

# Return Merchandise Authorization Report Samples

This section contains representative samples of the reports available in your Return Merchandise Authorization module. You may want to review the descriptions and report contents before setting up your Return Merchandise Authorization files and beginning routine processing.

Samples of the following reports are included.

- *Customer RMA*
- *RMA Receiver*
- *Generate Transactions Listing*
- *Daily Repair Report*
- *Open RMA Report*
- *RMA Receipts History Report*
- *Return Reason Report*



# Customer RMA

Return Authorization						Page: 1
ABC Distribution and Service Corp. Orange Business Park 1101 S. Main St. Irvine, CA 92618 (714) 555-1234				<b>RMA Number:</b> 0000004 <b>RMA Date:</b> 5/31/2010 <b>Expires On:</b> 6/30/2010 <b>Customer Number:</b> 01-ABF <b>Return VIA:</b> UPS BLUE		
<b>Sold To:</b>			<b>Return To:</b>			
American Business Futures 2131 N. 14th Street Suite 100 Accounting Department Milwaukee, WI 53205-1204 <b>Confirm To:</b> Artie Johnson			ABC Distribution & Service Orange Business Park 1101 S. Main St. Irvine, CA 92618			
Invoice Number	Item Number/Description	Customer Action	Return Reason	Unit of Measure	Return Quantity	
0100033	2481-5-50 DESK FILE 5 1/4" CAP 50	Replacement	DEFECTIVE	EACH	1.00	
0100033	2551-3-50 DESK FILE 3 1/2" CAP 50	Replacement	DEFECTIVE	EACH	1.00	



# RMA Receiver

RMA Receiver							Page: 1
<b>RMA Number:</b> 0000004 <b>Customer Number:</b> 01-ABF				<b>RMA Date:</b> 5/31/2010 <b>Expires On:</b> 6/30/2010 <b>Return VIA:</b> UPS BLUE			
<b>Sold To:</b>				<b>Return To:</b>			
American Business Futures 2131 N. 14th Street Suite 100 Accounting Department Milwaukee, WI 53205-1204  <b>Confirm To:</b> Artie Johnson				ABC Distribution & Service Orange Business Park 1101 S. Main St. Irvine, CA 92618			
Location	Item Number	Customer Action	Return Reason	Unit of Measure	Returns		
C-100-40	2481-5-50	Replacement	DEFECTIVE	EACH	1.00		
DESK FILE 5 1/4" CAP 50							
<b>Item Action:</b> Stock				<b>Return Warehouse:</b> 000			
C-100-30	2551-3-50	Replacement	DEFECTIVE	EACH	1.00		
DESK FILE 3 1/2" CAP 50							
<b>Item Action:</b> Stock				<b>Return Warehouse:</b> 000			



# Generate Transactions Listing

Generate Transactions Listing									
Generation Date: 5/31/2010									
ABC Distribution and Service Corp. (ABC)									
Sales Order/Credit Memo Option:					Purchase Order/Return Order Options:				
Consolidate Restocking Charges: Y					Consolidate by Vendor Number: N				
					Summarize Multiple Items: N				
					Add RMA Number as a Comment Line: Y				
*Override	Item Number	Description	RMA Number	Customer Action	Replacement Item Number	Returned Quantity	Vendor Action	Vendor Number	Generate Documents S/O C/M R/O P/O
<b>Customer: 01-HILLSB</b>									
	8953	HON 2 DRAWER LETTER FLE W/O LK	0000025	Credit		2		-	Yes Yes Yes Yes
	Invoice Number:	**NOF** Price: 4.450	Restock Charge: 0.00	Warranty:		Expiration:			CS:No DS:No CF:No
	1001-HON-H252	HON 2 DRAWER LETTER FLE W/O LK	0000025	Replace	1001-HON-H252	1	Replace	01-CONT	Yes Yes Yes Yes
	Invoice Number:	**NOF** Price: 0.000	Restock Charge:	Warranty: 30 DAY		Expiration:			CS:No DS:No CF:No
		Customer HILLSB Total:				3.00			
<b>Customer: 02-AMERCON American Concrete Service</b>									
	8953	UNIVERSAL 3 1/2" SSDD FLEX DSK	0000016	Credit		2	Credit	01-UNITED	Yes Yes Yes Yes
	Invoice Number:	**NOF** Price: 4.450	Restock Charge: 0.00	Warranty:		Expiration:			CS:No DS:No CF:No
		Customer AMERCON Total:				2.00			
<b>Customer: 02-CAPRI American Concrete Service</b>									
	2480-8-50	UNIVERSAL 3 1/2" SSDD FLEX DSK	0000023	Replace	2480-8-50	4		-	Yes Yes Yes Yes
	Invoice Number:	**NOF** Price: 0.000	Restock Charge: 0.00	Warranty:		Expiration:			CS:No DS:No CF:No
		Customer CAPRI Total:				4.00			
Run Date: 5/31/2010 4:24:36PM Page: 1 R/A Date: 5/31/2010 User Logon: jvwamth									



# Daily Repair Report

Daily Repair Report		ABC Distribution and Service Corp. (ABC)					
Sorted by Customer Number							
Customer Number/Name	Description	RMA Number	Receipt Date	Return Reason	Original Invoice	Quantity Received	
Item Code							
01-ABF American Business Futures							
1001-HON-H252	HON 2 DRAWER LETTER FLE W/O LK	0000010	5/31/2010	Damaged During Shipping	0100034	2.00	

Run Date: 5/31/2010 4:41:37PM Page: 1  
R/A Date: 5/31/2010 User Logon: jwsmith



# Open RMA Report

Open RMA Report											
Sorted by RMA Number for Status: [All]											
ABC Distribution and Service Corp. (ABC)											
RMA Number	RMA Date	Customer		Return To			Return Quantity	Received Quantity	Remaining Quantity	Price	Extension
		Item Number	Description	Cross Ship	Where	U/M					
0000013	5/31/2010	02-AUTOCR	Autocraft Accessories	0000	ABC Distribution & Service						
		2480-8-50	DESK FILE 8" CAP 50	No	097	EACH	3.00	0.00	3.00	0.000	0.00
<b>Original Invoice:</b>	0010042	<b>Salesperson:</b>		<b>Reason:</b>	DEFFECTIVE	<b>Item Action:</b>	Stock	<b>Customer Action:</b>	Replacement	<b>Replacement:</b>	2480-8-50
										<b>Restocking Charge:</b>	0.00
										<b>RMA 0000013 Total:</b>	0.00
0000014	5/31/2010	02-CUSTOM	Custom Craft Products	0000	ABC Distribution & Service						
		PFS-007-CABLE	EIA RS232 CABLE 7 CONDUCTOR	No	097	FT	201.00	0.00	201.00	0.190	38.19
<b>Original Invoice:</b>	0987500	<b>Salesperson:</b>		<b>Reason:</b>	CHANGE	<b>Item Action:</b>	Stock	<b>Customer Action:</b>	Credit	<b>Restocking Charge:</b>	0.00
										<b>RMA 0000014 Total:</b>	38.19
0000015	5/31/2010	01-SHEPARD	Shepard Motorworks	0000	ABC Distribution & Service						
		PFS-007-CONN-F	EIA RS232 CONECT 7 CONDUCTOR	No	097	EACH	15.00	0.00	15.00	13.000	195.00
<b>Original Invoice:</b>	0014001	<b>Salesperson:</b>		<b>Reason:</b>	DEFFECTIVE	<b>Item Action:</b>	Stock	<b>Customer Action:</b>	Replacement	<b>Replacement:</b>	PFS-007-CONN-F
										<b>Restocking Charge:</b>	0.00
										<b>RMA 0000015 Total:</b>	195.00
0000016	5/31/2010	01-RSSUPPL	R & S Supply Corp.	0000	ABC Distribution & Service						
		WJ-M-2107-A	POST BINDER 3/16 X 1 (100)	No	098	BOX	20.00	0.00	20.00	28.400	568.00
<b>Original Invoice:</b>	0000405	<b>Salesperson:</b>		<b>Reason:</b>	DAMAGED	<b>Item Action:</b>	Scrap	<b>Customer Action:</b>	Credit	<b>Restocking Charge:</b>	0.00
										<b>RMA 0000016 Total:</b>	568.00
										<b>Report Total:</b>	801.19



# RMA Receipts History Report

**RMA Receipts History Report**  
Sorted by RMA Number

**ABC Distribution and Service Corp. (ABC)**

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**RMA:** 0000006  
**Customer:** 01-ABF  
**SHIP To:** American Business Futures  
 2131 N. 14th Street  
 Suite 100  
 Accounting Department  
 Milwaukee, WI 53205-1204  
 United States of America  
**Confirm To:** Artie Johnson

**Receipt Date:** 5/31/2010  
**SHIP To:** American Business Futures  
 Distribution Warehouse  
 3121 W. 24th Street  
 Milwaukee, WI 53146  
 United States of America  
**Comment:**

**Cross Ship:** No  
**Return To:** ABC Distribution & Service  
 Orange Business Park  
 1101 S. Main St.  
 Irvine, CA 92618  
 United States of America  
**Return VAC:** UPS BLUE

Item Code Reason	Description Original Invoice	Replacement Item	Whse	UM	Cross Ship	Drop Ship	Quantity Returned	Quantity Received	Unit Price	Extension	Restocking Charge
1001-HON-H252	HON 2 DRAWER LETTER FLE W/O L		099	EACH	No	No	2.00	2.00	0.000	0.00	0.00
DAMAGED	0100034			PO:		RT:	Customer: Repair	Item: Repair			None
1001-HON-H252	HON 2 DRAWER LETTER FLE W/O LK						2.00		0.000		0.00
<b>RMA Receipt Total:</b>										0.00	
<b>Report Total:</b>										0.00	

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**Run Date:** 6/5/2010 4:28:13PM  
**R/A Date:** 6/5/2010

**Page:** 1  
**User Login:** Jjwsmith



# Return Reason Report

**Return Reason Report**  
For Actions: Item: All, Customer: All, Vendor: All  
Sorted by Return Reason Code Receipt Date: All

ABC Distribution and Service Corp. (ABC)

Item Code	Description	RMA Number	Receipt Date	Customer Number	Vendor Number	Unit of Measure	Return Quantity	
Return Reason: Defective Part								
1001-HON-H252	HON 2 DRAWER LETTER FLE W/O LK	0000003	5/10/2010			EACH	1.00	
<b>Customer Action:</b>	Replace	<b>Item Action:</b>	Scrap	<b>Vendor Action:</b>	Replace	<b>Product Line:</b>	WF&A	
				<b>Warehouse:</b>	098	<b>Qty:</b>	0.00	
							<b>Return Reason DEFECTIVE Total:</b>	1.00
							<b>Report Total:</b>	1.00

Run Date: 5/31/2010 2:54:18PM Page: 1  
R/A Date: 5/31/2010 User Logon: jvwsmith

