![sage software - Your business in mind.]

SAGE MAS 500

RETURN MERCHANDISE AUTHORIZATION

BUSINESS INSIGHTS

Sage MAS 500 takes inquiry, drill-down, monitoring, and data analysis to a whole new level with out-of-the-box business intelligence tools, including Business Insights Analyzer, Business Insights Explorer, Alerts, Crystal Reports®, Web Reports, and integration with desktop productivity tools.
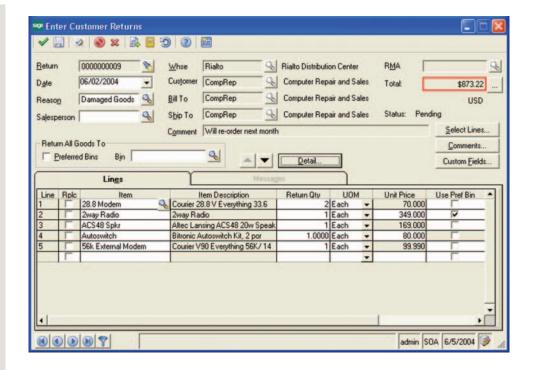
REPORTING FEATURES

- Maintain custom form layouts for printed forms.

- Tailor forms to your organization's design requirements.

- Export any report data to an external file. Data types supported include ASCII text, delimited, Excel, XML, PDF, HTML, RTF, or Microsoft Word.

- Output any report to the screen, a printer, or a variety of file formats.

- Create customized, presentation quality reports through Crystal Reports software.

REPORTS

- Print/E-mail RMAs
- RMA Report
- Customer Returns
- RMA Transactions

SAGE MAS 500 SOLUTIONS

- CRM and E-business
- Financials and Project Accounting
- Distribution and Manufacturing
- Human Resources and Payroll
- Customization and Integration
- Business Intelligence

Pain-free Customer and Vendor Returns with Formalized RMA Processing

To stay competitive, virtually every company needs to process customer returns. As today's customers demand a more specialized level of service, tracking and resolving these returns can be an increasing challenge. The Sage MAS 500 ERP Sales Order module includes advanced tools to manage customer returns. It also includes a formalized Return Merchandise Authorization process to help companies implement return and replacement policies with ease.

Built-in return features make it easy to process returns. You can determine which bins to place returned items into, restrict returns to valid lot and serial numbers, optionally charge restocking fees, issue replacement items, or credit customer accounts. RMA and returns processing gives you an accurate record of items shipped before returns are received, and one more opportunity to build 100% customer satisfaction.

RMAs can be emailed to customers and documents can be printed to alert warehouse personnel of pending returns. After the goods are received and inspected, they can be returned to inventory, scrapped, returned to the vendor, or repaired. Further, RMA processing is flexible, allowing you to determine whether or not non-inventory items can be returned; how to calculate freight, discounts, and commissions; and whether or not you want to track RMA expiration dates or charge restocking fees. You can also set parameters to allow full or partial returns of kits and kit components.

Advanced reporting and analysis tools make it easy to quickly find the status of a return and to determine which returns have not been received or processed. Sage MAS 500 allows you implement an end-to-end returns management solution so you can offer provide unparalleled customer service.