

Microsoft Business Solutions—Great Plains

Returns Management

Returns Management brings order to the complicated returns process, streamlining the process for tracking and processing repairs and providing a central management point for parts returns. You'll be able to support high-volume repairs and rapid turnaround, while creating levels of service tailored to individual customer needs.

Flexible setup options allow you to select default return types for RMAs (Return Material Authorization) and RTVs (Returns To Vendor). Return characteristics can be further defined for different types of customers and assigned immediate statuses so you can easily identify the customers and returns that should be given priority attention.

Efficient transaction entry processes address both repairable and non-repairable returns, enabling you to process items for credit, for replacement, cross-ship, repair, or to stock on hand. Each return is assigned a unique ID you can use to track the transaction through the repair cycle. Reimbursable vendor warranty tracking expands the powerful functionality of Returns Management.

You'll always have the most recent information regarding the status of a return using Return Managements inquiry system. Your customers will be satisfied to know you're aware of their service situation with the latest and most accurate information regarding the repair or return of parts and equipment.

The Service Management Series ties Returns Management with Microsoft Business Solutions Financial Management, further extending your ability to realize higher levels of customer service at a lower cost. In Inventory Control, inventory updates are generated as returned items are transferred to the vendor for repair; in Receivables Management, credit or sales order transactions are created, and in Purchase Order Processing, purchase orders are automatically generated for replacement products.

Quick Features List

- Ability to generate customer RMA's (Returns Material Authorizations) from historical customer invoices, service calls or manually.
- Multiple methods of taking care of your customer, including credit on account, replacement item, cross ship replacement or repair of items.
- Built-in workflow management to allow for separate RMA item receiving process and RMA closing process.

- Ability to generate an RTV (Return to Vendor) or Depot work order with a single button.
- Multiple methods of vendors taking care of your RTV's, including credit on your account, replacement item, cross ship replacement or repair.