

SAP Business One How-To Guide



PUBLIC

RMA Process



RMA Process

Business Scenario:

Customer calls/fax/e-mail to inform/ask to Return Merchandise

User creates a draft Return with an RMA Number and sends it by fax/e-mail to the customer

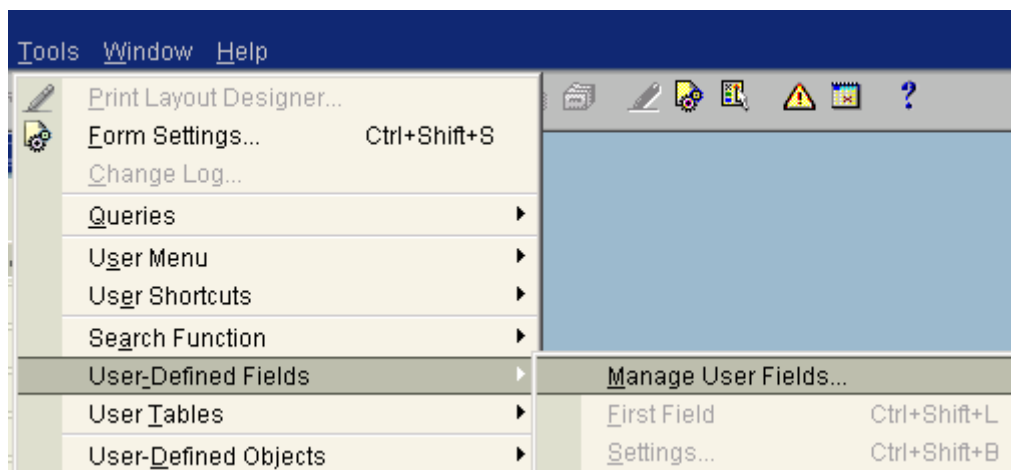
Customer attach the RMA document to the package he wishes to return

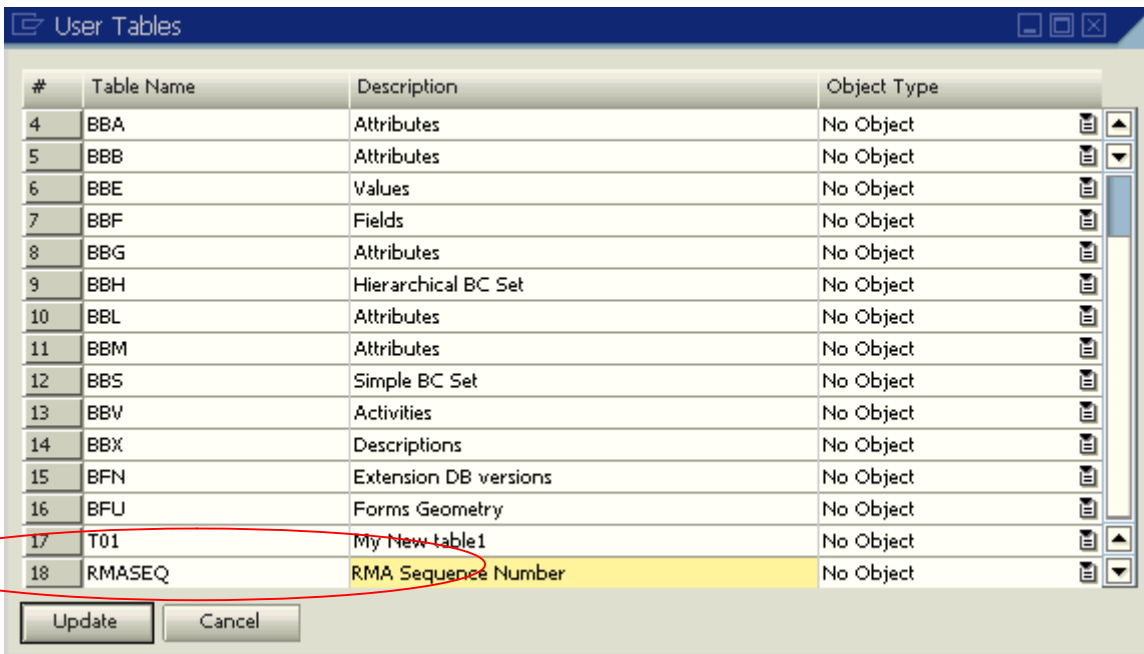
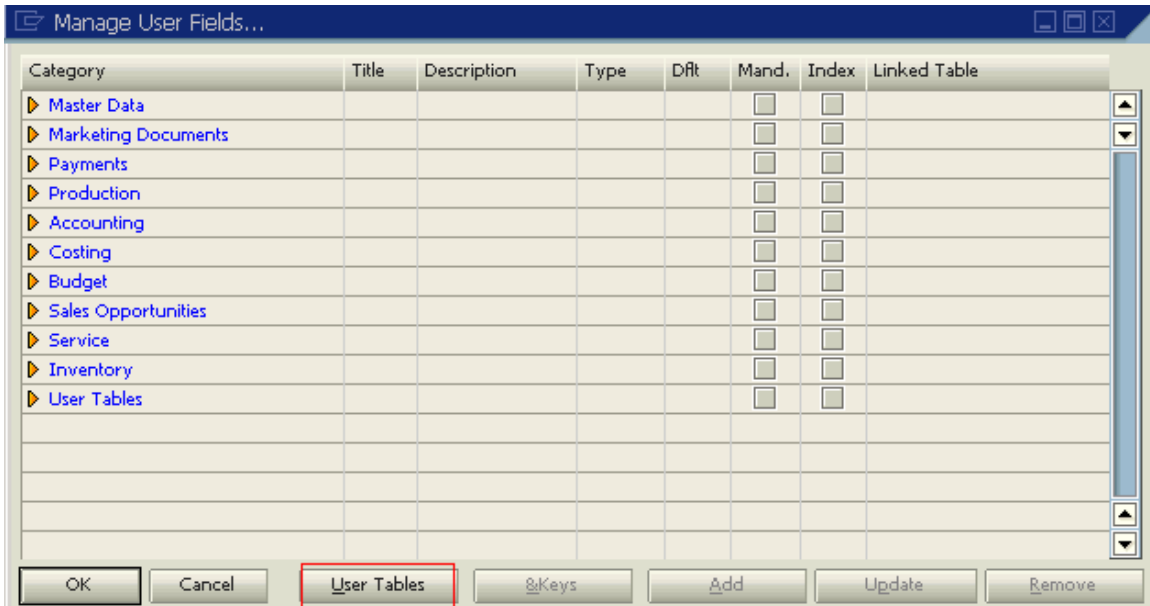
When package arrives at the warehouse, merchandise compared to RMA document, and discrepancies will be written on the RMA

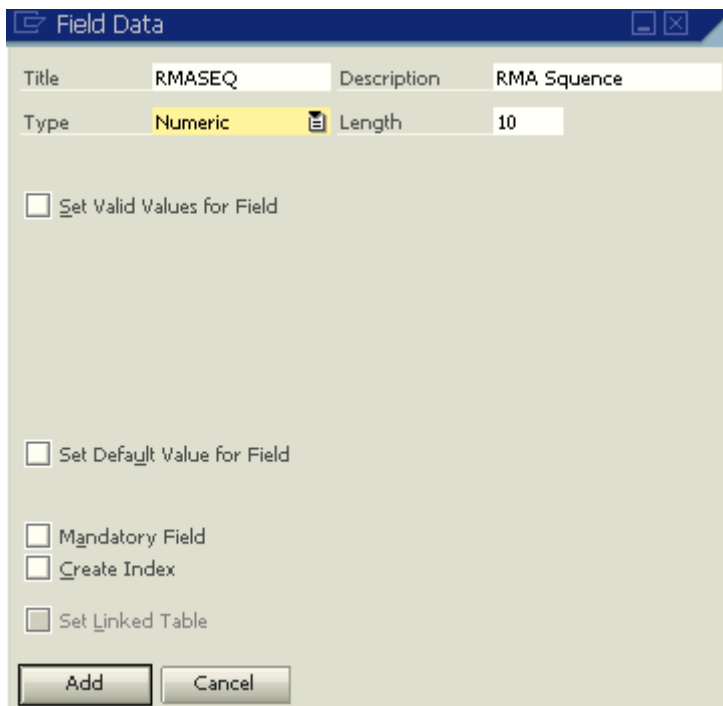
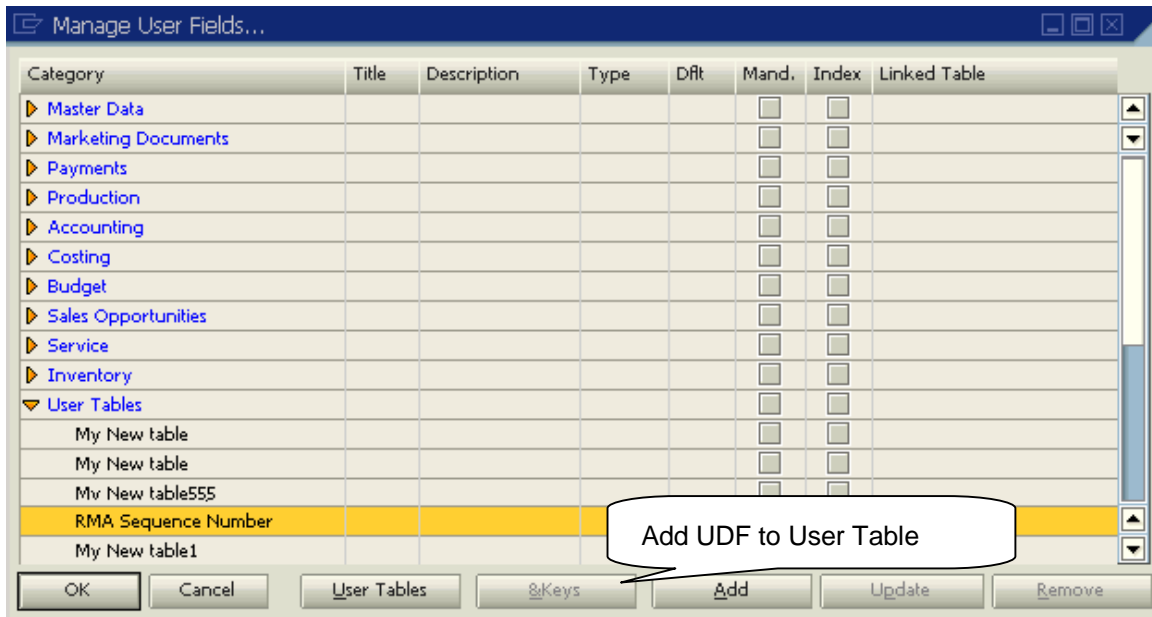
Warehouse send corrected RMA document to back office

User modifies the draft Return and Add it to the system.

Setting up:







Add Stored Procedure below to the database: (open SQL Query Analyzer and run the query procedure below on the database)

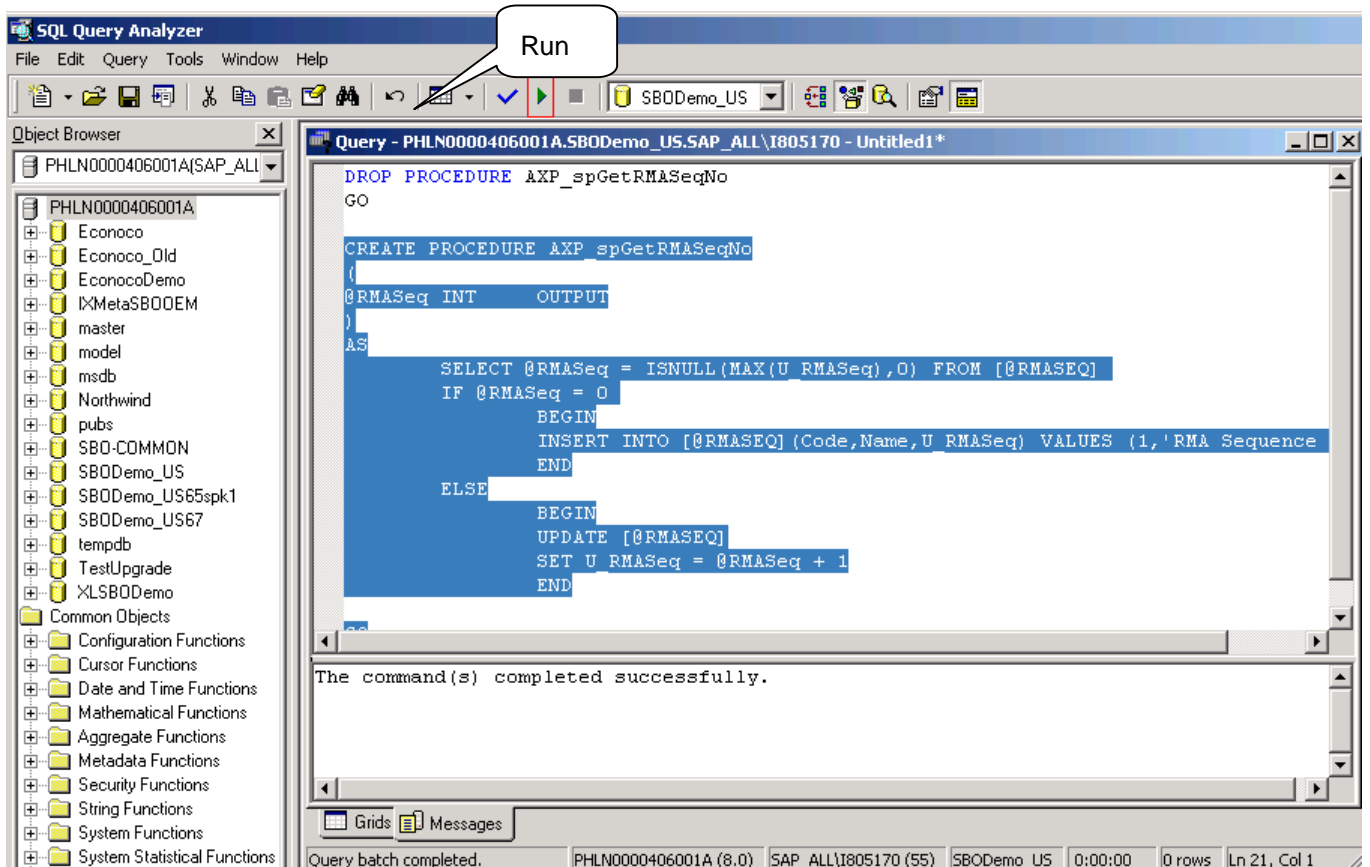
```

DROP PROCEDURE AXP_spGetRMASeqNo
GO
CREATE PROCEDURE AXP_spGetRMASeqNo (@RMASeq INT    OUTPUT)
AS
    SELECT @RMASeq = ISNULL(MAX(U_RMASeq),0) FROM [@RMASEQ]
    
```

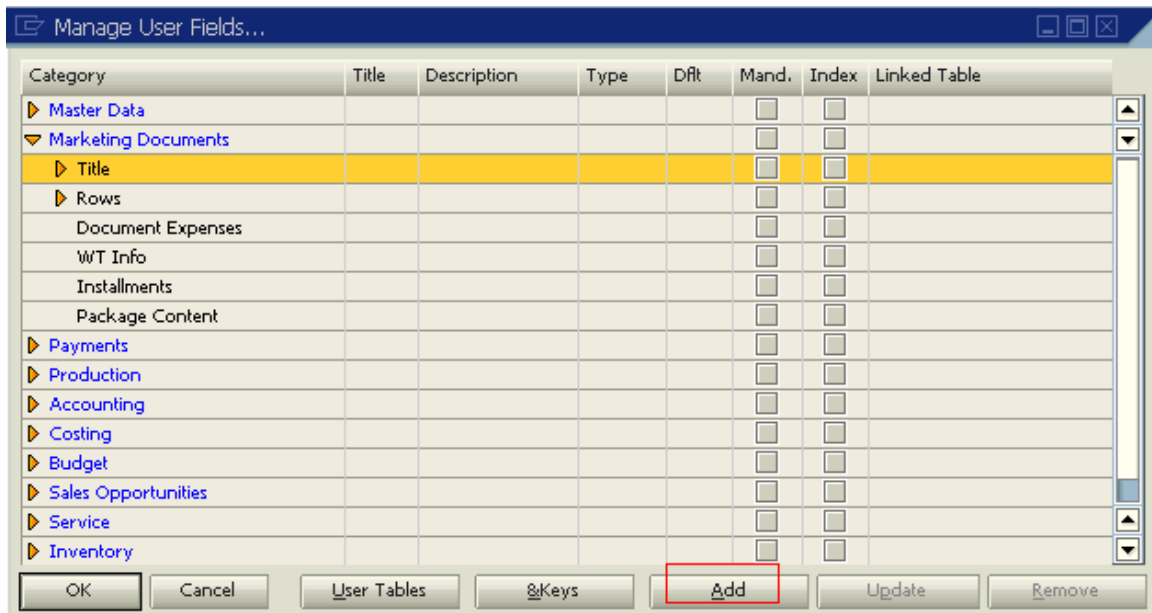
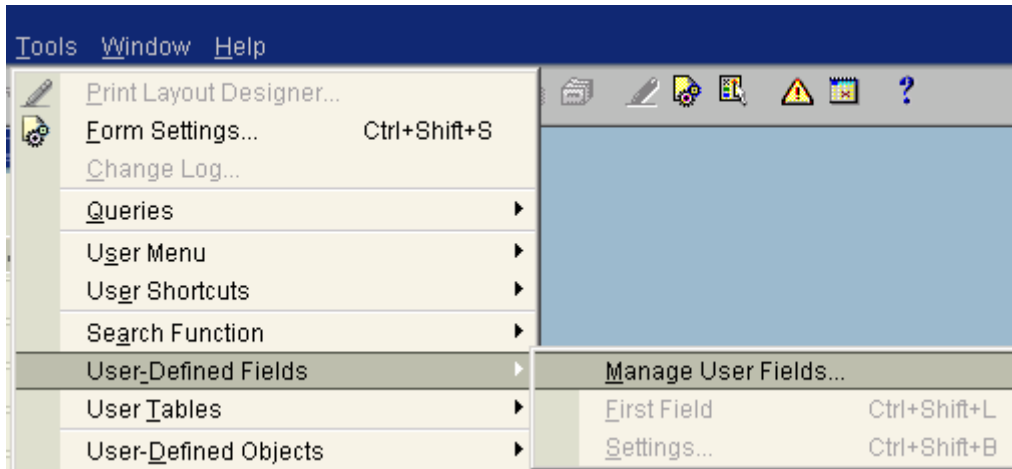
```

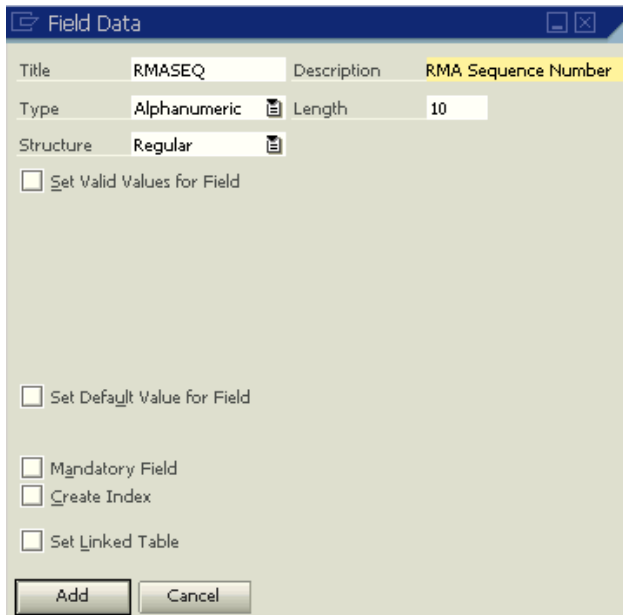
IF @RMASeq = 0
    BEGIN
        INSERT INTO [@RMASEQ](Code,Name,U_RMASeq) VALUES (1,'RMA Sequence No',1)
    END
ELSE
    BEGIN
        UPDATE [@RMASEQ]
        SET U_RMASeq = @RMASeq + 1
    END
GO

```



Add a User Defined Field 'RMA Sequence Number' to A/R Returns document





Title	RMASEQ	Description	RMA Sequence Number
Type	Alphanumeric	Length	10
Structure	Regular		

Set Valid Values for Field

Set Default Value for Field

Mandatory Field

Create Index

Set Linked Table

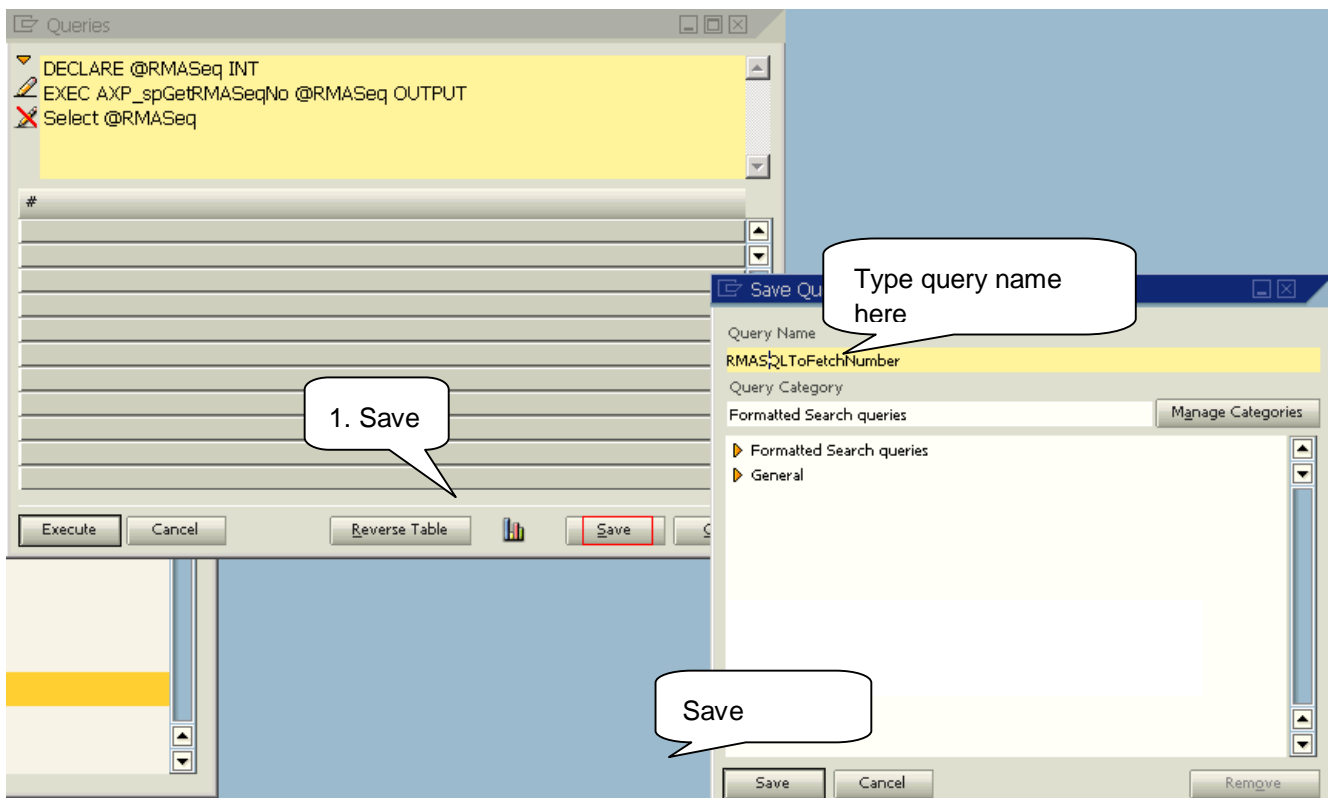
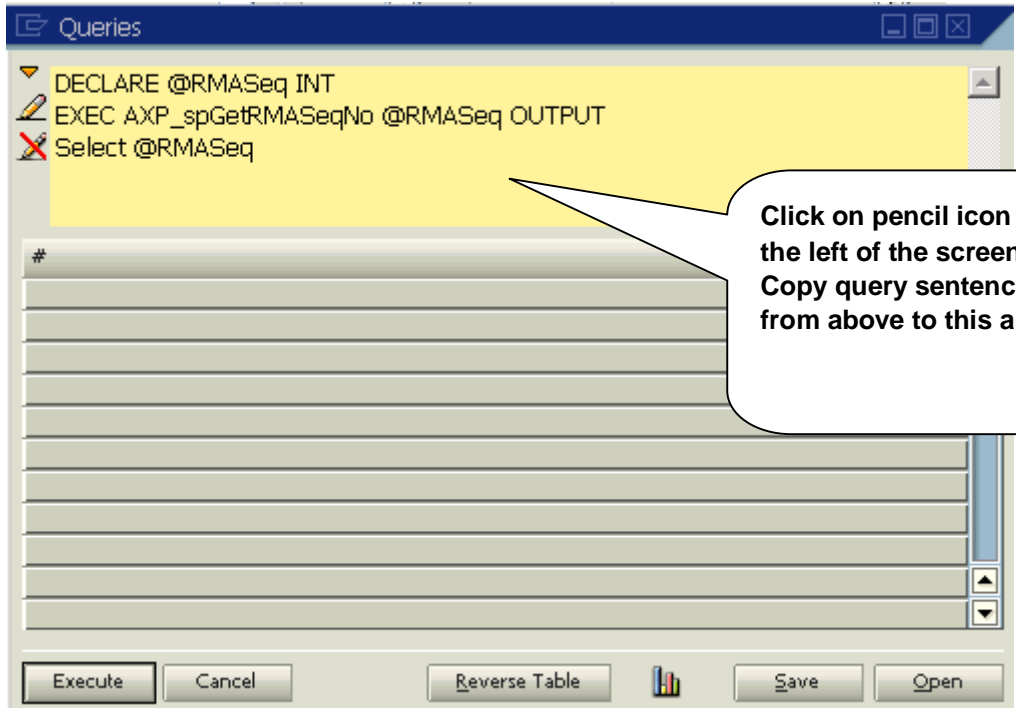
Add Cancel

Create a Formatted Search on the UDF 'RMA Sequence Number':

Create and save the query below:

```
DECLARE @RMASeq INT
EXEC AXP_spGetRMASeqNo @RMASeq OUTPUT
Select @RMASeq
```

Go to Reports→ Query Generator→ Execute



Link the query to the User Field on the A/R Returns document using a Formatted Search:

The screenshot shows the SAP 'Returns' transaction window. The 'RMA' field is highlighted in yellow, and a callout box points to it with the text 'Alt + Shift + F2'. The window contains the following data:

Customer		No.	Primary	1002
Name		Posting Date	08/08/05	
Contact Person		Value Date		
Phone		Local Currency		
Customer Ref. No.				

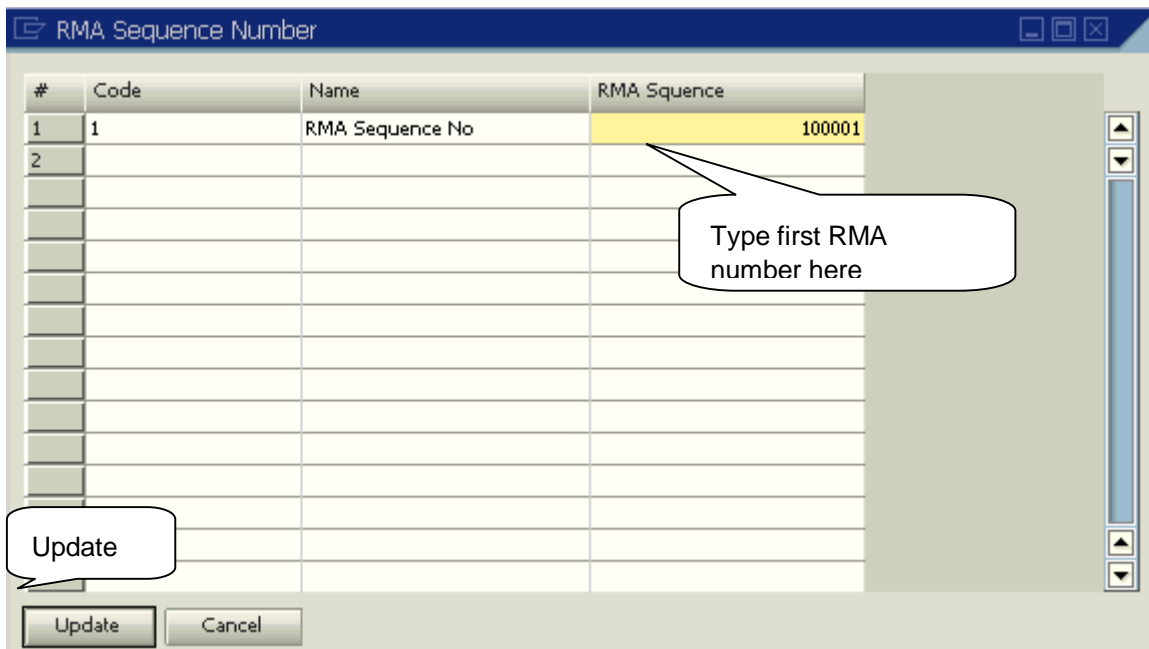
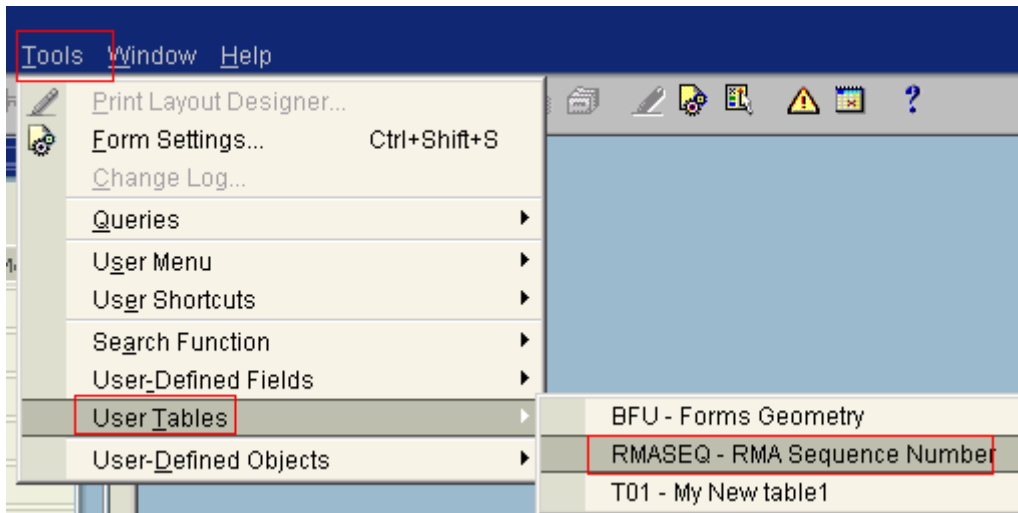
#	Item No.	Item Description	Quantity	Price	Tax Code	Total (LC)
1						

Sales Employee	-No SE-	Total Before Discount	
Owner		% Discount	
Remarks		Add. Expenses	
		Rounding	0,00
		Tax	
		Total	

The 'Define Formatted Search' dialog box is shown with the following settings:

- Without Search
- Search in Existing Values
- Search by Saved Query
- Field: RMA SQL To Fetch Number
- Auto Refresh When Fields Change

Fill in the first RMA Number to be generated into the User Defined Table



RMA document:

To create an RMA document go to Sales A/R module→ Returns

Make sure User Field 'RMA Sequence Number' is displayed

To generate an RMA number, click Shift+F2 in the RMA Sequence Number field

The screenshot shows the SAP Returns document interface. The 'RMA Sequence Number' field is highlighted with a callout bubble that says "Shift + F2 to generate RMA No." The interface includes fields for Customer (C40001), Name (Earthshaker Corp.), Contact Person (George), and Posting Date (08/08/05). A table lists items, with the first item being IBM Infoprint 1312 with a quantity of 1 and a price of USD 500.00. The total amount is USD 540.00.

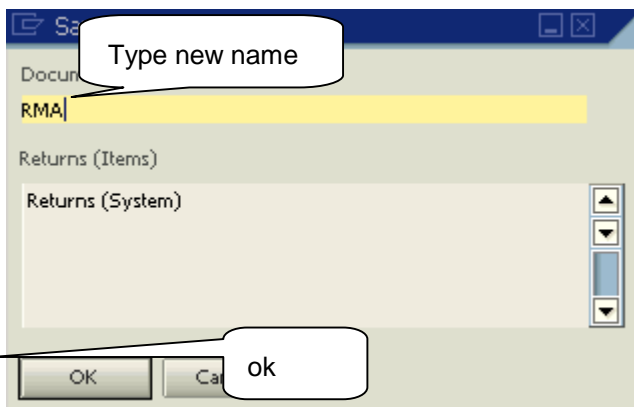
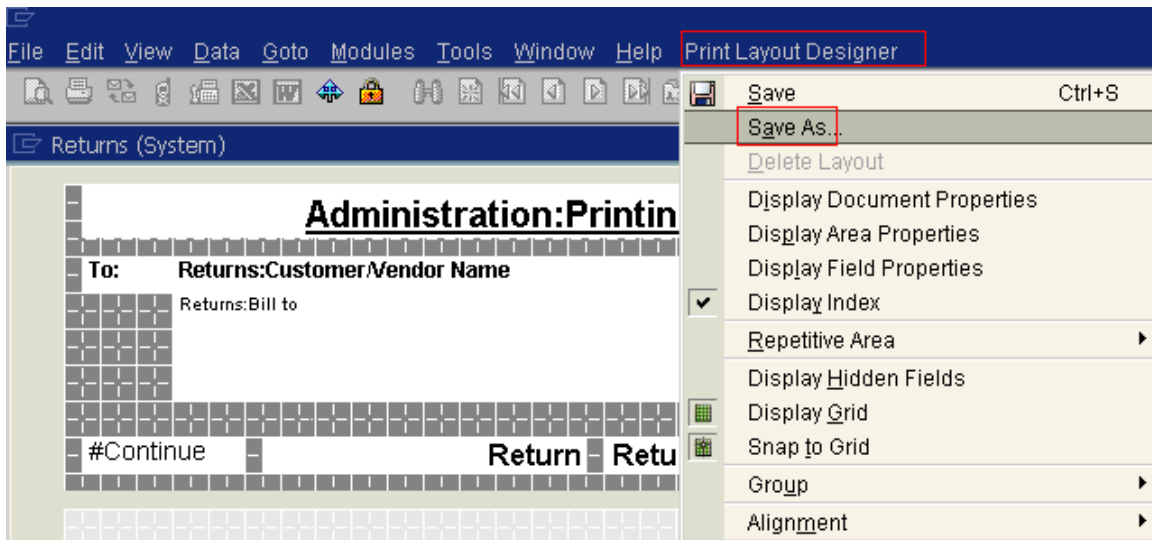
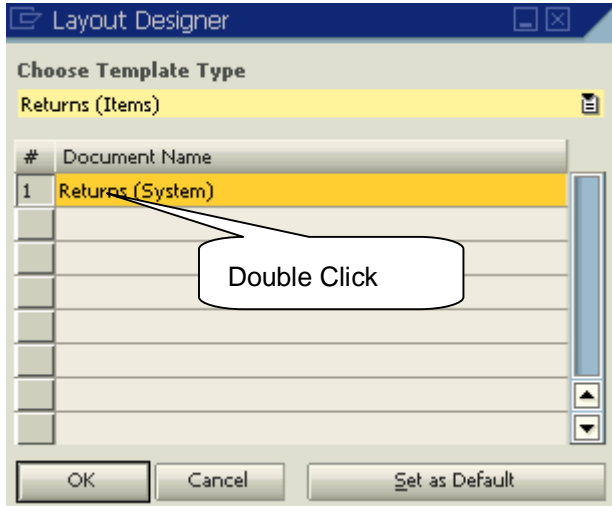
#	Item No.	Item Description	Quantity	Price	Tax Code	Total (LC)
1	A00001	IBM Infoprint 1312	1	USD 500.00	NY	USD 500.00
2						

Save as Draft until notified by warehouse that merchandise has been physically returned.

The screenshot shows the SAP File menu with the following options: Close, Save as Draft, Page Setup..., Print Preview..., Print... (Ctrl+P), Send, Export to, Launch Application..., Lock Screen, and Exit (Ctrl+Q). The 'Save as Draft' option is highlighted with a red box.

Create new printing layout to include RMA Sequence Number

Open a Return Document → Print Layout Designer →



Administration:Printing Header

To: Returns:Customer/Vendor Name
Returns:Bill to

Date: Returns:Posting Date
Time: Returns:Generation Time
Federal Tax ID: Returns:Federal Tax ID

#Continue RMA No. Returns:RMA Sequence Number Returns:Printed

Field Properties dialog box:

- General tab selected
- Text sub-tab selected
- Field: RMA Sequence Number (highlighted with a red box)
- Relate to Item: 0 Next Segment: 0
- Display Description:

1. Double click

2. Change to 'RMA Sequence Number'

Administration:Printing Header

To: Returns:Customer/Vendor Name
Returns:Bill to

Date: Returns:Posting Date
Time: Returns:Generation Time
Federal Tax ID: Returns:Federal Tax ID

#Continue RMA No. Returns:RMA Sequence Number Returns:Printed

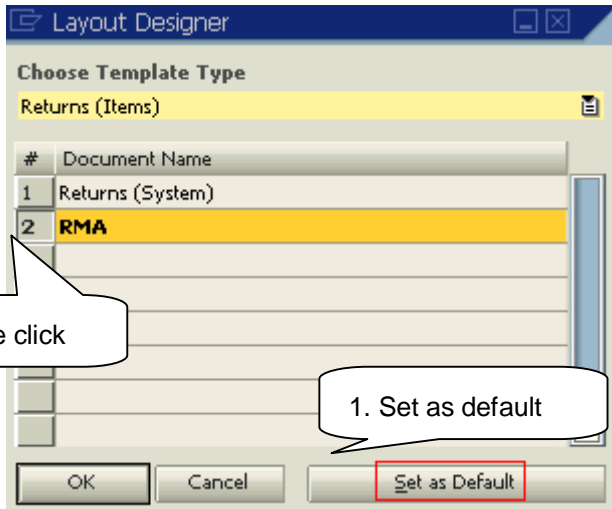
Field Properties dialog box:

- General tab selected
- Text sub-tab selected
- Field: RMA No. (highlighted with a yellow box)

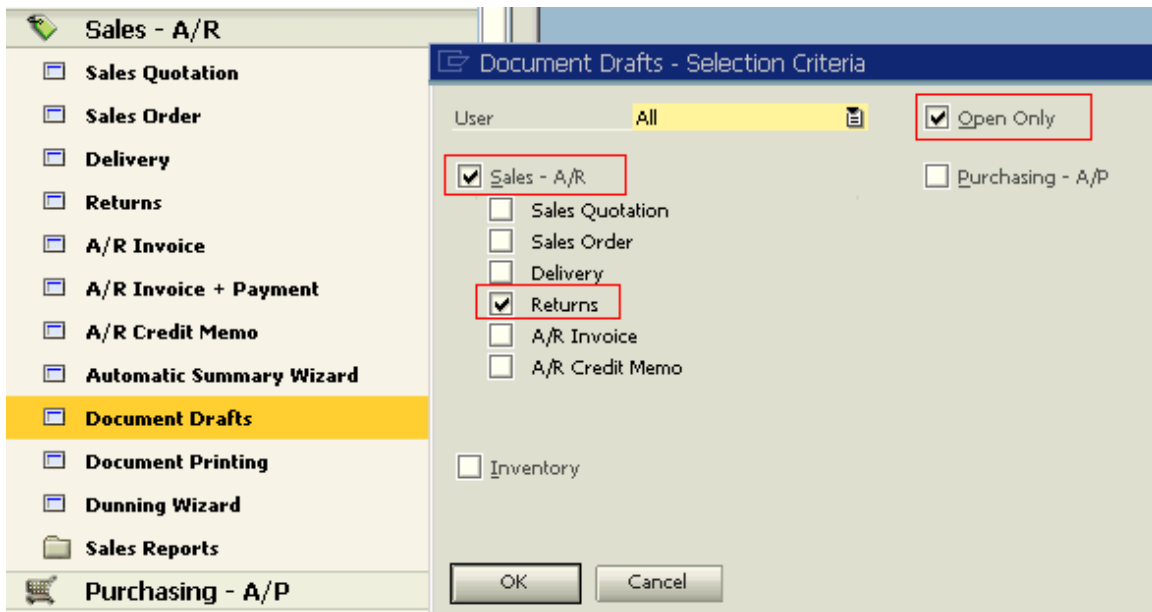
Double click

Change title to RMA No. and update

Save the template and set as default



Printing RMA (draft Return)



Document Drafts

Document	Document No.	Key	Posting Date	BP Code	Total	Remarks	Status	RMA Sequence Number
Returns	1002	6	08/08/05	C40001	USD 540.00		Open	100001
Returns	1005	7	08/08/05	C30009	USD 604.80		Open	100003

Highlight RMA line and sent to print

OK Cancel

RMA

Page 1 of 1

OEC Computers

To: Earthshaker Corp.
 208 Hollywood Av
 Los Gatos PA 28989
 USA

Date: 08/08/05
 Time: 4:08PM
 Federal Tax ID:

RMA No. 100001 **Draft**

#	Item No.	Description	Quantity	Price	Total
1	A00001	IBM Infoprint 1312	1	USD 500.00	USD 500.00

Due Date: 08/08/05

Sales Employee: Sophie Klogg

Payment Terms: Net 30

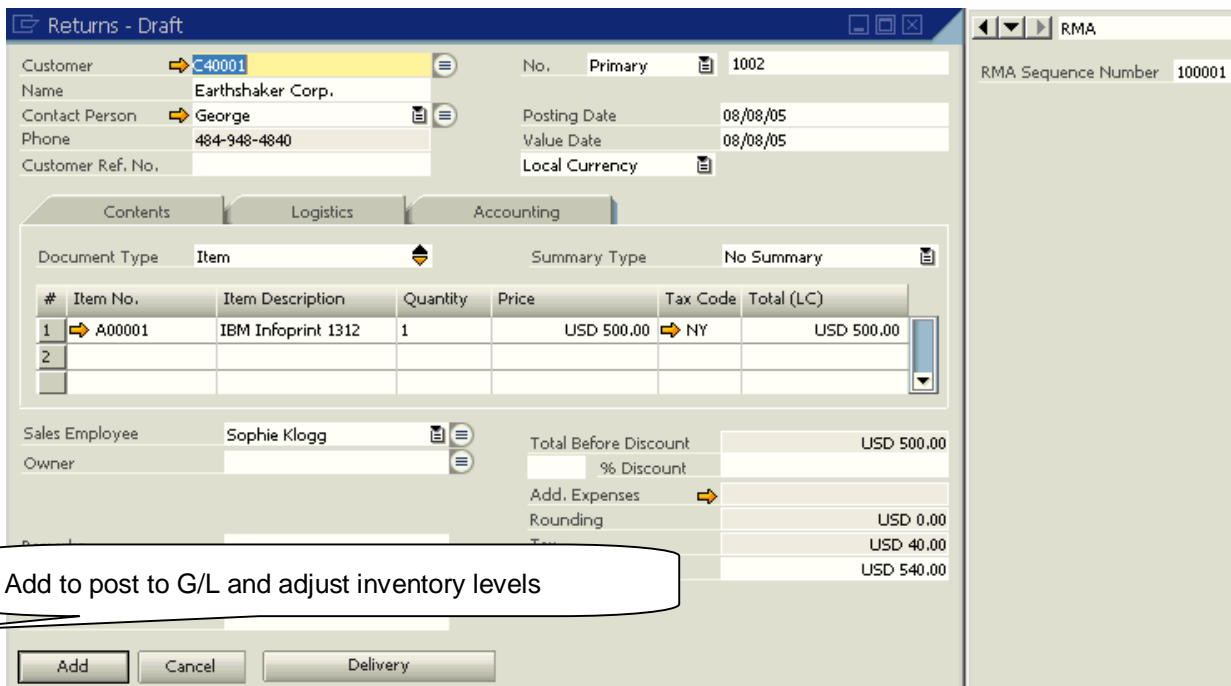
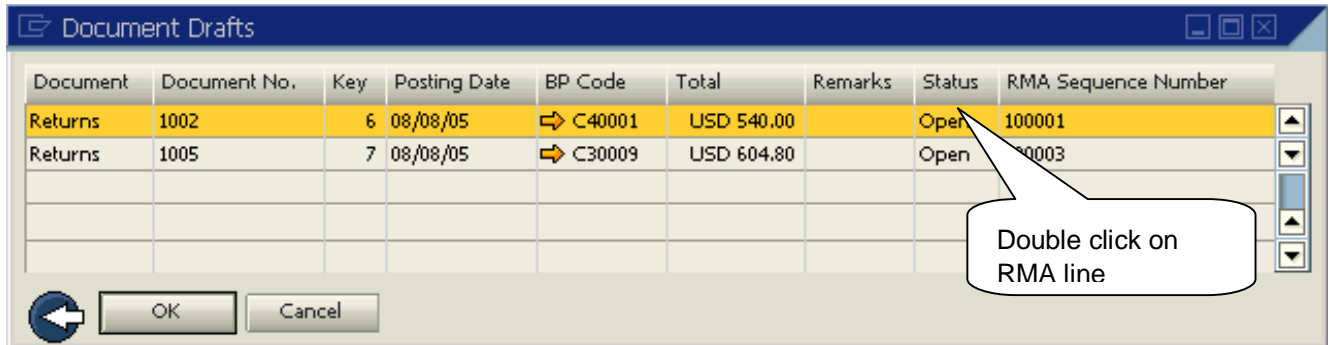
	Tax	USD 40.00
	Total	USD 540.00

Active Manager: Bill Johnson

Signature: _____

You can now fax/e-mail RMA to the customer to attach to the package and/or send printout to the warehouse.

When merchandise returned to the warehouse add the Draft Return to the system as a 'real' Return.



Adding the Return document will adjust qty levels and will post a Journal Entry of return to the G/L

If after returning of merchandise customer should be credited turn the Return into a Credit Memo

A/R Credit Memo

Customer: C40001 | Name: Earthshaker Corp. | Contact Person: George | Phone: 484-948-4840

No. Primary: 1 | Posting Date: 08/08/05 | Value Date: 08/08/05 | Local Currency: []

Document Type: Item | Summary Type: No Summary

#	Item No.	Item Description	Quantity	Price	Tax Code	Total (LC)
1						

Sales Employee: Sophie Klogg | Owner: []

Remarks: **Click on Returns**

Total Before Discount: [] | % Discount: [] | Add. Expenses: [] | Rounding: 0.00

Tax: [] | Total: [] | Paid/Credited: [] | Credit Balance: []

Buttons: Add | Cancel | Returns | A/R Invoice

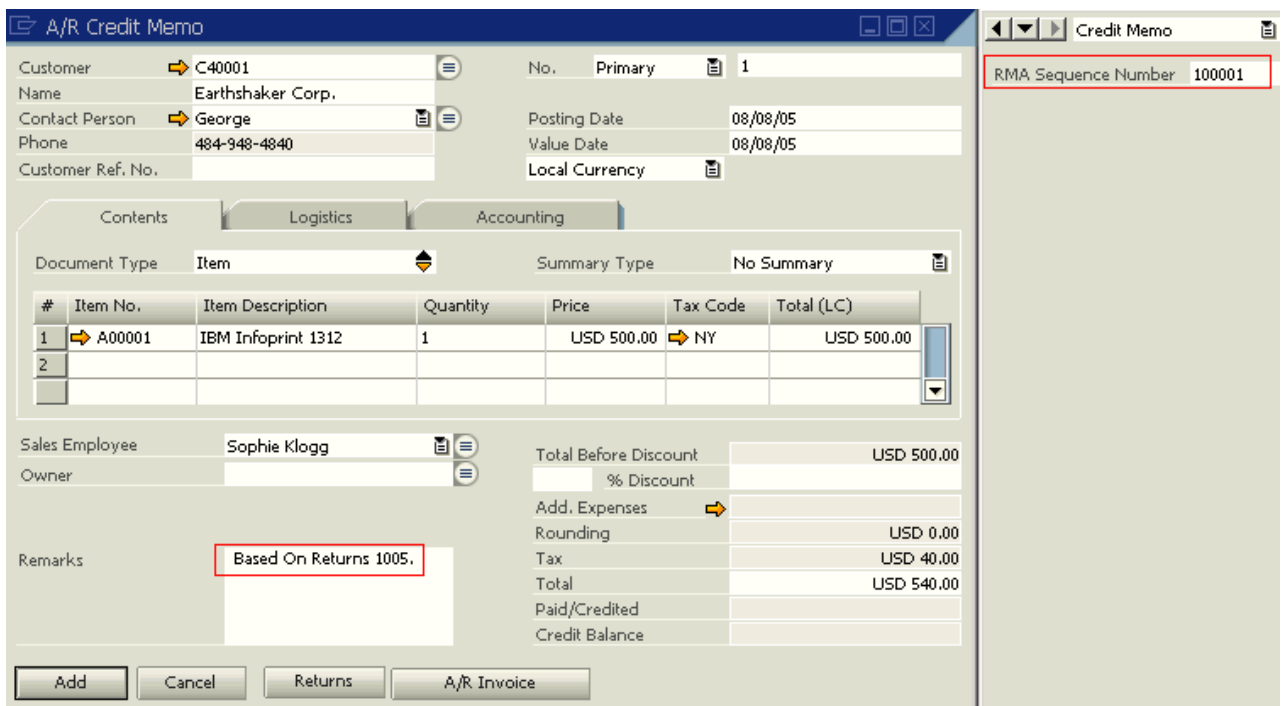
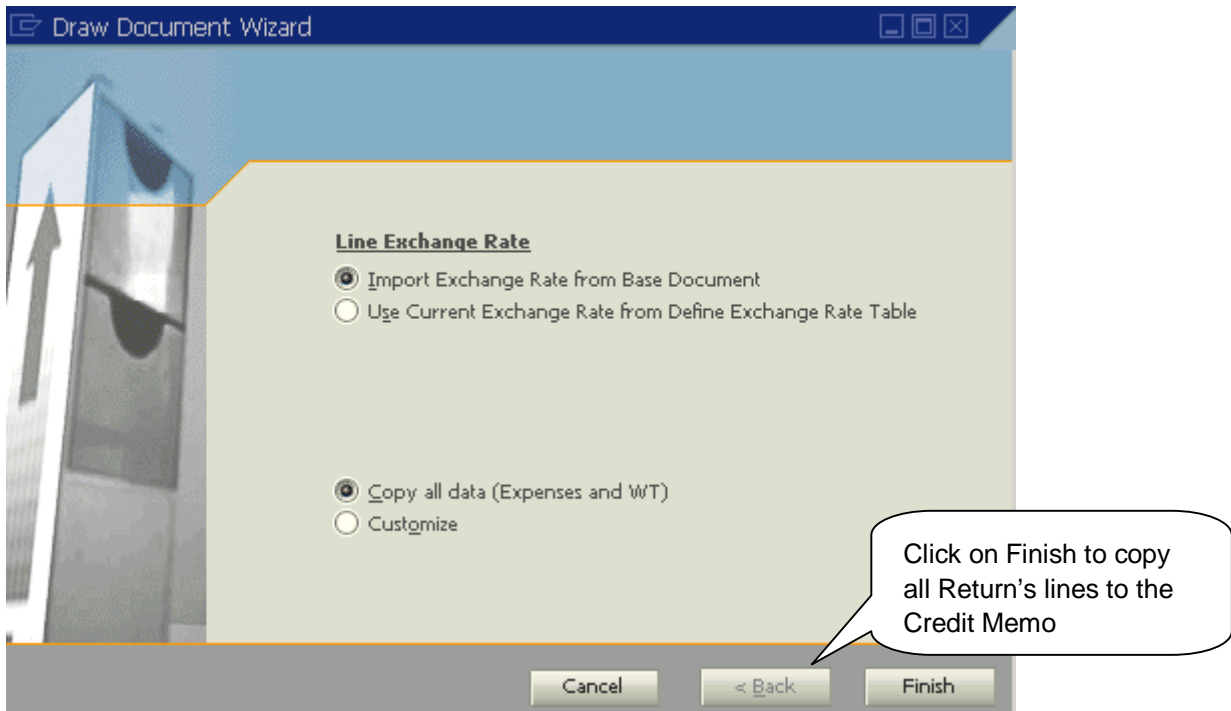
Choose From List

Returns

Find: []

#	Date	Customer	RMA Sequence Number	Value Date	Details
1005	08/08/05	Earthshaker Corp.	100001	08/08/05	

Buttons: Choose | Cancel



Once the Credit Memo is added a Journal Entry will be posted to the General Ledger: Credit to customer A/R, Debit to Revenues.

Since the Credit Memo is based on a 'Return', inventory will not be adjusted. (Inventory adjustment occurred at time of posting the Return).

Copyrights and Trademarks

© Copyright 2009 SAP AG. All rights reserved.

The current version of the copyrights and trademarks at <http://channel.sap.com/sbocustomer/documentation> is valid for this document.

Disclaimer

Some components of this product are based on Java™. Any code change in these components may cause unpredictable and severe malfunctions and is therefore expressly prohibited, as is any decompilation of these components.

Any Java™ Source Code delivered with this product is only to be used by SAP's Support Services and may not be modified or altered in any way.