

Returned Material Authorization

Enhanced return processing offers enterprise-wide tracking of pending returns and disposition of these parts by unique returned material authorization number. Enter information about returns, and transfer that information to the different groups that may need to take action (e.g., inspection, billing and order processing). Armed with full notes capabilities and document management functionality, tracing the steps of a returned part for requirements certifications is inherent in the system.

UNIQUE RMA NUMBER

Vantage automatically generates a unique RMA number that can be submitted to the customer for tracking parts as they are received.

NON-NETTABLE BINS

Use non-nettable bins to keep parts undergoing inspection or review out of current on-hand quantities.

RMA DISPOSITION

Track and cost the disposal of returned products in RMA disposition.

CREDIT REQUEST

Automatically generate a credit request based on disposition of a returned product.

RETURNING SERIALIZED PARTS

Track returned serialized parts from the moment they come into the plant through quality disposition.

NOTES

Use detailed notes capabilities for closely tracking activity using date and user ID stamping.

REASON CODES

Assign user-defined RMA reason codes for return analysis.

COST OF RETURNS

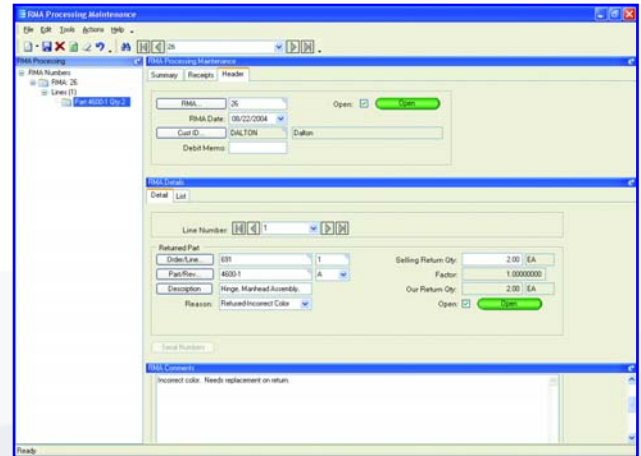
Manage cost of returned products by linking to the original order shipped and accessing the cost of the shipment.

CUSTOMERCONNECT

Integrated with customerConnect, customers can pull up the existing status of RMAs, including the RMA number to use as well as whether a credit has been applied to their account based on the return.

QUALITY ASSURANCE INTEGRATION

Gain visibility within the quality assurance inspection queue, send product to the material review board (MRB) and link to corrective actions.



Initiate and track RMAs for customer returns and track reasons for rejected items.

