Supply Chain Management

BENEFITS

Encourage customer collaboration.
Empower customers to initiate a return in Microsoft® Business Portal, and reconcile quantity sold with return requests from the customer.

Increase business insight. Track repair and return status to provide customers with accurate, updated information regarding the repair or return of parts and equipment.
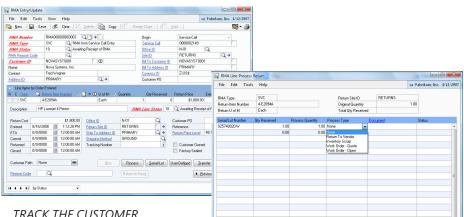
Manage RTV credits more effectively. Accurately credit customers based on the original sales invoice. With a single click, generate return to vendor (RTV) or Depot work orders.

Help reduce error. Provide password protection for deleting an RMA by associating it with the RTV document.

Returns Management
in Microsoft Dynamics GP

Returns Management in Microsoft Dynamics™ GP empowers you to meet customer and vendor requirements for product and part returns by streamlining tasks and improving your responsiveness to your customers' queries and requests.

Generate customer return material authorizations (RMA's) manually from customer invoices or service calls and supply your customers with up-to-date information about the status of their returned items, so you can turn customer complaints into customer satisfaction.

TRACK THE CUSTOMER, item, serial/lot, status until closure, and how the return is to be processed.

ENABLE CUSTOMERS to create their own return material authorization (RMA) documents via the Microsoft Business Portal.

Microsoft Dynamics™ GP

Business Portal	Customers can enter an RMA online via the Business Portal. The System Administrator (SA) will be alerted to take the appropriate action for the request.
Reconciliation	Track replacement items that have been sent to the customer more accurately by reconciling and linking the requests for return with the quantity sold.
Item Trends	Check for multiple returns of a single item to detect, analyze, and resolve potential concerns.
Repair Status	Quickly determine the status of an item that is being repaired.
Integration	Create RMA documents while viewing historical customer sales invoices or taking service calls. Generate RTV documents or Depot Management work orders directly from a customer sales invoice. Credit amounts are drawn from the original sales invoice.
Customer and Vendor Return Requirements	Issue a credit on account, replacement item, cross-ship replacement, or repair of items—no matter what type of term requirement you're working with.
Returns Management Workflow Tracking	Efficiently track item returns from RMA creation through receipt and all warehouse movements, including all field transactions and internal repair, until closure.
Returned Items Transfer	Automatically reroute an item that has been sent to the Returns warehouse back to on-hand inventory within the warehouse.

For more information about Returns Management in Microsoft Dynamics GP, visit www.microsoft.com/dynamics/gp.

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