

Generate Vendor RMA

- Introduction
 - Introduction
- Process Execution
 - Process Execution

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A return merchandise authorization (RMA) is a part of the process of returning a product to receive a refund, replacement, or repair during the product's warranty period. Both parties can decide how to deal with it, which could be refund, replacement or repair

Business Example

If the customer finds a product to be defective after a quality inspection or material receipt transaction, a vendor return request is made.

Process Execution

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The screenshot shows a web application interface for generating a Vendor RMA. At the top, there is a navigation bar with tabs: 'Home (70)', 'Summary', and 'Generate Vendor RMA' (which is active and highlighted in orange). Below the navigation bar, the main content area is titled 'Do you want to start the Process?'. It contains five input fields, each with a red asterisk indicating it is required: 'Name' (text input), 'Document Type' (dropdown menu), 'RMA Type' (dropdown menu), 'NCR' (dropdown menu), and 'Company Agent' (text input with a small orange arrow icon on the right). Below these fields is a checkbox labeled 'Run as Job'. At the bottom left, there is a 'Saved Parameters' section with a dropdown menu and two icons (a floppy disk and a folder). At the bottom right, there are two buttons: 'OK' with a green checkmark icon and 'Cancel' with a red X icon.

Selection fields

1. Name: Vendor RMA name given by user manually
2. Document Type: This Field is used to select the type of document that you are going to process.
3. RMA Type: RMA Type used in Transactions such as Damage, Return, Exchange, Credit, Etc. It is a master data
4. NCR: NCR Document Number which is to be processed to generate vendor RMA
5. Company Agent: Used to select company agent details, It is a master data.

Actions

System will raise a Vendor RMA document with the NCR document reference and the required field will be updated automatically by the system.