



Service/Return Manager

RMA Number: 3 Order Number: 120 Vendor RMA Number: Work Order #: Actions > Details Notes

RMAMaster: Contact Name: 1001 Knights Publishers RMA No: 3 RMA Type: power problem Date: 11/0

Operation	Order N	Date	Item Description	Manuf. Lot	Qty UM	Closed
Customer Exchange	20427	02/07	A-Mode charger		1 each	<input checked="" type="checkbox"/>
Return Exchange	20430	02/07	A-Mode charger		1 each	<input checked="" type="checkbox"/>
RMAIN	20428	02/07	Adjuster, amber-handled		1 each	<input checked="" type="checkbox"/>
RMAOUT	20429	02/07	Adjuster, amber-handled		1 each	<input checked="" type="checkbox"/>
FIX	120	02/07	Adjuster, amber-handled		1 each	<input checked="" type="checkbox"/>

Customers

New RMA

Search RMA Number:

Search By Vendor #:

Search By WO #:

Filtering Options

From: 03/21/2007 To: 04/21/2008

All Items

All Contacts

All RMA Types

Owed to Customer RMA

Closed RMA

Search

THE INVENTORY SOFTWARE SOLUTION
YOU CAN RELY ON.



SERVICE & RETURNS (RMA & RTV)

Service & Returns Module

SIMMS offers a competitive edge for distributors and manufacturers, these features create a completely integrated return management solution that saves time, boosts customer satisfaction and gives you a real competitive advantage.

To stay competitive, virtually every company needs to process customer returns. As today's customers demand a more specialized level of service, tracking and resolving these returns can be an increasing challenge. With the SIMMS Return Merchandise Authorization feature, returns and replacements can be handled with ease. You can handle every return with one flexible solution.

Does your customer want credit, a replacement, a substitution or a repair? The SIMMS RMA feature makes it easy to handle all of this—and when a customer has an urgent replacement need, RMA even lets you easily create a cross-shipment entry. This gives you an accurate record of items shipped before returns are received, and one more opportunity to build complete customer satisfaction. This module creates a new level of integration for maximum efficiency.

With the SIMMS RMA feature, you can easily print receiving documents to alert warehouse personnel of pending returns. After the goods are received and inspected, they can be returned to inventory, identified as items for repair or scrapped. SIMMS automatically generates all the appropriate transactions including replacement orders, purchase orders and vendor returns. Our complete, end-to-end solution saves many hours of data entry and eliminates the need to search through file drawers for supporting historical documents.

The RMA Inquiry feature makes it easy to determine the status of a return whether or not it has been received. The Return Reason Report shows you which items have been returned, who is returning them and the reason why so that you can quickly identify possible problems.

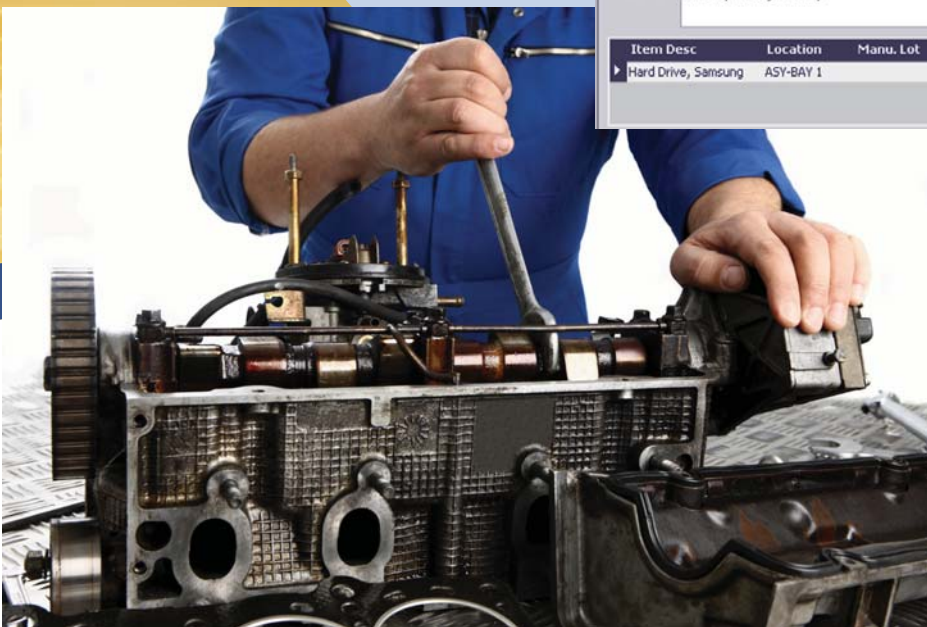
RTV (Return to Vendor) features allow for a smooth return/replacement process with the vendors that supplied the item, who can repair refurbish or completely replace the faulty piece with a brand new item. The warranty settings for the items alert the user to whether the pieces are still covered.

Item Desc	Location	Manu. Lot	U/M	OnHand	RMA Qty
Hard Drive, Samsung	ASY-BAY 1		each	8	0
monitor, ViewSonic 14"	PK3-L VEHICLES		each	3	0
overalls, tear-away	SAL-1ST STORE		each	6	0
Workstation Organizer	ASY-BAY 1		each	132	0
Du Maurier lights	ASY-BAY 1		package	20	0
pen, felt	APP-LOCKER1		each	13	0
milk, gallon	ASY-BAY 1		ounce	138	0
Floppy Disk, Sony	WH1-AISLE 1		each	82	0
Tool kit	WH1-AISLE 1		each	6	0

Serial Number: 365724572 Quantity: 1 Defective Item Cost: 0.00 [Add] [Remove]

Comment: to be repaired by our shop

Item Desc	Location	Manu. Lot	U/M	S/N	Quantity
Hard Drive, Samsung	ASY-BAY 1		each	365724572	1



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