assigned document numbers, you specify the length of the number, the prefix to use, and the number of the next document. The program increases the next number by 1 each time you post a new document.

- Use your present numbering scheme You can change the entries on the Document Numbering page if they do not match your current Return Material Authorization

system.

- Maximum length of document numbers Return Material Authorization numbers can be from 1 to 24 characters long, and they can have an alphanumeric prefix of up to 6 characters long. For example:

RMA1457 3-character prefix with 4-digit number

R-357 2-character prefix with 3-digit number

RETURN0009392 6-character prefix with 7-digit number

You do not have to use the number assigned by the program; but if you use automatic numbering, your auditing procedures are simplified because you cannot accidentally skip any numbers.

If you want to change the next number to assign in the R/A Options form to a lower number, you must change the prefix as well. You cannot have two documents with the same document number and prefix.

- Entering your own document numbers with transactions If you enter your own document numbers when you add transactions, the program does not update the next number in the Options form, even if you use the same number as the program would have assigned.

### **NO DAYS BEFORE RMA EXPIRES**

Enter a value if your RMAs expire after a certain number of days.

The "Expiry Date" is not saved/stored on the RMA - but is used by the Periodic Processing option when clearing down old RMAs

Refer to Periodic Processing on page 24

### **ALLOW BLANK CODES IN THE RETURN MATERIAL AUTHORIZATION DETAIL FORM**

The Status Codes options let you leave certain detail fields blank in the Return Material Authorization form, enabling efficient detail entry where this information is not required.

- Allow Blank Workflow Stage Codes
- Allow Blank Fault Codes
- Allow Blank Repair Agent Codes
- Default Template

**Tip:** To find out how to use templates to take advantage of more complex numbering sequences, see RMA Templates - Screen Guide on page 46. Your choices on the Processing tab are used as the default selections for the corresponding options on new RMA templates. The program also applies the options from the Processing tab if you do not specify a template code for a new return material authorization document.

### **DEFAULT TEMPLATE CODE**

You can specify a template code to be used as the default for all new return material authorizations. (Before you can specify a default template code, you must set up templates using the Templates form in the R/A Setup folder. (For more information, See RMA Templates - Screen Guide on page 46.)

### **AUTONUMBER**

Select this option if you want RMA to automatically number the return authorization entries.

### **PREFIX**

Enter the prefix you would like to see in front of your return authorization document numbers. Type the prefixes you use in your existing document numbers, or use the default prefixes you see on this page. Each prefix can be up to six alphanumeric characters.

### **LENGTH**

If your Return Material Authorization numbers are not 6 characters long, edit this field to determine how long your Return Material Authorization Number will be. The maximum length is 12.

### **NEXT NUMBER**

If you do not want to use the default starting number for each type of document, type over it. The program increases the number by 1 each time you post, but you are not forced to use the numbers assigned by the program.

### **NUMBER OF DAYS BEFORE RMA EXPIRES**

Specify the number of days that will elapse before RMA expires. The expired RMA's can be deleted using Periodic Processing on page 24.

### **DISABLE MANUAL TAX WARNING**

Select this option to disable the warning message displayed when creating an O/E Credit Note from RMA and Manual tax is enabled in O/E.

If you use RMA Templates, you can also set this option on the RMA template to override the general option.

**ALLOW BLANK STATUS**

Select this option to allow users to enter Return Material Authorization detail lines without selecting a valid status (for example, if a status is not required).

**ALLOW BLANK WORKFLOW STAGE**

Select this option to allow users to enter Return Material Authorization detail lines without selecting a valid Workflow Stage (for example, if a Workflow Stage not required).

**ALLOW BLANK FAULT CODE**

Select this option to allow users to enter Return Material Authorization detail lines without selecting a valid Fault Code (for example, if a Fault Code is not required).

**ALLOW BLANK REPAIR AGENT**

Ticking this option will allow users to enter Return Material Authorization detail lines without selecting a valid Repair Agent. If the Repair Agent Code of a Return Material Authorization line is not required then tick this option.

**ALLOW SERIAL QUANTITY TO BE DIFFERENT FROM THE QUANTITY IN THE ENTRIES**

Select this option to allow entries to be saved even if the number of assigned serial numbers is less than the quantity of serialized units that you are working with.

**Example:** Receiving 15 serialized items from a vendor will require you to generate 15 serial numbers during receipt before saving the transaction, unless this option is cleared.

**ALLOW LOT QUANTITY TO BE DIFFERENT FROM THE QUANTITY IN THE ENTRIES**

Select the Allow Lot Quantities to be Different from the Quantity in Entries option to allow entries to be saved even if the number of assigned lot numbers is less than the quantity of lotted units that you are working with.

**Example:** Receiving 15 lots from a vendor requires you to generate 15 lot numbers during receipt before saving the transaction, unless this option is cleared.

**ALLOW ALL STATUS FOR SERIAL ITEMS**

When selecting serialized items and lots, the finders are restricted to serial items with a status of Not Available. This allows serial items and lots to be selected regardless of their status being Available or Un-available.

### **ALLOW SERIALS AND LOTS FROM ALL LOCATIONS**

Tick this option if you don't want RMA to validate that the lots or serial numbers exist when processing Transactions.

### **A/R MULTIPLE CONTACT OPTIONS**

Use A/R Multiple Contacts with RMA: Select this option to add R/A options to the Multiple Contact grid on the A/R Customer > Contact Tab.

This requires that Sage 300 Multiple Contact module is enabled.

For setup details, refer to Customer setup: RA and Multiple Contact on page 38

**Important!** Once this option is saved, you cannot deselect the option. You can continue to use the Customer or RMA Customer Template Delivery Method options to determine the email address to use.

### **DATA INTEGRITY CHECK OPTIONS**

Exclude Completed RMA Documents from the integrity check.

RMA offers the option to exclude RMA documents that are marked COMPLETE from the Data Integrity Check. The new option is found in RA Options in the RA Setup folder. Refer to the Processing Tab, and the Data Integrity Options frame located at the bottom of the screen.

ORCLTD - RA Options

File Help

Contact Processing Updates

Processing

Autonumber RAs

RA Prefix

RA Number Length

Next RA Number

Num. Days before RMA Expires

Disable Manual Tax Warning

Status Codes

Allow Blank Status  Allow Blank Workflow Stage

Allow Blank Fault Code  Allow Blank Repair Agent

Default Template  🔍

Serial/Lot Options

Allow Serial Quantity to be Different from the Quantity in the Entries

Allow Lot Quantity to be Different from the Quantity in the Entries

Allow Serials and Lots from All Locations

Allow all Status for Serial Items

A/R Multiple Contact Options

Use A/R Multiple Contacts with RMA.

Data Integrity Check Options

Exclude Completed RMA Documents from Data Integrity Check.

Save Close

## UPDATES TAB

### NOTIFY ME WHEN THERE ARE NEW UPDATES IN RMA

Users can now "subscribe" to notifications of updates.

#### **By Default, this option is not selected for end-user serial numbers**

The check is stored in the registry and it applies to this Windows user on this computer.

If selected, when starting Sage it will check if there are product updates available for RMA

If there is a new update, and the user hasn't previously been notified of it, then the Options screen will open automatically on the Updates tab and display details of the new updates.

**Tip:** The "administrator" or "super user" or "owner" of Sage 300 should have this option turned on. All other users should have it turned off.

### CHECK FOR UPDATES AND SUPPORT REQUESTS

You can use "**Check for Updates**" button to view the list of new features and fixes.

To facilitate support, please include the Version and Product Updates you are running when reporting any issues.

Updates are available to be downloaded from the partner area of the [Orchid website Product downloads](#).

## Customer setup: RA and Multiple Contact

You can email forms from RA using Sage 300's default emailing configuration.

For details on sending R/A Forms, refer to Return Materials Authorization Forms on page 25

## STEPS TO ENABLE MULTIPLE CONTACT

**For details** This functionality requires Sage 300 Multiple Contact to be enabled. Refer to Sage 300 online documentation for details. This is supported in Sage 300 version 2020 PU1 and above.

### R/A Option

In R/A Option, select "Use A/R Multiple Contacts with RMA" on the Processing Tab.

Refer to A/R Multiple Contact Options on page 36

### A/R Customer

In A/R Customer, add Contacts to the Multiple Contacts Grid.

- Ensure that the contact is not Inactive and "Consent to receive emails" is selected.
- Select R/A Instruction and/or R/A Authorizations are required

On the A/R Customer Processing Tab, set the Delivery method to "Email (multiple contacts)".

Save the A/R Customer record.

## USING MULTIPLE CONTACTS TO EMAIL R/A FORMS

You can email R/A Forms from the R/A Transactions screen and from the R/A Forms menu.

If you choose Customer Delivery Method, and the A/R Customer delivery method is set to "Email (multiple contacts)", RMA emails the form to all active contacts selected for the R/A form.

**Note:** Separate emails are sent. Contacts are not visible to each other.

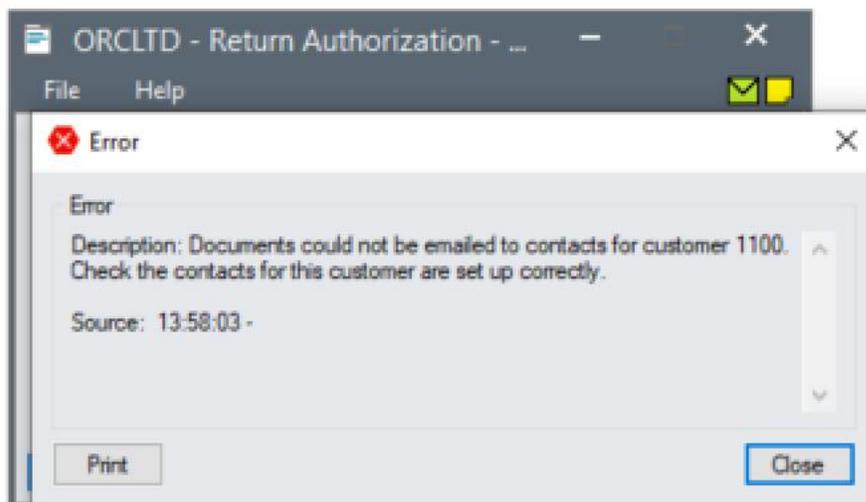
### Tip:

If no active contact with an email address is found, a warning message is displayed as the email cannot be sent.

To fix the error: "Documents could not be emailed to contacts" or "Contact ABC for customer XYZ has no email address. Document will not be sent to this contact"

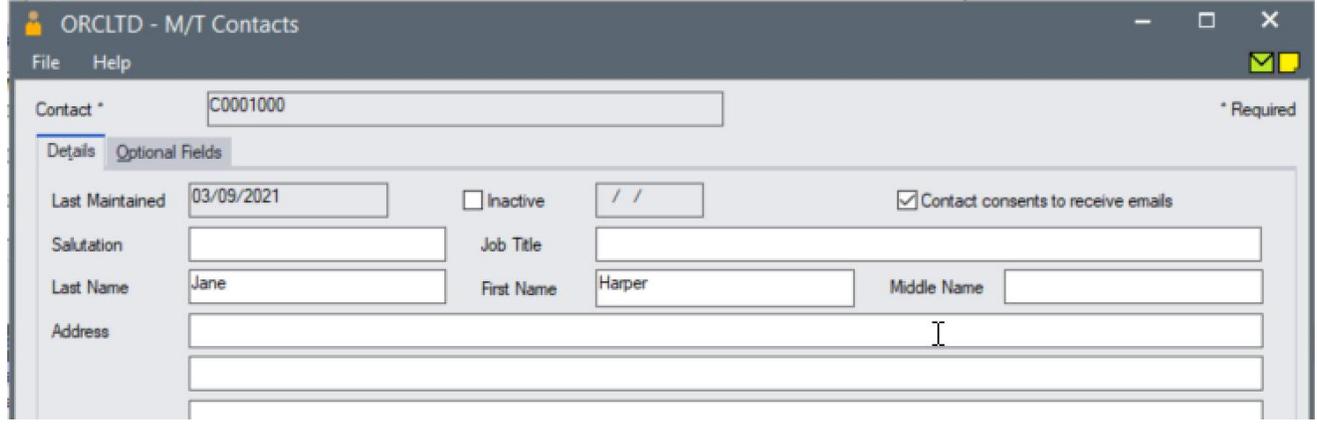
Check that the customer has at least one contact selected for R/A Authorization and R/A Instruction (depending on the document with the error).

Ensure that the contact is not Inactive and "Consent to receive emails" is selected.



**Example:**

Active contact example - Inactive is not Selected and "Contact consents to receive emails" is selected



The screenshot shows a Windows application window titled "ORCLTD - M/T Contacts". The window has a menu bar with "File" and "Help". Below the menu bar is a search field labeled "Contact \*" containing the value "C0001000". The main area is divided into two tabs: "Details" (selected) and "Optional Fields". The "Details" tab contains the following fields:

- Last Maintained: 03/09/2021
- Inactive:  Inactive
- Contact consents to receive emails:  Contact consents to receive emails
- Salutation: [Empty]
- Job Title: [Empty]
- Last Name: Jane
- First Name: Harper
- Middle Name: [Empty]
- Address: [Empty]

## Updates Tab

Use the Options > Updates Tab to see details about product updates available. Also includes a list of new features and fixes since the initial release.

### NOTIFY ME WHEN THERE ARE NEW UPDATES IN ORCHID MODULE

Users can now "subscribe" to notifications of updates.

#### By Default, this option is not selected for end-user serial numbers

The check is stored in the registry and it applies to this Windows user on this computer.

If selected, when starting Sage it will check if there are product updates available for Orchid Module

If there is a new update, and the user hasn't previously been notified of it, then the Options screen will open automatically on the Updates tab and display details of the new updates.

**Tip:** The "administrator" or "super user" or "owner" of Sage 300 should have this option turned on. All other users should have it turned off.

### CHECK FOR UPDATES AND SUPPORT REQUESTS

You can use "Check for Updates" button to view the list of new features and fixes.

To facilitate support, please include the Version and Product Updates you are running when reporting any issues.

Updates are available to be downloaded from the partner area of the [Orchid website Product downloads](#).

## Authorization Form Overview

You use the Authorization form to:

- Add records to identify who can authorize Return Material Authorizations.
- Edit or delete employees who can authorize Return Material Authorizations.

**Note:** Authorized employees need not be set up as Sage 300 users in Administrative Services, since they may not require access to Sage 300.

**Note:** You cannot delete the Authorized By User ID if the user is currently specified in an RMA template.

## FIELDS AND CONTROLS

### AUTHORIZATION CODE

Type a unique alphanumeric code to identify the authorizing employee, using up to 12 characters.

### USER NAME

Type the authorizing employees name, using up to 60 characters.

### SETUP PASSWORD

If a user is allowed to override some of the RMA checking, then enter (and confirm) the user's password.

### AUTHORIZED TO APPROVE

Select this box if this user is allowed to authorize RMA documents, e.g. over-ride the validations on mandatory invoice number, etc

The screenshot shows a software window titled "ORCLTD - RA Authorizations". The window has a menu bar with "File" and "Help" options. Below the menu bar, there are several input fields and a checkbox. The "User ID" field contains the text "ANNE" and has navigation icons (back, forward, search, and plus). The "User Name" field contains "Anne Fouche". The "Password" and "Confirm Password" fields are masked with asterisks. A checkbox labeled "Authorized to approve RMAs" is checked. At the bottom of the form, there are three buttons: "Save", "Delete", and "Close".

## USING RA AUTHORIZATIONS TO OVERRIDE RA VALIDATIONS

When an RMA is approved, the validations on the RMA do not apply.

Authorizing RMAs essentially means that the RMA Template validations are suspended for any RMA Document that has been correctly authorized.

For example, a particular user might override the validations configured in RMA Templates and Item policies:

- An invoice number is entered for all items.
- The RMA does not credit more items than were initially sold, less credits already issued.
- The RMA is issued only within x days of the invoice date.

**Note:** Authorized to Approve RMAs is required on the RA Authorizations screen for this process.

## USING RA AUTHORIZATIONS FOR I/C PRICE CHECK

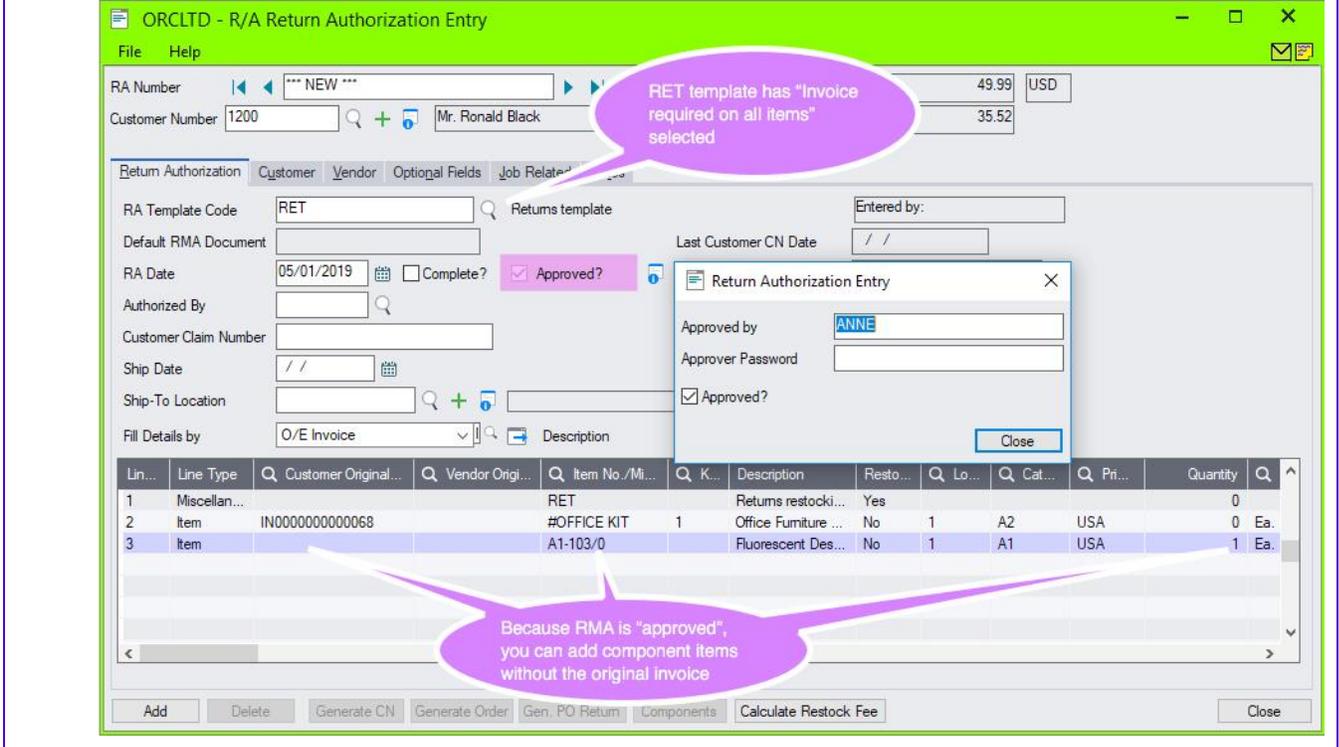
When you use Price check in Inventory Control, you need to enter the User that is authorized to make the price adjustments into the "Authorized By" field on the RMA header before creating the O/E Credit note and replacement order.

When the O/E credit note and O/E replacement order are created, RMA will use the Authorizer's userid and password (that is saved away in RAAUT) to fill in the required fields on the Order Entry documents (CAPPROVEBY and CAPPRPWD fields on the document detail lines.).

**Note:** Authorized to Approve RMAs is not required on the RA Authorizations screen for this process.

**Example:**

RMA with a template where "Invoice required on all items is selected". If you need to add a kit component not on an invoice, an Authorized user can Approve the RMA.



## External Status Form Overview

An external status code can be any code that is recognized outside your organization.

You use the External Status form to:

- Add records to identify statuses for Return Material Authorizations.
- Edit and delete existing status codes.

If you delete a status code that has been used on a Return Material Authorization, the data integrity checker will report an error.

### FIELDS AND CONTROLS

#### STATUS CODE

Type a unique alphanumeric code to identify the Status, using up to 12 characters. The Status is generally the status made known to people outside your organization.

#### STATUS DESCRIPTION

The Status is generally the status made known to people outside your organization. Type the Status description, using up to 60 characters.

## Fault Type Form Overview

Using Fault Type codes can help you to analyze which products are returned, and why they are being returned.

You use the Fault Type form to:

- Add records to identify fault type codes for items on Return Material Authorizations.
- Edit and delete existing fault codes.

If you delete a fault type code that has been used on a Return Material Authorization, the data integrity checker will report an error.

### FIELDS AND CONTROLS

#### FAULT TYPE CODE

Type a unique alphanumeric code to identify the fault type, using up to 12 characters.

#### FAULT TYPE DESCRIPTION

Type the fault type description, using up to 60 characters.

## Workflow Stage Form Overview

A workflow stage can be any stage that is recognized within your organization.

Use the Workflow Stage form to:

- Add records to identify workflow stages for Return Material Authorizations.
- Edit and delete existing workflow stage codes.

If you delete a workflow stage code that has been used on a Return Material Authorization, the data integrity checker will report an error.

Note: You can use the workflow stage code field for other purposes, if you do not use workflow stages.

### FIELDS AND CONTROLS

#### WORKFLOW STAGE CODE

Type a unique alphanumeric code to identify the Workflow Stage, using up to 12 characters. The Workflow Stage is generally the status made known to people within your organization

#### WORKFLOW STAGE DESCRIPTION

The Workflow Stage is generally the status made known to people within your organization. Type the Workflow Stage description, using up to 60 characters.

## Repair Agent Form Overview

You use repair agent codes to track repairs that are performed off site by third parties.

You use the Repair Agent form to:

- Add records to identify repair agents for Return Material Authorizations. .
- Edit and delete existing repair agents.

If you delete a repair agent code that has been used on a Return Material Authorization, the data integrity checker will report an error.

### **FIELDS AND CONTROLS**

#### **REPAIR AGENT CODE**

Type a unique alphanumeric code to identify the Repair Agent, using up to 12 characters.

#### **REPAIR AGENT DESCRIPTION**

Type the Repair Agents name, using up to 60 characters.

**Tip:** If you use the same codes for A/P Vendors and Repair Agents, then a report of all RMA's sent to a particular Repair Agent should match the A/P Vendor's invoice for the month.

## Customer Templates

The Customer Templates feature offers the following template settings:

- A default RMA Template Code for the customer
- A default E-mail address
- A default Message ID (linked to an E-mail Message Template)

To create a RMA Customer Template:

1. Choose a Customer Code.
2. Choose a Template Code. (link to setup Icons > Template Code)
3. Enter a description.
4. Enter the RMA Customer E-mail address
5. Select a default E-mail Message ID (link to setup icons > E-mail messages)
6. Click Add or Save.

RMA Customer Templates are used when sending Return Instructions or Return Authorizations forms to customers using the "**RMA Customer Email**" Delivery method (see Return Materials Authorization Forms on page 25)

## Optional Fields Setup - Overview

You must have a license for Sage 300 Transaction Analysis and Optional Field Creator to use optional fields.

Before adding optional fields for RMA, you must define optional fields for your Sage 300 system in Common Services.

You use the Optional Fields form in the RA Setup folder to:

- Assign optional fields to RMA document headers and to RMA document details.
- Specify a default value for each optional field that you add to RMA (depending on the type of field), and indicate whether the optional field will be automatically inserted in new transactions.

If an optional field requires validation, you can select only a value that is assigned to the optional field in Common Services. (If the optional field allows blanks, you can leave the default value field blank.)

If the optional field does not use validation, you can select a value from the list (if any were assigned in Common Services), leave the field blank, or enter any value that is consistent with the type of field (yes/no, text, number, date, amount, and so on) and does not exceed the maximum number of characters permitted for the optional field.

- Specify the optional fields that will be passed to other Sage 300 subledgers, and, ultimately, to General Ledger accounts.

Note regarding upgrading: If using Optional Fields form a prior version of RMA, the Optional Codes and Tables must be set up as part of the conversion process. You will need to link the Optional Fields to the RMA Header and/or Detail.

## RMA Templates - Screen Guide

RMA Templates let you specify default settings for new return material authorizations, which can ensure business rules are enforced and speed up data entry.

**Tip:** If you want to apply certain default values and validations to all RMA, create a Template code (e.g. DEFRMA) with the configuration you want to apply to all RMA and save that template as the Default Template in RMA Options ( Options Form Overview on page 31)

You use the RMA Templates form to:

- Add new template records that contain the settings you most frequently use for return material authorization documents.

**Example:** You can create separate templates for returns and repairs, or you could create a template for low value/high volume returns, and another for high value returns. When you assign the template code to a new Return Material Authorization, the program automatically fills in the RMA fields with settings from the template.

- Edit and delete existing RMA templates.

**Note:** After adding or changing templates, Print the Templates report to check the new information and to update your printed records.

### **TEMPLATE CODE**

Type a code for the template, using up to 6 characters, and a description, using up to 60 characters. To display an existing template, type its code or select the code from the Finder.

## **RMA TEMPLATE - RMA HEADER TAB**

- RMA Header Defaults: Using these defaults, you can set up an authorized by user, RMA description, Shipping Reference, Ship Via code and Comment to automatically be added to a RMA when it is assigned to this template code.
- Document Integration : Using these defaults you can control the way the associated Credit note, Replacement Order and Vendor return are created.

For all of these documents you can

- Copy the RMA comment from the header onto the document (Credit Note / Replacement Order / Vendor Return)
- Have an automatic restocking fee (miscellaneous charge code – which will have a negative value)
- Restocking Misc Charge Code
- Have a restocking fee %, which will be used to calculate the restocking fee based on total value of the items flagged to be restocked in a return authorization.

- Have a Salesperson, which will be used if you select to set Salespeople on Credit Notes and Replacement orders by RMA Template (see Below).
- You can select to use the Bill-To Salesperson, the Ship-To Salesperson, the Salesperson on the invoice or the RMA Template Salesperson.
- Put the RMA number in the reference or description field of the created document

For Credit notes you can set up:

- Credit note date: this can be set to the RMA date, the session date or the date of completion of the RMA line.
- Credit note salespeople : These can be set to the Bill-To customer sales people, the Ship-To customer sales people, the invoice sales people or the RMA Salesperson (as set up in the template).

For Replacement orders you can set up:

- Replacement order salespeople : These can be set to the Bill-To customer sales people, the Ship-To customer sales people, the invoice sales people or the RMA Salesperson (as set up in the template).

## FIELDS AND CONTROLS

### DEFAULT AUTHORIZED BY

Select the code for the person who usually authorizes Return Material Authorizations and/or override RMA validations.

### DEFAULT RMA DESCRIPTION

Type a standard description for the type of transaction for which you will use the template. You can type up to 60 characters, or leave the field blank.

You can change the description when you are using the template to add an RMA.

### DEFAULT SHIPPING REFERENCE

Type an optional shipping reference for the return authorization using up to 22 characters. You can change the Shipping Reference when you are using the template to add an RMA.

### DEFAULT SHIP VIA

Type or select a valid ship via code if required.

You can change the Ship Via when you are using the template to add an RMA.

**DEFAULT COMMENT**

Type a standard message or announcement, up to 250 characters, to appear on return authorizations, or leave the field blank.

To insert line breaks, press the Ctrl and Enter keys together.

You can change the comment when you use the template to add an RMA.

**AUTOMATIC RESTOCKING FEE**

Select "Automatic Item Restocking Charge" to automatically add a Miscellaneous item Charge to the RMA for restocking fee

If you select this option, you also need to select a Restocking Misc. Charge Code and (optionally) enter a Restocking Fee %

This value of the miscellaneous item charge on the RMA can be:

- defaulted to the Miscellaneous Charge Code amount entered in O/E Setup -> O/E Miscellaneous Charges (typically a negative amount to reduce the value of the Credit Note) or
- calculated based on the Restocking Fee % multiplied by the total of the items' extended price entered on the RMA - when "Calculate Restock Fee" is clicked on the RMA Entry screen

When you create an RMA based on the template, use the Calculate Restock Fee button.

**Restocking Misc Charge Code**

This field is required when the Automatic Restocking Fee field is selected.

Select a Misc Charge Code as defined in Sage 300 Order Entry.

**Restocking Fee %**

This field is used when the Automatic Restocking Fee field is selected.

**SALESPERSON - TEMPLATE**

Select the default Sales person (as setup in Sage 300 Accounts Receivable) to use on the RMA

**RMA NUMBER IN REPLACE ORDER FIELD**

Select Reference or Description.

This field is used when creating a Replacement Order to store the RMA number in the related order.

**DEFAULT CREDIT NOTE DATE**

Choose between RMA Date, Session Date (Sage 300 date) or RMA line Completion Date.

**Note:** If using Completion Date and creating a Credit Note with multiple lines with different completion dates, the earliest completion date will be used as the Credit Note date.

### **SALESPERSON ON CREDIT NOTE FROM**

Select where the salespeople default from when creating a credit note for RMA based on the template.

Valid options include Bill-To Salespeople, Ship-to Salespeople, Invoice, or RMA Template salesperson.

### **RMA NUMBER IN VENDOR RETURN FIELD**

Select Reference or Description.

This field is used when creating a Vendor Return to store the RMA number in the related Vendor Return.

### **SALESPERSON ON REPLACEMENT ORDER FROM**

Select where the salespeople default from when creating a replacement order for RMA based on the template.

Valid options include Bill-To Salespeople, Ship-to Salespeople, Invoice, or RMA Template salesperson.

### **RMA NUMBER IN CREDIT NOTE FIELD**

Select Reference or Description.

This field is used when creating a Credit Note to store the RMA number in the related Credit Note.

## **RMA TEMPLATE - RMA DETAIL TAB**

Use this Tab to setup defaults for Item Details on RMAs.

- Using these defaults you can control the Item Category and Item Location for the returned / repaired item.
- You can default that an item is returned to stock.
- You can allow/disallow blank Status Codes, Workflow Stage Codes, Fault Codes and Repair Agents Codes on items.
- You can default if the item is to be automatically placed on the replacement order ; and if the value is to be zero or the value of the RMA item line.

- You can default if the item is to be automatically placed on the credit note ; and if the value is to be zero or the value of the RMA item line.
- You can default if the item is to be automatically placed on the vendor return; and if the value is to be zero or the value of the RMA item line.
- You can enter default Status Codes, Workflow Stage Codes, Fault Codes and Repair Agents Codes.

## **FIELDS AND CONTROLS**

### **DEFAULT ITEM CATEGORY**

On item detail lines, this field is used to set the category assigned to the item number when processing the RMA. You can change to another category, if needed.

### **DEFAULT ITEM LOCATION**

On Item detail lines, this field is used to set the Location assigned to the item number when processing the RMA. You can change to another Location, if needed.

### **DEFAULT ITEM RETURN TO STOCK**

You can default that Items entered on RMA Lines are returned to stock.

### **ALLOW BLANK ITEM STATUS**

If you select this option, the item status can be left blank on an RMA.

### **ALLOW BLANK WORKFLOW STAGE**

If you select this option, the Item workflow stage can be left blank on an RMA.

### **ALLOW BLANK ITEM FAULT CODE**

If you select this option, Item fault code can be left blank on an RMA.

### **ALLOW BLANK ITEM REPAIR AGENT**

If you select this option, the Item Repair Agent can be left blank on an RMA.

### **PUT ITEM ON REPLACEMENT ORDER**

Tick if you want the item to be automatically placed on the replacement order.

### **DEFAULT ITEM ZERO REPLACE VALUE**

Tick if the default Replacement order value is to be zero.

Default can be overwritten when entering the RMA. If it is not selected, the Replacement order value will be the value of the RMA line.

**PUT ITEM ON CREDIT NOTE**

Tick if you want the item to be automatically placed on the credit note.

**DEFAULT ITEM ZERO CR NOTE VALUE**

Tick if the default Credit Note value is to be zero.

Default can be overwritten when entering the RMA. If it is not selected, the Credit note value will be the value of the RMA line.

**PUT ITEM ON VENDOR RETURN**

Tick if you want the item to be automatically placed on the Vendor Return.

**DEFAULT ITEM ZERO RETURN VALUE**

Tick if the default Vendor Return value is to be zero.

Default can be overwritten when entering the RMA. If it is not selected, the Vendor Return value will be the value of the RMA line.

**DEFAULT ITEM STATUS**

Select the default item status for this template.

**DEFAULT WORKFLOW STAGE**

Select the default Workflow Stage for this template.

**DEFAULT FAULT CODE**

Select the default fault code for this template.

**DEFAULT REPAIR AGENT**

Select the default Repair Agent for this template.

## RMA TEMPLATE - RMA MISCELLANEOUS ITEMS TAB

- You can allow/disallow blank Status Codes, Workflow Stage Codes, Fault Codes and Repair Agents Codes for miscellaneous items.
- You can default if the miscellaneous item is to be automatically placed on the replacement order and if the value is to be zero or the value of the RMA item line.

- You can default if the miscellaneous item is to be automatically placed on the credit note and if the value is to be zero or the value of the RMA item line.
- You can default if the miscellaneous item is to be automatically placed on the vendor return and if the value is to be zero or the value of the RMA item line.
- You can enter default Status Codes, Workflow Stage Codes, Fault Codes and Repair Agents Codes for the miscellaneous item.

## **FIELDS AND CONTROLS**

### **ALLOW BLANK MISC STATUS**

If you select this option, the Misc Status can be left blank for Miscellaneous Charges on an RMA.

### **ALLOW BLANK MISC WORKFLOW STAGE**

If you select this option, the Workflow Stage can be left blank for Miscellaneous Charges on an RMA.

### **ALLOW BLANK MISC FAULT CODE**

If you select this option, the fault code can be left blank for Miscellaneous Charges on an RMA.

### **ALLOW BLANK MISC REPAIR AGENT**

If you select this option, the Repair Agent can be left blank for Miscellaneous Charges on an RMA.

### **PUT MISC ON REPLACE ORDER**

Tick if you want Misc Charges to be automatically placed on the Replacement Order.

### **DEFAULT MISC ZERO REPLACE VALUE**

Tick if the default Replacement value is to be zero.

Default can be overwritten when entering the RMA. If it is not selected, the Replacement Order value will be the value of the Misc Charge RMA line.

### **PUT MISC ON CREDIT NOTE**

Tick if you want Misc Charges to be automatically placed on the credit note.

### **DEFAULT MISC ZERO CR NOTE VALUE**

Tick if the default Credit Note value is to be zero for the Misc Charge Line.

Default can be overwritten when entering the RMA. If it is not selected, the Credit note value will be the value of the RMA line.

**DEFAULT MISC STATUS**

Select the default Status for Miscellaneous Charges this template.

**DEFAULT MISC WORKFLOW STAGE**

Select the default Workflow Stage for Miscellaneous Charges this template.

**DEFAULT MISC FAULT CODE**

Select the default Fault Code for Miscellaneous Charges this template.

**DEFAULT MISC REPAIR AGENT**

Select the default Repair Agent for Miscellaneous Charges this template.

## RMA TEMPLATE - RMA PROCESSING TAB

Use Template Autonumbering will allow you to keep track of documents that have used this template. Next, allocate the return authorization Prefix, Options Form Overview on page 31 and Options Form Overview on page 31 you wish to use for this template.

A Default Return Instruction can be added - this is linked to a Crystal Report in the RA68A\Eng directory.

Document Checks: Using these defaults, you can:

- apply credit notes generated by RMA to the original invoice
- you can ensure that an invoice number is entered for all items
- you can check the quantity already credited against the Invoice and Item combination
- you can complete details before header, and you can default the quantity to original invoice quantity
- you can allow field changes to certain fields (non financial) after completing a line

Document Comment/Instruction options. Using these defaults you can

- on matched credit notes, overwrite the Credit Notes comments (which default from the matched invoice) with those on the RMA
- copy RMA comments to unmatched Credit Notes

- copy RMA comments to Replacement Orders
- copy RMA comments to Vendor Returns

## Fields and controls

### **AUTO NUMBERING**

Select this option if you want RMA to automatically number the return authorization entries for this template.

### **RMA PREFIX**

Enter the prefix you would like to see in front of your return authorization document numbers for this template. Type the prefixes you use in your existing document numbers, or use the default prefixes you see on this page. Each prefix can be up to six alphanumeric characters.

You can setup different prefixes and ranges of RMA numbers for different templates.

### **RA NUMBER LENGTH**

If your Return Material Authorization numbers are not 6 characters long, edit this field to determine how long your Return Material Authorization Number will be in the template. The maximum length is 24.

### **NEXT RA NUMBER**

If you do not want to use the default starting number for each type of document, type over it. The program increases the number by 1 each time you post, but you are not forced to use the numbers assigned by the program.

### **DEFAULT RETURN INSTRUCTION**

Select the default Return Instruction form to be used in this template.

### **DISABLE MANUAL TAX WARNING**

Select this option to disable the warning message displayed when creating an O/E Credit Note from RMA and Manual tax is enabled in O/E.

The option selected on the RMA template overrides the RA Option. If you select the option to disable the warning on the RMA Template, the message is not displayed when creating an invoice from an RMA using the template. They are prompted for RA created from templates that don't have the option selected.

### **MATCH CREDIT NOTE TO INVOICE**

Select this option if you want to match the credit note to the invoice when creating a credit note.

While creating matched credit notes:

- if there are any miscellaneous lines on the RMA which are not matched to a credit note (for example restocking fee), and
- these lines are flagged to “go onto a credit note”,

then when the credit notes are created, the unmatched lines will be put on the first credit note created.

### **INVOICE REQUIRED ON ALL ITEMS**

Select this option if you only allow RMA item detail lines based on invoices.

### **CHECK CUSTOMER CLAIM NO**

Select Check with Error or Check with Warning if you need a unique Customer Claim Number per RMA per Customer.

### **CHECK QUANTITY ALREADY CREDITED**

When creating a credit note, RMA can check the quantity already credited for an item and an invoice.

Such validations can be overwritten by an authorized user with a password.

### **COMPLETE DETAILS BEFORE HEADER**

Select this option to let users complete detail lines before completing an RMA.

### **DEFAULT ORIGINAL INVOICE QUANTITY**

Select this option if you want to default the RA quantity on a line to the invoiced quantity.

### **ALLOW FIELD CHANGES IF COMPLETE**

Select this option if you want to edit detail lines that are marked Complete and/or have been credited, replaced or returned.

### **OVERWRITE RMA COMMENTS ONTO MATCHED CREDIT NOTE**

Select this option if you want to overwrite RMA Comments onto a matched credit note

### **COPY RMA COMMENTS TO UNMATCHED CR NOTE**

Select this option if you want to copy comments and instruction lines from return authorizations detail lines to unmatched OE credit notes detail lines.

**Note:** If you don't select this option, RA Comments are not copied. You need to use RMA templates if you want to copy comments to credit notes.

### **COPY RMA COMMENTS TO REPLACE ORDER**

Select this option if you want to copy the RMA comments when creating the related Replace Order.

### **COPY RMA COMMENTS TO VENDOR RETURN**

Select this option if you want to copy the RMA comments when creating the related Vendor Return.

## Customer Templates

The Customer Templates feature offers the following template settings:

- A default RMA Template Code for the customer
- A default E-mail address
- A default Message ID (linked to an E-mail Message Template)

To create a RMA Customer Template:

1. Choose a Customer Code.
2. Choose a Template Code. (link to setup Icons > Template Code)
3. Enter a description.
4. Enter the RMA Customer E-mail address
5. Select a default E-mail Message ID (link to setup icons > E-mail messages)
6. Click Add or Save.

**Tip:** RMA Customer Templates are used when sending Return Instructions or Return Authorizations forms to customers using the "**RMA Customer Email**" Delivery method (see Return Materials Authorization Forms on page 25)

## RMA Item Policy Screen Guide

RMA item policies let you specify return policies for different items.

For example, you might not allow returns (credit notes) or repairs (replacement orders) for an item. Or, you might allow an item to be returned only within a certain number of days from the invoice date. Then, when you save a credit note or a replacement order that uses the item, the program warns you.

**Note:** If an item has no item policy, RMA does not warn you when you issue a credit note or a replacement order for the item.

You use the RMA Item Policy form to:

## Return Material Authorizations

- Add records to identify your return policies.
- Edit or delete existing RMA Item policies.

## FIELDS AND CONTROLS

### ITEM NUMBER

Type the Item Number or use the Finder to select the Item Number you want to setup a Returns Policy for.

### NO CREDIT NOTES ALLOWED

Select this option if you want to control conditions under which Credit Notes are allowed. Use the Number of days beyond invoice date below to set details.

### NUMBER OF DAYS BEYOND INVOICE DATE

Enter the number of days beyond which Credit notes are not allowed.

If this field is set to 0, then Credit notes are not allowed for this item.

If the field is set to 30, then credit notes are only allowed for 30 days after the invoice date.

**Note:** This field is only enabled when No Credit Notes Allowed is selected.

### NO REPLACEMENT ORDERS

Select this option if you don't allow Replacement orders for this item.

## RMA Email Messages Screen

The E-mail Messages screen lets you:

- Create messages to send with e-mailed return authorizations.
- Create messages to send with e-mailed return instructions.
- Use variables (field names) from your company database so that the e-mailed messages will include vendor, customer - or company-specific information.
- You identify each e-mail message with a unique 16-character Message ID code. When you select Customer or RMA Customer E-mail as the Delivery Method in the R/A Print Return Authorization / Return Instruction screen, you can select the Message ID for the message you want to send with the remittance advice.

To create an e-mail message:

1. Choose E-mail Messages from the R/A Setup folder.
2. Complete the fields on the form. (For help with the fields, click the Field List button at the top of this page.)
3. Enter the body of the e-mail message.
4. Use field names, preceded by a dollar sign, to identify variable information that you want to include with the message.
5. Click Add or Save when you are satisfied with your message.

## E-MAIL MESSAGE VARIABLES

A variable is a string of characters in an e-mail message that is replaced with a specific term or value when the message is sent.

Example: In an e-mail message to a company where the customer contact is specified as Ron Black, the line "Dear \$CUSTOMER\_CONTACT" will be replaced with "Dear Ron Black" when the message is sent.

You can use the following common variables in all e-mail messages. Variables that are available only for specific customer forms are listed in separate tables.

### Common E-mail Message Variables

<b>Value to Insert</b>	<b>E-mail Message Variable</b>
Company contact	\$COMPANY_CONTACT
Company name	\$COMPANY_NAME
Customer contact	\$CUSTOMER_CONTACT
Customer name	\$CUSTOMER_NAME
Customer number	\$CUSTOMER_ID
Fax number	\$COMPANY_FAX
Telephone number	\$COMPANY_PHONE

## Return Material Authorizations

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RMA E-mail Message Variables

<b>Value to Insert</b>	<b>E-mail Message Variable</b>
RMA date	\$RMA_DATE
RMA description	\$RMA_DESCRIPTION
RMA number	\$RMA_NUMBER
RMA Claim Number	\$RMA_CLAIMNO

## Importing Return Material Authorizations

Use the Import and Export commands on the File menu in the Return Material Authorizations Entry form to import and export Return Material Authorizations.

You cannot import OE Replacement Orders, OE Credit notes and PO returns via Return Material Authorizations. However, you can import Return Material Authorizations and then, through the Return Material Authorizations entry screen, create and post OE and PO returns and credit notes utilising the transactions you have just imported.

### Exporting/Importing from Return Material Authorizations

This feature is available for exporting and importing data to and from non-Sage 300 systems.

Importing RMA documents into Return Material Authorizations requires certain conditions be met in order to successfully import into the system.

#### Exporting RMA data

Use this command to transfer (export) data from Return Material Authorizations to non-Sage 300 programs.

To export data, follow these general steps

Open the appropriate Return Material Authorizations form for the type of data you want to export. For example, to export RMA documents, open the RMA entry form.

If necessary, create the records you wish to export.

Choose the Export command from the File menu.

In the form that appears, select the range of records you want to export, and the type of information.

Specify the file name and file type for the exported records.

#### Importing RMA Documents

Use this command to import RMA documents from an external system into Return Material Authorizations.

Create the file you want to import. For information on the file formats and file layouts that Sage 300 accepts, see the Return Material Authorizations User Guide. (You can create an import file template by exporting a few records of the type you want to import.)

Open the Return Authorization Entry window.

Choose the Import command from the File menu.

Specify the file name and file type in the form that appears next.

If you previously created a template for importing, choose the Load Template button.

Choose the fields that you are importing. (You can save your choices as a template for the next time you import records.)

Choose the fields that you are importing. (You can save your choices as a template for the next time you import records.)

## Notes on import requirements

When importing RMA documents, consider the following:

- If Auto-numbering is enabled, documents imported with RMA Number containing the string, "NEW", will be imported with the next available RMA number. If new happens to be the imported number prefix, the document number will be ignored and a new RMA number will be assigned to it.
- If Auto-numbering is not enabled, documents imported with RMA Number containing the string, "NEW", will not be imported. RMA document numbers cannot contain the string "NEW" if auto-numbering is disabled. Recommended not to use RMA prefix "NEW" in RMA document numbers.
- RMA document numbers will be validated to avoid duplication and maintain the integrity of the database.
- Document totals in the header record will be validated to detail record line totals. Invalid amounts will stop the document being imported.
- Importing with document totals of zero value in the header record line will cause the system to calculate totals during the import.
- If optional fields are active in the RMA system, imported records will need to include data for these fields.

## Minimum Import Field Requirements

It is not essential to import data into all the fields in a RMA header and detail record. Below is a listing of the minimum field requirements for importing documents into Return Material Authorizations. Fields for both header and detail records are listed in the recommended order.

## RMA Header Record ( RAHEAD )

- Return Material Authorization Uniquifier ( RMAUNIQ ) BCD value; set to zero value. RAHEAD view will generate appropriate value for this field during importing.
- Return Material Authorization Number ( RMANUMBER ) string value; non-blank document number. If auto-numbering enabled RMA will assign next available RMA Number to record if \*\*\*NEW" is specified in the import file for this field.
- Return Material Authorization Date ( RMA DATE ) date value; entered as string. If blank, import process will automatically assign current Sage 300 session date to this field.
- Customer Code ( CUSTOMER ) string value; non-blank customer code.
- Ship to Code ( SHIPTO ) string value; if supplied in import file will trigger automatic populating of Ship to Name and Ship Via fields.
- Vendor Code ( VENDOR ) string value; non-blank if document details contain vendor related data. Else, field can be imported as blank string.
- Total Amount ( TOTAMT ) money value; set to zero if you wish to allow the import process to calculate the total amount based on the sum of all detail amounts. If non-zero, this value will be validated against the sum of all detail amounts to ensure they balance.
- Total Cost ( TOTCOST ) money value; set to zero if you wish to allow the import process to calculate the total cost based on the sum of all detail costs. If non-zero, this value will be validated against the sum of all detail costs to ensure they balance.
- Total Vendor Return Cost ( TOTVNDCOST ) money value; set to zero if you wish to allow the import process to calculate the total vendor return cost based on the sum of all detail vendor costs. If non-zero, this value will be validated against the sum of all detail vendor costs to ensure they balance.

Note: customer currency and vendor currency are read from Accounts Receivable and Accounts Payable respectively. If vendor is blank, vendor currency is blank.

## RMA Detail Record ( RADET )

- Return Material Authorization Uniquifier ( RMAUNIQ ) numeric value; set to zero value in import file.
- Return Material Authorization Detail Line Number ( LINENUM ) number value; set to zero value in import file.
- Customer Original Invoice ( CSTORIGINV ) string value; blank value accepted. If non-blank entry, the customer invoice must exist in Sage 300 Order Entry database.
- Vendor Original Receipt ( VNDORIGREC ) string value; blank value accepted. If non-blank entry, vendor receipt document must exist in Sage 300 Purchase Orders database.
- Item Number ( ITEM ) string value; non-blank item number. Formatted and unformatted number can be imported; import process will assign item number to correct record field.
- Unit of Measure ( UNIT ) string value; non-blank. Must be valid for the selected item.

- Price Unit of Measure ( PRICEUOM ) string value; non-blank value. Must be valid for the selected item.
- Price Unit of Measure Conversion Rate ( PRICECONV ) numeric value; non-blank value.
- Status ( EXTSTATUS ) string value; non-blank value unless Allow Blank External Status is specified in Return Material Authorization Options.
- Workflow Stage ( INTSTATUS ) string value; non-blank value unless Allow Blank Internal Status is specified in Return Material Authorization Options.
- Location ( LOCATION ) string value; non-blank field. Item must be available at the imported location.
- Category ( CATEGORY ) string value; non-blank field. Must exist in Inventory Control.
- Cost Unit of Measure ( COSTUOM ) -- string value; non-blank field. Must be valid for the selected item and location.
- Cost Unit of Measure Conversion Rate ( COSTCONV ) numeric value; non-blank value.
- Fault Code ( FAULT ) string value; non-blank value unless Allow Blank Fault Status is specified in Return Material Authorization Options.
- Repair Agent ( REPAIRAGNT) string value; non-blank field unless Allow Blank Repair Agent is specified in Return Material Authorization Options.
- Vendor Unit Cost ( VNDUNITCST ) numeric value.
- Vendor Cost Unit of Measure ( VND COSTUOM ) string value.
- Vendor Cost Unit of Measure Conversion Rate ( VND COSTCONV ) numeric value.
- Extended Price ( EXTPRICE ) numeric value.
- Extended Cost ( EXTCOST ) numeric value.
- Extended Vendor Cost ( VNDEXTCST ) numeric value.

## Cause and Effect

Assigning values to selected detail fields may cause dependent fields to be automatically populated with default values. During the import process this is not an issue as automatically populated fields will have their values overwritten by the contents of the import file.

This field dependency comes into effect during record importing and data entry through the screen interface.

Listed below is the dependency of detail fields to each other. For example, populating the item field will cause the system to automatically fill the item description, category, unit of measure and other fields.

- Vendor Original Receipt populates the field:
  - Vendor Receipt Sequence number
- Item ( if customer original invoice entered ) populates the fields:
  - Description
  - Category
  - Location

## Return Material Authorizations

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- Unit of Measure
  - Unit of Measure Conversion Rate
  - Quantity
  - Price List Code
  - Price Unit of Measure
  - Price Unit of Measure Conversion Rate
  - Unit Price
  - Cost Unit of Measure
  - Cost Unit of Measure Conversion Rate
  - Unit Cost
- Item ( no customer invoice entered ) populates the fields:
  - Description
  - Category
  - Unit of Measure
  - Unit of Measure Conversion Rate
  - Price List Code - default from I/C
  - Price Unit of Measure
  - Price Unit of Measure Conversion Rate
  - Unit Price ( based on Price List or Contract Price information )
- Item ( with vendor receipt entered ) populates the fields:
  - Vendor Cost Unit of Measure
  - Vendor Cost Unit of Measure Conversion Rate
  - Vendor Unit Cost
- Qty forces recalculation of the fields:
  - Extended Price
  - Extended Cost
  - Extended Vendor Cost
- Complete status updates the field:
  - Completed Date
- Unit of Measure populates the field and recalculates the fields:
  - Unit of Measure Conversion Rate
  - Extended Price
  - Extended Cost
  - Extended Vendor Cost
- Price Unit of Measure updates the field:
  - Price Unit of Measure Conversion Rate
- Cost Unit of Measure updates the field:

- Cost Unit of Measure Conversion Rate
- Vendor Cost Unit of Measure updates the field:
  - Vendor Cost Unit of Measure Conversion Rate
- Unit Price forces recalculation of the field:
  - Extended Price
- Unit Cost forces recalculation of the field:
  - Extended Cost
- Vendor Unit Cost forces recalculation of the field:
  - Extended Vendor Cost

**For details** on importing and exporting orders, see the chapter on importing and exporting data in the *Sage 300 System Manager User Guide*.

## RMA Transactions Screen Guide

For details on RMA Transactions screens and fields :

Use the Return Authorization Entry form to:

- Record merchandise to be returned
- Keep track of status of each return
- Create replacement orders and credit notes in Order Entry
- Create returns to vendors in Purchase Orders
- Import return authorizations you created in another Sage 300 Return Material Authorization database or in a non-Sage 300 program.

## USING RMA TEMPLATES

By setting up and using RMA Templates wisely, you can minimize data entry, and ensure that data is entered correctly.

Entering information in certain fields in an RMA document updates dependent fields automatically. For example, selecting a valid customer code also updates the customer currency field and billing information with information from the A/R customer record. Many fields in the RMA header and details have dependent fields.

Changing values in some fields may cause associated detail fields to be recalculated. For example, if you change the quantity for a detail, the program recalculates the extended price, cost, and vendor cost.

For Details, refer to Using Templates and Default Values on page 20

## ENTER RA TRANSACTION

### Fields and controls

#### **RA NUMBER**

- To add a new order, press the Tab key, click the New button, or choose New from the RA Menu. If you do not want RA to assign the return authorization number, type the number yourself.
- To select an existing return authorization for editing or crediting, use the Finder, or type the return authorization number, then press Tab or Enter.

#### **CUSTOMER NUMBER**

Type or use the Finder to select the A/R customer account to which to post the return authorization.

The program displays the price list code, source currency, and billing information from the A/R customer record. The customer's name, billing address, tax group, and currency (in multicurrency systems) are used for the credit note.

#### **CUSTOMER BILL-TO ADDRESS FORM**

Use this form to check or edit the billing information for an existing customer

To open the Customer Bill-To Address form, click the zoom button ( ) beside the Customer Number field or, with the pointer in the Customer Number field, press F9.

##### **Address**

If necessary, type the address to which you will send invoices for the order.

The program displays the address from the customer record.

##### **Bill-To Name (RA)**

If necessary, type the name to which you will send invoices for the order.

The program displays the name from the customer record.

##### **Contact Information**

If necessary, type the contact name, contact position, phone numbers, and e-mail address for the person to whose attention you will direct the return authorization.

The program displays the contact information from the customer record.

##### **Customer Number (display only)**

The customer number you typed in the Customer Number field is displayed in this form.

You cannot change the customer number here.

**E-mail / Contact E-mail**

Enter an e-mail address for the customer and for the contact, or accept the defaults. (The defaults are the email addresses entered in the A/R customer record or ship-to location.)

**Phone Number, Fax Number, and E-mail**

If necessary, type the phone number, fax number, and e-mail address for the billing location.

For existing customer numbers, the program displays the phone numbers and e-mail address from the customer record.

**TOTAL AMOUNT AND TOTAL COST (DISPLAY ONLY)****Total Amount**

The program displays the total price of the items being returned. The amount does not include any taxes that are included in item prices.

**Total Cost**

The program displays the total extended cost of the items being returned. The amount does not include any taxes that are included in item prices.

## Return Note Entry Return Authorization (RA) Tab

- Enter a new RA Number, select an existing RA Number or click the new button for a new RA Number if they are being created automatically. Note that automatic numbers are only assigned when you click save. This way you do not waste a number should you decide to cancel the entry prior to saving.
- Select a Customer.
- Select an appropriate Template Code, to help minimise the data entry effort and ensure data is captured in a reliable manner.
- Enter Detail lines.

**USE THE RETURN AUTHORIZATION TAB TO:**

- Enter who the return authorization has been authorized by. You may decide not to put anything into this field immediately. i.e. a customer may have conveyed their intent to return returning goods and you may have created an return authorization to print the return instruction. The return authorization may not be authorized until the merchandise has been returned and inspected.
- Additional optional header information includes customer claim number, expected ship date, shipping reference, ship to code, ship via code, price list code and

customer sales invoice to populate detail lines description, reference, and comment for the transaction.

- Specify credits and returned quantities for particular detail lines from one invoice (selected in the header), multiple invoices (selected at the detail level) or no invoice (leave blank).
- Alter the numbers or amounts on lines to be returned.
- There is a vast amount of additional information which can be entered at the detail level. Most of the information can be defaulted from the RMA template. The bulk of it is not mandatory and should be used only if required in your business process. Mandatory fields include item number and location. Unit of measure and category are required but default off the item number.
- Line Type: Choose between Item or Miscellaneous.
- Detail information: can be entered in the spreadsheet-style grid or by using the F9 Zoom entry.
- Open a screen that resembles a form instead of the spreadsheet-style grid you see on the Detail Information page (press F9 or choose Zoom In/Out from the Edit menu). See RMA Transactions Screen Guide on page 65.

## Return Authorization Fields and Controls

### **RA TEMPLATE CODE**

If the R/A Options form specifies a default template, the code for that template appears in this field when you enter new return authorizations. If there is no default template, or to change the template for this return authorization, use the Finder to select a template code.

Using templates helps to speed up data entry when you add new return authorizations. The program displays information from the specified template, and uses template settings to validate entries when you save the return authorization, and when you create a replacement order, credit note, or vendor return.

For more information about setting up templates, see RMA Templates Form Overview on page 15.

### **DEFAULT RMA DOCUMENT**

If you specified an RMA Document as the Fill Details By method, the program displays the RMA document number in this field.

### **RA DATE**

Type the date for the return authorization.

The program automatically enters the session date in this field (the date you type when you start Sage 300 for a company).

**COMPLETE?**

You can mark a return authorization document Complete only if all the document details are marked Complete.

When you mark a detail line Complete, the program updates the Complete Date field.

Once a return authorization document is complete, you can generate the following associated documents:

- Replacement Order
- Credit Note
- Purchase Return

**IS RMA APPROVED?**

You use this field to override validation rules that are set up in the template RMA Templates - Screen Guide on page 46 or in item policies. RMA Item Policy Screen Guide on page 57

Validation ensures that you:

- Enter an invoice number for all items.
- Do not credit more items than were sold, less credits already issued.

**Note:**

Only users authorized to approve RMAs (in the Authorization form) can override validation rules.

To override checking for items on the RMA:

1. Enter the approver's name and Approver Password.
2. Select Is RMA Approved.
3. Click Close to return to the entry form.

**AUTHORIZED BY**

Type or select an optional authorization code from the list of codes added in the Authorization Codes form.

**CUSTOMER CLAIM NUMBER**

If the customer has provided their reference number for this return authorization, type the customer claim number.

**CUSTOMER CREDIT NOTE AND REPLACEMENT ORDER NUMBERS****Customer Credit Note Date**

## Return Material Authorizations

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If a Customer Credit Note has been generated for this return authorization, the customer credit note date will be displayed.

### **Customer Credit Note Number**

If a Customer Credit Note has been generated for this return authorization, the last Customer Credit Note Number will be displayed.

**Note:** A credit note can only be generated for a return authorization when the return authorization has been marked complete.

### **Customer Order Date**

If a replacement order has been generated for this return authorization, the last customer order date will be displayed.

### **Customer Order Number**

If a Replacement Order has been generated for this return authorization, the last Customer Order Number will be displayed.

**Note:** A replacement order can only be generated for a return authorization when the return authorization has been marked complete.

## **SHIP DATE**

Enter a valid date when replacement goods are to be shipped.

## **SHIP TO CODE**

Type or select an existing ship-to location that you have defined for the customer (in Accounts Receivable).

The program fills in the following header fields automatically:

- Ship-via Code – if a ship-via code is recorded in the ship-to record in Accounts Receivable it will be used to populate the RMA ship-via code field.
- Ship-to Name – if a location name was recorded in the ship-to record in Accounts Receivable it will be used to populate the RMA ship-to name field.

## **FILL DETAILS BY**

Select how you wish to populate RMA detail records by:

- O/E Invoice : An existing OE Invoice - to find return item(s) on a particular invoice.
- RMA Document : A current RMA document - to use an existing RMA as a template.

- **Serial No. :** to find a return item for which you do not know the Customer Number and/or Invoice number. The invoice number will be populated by choosing an item from this list.
- **Lot No :** to find a return item with a Lot Tracking number for which you do not know the Customer number and/or Invoice Number. The invoice number will be populated by choosing an item from this list.
- **Item number :** to find a return item for which you do not know the Customer Number and/or Invoice Number. The invoice number will be populated by choosing an item from this list. Please note : only costed invoice items will be displayed in this list of available items.
- **Serial No (No invoice):** to find a return item by serial number for which there is no associated invoice. If this option is used, then a default location (either for the customer on the RMA document or on the Template for the RMA must be specified.

## DESCRIPTION

Enter RMA description

## RA Related Transactions

Use the controls on the RMA Entry screen to create related transactions.

**Note:** A replacement order can only be generated for a return authorization when the return authorization has been marked complete.

**Notes:** RMA Templates and Item policy details are used when generating RMA associated documents.

Fields and Controls

### Generate CN

Use this button when the RMA is complete to generate a credit note. RMA templates and Item policy details will be used.

Generate Credit Notes

### Generate Order

Use this button when the RMA is complete to generate a replacement order. RMA templates and Item policy details will be used.

Generate Order

## Return Material Authorizations

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### Generate PO Return

Use this button when the RMA is complete to generate a PO Return. RMA templates details will be used.

Generate PO Return

**Note:** PO Returns are matched to the PO Receipt if the PO Receipt number is filled in on the RMA Detail Line before clicking "Gen. PO Return"

### Components Button

Click this button to view the components that make up a kit or BOM.

**Note:** You must highlight the detail line with the kit or BOM that you want to view.

#### **Note:**

You can add both Kit Items and Kit Components to an RMA Document.

However, if you are working with a RMA Template that has "Invoice required on all items" selected, then you are unable to add the Kit Component to the RMA as there is no invoice number associated with the components. This is because only the OE Order/Shipment/Invoice only records the Kit item on the Item Detail.

In this case you can add the component(s) that need to be returned/replaced by selecting them from the IC Item list (not from the OE Invoice Item Details), and then you will need to "Authorize" the RMA by keying in a valid RMA User ID and Password who has been configured to be able to "Authorize" RMAs.

Authorizing RMAs essentially means that the RMA Template validations are suspended for any RMA Document that has been correctly authorized.

### Calculate Restocking Fee

Select this button to calculate the restocking fee based on details setup in the related RMA template.

Add Restocking Fees with RMA

## R/A RETURN AUTHORIZATION ENTRY - ITEMS AND DETAIL TABS

You use this "zoomed" form to enter details for return authorizations. It displays all the fields for a single detail, letting you see all the information for the particular detail without having to scroll through a number of columns.

**Important!**

You must use the detail form if you need to:

- Allocate serial numbers to the RMA.
- Add comments or shipping instructions.
- Enter vendor or customer warranty information.
- Add consumer details.

**TO OPEN THE ITEMS - R/A RETURN AUTHORIZATION ENTRY FORM:**

Click the grid on the Return Authorization tab, and then press F9.

To add or edit details using the zoomed form:

1. To add a new detail, click the New icon next to the Line Number field.

To display an existing detail for editing, type its number in the RA Detail Line Number field, or use the navigation buttons ( ) to display the detail.

2. Enter or edit the detail information.
3. Click Add or Save.

To delete details using the zoomed form

1. Use the RA Detail Line Number field to display the detail you want to delete.
2. Click Delete.

To return to the Return Authorization Entry form:

- Click Close.

RA Detail fields (on grid and F9 Zoomed form)

**DETAIL NUMBER**

The detail line number is set automatically.

**LINE TYPE**

Select Item to create a RMA for an item.

Select Miscellaneous if you want to add a Miscellaneous charge to the RMA.

**COMPLETE?**

## Return Material Authorizations

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Tick if the detail line is complete.

### DATE COMPLETED

Select the Date that line was completed.

### CUSTOMER ORIGINAL INVOICE

To add a detail line for an existing invoice, type the invoice number or choose it from the Finder. The item finder in the detail list will now be filtered by the invoice number, allowing only items from that invoice.

**Tip:** Leave the field blank to add a detail line for an invoice that is no longer in your Order Entry system,.

If you specified an invoice posted in Sage 300 Order Entry, when you select an item, the program automatically fills in the detail fields with information from the invoice, including:

- Item number – formatted item number. (The unformatted item number is also recorded.)
- Item description – from Order Entry invoice detail line.
- Unit of Measure
- Unit Conversion Factor
- Quantity
- Price List Code
- Location
- Category
- Pricing Unit of Measure
- Pricing Unit Conversion factor
- Costing Unit of Measure
- Costing Unit Conversion factor
- Unit Price – from Order Entry invoice detail line.
- Unit Cost – from Order Entry invoice detail line.
- Extended Price – calculated value; not retrieved from Order Entry invoice detail.
- Extended Cost – calculated value; not retrieved from Order Entry invoice detail.

### VENDOR ORIGINAL RECEIPT

To add a return authorization detail line for an purchase receipt, type the purchase receipt number or choose it from the Finder. The information entered for the purchase receipt appears on the detail list.

**Tip:** To add a return authorization detail line for a non-existent/unknown purchase receipt, or a purchase receipt that is no longer in your Purchase Orders system, leave the field blank.

If a vendor Purchase Order receipt is entered for an RMA detail line, the following fields will be populated from receipt detail record information:

- Vendor Costing Unit of Measure
- Vendor Costing Unit Conversion factor
- Vendor Unit Cost
- Vendor receipt sequence number

### **DOCUMENT LINENUM**

Line number in the original invoice or receipt will be displayed in this field.

### **ITEM NUMBER**

Type the item number for the item detail or choose it from the Finder.

Formatted item number. Unformatted item number is also recorded.

### **IF A CUSTOMER INVOICE IS SELECTED FOR THIS RMA DETAIL LINE THE FIELDS ARE EXTRACTED FROM THE O/E INVOICE DETAIL:**

- Item description
- Unit of Measure
- Unit Conversion Factor
- Quantity
- Price List Code
- Category
- Location
- Pricing Unit of Measure
- Pricing Unit Conversion factor
- Costing Unit of Measure
- Costing Unit Conversion factor
- Unit Price – from Order Entry invoice detail line.
- Unit Cost – from Order Entry invoice detail line.
- Extended Price – calculated value; not retrieved from Order Entry invoice detail.
- Extended Cost – calculated value; not retrieved from Order Entry invoice detail.

## Return Material Authorizations

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If a customer invoice is not selected for this RMA detail line, entering an item number will populate the following fields with information for this item recorded in Sage 300 Inventory Control:

- Item description
- Category – default item category recorded in Sage 300 Inventory Control.
- Unit of Measure – from Sage 300 Inventory Control contract price or price list record.
- Price List Code - default Price List recorded in Sage 300 Inventory Control.
- Pricing Unit of Measure – from Sage 300 Inventory Control contract price or price list if no contract price exists.
- Unit Price – from contract price or price list if no contract price exists.

### DESCRIPTION

The program displays the description entered in the Customer Invoice or Item record for the item selected. You can type a new description for an individual return authorization if you wish.

### KIT/BOM NUMBER

Type the Kit/BOM number for the item detail or choose it from the Finder.

Formatted Kit/BOM number.

**Note:** Unformatted Kit/BOM number is also recorded. If a customer invoice is selected for this RMA detail line the fields are extracted from the O/E invoice detail.

### LOCATION

Select the location that the item is returning to.

Default item location can be setup in the template. Use this field if you want to keep all the returned items in a separate location until the item status has been decided.

### CATEGORY

The program displays the category assigned to the customer invoice if an invoice has been selected or to the item record in Inventory Control if no customer invoice has been selected. You can select a different category for the detail line from the list displayed by the finder.

A default item category can be setup in the template. Use this field if you want to keep all the returned items in a separate category until the item status has been decided.

### PRICE LIST CODE

If no original invoice is selected, the Price List Code will be automatically populated when a customer code is selected. This Price List code displays the Price List as set up in the Accounts Receivable

Customer Setup. To change, type or select an existing Price List that you have defined in Inventory Control.

If an original invoice is selected, the Price List Code will be automatically populated when a when the invoice is selected.

### **RA QUANTITY**

Entering a quantity to be returned will force the calculation of values for fields:

- Extended Price
- Extended Cost
- Extended Vendor Cost

### **UNIT OF MEASURE**

The program displays the unit of measure from the customer invoice or item record, but you can change it

When you specify a unit of measure, the program automatically fills in the following fields:

- Unit of Measure Conversion factor (from the I/C item record) for the RMA detail line.
- Extended Price (recalculated).
- Extended Cost (recalculated).
- Extended Vendor Cost (recalculated).

### **LOTS AND SERIAL NUMBERS**

You allocate serial and lot numbers in RMA the way you do in Order Entry, with the following exceptions:

- You can allocate only existing serial and lot numbers in RMA. This means that if you specify an invoice number for the return, you can allocate only serial numbers that were assigned on the original invoice. (In Order Entry, you can also generate new serial and lot numbers.)
- For returned items that use serial numbers issued using version 5.5, or earlier versions, you must issue a credit note in Order Entry.
- For returned items that use serial numbers generated using the Serial Registration form in Inventory Control, you must issue a credit note in Order Entry.

#### **Lot Tracked**

Tick the box if the item is lot tracked

Click on the Arrow to enter the lot numbers of the items returned.

#### **Have Serial Numbers**

## Return Material Authorizations

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Tick the box if the item has a serial number.

Click on the Arrow to enter the serial numbers of the items returned.

### **HAVE COMMENTS?**

Tick the box to add a comment.

Click on the Up Arrow to add the detail comment

### **CONTRACT, PROJECT, AND CATEGORY FOR JOB-RELATED ORDERS**

If the return material authorization is job-related, you specify for each detail line where the items or resources are going to be used.

For job-related return material authorizations, you also specify near the end of the detail line the WIP Account (for Invoicing) or the Revenue and COGS accounts and the Billing Type for the customer invoice.

Generating a replacement order through the return material authorization will update the committed quantities and costs for jobs in the and Job Costing module.

#### **Note:**

You must select the Job-Related checkbox in the top part of the Job Related tab in the Return Material Authorization entry form for these fields to appear.

You enter/select the resource using the Item Number field.

You cannot change these fields once you have added the detail line.

### **COGS (Cost of Goods Sold) Account**

If the order is job-related, and you did not select Project Invoicing, the program displays the default cost of goods sold account from Project and Job Costing for each order detail.

You can change the account number.

### **Cost Class (display only)**

The program displays the cost class for the category used in each detail. You cannot change this field.

### **WIP Account**

If the sales order is job-related, and you **selected Project Invoicing**, you also specify the Work In Progress account for each order detail.

The account number specified in Project and Job Costing will appear by default, but you can change it.

(The level at which the WIP account is specified in Project and Job Costing depends on the project type and accounting method.)

### **RETAINAGE OPTION**

This option is available only if you are entering a job related Return Material Authorization and have selected the Retainage Accounting option in your Accounts Receivable system. See Job Related Tab on page 92

**Retainage % (percentage)**

The program displays the retainage percentage used to calculate the retainage amount for the shipment.

It is a weighted average percentage, based on the sum of the details.

**Retainage Amount (detail)**

The retainage amount is the amount the customer can withhold from an original document detail until the end of the retention period, when retainage is invoiced.

To calculate the retainage amount, the program multiplies the extended detail amount (or the extended amount plus tax, if you include taxes in retainage) by the retainage percentage.

You can enter a new retainage amount, if necessary. If you enter an amount to replace a calculated amount, the program recalculates the retainage percentage.

**Retention Period (detail)**

The retention period is the number of days for which the customer can withhold the retainage amount. You issue the retainage invoice from the Accounts Receivable program at the end of the retention period.

**Revenue/Billing Account**

If the sales order is job-related, and you did not select Project Invoicing, you also specify the Revenue/Billings account for each order detail.

The default account number comes from Project and Job Costing and is used instead of the Sales Account specified for the item in the item category record.

**RETURN TO STOCK?**

Select this option if the items are being returned to inventory or written off.

If you are entering the detail on the detail entry grid, double-click in the Return To Stock? column for the detail line to change the entry to Yes.

This information is passed to Order Entry Credit notes when you generate a credit note.

**PUT ITEM**

Tick the box(es) if you want to include the item on:

- the replacement order
- the credit note
- the vendor return

**ZERO VALUE**

## Return Material Authorizations

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Select the options if you want to include the item at zero value on:

- The replacement order
- The credit note
- The vendor return

### OPTIONAL FIELDS - DETAIL

Click on the Arrow to enter the Optional Fields of the items returned on this line.

Use the Finder to select the optional fields for this transaction. The Finder opens a list created in Common Services Optional Fields setup that were assigned in RMA to be added to transactions.

### RA DETAIL PRICING TAB

RA Detail Pricing Fields

#### PRICE BY (QUANTITY OR WEIGHT)

This field shows whether the price of this item is based on weight or on quantity. (Pricing by weight is available in Sage 300 Premium ERP only.)

If pricing is by quantity, the program sets volume discount amounts or percentages according to the quantity of goods that are ordered.

If pricing is by weight, the program sets volume discount amounts or percentages by item weight.

The weights are calculated in RMA by multiplying the unit weight of an item times the quantity ordered, and converting the weight to default units.

#### PRICING WEIGHT UOM

If pricing by weight, the program displays the pricing weight unit (from the price list).

If pricing is by weight, the program sets volume discount amounts or percentages by item weight.

The weights are calculated in Return Material Authorizations by multiplying the unit weight of an item times the quantity ordered, and converting the weight to default units.

#### PRICING UNIT OF MEASURE

The program displays the pricing unit of measure from the customer invoice if a customer invoice has been entered.

Entering the Pricing Unit of Measure populates:

- Pricing Unit of Measure Conversion factor ; retrieved from Sage 300 Inventory Control for the item in this RMA detail line.
- Extended Price recalculated.

**UNIT PRICE**

The program displays the unit price from the customer invoice or item pricing details. May be changed.

Entering a Unit Price forces recalculation of value contained in:

- Extended Price

**EXTENDED PRICE**

The program displays the total price of the item being returned. The amount does not include any taxes that are included in item prices.

**DISCOUNT %**

You can specify a separate discount percentage or amount for each detail on an RMA.

You can still enter a discount for the document, if you prefer. RA then prorates the discount amount for the transaction details, overriding any discount amounts you may have entered manually for a detail.

**DISCOUNT AMOUNT**

You can specify a discount percentage or amount for each detail on an RMA.

You can still enter a discount for the document, if you prefer. RA then prorates the discount amount for the transaction details, overriding any discount amounts you may have entered manually for a detail.

**DISCOUNTED EXT AMOUNT (DISPLAY ONLY)**

This field displays the amount for the detail after the discount is applied.

**WEIGHT UOM**

This is the unit of measure for weighing this item on the RMA.

Depending on your settings in O/E Options, the program displays either the item weight unit (from the item record) or the pricing weight unit (from the price list).

Note that:

- If the item is not priced by weight, the program displays the item weight unit from the item record.

- If the item is priced by weight, and it has base prices for multiple UOMs, the program displays the default unit of measure from the price list if your Default Order Weight UOM in O/E Options is the Pricing Weight Unit.
- You can change the weight unit of measure for the detail line, if necessary.
- The weight UOM for the complete order is determined by the default weight unit of measure set in the I/C Options form.

### UNIT WEIGHT

This is the weight of a single item for this detail line expressed in the RA Weight Unit of Measure. You can multiply this weight by the quantity ordered to get the extended weight.

### EXTENDED WEIGHT

The quantity shipped multiplied by the unit weight entered for the item in Inventory Control. You can edit the item weight and the extended on the RMA, if necessary.

You may want to use the extended weight for determining the postage, shipping, or other charges.

RMA converts the extended weight for each line to the order weight UOM, and puts the estimated weight for the entire order on the Totals tab.

### COSTING UNIT OF MEASURE (DISPLAY ONLY)

The costing unit of measure defaults from the customer invoice (if entered).

The costing unit of measure populates the field:

- Costing unit of measure conversion rate &ndash; retrieved from Sage 300 Inventory Control for the item in this RMA detail line.
- Extended cost &ndash; recalculated

### UNIT COST

The program displays the unit cost from the customer invoice or location, but you can change it.

For kitting items, the unit cost displayed is the sum of all of the component costs.

Entering a unit cost forces the recalculation of the Extended Cost field.

### EXTENDED COST

The program displays the extended cost of the item being returned. The amount does not include any taxes that are included in item prices.

### VENDOR COSTING UNIT OF MEASURE

The program displays the vendor costing unit from the purchase receipt, if you specified a purchase receipt.

If you change the vendor costing unit of measure, the program uses the conversion factor from the I/C item record to recalculate the amount in the Extended Vendor Cost field.

### **VENDOR UNIT COST**

The vendor unit cost is used when creating a vendor return.

If the RMA is linked to a vendor receipt, the unit cost from the vendor receipt appears as the default in this field.

If the RMA is not linked to a vendor receipt, the cost method specified as the Default Item Cost in P/O Options determines the default unit cost.

If you change the vendor unit cost, the program recalculates the Extended Vendor Cost field.

### **VENDOR EXTENDED COST**

This amount is the quantity returned multiplied by the vendor unit cost.

## **STATUS TAB**

Fields on the Status Tab are optional if the allow blank is selected in the RA Setup > Options > Processing Tab Options Form Overview on page 31 or the associated RA Template RMA Templates - Screen Guide on page 46.

Fields are mandatory if the "allow blank" is not selected in the RA Setup or the associated RA Template.

### **STATUS**

Type or select status code from the list of codes added in the Status Codes form.

This field is optional if the allow blank status codes is selected in the RA Setup form or the associated RA Template.

### **WORKFLOW STAGE**

Type or select workflow stage code from the list of codes added in the Workflow Stage Codes form.

This field is optional if the allow blank workflow stage codes is turned on in the RA Setup form or in the associated RA Template.

This field is mandatory if the allow blank workflow stage codes is turned off in the RA Setup form or in the associated RA Template.

### **FAULT CODE**

Type or select fault code from the list of codes added in the Fault Codes form.

## Return Material Authorizations

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This field is optional if the allow blank fault codes is turned on in the RA Setup form or the associated RA Template.

This field is mandatory if the allow blank fault codes is turned off in the RA Setup form or the associated RA Template.

### REPAIR AGENT

Type or select repair agent status code from the list of codes added in the Repair Agent Codes form.

This field is optional if the allow blank repair agent status codes is turned on in the RA Setup form or associated Template form.

This field is mandatory if the allow blank repair agent status codes is turned off in the RA Setup form or associated Template form.

### REPAIR DATE

Type the date the merchandise has been sent to the repair agent.

### PROMISED RECEIPT DATE

Type the date the customer is due to return the merchandise.

### DATE RECEIVED

Type the date the merchandise was received.

### DATE REJECTED

Type the date the merchandise was rejected.

### REJECTION COMMENT

Type the reason the return authorization is being rejected.

## WARRANTY TAB

Enter details about the Customer and Vendor warranties

### FIELDS AND CONTROLS

#### Customer Warranty

Select this field if the merchandise on the detail line is under warranty.

#### Customer Warranty Reference

Type an optional warranty reference for this detail line, using up to 22 characters.

#### Customer Warranty Expiry Date

Type the date your customer's warranty expires for this item.

**Vendor Warranty**

Select this field if the merchandise on the detail line is under warranty.

**Vendor Warranty Reference**

Type an optional warranty reference for this detail line, using up to 22 characters.

**Vendor Warranty Expiry Date**

Type the date your vendor's warranty expires for this item.

**CONSUMER CONTACT TAB**

Enter details about the consumer.

**FIELDS AND CONTROLS****Customer Replacement Invoice Number**

If your customer has already supplied a replacement item to the end consumer and you wish to record these details, enter the replacement invoice number.

**Consumer Code**

If Lot tracking or Serialized Inventory are used, you can select a Consumer code.

**Consumer Name and Address**

If the merchandise has been returned by the end consumer, and those details are required for tracking purposes, enter the name, address, phone and fax of the consumer.

**Customer Replacement Invoice Date**

If your customer has already supplied a replacement item to the end consumer and you wish to record these details, enter the replacement invoice date.

**Consumer Purchase Date**

If the merchandise is being returned by the end consumer and you wish to track their details, enter the date the end consumer purchased the merchandise.

**SHIP VIA / ALTERNATE ITEMS/ COMMENT TAB****SHIPMENT TRACKING NUMBER**

RMA lets you enter a tracking number (waybill number) for each detail, so that you can keep track of shipments that use different carriers or that were shipped at different times.

If the return authorization line is linked to an OE Invoice line, then the shipment tracking number will default to the Shipment Tracking Number from the OE Invoice line. This may be changed or entered in RMA to keep track of the shipment tracking number when returning the goods.

## Return Material Authorizations

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If an OE replacement order is created for this return authorization line, this shipment tracking number is not copied to the OE replacement order. (It is assumed that a different Shipment Tracking number will be used to return the goods to the customer.)

### SHIP VIA CODE

Type or select an optional ship-via code from the list of codes added in the Ship-Via Codes form.

If you designated a primary ship-to location for the customer in Accounts Receivable, the shipping information from the primary ship-to location record appears as the default, but you can change it.

The program displays the ship-via description from the ship-to location record, or if no ship-to is specified, from the ship-via code.

### MANUFACTURER'S ITEM NUMBER (OPTIONAL)

If you have set up manufacturer's item numbers in Inventory Control, you can enter the manufacturer's item number (usually a bar code) in this field, rather than entering your inventory control item number. The manufacturers' item numbers are translated to your inventory item numbers by Inventory Control.

For more information about using manufacturer's item numbers, see the Inventory Control help.

### CUSTOMER'S ITEM NUMBER

If you know the customer's item number, you can enter it in this field on the Ship Via / Alternate Items / Comment form.

### COMMENT

Type an optional comment for the return authorization line, using up to 250 characters, then press Tab to add the comment to the return authorization.

You can either let the program assign the line breaks or assign them yourself, by pressing the Ctrl and Enter keys together each time you want to start a new line.

You can include the comment on printed RA Confirmations or RA Instructions.

## INTEGRATION TAB - RELATED DOCUMENTS DETAILS

**Note:** Documents can only be generated for a return authorization when the return authorization has been marked complete.

### Customer Credit Note Date

If a Customer Credit Note has been generated for this return authorization, the customer credit note date will be displayed.

**Customer Credit Note Number**

If a Customer Credit Note has been generated for this return authorization, the Customer Credit Note Number will be displayed.

**Customer Order Date**

If a replacement order has been generated for this return authorization, the customer order date will be displayed.

**Customer Order Number**

If a Replacement Order has been generated for this return authorization, the Customer Order Number will be displayed.

**Vendor Return Number**

If a Purchase Return has been generated for this return authorization, the purchase return number appears.

**Vendor Return Date**

The program displays the date the purchase return to your vendor was generated.

## Return Authorization Entry Customer Tab

- The shipping method for the order.
- An optional territory code.
- The price list to use to select prices for item details.
- The tax group for the order.
- The customer account set.
- The Terms Code that identifies the payment terms that will be used for invoices from the order.

**FIELDS AND CONTROLS****SHIP VIA**

Type or select a valid ship via code, if required.

**SHIPPING REFERENCE**

Type an optional shipping reference for the return authorization using up to 22 characters.

**TERRITORY**

Type the optional six-character territory code that your company uses to identify sales regions or sort customer accounts. You can assign a territory code to each ship-to location you create for customers in Accounts Receivable.

The territory code is not maintained as a separate record in Sage 300. You can use the field in any way you want.

**CUSTOMER TYPE**

Type the code that identifies the discount level for the customer.

You can select Base, A, B, C, D, or E. "Base" indicates the customer is not eligible for price discounts if the discount is based on customer type.

Customer types are assigned in the customer record in Accounts Receivable, but you can change the type. Item prices are specified by customer type in Inventory Control.

**PRICE LIST CODE**

If no original invoice is selected, the Price List Code will be automatically populated when a customer code is selected. This Price List code displays the Price List as set up in the Accounts Receivable Customer Setup. To change, type or select an existing Price List that you have defined in Inventory Control.

If an original invoice is selected, the Price List Code will be automatically populated when a when the invoice is selected.

**TAX GROUP**

Type the code that identifies the customer's tax group. The description for the tax group you enter appears beside the Tax Group field.

The tax group determines the tax authorities to which the customer is subject, and the tax classes that are used for each authority to calculate sales tax. You can change the tax classes for the customer and for individual detail lines.

You can change the tax group at any time, even after posting. (For example, if you change the ship-to location, you can also change the tax group to include the tax authorities for the new location.)

In multicurrency ledgers, the tax group can have a different reporting currency than the functional currency or than the customer.

**CUST. ACCT. SET**

The account set from the customer record appears in this field as the default. It specifies the general ledger receivables control, payment discounts, prepayment liability, retainage, and

write-offs accounts to which the transaction will be distributed.

You can change the account set. If you use multicurrency, however, the new account set must use the same currency as the customer's account set.

### **TERMS CODE**

The program displays the terms code specified in the customer record, but you can change it for individual returns.

### **RESTOCKING FEE PERCENTAGE**

Enter the restocking Fee percentage. It is applied when using "Calculate Restock Fee" is used.

## Return Authorization Entry Vendor Tab

You use the Vendor tab to:

- Specify information required to generate a vendor return in Purchase Orders.

**Note:** You must specify the A/P vendor number before you enter any details for a return authorization. If you change or add the vendor after you enter detail lines, the vendor item cost is not updated.

- Drill down to a generated purchase return, if items have been returned through Purchase Orders.
- Enter claims from a secondary vendor, such as a shipping agent, for damaged goods. You specify a claim vendor code, claim number, and amount.

### **FIELDS AND CONTROLS**

#### **VENDOR NUMBER**

You enter an A/P vendor number in this field if you are going to generate a vendor return.

You must enter the vendor number before entering the item details. The vendor item cost is not updated if you change or add the vendor after you enter detail lines.

If you do not specify a vendor, the vendor unit cost will be zero.

Once you specify the vendor, the program fills in the vendor name and currency from the A/P vendor record.

#### **VENDOR RA DATE**

Enter the date that the vendor authorized your return of the items (the date of the vendor's RMA).

### VENDOR RA NUMBER

Type your vendor's RA number.

### VENDOR RETURN NUMBER

If a Purchase Return has been generated for this return authorization, the purchase return number appears.

**Note:** A purchase return can only be generated for a return authorization when the return authorization has been marked complete.

### VENDOR RETURN DATE

The program displays the date the purchase return to your vendor was generated.

**Note:** You can generate a purchase return for a return authorization only if the return authorization has been marked Complete.

### VENDOR BILL TO LOCATION

Select an Inventory Control location code to which bills for the purchase order will be sent.

You can also use the Zoom button ( ) to open a separate form where you can edit the address for the code you select, or you can omit the code and type in a billing address.

### VENDOR SHIP VIA CODE

Select the Vendor Ship via code used to create a Vendor Return.

See Sage 300 Purchase Order documentation for details. (Set up a record for each carrier you use to deliver your orders from vendors.)

### VENDOR'S CLAIM DETAILS

#### Claim Vendor Code

If you are claiming an amount other than the cost of the items you are returning, type or select the code for the vendor responsible for the claim.

For example, if goods were damaged in transit, you would use this field to identify the insurance company.

#### Claim Vendor Number

Enter the reference number provided by the claim vendor.

**Claim Vendor Amount**

Enter the amount you are claiming from the claim vendor (for example, for an insurance claim for merchandise damaged in transit).

## Return/Credit Note Entry Optional Fields Tab

This tab contains optional fields that have been configured and may or may not be compulsory. If the optional fields have the same name, type and length as fields in Order Entry they will be passed though when credit notes and replacement orders are created in Order Entry and to PO Returns when created in Purchase Order.

**Note:** Optional fields are not available in all versions of Sage 300.

You see only the fields for which Yes is entered in the Use column in the RMA Setup > Optional Fields

Use Optional Fields tab to:

- Add or change information for the return in the optional fields that you use.
- Enter a comment relating to the return authorization as a whole

### FIELDS AND CONTROLS

**COMMENT**

Type an optional comment for the return authorization, using up to 250 characters, then press Tab to add the comment to the return authorization. Note: if you do not press Tab, your comment will not be saved.

You can either let the program assign the line breaks or assign them yourself, by pressing the Ctrl and Enter keys together each time you want to start a new line.

You can include the comment on printed RA Confirmations or RA Instructions.

**OPTIONAL FIELD/DESCRIPTION**

Use the Finder to select the optional field for this RMA. The Finder opens a list created in Common Services Optional Fields setup that were assigned in RMA to be added to transactions.

## Job Related Tab

Select the Job Related option if this order applies to a project that you are managing using Sage 300 Project and Job Costing.

When you select the option, additional fields appear in the detail-entry grid to let you enter job-related information for each item.

You can also choose:

**Retainage accounting**, if you invoice the customer for most of the order up-front, and then invoice the remainder of the order after a hold-back period.

**Project invoicing**, if all of the billing for this order will be handled by the Project and Job Costing module.

**Note:** The Retainage option is not available if you choose the project invoicing option because all invoicing (which includes determining retainage amounts) will be handled by PJC.

### FIELDS AND CONTROLS

#### PROJECT INVOICING OPTION

This option is available only if you are using the Project and Job Costing module.

If you select this option, all of the billing for this order will be handled by the Project and Job Costing module.

If you create an O/E Replacement Order through RMA, Order Entry will not create an invoice for this order, but will pass all information to Project and Job Costing for it to process billings using the Create Billing Worksheet.

If you choose this option, Return Material Authorization will not create a credit note for the RMA document.

When you post the replacement order, Order Entry will update the contracts, projects, categories, and (if required) resources in Project and Job Costing to which the items in this order apply

#### RETAINAGE OPTION

This option is available only if you are entering a job related Return Material Authorization and have selected the Retainage Accounting option in your Accounts Receivable system.

You select the Retainage option to indicate that retainage applies to the document you are entering.

When you select the Retainage option in Return Material Authorization, a Retainage selections appear where you specify how to process retainage for credit notes and replacement orders generated through RMA..

The Retainage option is not available if you choose Project Invoicing (where invoicing is handled through the Project and Job Costing module).

## Return Authorization Entry Rates Tab

The Rates tab appears only if you use multicurrency accounting and you are entering a document for a customer who does not use your company's functional currency (and the exchange is not between two EMU member currencies).

### **USE THE RATES TAB TO:**

- Change the rate type, rate date, and exchange rate for converting the order amount from the customer's currency to your functional (home) currency.
- If you are shipping goods, change the rate information for converting the shipped amount from customer's currency.
- If you are invoicing shipped goods, change the rate information for the invoice.
- Enter or derive the rate for converting tax amounts to the tax reporting currency (if you report taxes in a different currency than you collect them).

### **FIELDS AND CONTROLS**

#### **USE ORIGINAL DOCUMENT EXCHANGE RATE**

- If you specify a template for the RMA and the template uses the option to match credit notes to invoices, the credit note will use the exchange rate from the customer invoice. You should set the Default Credit Note Date on the template to Session Date to ensure that the customer invoice exchange rate will always be used.
- If you do not specify a customer invoice (or if you specify an invoice but without a template with the option to match credit note to invoice), the credit note will use the exchange rate from the currency tables for the date of the credit note.

- This option has no effect on replacement orders or vendor returns. RMA determines the exchange rate for their respective document dates using the currency tables in Common Services.

### USE RMA EXCHANGE RATE

Select this option if you want to specify the exchange rate for the credit note, replacement order, and vendor return. Then specify the exchange rate, rate date, and rate type on the fields that appear on the Rate tab.

**Note:** If you use this option, the RMA exchange rate will override the exchange rate from the customer invoice, even if the template specified for the return uses the option to match credit notes to invoices, and also if the currency rate option is set to use original document exchange rate.

### CURRENCY CODE AND DESCRIPTION (DISPLAY ONLY)

The program displays the customer's currency code and description.

### RATE TYPE

If the rate type you want to use is not displayed, type the code or choose it from the Finder.

The program uses rate types when converting multicurrency amounts to functional currency. Examples of rate types might be "spot rate," "average rate," and "contract rate."

You define rate types using the Currency Rate Types form in the Common Services folder.

### ORDER/SHIPMENT/INVOICE RATE DATE

Type the date to use to select the exchange rate. The program displays the rate date that is nearest the date you typed, but you can change to another date for which an exchange rate is entered for the currency in the Currency forms in the Common Services folder.

If you change the rate date, RMA checks the rate tables for a date match and updates the rate if necessary.

### RETURN MATERIAL AUTHORIZATION EXCHANGE RATE

The program displays the exchange rate currently in effect for the specified currency and the displayed rate type and rate date. You can change the rate.





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