

RMA

Return management made simple

Improve the Customer Experience

Spend less time searching for returns information and drastically improve customer satisfaction with SalesPad® RMA. With a well-organized repository of RMAs available directly in SalesPad, your team can quickly and efficiently manage returns and provide swift responses to customer questions and issues.

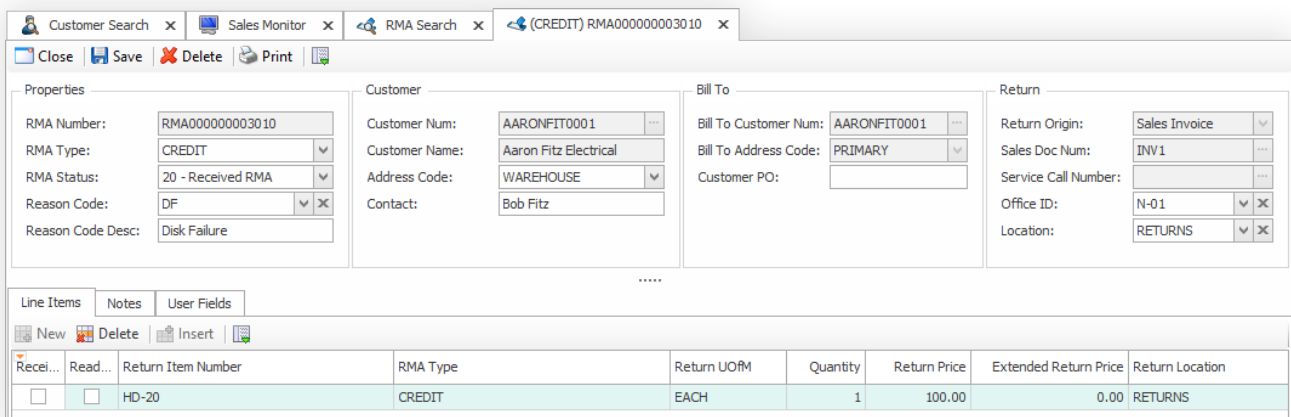
RMA in Action

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-  Resolve fragmented data
-  Accelerate response times
-  Ease customer concerns

Key Features

- Create any RMA type (Credit, Advanced Cross Ship, Replace, Repair & Return)
- View and edit any RMA created in SalesPad or GP
- Locate open and historical RMAs by searching against any RMA field
- Implement user-defined fields to keep track of important information on RMAs and lines



The screenshot shows the SalesPad RMA management interface. The top window title is "(CREDIT) RMA000000003010". The interface is divided into several sections:

- Properties:** RMA Number: RMA000000003010, RMA Type: CREDIT, RMA Status: 20 - Received RMA, Reason Code: DF, Reason Code Desc: Disk Failure.
- Customer:** Customer Num: AARONFIT0001, Customer Name: Aaron Fitz Electrical, Address Code: WAREHOUSE, Contact: Bob Fitz.
- Bill To:** Bill To Customer Num: AARONFIT0001, Bill To Address Code: PRIMARY, Customer PO: (empty).
- Return:** Return Origin: Sales Invoice, Sales Doc Num: INV 1, Service Call Number: (empty), Office ID: N-01, Location: RETURNS.

Below the form is a table with tabs for "Line Items", "Notes", and "User Fields". The table has columns: Recei..., Read..., Return Item Number, RMA Type, Return UORM, Quantity, Return Price, Extended Return Price, and Return Location. The first row shows: [checkbox], [checkbox], HD-20, CREDIT, EACH, 1, 100.00, 0.00, RETURNS.

"The ability to have all that data at our fingertips is priceless. It save me time, it saves our customer service reps time, and it really guides us in the right direction."

- Paul Cosaro, Managing Partner at Picnic Time

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