

Return Material Authorization

Infor VISUAL Enterprise allows companies to manage Return Material Authorizations (RMAs); documents that control the return of parts previously sold and shipped to a customer. Costing issues become complicated when repairs and replacements are an issue, especially when users take in to consideration that the original customer order may not exist in the system, or that the parts being repaired originate from another source. An RMA is a document that contains an ID, status, and other identification about who is returning the material and for what purpose.

- Maintain documented control over the return of parts.
- Track information that will help you improve both customer service and overall part quality.
- Receive material returns for customer credit.
- Issue repair or replacement orders for returned materials.

Line	Original Subst Line	Quantity Ordered	Shipped Qty	Qty (By Authorized)	Quantity Returned	Quantity Replaced	Job #	Lot #	Cost #	Part #	Sh. Qty
1	1	1,000.00		0			8000	1	0		
2	2	1,000.00		0			8000	1	0		