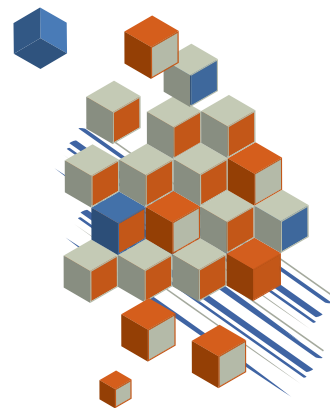




Service & Returns

SIMMS Inventory Management Software 2012

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Service and Returns

Use SIMMS' service and return features to record and track the return of defective items. With these features you can process both a customer's returns, and your own returns.

Generally there are three options available to you when a customer returns a defective item: you can fix the item in-house, return the item to the vendor from which you purchased it, or destroy the item. Which option you choose depends on the condition of the item, and if it is under warranty.

Whether you are processing a customer's return or your own, SIMMS records the location of the returned item as it enters and leaves your inventory. In addition, the appropriate accounts are credited and debited.

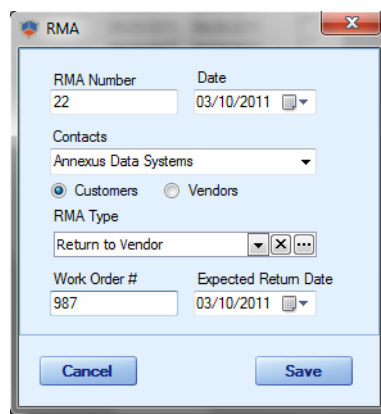
You begin the return process by creating a return merchandise authorization (RMA) document.

Return Merchandise Authorization (RMA)

For both customer returns and your own returns, you need to create a return merchandise authorization (RMA) document.

Create an RMA

1. Open the **Service** menu, open the **Service & Returns** sub-menu, and then click **Service & Returns Manager**.
2. Click the **New RMA** link.



The screenshot shows a window titled "RMA" with a close button in the top right corner. The window contains a form with the following fields and controls:


- RMA Number:** A text box containing the value "22".
- Date:** A date picker showing "03/10/2011".
- Contacts:** A dropdown menu showing "Annexus Data Systems".
- RMA Type:** A dropdown menu showing "Return to Vendor".
- Work Order #:** A text box containing the value "987".
- Expected Return Date:** A date picker showing "03/10/2011".
- Radio Buttons:** Two radio buttons are present: "Customers" (which is selected) and "Vendors".
- Buttons:** At the bottom of the form are two buttons: "Cancel" and "Save".

Figure 1: Create and RMA.

3. In the **Contact** list, select the contact's name.

By default your customers are listed in the Contact list. To list your vendors, click the **Vendors** option (just below the list). You will need to do this if you are returning an item from your own inventory.

4. In the **RMA Type** list, select an RMA type.

To add an RMA type to the list, click the **Ellipsis** button . In the **Enter data** text box, type an RMA type, and then click **Save**.

5. In the **Work Order #** text box, type a work order number.
6. In the **Expected Return Date** box, select the date you expect to have the item ready for your customer. Or, if the return is for your own inventory, select the date you expect your vendor to have your item ready for you. Click **Save**.

Close an RMA


1. In the **Service & Returns Manager**, select an RMA.
2. Click **Actions**, and then click **Close RMA**.

Reopen an RMA

1. In the **Service & Returns Manager**, select an RMA.
2. Click **Actions**, and then click **Reopen RMA**.

View the Operations of an Existing RMA

1. In the **Service & Returns Manager**, click the plus (+) sign beside an RMA.
2. Click the **Transactions** link that appears.

SIMMS lists the operations performed for your chosen RMA.
3. To view the details of an operation, select an operation, and then click **Details**.
4. To navigate back to your list of RMAs, in the **Service & Return Manager**, click the **Arrow** icon  at the top right of the pane.

Processing a Customer's Return

After you create an RMA, you create an RMAIN.

The purpose of an RMAIN is to record the details of your customer's return, such as their name and the item they are returning. After you complete your RMAIN, the returned item is added to your inventory (as RMA stock).

Next you determine, if you should fix, destroy, or return the defective item to the vendor from which you purchased it. Which action you take depends on the condition of the item and if it is under warranty.

An item that is fixed or received back from your vendor (RTVIN) can be return to your customer by creating an RMAOUT.

You have the option to create an advance exchange. Do this if you need to send a customer a replacement item before they return their defective item to you.

Create an RMAIN

1. Open the **Service & Returns Manager**, select an RMA.
2. Click **Actions**, and then click **Return From Customer (RMAIN)**.

The screenshot shows a software window titled "Return from Customer (RMAIN)". The window contains a form with the following fields and values:

- Customer: Axacore
- Order No.: 4
- Order Date: 27/09/2011
- Document No: 3
- Currency: CAD
- Exchange Rate: 1.2000000
- Item: 110-WDCALIP
- Mfr. Lot: (empty)
- Location: RMA-MAIN 1
- SN: 1230
- User SN: (empty)
- Warranty (mo.): 6
- Ret. Value: 10.00
- Avg. Price: 9.17
- Sales Price: 36.00
- RMA No.: 14
- Authorization: (empty)
- Comments: Cracked glass.

At the bottom right of the window, there are two buttons: "Back" and "Save".

Figure 2: Create an RMAIN.


3. Do one of the following steps:
 - In the **Serial No.** text box, type the serial number for the item your customer is returning, and then click in the **Item** list.
 - Click **Select invoice from transaction**. In the **Find Transactions** window select the invoice in which the customer's item was issued. Click **OK**.
4. Click **Next**.

5. In the **Location** list, select the location to which you want to return the item.
6. In the **Authorization** text box, type the name of the person authorizing the RMAIN.
7. In the **Comment** box, type a comment, and then click **Save**.

Test a Returned Item

The purpose of testing a returned item is to determine if the item should be fixed, destroyed, or returned to the vendor that sold you the item.

1. Open the **Service & Returns Manager**, select an **RMA**.
2. Click **Actions**, and then click **Testing**.
3. Select the item you are testing.
4. In the **RMA Fault** list, select an RMA fault.

To add an RMA fault to the list, click the **Ellipsis** button . In the **Enter data** text box, type an RMA fault, and then click **Save**.

5. In the **Technician** list, select the technician testing the returned item.

To appear in this list the technician must be assigned as a service/repair technician in the User Manager.

6. Choose one of the following options:
 - **No Mark**
 - **Mark for Fixing**
 - **Mark for Destroy**
 - **Mark for Return**
7. In the **Testing Comment** box, type a comment. Click **Save**.

Fix or Destroy an Item

When you fix an item SIMMS moves the item from the RMA stock to the on-hand stock. You can then return the item to your customer by creating an RMAOUT.

If you destroy an item, it is removed from your inventory entirely.

1. Open the **Service & Returns Manager**. Select an RMA.
2. Click **Actions**, and then click **In-House Fix-Destroy**.
3. Select your item, and then click **Add**.
4. Do one of the following steps:

- **Click Fix**
- **Click Destroy**

Create an RMAOUT


You create an RMAOUT when you are ready to return to your customer their item.

Before you can create an RMAOUT, you need to add the item to your on-hand stock. You do this in two ways: mark the item as fixed, or create an RTVIN.

After you complete your RMAOUT, your customer's item is removed from your inventory and is listed in the Shipping Manager.

1. Open the **Service & Returns Manager**, and then select an RMA.
2. Click **Actions**, and then click **Return to Customer (RMAOUT)**.

The RMAOUT window opens.


3. Enter the details of the item you are sending to your customer, and then click the **Save** icon .

Send an Advanced Exchange

Create an advanced exchange if you want to send an item to your customer before they send you their defective item.

1. Open the **Service & Returns Manager**, and then select an RMA.
2. Click **Actions**, and then click **Send Exchange to Customer**.

The RMAOUT window opens.


3. Enter the details of the item you are sending to your customer, and then click the **Save** icon .

Receive an Advanced Exchange

If you created an advanced exchange you can receive the item back into your inventory by creating a return exchange.

1. Open the **Service & Returns Manager**, and then select an RMA.
2. Click **Actions**, and then click **Return Exchange from Customer**.

The RMAIN window opens.

3. Enter the details of the item you are sending to your customer, and then click the **Save** icon .

Close an Advanced Exchange

You can close an advanced exchange before your customer returns the exchange item to you. Do this if you want your customer to keep the item sent to them as a permanent replacement.

1. Open the **Service & Returns Manager**, select an RMA.
2. Click **Actions**, and then click **Close Advance-Exchange**.

Returning an Item from Your Own Stock

To return an item from you own stock, you need to mark the item for return and service. SIMMS then removes the item from your on-hand stock and adds it to your RMA stock.

Mark an Item for Service and Return

1. Open the **Service** menu, open the **Service & Returns** sub-menu, and then click **Mark for Service and Return**.

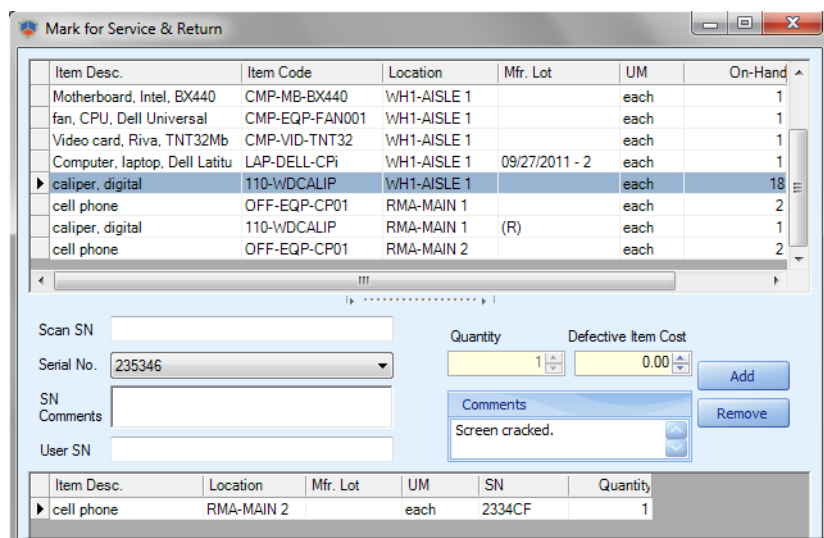


Figure 3: Mark an item for service and return.

2. Select the item you want to return to your vendor.
3. In the **Serial No.** list, select the item's serial number.
4. In the **Comment** box, type a comment.
5. Click **Add**, and then click **Mark**.
6. A message appears asking you to confirm that you want to save your transaction, click **Yes**.

7. Close the **Mark for Service & Return** window.
8. Open the **Service & Returns Manager**, create an **RMA**, and then create an **RTVOUT**.

Processing a Return to Vendor (RTV)



Before you can return a customer's item to the vendor from which you purchased it, you need to create an RMAIN.

Before you return an item from your own inventory, you need to mark that item for service and return.

Create an RTVOUT

After you complete an RTVOUT, the item is removed from your inventory.

RTVOUTs are listed in the Shipping Manager.

1. In the **Service & Returns Manager**, select an RMA.
2. Click **Actions**, and then click **Send Back to Vendor (RTVOUT)**.
3. In the **Item** list, select the item you are returning to the vendor.
4. Under **Step 2 - Fill Stock Information**, click the **Binoculars** icon , and then select the item you want to return to its vendor. Click **Select**.
5. In the **Serial No.** list, select the item's serial number.
6. Under **Step 4 - Fill Purchase Information**, click the **Binoculars** icon , select the receipt of goods your item was received on, and then click **OK**.
7. Click **Add**, and then click **OK**.


Create an RTVIN


You create an RTVIN to receive back into inventory those items that you returned to a vendor. After you complete an RTVIN, the item is added to your inventory as on-hand stock (not as RMA stock).

1. In the **Service & Returns Manager**, select an RMA.
2. Click **Actions**, point to **Receive from Vendor (RTVIN)**, and then click one of the following:
 - **Return the same item**
 - **Return the same item refurbished**
 - **Return a different new item**

- **Return a different item refurbished**

The RTVIN window opens.

3. Do one of the following steps:
 - If the item returned is the same item, or the same item refurbished, click the **Save** icon .

A refurbished item is given the lot number (R). This helps you to identify the exact item returned from the vendor.
- If the item returned is a different item, new or refurbished, enter the items details, and then click the **Save** icon .

Options

Specify Vendors for Repair

You can specify a vendor that is authorized to repair an item. When you create an RTVOUT the specified vendor is available in the Vendor list.

1. Open the **Warehouse** menu, click **Item Manager**.
2. On the **Tools** menu, click **Vendors for Repair**.
3. In the **Category** list, select a category.
4. In the **Item** list, select an item, and then click **Search Vendors**.
5. In the **Used** column, click the check box for the vendor you want to repair your selected item.

You can select more than one vendor.


6. Click **Save**.

Record a Warranty's Length

In SIMMS, there are two types of warranties:

- Warranties assigned upon receiving
- Warranties assigned upon issuing

You can record the length of these two types of warranties for each of your stock items.

1. Open the **Warehouse** menu, open the **Inventory** submenu, and then click **Item Manager**.
2. In the **Category** list, select a category.
3. Select your item, and then click the **Edit** icon .
4. Do one or both of the following steps:

- To record the length of a warranty for an item that is received, in the **Default Warranty on Receiving (Months)** box, type the length of the warranty.
- To record the length of a warranty for an item that is issued, in the **Default Warranty on Issuing (Months)** box, type the length of the warranty.

5. Click the **Save** icon .

RMA Reports

View RMA Reports

1. Open the **Reporting** menu, click **Reports Center**.
2. Click **Service and Returns**, and then click one of the following reports:

Table 1: RMA Reports

Report	Description
RMA Analysis by Product	This report lists all returned items, their quantity, and associated costs.
RMA Analysis by Type	This report lists all returned items sorted by RMA type. Included in this report is the quantity of the items returned and associated costs.
RMA Repair Cost Analysis	This report lists all returned items sorted by operation (such as Fix, Destroy, Return to Vendor). Included in this list is operations costs.
RMA Scrap Expense	This report lists all returned items sorted by operation (such as Fix, Destroy, Return to Vendor). Included in this list is scrap costs.
RMA Activity Report by Operation Type	This report lists all returned items sorted by operation (such as Fix, Destroy, Return to Vendor). Included in this report are serial numbers, locations, and costs.

Table 1: RMA Reports

Report	Description
RMA Advance Exchange without Return	This report lists customer's in possession of an advance exchange. Included in this report are RMA numbers, items, and exchange prices.
RMA Owed by RMA Number	This report lists the RMAs in which you possess the customer's item. Included in this report are return costs and method costs.
RMAs Overdue	This report lists open RMAs past their expected due date.
RMAs Owed to Customers by Customer	This report lists the RMAs in which you possess the customer's item. The list is sorted by customer and includes return costs and method costs.
RMAs Owed to Customers by Item	This report lists the RMAs in which you possess the customer's item. The report is sorted by items and includes return costs and method costs.
RMAs Owned at Vendors by Item	This report lists the RMAs in which your vendor possess an item from you. The list is sorted by item and includes serial numbers, total values, and method costs.
RMAs Owned at Vendors by RMA Number	This report lists the RMAs in which your vendor possess an item from you. The list is sorted by RMA number and includes item descriptions, total values, and method costs.
RMAs Owned at Vendors by Vendor	This report lists the RMAs in which your vendor possess an item from you. The list is sorted by vendors and includes total values and method costs.

Table 1: RMA Reports

Report	Description
RMAs Status Report	This report lists operations performed. Included in this report is RMA numbers, item descriptions, expected return date.