

# Vendor Return Request

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# Introduction

# Introduction

## **Introduction**

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.

# Tabs

Tabs

# Vendor RMA Header

The screenshot shows a software interface for a 'Vendor Return Request'. At the top, there are tabs: 'Home (63)', 'Summary', and '\*Vendor Return Request'. Below the tabs is a toolbar with various icons. The main form area is titled 'Vendor RMA' and contains several input fields and buttons. The 'Client' field is set to 'Konnect Demo'. The 'Organization' field is empty. The 'Document No' field is empty. The 'Name' field is empty. The 'Description' field is empty. The 'Comment/Help' field is empty. The 'Document Type' field is empty. The 'RMA Type' field is empty. The 'Receipt' field is empty. The 'Business Partner' field is empty. The 'Company Agent' field is empty. The 'Amount' field is set to '0.00'. The 'Status' section shows 'Document Status' as 'Drafted'. There are buttons for 'Document Action' and 'Create lines from'. At the bottom, there are tabs for 'RMA Line' and 'RMA Tax'. The 'RMA Line' tab is active, showing a table with 0 records. The table has columns: Organization, RMA, Line, Active, Description, Receipt Line, Product, and Charge.

| Organization | RMA | Line | Active | Description | Receipt Line | Product | Charge |
|--------------|-----|------|--------|-------------|--------------|---------|--------|
| 0 Records    |     |      |        |             |              |         |        |

## Critical Fields

1. Name: This field contains the Vendor RMA name, as entered by the user accordingly.
2. RMA Type: To select RMA Type Which is master data
3. Receipt: This field is used to select receipt details for which user wants to raise return request
4. Company Agent: Used to select company agent details

## Critical & one-time setup fields

1. Organization: This field is used to choose the organization where this document will be presented to.
2. Document Type: This Field is used to select the type of document that you are going to process

## **Non-Critical Fields**

1. Description: Use to note specifics and describe any info Which is requiered with this document
2. Comment/Help: Use to note Comments/Help item Which are requiered with this document
3. Create Lines From: RMA Line can be auto-generated using process Crate lines from

# RMA Line

Home (63) Summary \*Vendor Return Request: 100... x

Vendor RMA > RMA Line

Inserted

Client \* Connect Demo Organization \* Manufacturing Discrete

RMA \* 1000005 Line 10

☒ Active

Description

Receipt Line

Product

Quantity

Charge

Amount

Tax

Line Amount 0.00

## Critical Fields

1. Receipt Line: This field is used to select receipt line details for which user wants to raise return request
2. Product: Product details which is to be return
3. Quantity: Quantity to return
4. Tax: Tax details. It is a master data


## Non-Critical Fields

1. Description: Use to note specifics and describe any info Which is required with this document
2. Charge: To Select Charge applied to document. it is a master data
3. Amount: Amount

Tabs

# RMA Tax

Home (63)SummaryVendor Return Request: 1000... ✕



Vendor RMA > RMA Tax▼0/0

Data requeried

Client\*

Organization\*

RMA\*

Tax\*

Tax Amount\*

Tax Provider\*

Tax base Amount\*

☐ Price includes Tax

Once the user completes the RMA lines, Tax Details will appear automatically.



# Document Actions

# Validations

## **Save**

1. System will check all mandatory fields.
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## **Delete**

1. System will delete the order and its historical details.

# Actions

## **Document action complete**

1. System will complete the document and keep ready for processing.
  2. Once document action is complete, all fields are updated in read-only.
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## **Document action void/reverse correct actual**

1. Void- system will reverse all the transaction data and change the document status to Void

# Video

Video

# Video

# Preceding and Succeeding Window

Preceding and Succeeding Window

# Vendor Return Request Connected Window

## **Preceding Window**

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## **Succeeding Window**

Return To Vendor :- [Return To Vendor](#)