



## RMA Module Beta

1. You MUST be on the 7/14/07 IS Tech Support update to DBA/Evo-ERP to install this program.
2. Download the file from [www.istechsupport.com/dl/rma.zip](http://www.istechsupport.com/dl/rma.zip) and unzip to DBAMFG (or EVOERP as applicable.) Say Y to replace any exiting files.
3. If you ONLY use DBA Classic, go into DBA, change to the DEFAULT company, go to System Manager, UT-A, program UPDFILE. It will warn you to get other users out but in this instance, it is not necessary because we are only creating new files, not updating existing ones. Choose ISRMAC and ISRMAI and click Process.
4. If you use Evo-ERP or a combination, go into Evo-ERP, System Manager, UT-A, Program EVOUPDSETUP.RWN. This will create a desktop icon called Evo-ERP Update. Get all users out of both DBA Classic and Evo-ERP (including yourself) and double click on the icon. Click the UPDATE bar and the program will run.
5. All the following applies to both DBA Classic and Evo-ERP. There is a new RM button in the Sales module in Classic and on the ADMIN menu in Evo-ERP. Since Step 3 (Classic Only) doesn't require users to exit the system, you will need to log out and back in to have it.
6. Go to System Manager – SD-Q, Sales II. The last 6 entries on the left side pertain to RMA.
  - a. Allow RMA Info Changes in RM-C (Y/N) – This controls whether information such as warranty status and original SO and Invoice can be changed when receiving the RMA
  - b. Control RMA Return Codes (Y/N/R/A) – When entering an RMA, there is a place to enter the reason for return. You can define a list of codes (RM-E on the menu) that must be selected from (Y), allow the user to enter anything they want (N), Require that a code be entered from the predefined list (R) or maintain the list but allow addition of new reasons on the fly (A).
  - c. RMA Restock Item Number – If you accept returns but impose a restocking charge, the program will automatically generate the credit sales order for the return and apply the restocking charge. You need to create a type N part number in IN-B for the restocking charge and set up the Item Class so the GL posting is appropriate.
  - d. Restock Flat Charge or % - Define whether the default restock charge is a flat amount or %.
  - e. Restock amount – what is the percent or the amount. A 15% restock is entered as 15, not 0.15
  - f. RMA Credit Item – If defective items will be processed as a credit sales order, a default item needs to be set up.
7. RM-E is where the "Reasons for Return" are established if you want to control them
8. Once the basics are set up, RMA is entered in RM-A (very much like SO-A but with options to identify the original order and invoice and reason for return and warranty status), printed when saving or RM-B (analogous to SO-B). RM-C is used to receive the RMA, RM-D to disposition. If receiving and disposition happen at the same time, RM-D can do both. Disposition can be a return to stock, scrap and credit customer, scrap and ship replacements, or convert to Service/Repair order.