

Benefits

Increases Productivity

by automatically generating and printing return authorizations for customers and receiving personnel with attached product barcode labels.

Eliminates Costly Bottlenecks

by tracking every step of the process, and generating reports and inquiries that are easy to read

Provides Efficient Data Entry

by using familiar windows and screens and using the powerful search and drill-down inquiries

Manages Product Information Easily

by using eWholesale drill-down capability to easily maintain and view product information memos, and document attachments.

Improves your Profit Margin

by making customer service more efficient you enhance customer relations and increase orders.

RMA turn around can make or break your overall customer service rating. eWholesale's RMA option provides you with the capability of handling customer returns, tracking of those returns and the corrective action process.

You can enter the return information, record a brief explanation for the return, assign an action to take, print/fax/email copies of the RMA to your customer, and receiving departments.

eWholesale RMA option provides you with the RMA Journal, and the Sales Order/Invoice by Type Inquiry. These two programs will give you the information you need to track the status of each RMA, the reason for the return, and what action should be taken.

The RMA Entry window is used to create, and print the RMA's, barcoded labels, and track actions taken

Generate unique RMA numbers, enter an abbreviated return reason, assign a return action, print, fax, and/or email the customers' RMA copy, your receiver's copy, barcoded product labels from the RMA Entry screen

RMA's are fully integrated with eWholesale's customer and inventory databases.

Features

Automatically generated RMA

eRMA allows you to automatically generate RMAs and print/fax/email customer document copies.

Easy to track RMA actions and responsibilities

Responsibility IDs are assigned to each action taken on an RMA.

Easy to setup and implement

eRMA uses information from the Product File, Warehouse File, Customer Files, and data collected through the RMA Entry windows.

Quick look-ups and drill-downs

Quick look-ups and drill-downs allow you to easily maintain and inquire customer and item information without exiting the current window.

Powerful multi-document feature

eWholesale's powerful multi-document feature is available and allows printing, faxing and/or emailing RMA documents, credit memos, purchase orders, and product barcode RMA tracking labels without exiting your current window.

Reporting to determine product market performance

The RMA Journal and the Sales Orders/Invoices by Type inquiry provide users with information into how products are performing in the marketplace. These tools will let users know, among other things, which products are being returned and why, to quickly identify problems that may be consistently appearing.



Contact Information

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eRMA

