



## CONTENTS

### Welcome and Introduction

Integration

The Company

### Setting Up RMA

RMA Options

General Ledger Account Maintenance

Return to Addresses

Return Reason Code Maintenance

### Customer Invoice Search Records

### RMA Processing

Entering RMAs

Entering a Credit Return

Processing a Repair Return

Creating an Xpress Sales Order

Printing RMAs

Printing RMA Receivers

### Entering RMA Receipts

### Generating Transactions and

#### Updaing

### Reports & Inquiry Options

Inquiry Options

RMA Reports

### RMA Utilities

## Syllabus

Section	Subject	Time Estimated
1	Welcome and Introduction	10 min
2	Setting up RMA	75 min
3	RMA Processing	140 min
4	Entering RMA Receipts	30 min
5	Generating Transactions	30 min
6	Inquiry Options and Reports	30 min
7	RMA Utilities	5 min
8	Review	10 min
9	Lab	60 min
	Total Time	390 min or 6 1/2 hours

## RMA Objectives:

- Understand the capabilities of the RMA module.
- Learn the steps necessary for setting up the module, as well as how it integrates with other modules.
- Learn how to enter a replacement order or credit an order for a return.
- Learn how to track and resolve returns.
- Learn the steps necessary to create a sales order, or a purchase order from the return.
- Learn how to print the necessary reports and update Sales Order.
- Learn how to use the reports and inquiry options.