



Designed To Track Customer/Vendor Merchandise Returns And Customer Warranties

RMA Selection on the Enter A New Order Form

Enter A New Order Form With Return Order Displayed

- RMA option has been added to the Enter A New Order form to allow returns to be entered into the UA system
- PO history and Order Details readily available
- Editable return information
- Receive all or part of an order in return
- Automatically updates UA financial information

Advantec's RMA Module

- Tracks:
 - Prior customer purchases
 - Returns
 - Transaction dates
- Is searchable by customer name
- Receives the goods back into inventory
- Assists in vendor returns

Material Number	Description	Serial Number	WarExpDate	Date
U41018#ABA	UBTDIRECT OFFICECONNECT			3
KITU51#BK3	AIT-3 BLK BEZEL W/ UNIV RAI			Hist
286776-B22	36.4GB HD U320 SCSI HPLUG			Hist
KITU51#BK3	AIT-3 BLK BEZEL W/ UNIV RAI			Hist
C11-02973	Windows Server 2000 SP3 5 Cit	0019107941050		4
300586-001	ProLiant ML350T 2.2GHz HP (Ar	6J33KZR1E020		4
XEM5600NA	XIRCOM 10/100 56K FETH INTI	9005d982532		4
VG700B	VG700B 17IN LCD BLK 12<10 C	A1R030700038		4
235513-B22	12/24GB DAT INT TAPE 4MM C	S012899087T		4
209400	5.25HH 26AY SCSI SE NARR C	un-specified		3

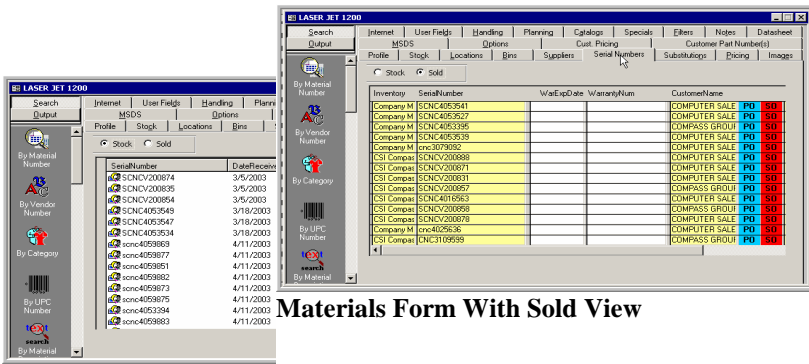
Products Sold Form

- Provides MFG/Vendor RMA Tracking
- Manifest--Creates a manifest document and marks the selected components with a batch number
- Updates material status as Returned/Received from Vendor or Manufacturer
- PO—Shows the purchase order that acquired the goods selected
- SO—Shows the original sales order that sold the goods

- Displays all products that were purchased by the customer selected in the Enter A New Order form
- Tracks customer's product warranty status, along with warranty expiration dates
- Authorizes RMA and records the transaction in the UA system

RMA#	Item#	Material Number	Serial Number	Date To	Date From	Ven/MFG Status	Vendor	MFG
RMA:227	1	IBM33L5039	un-specified	7/6/2003	7/6/2003	Return to MFG for credit	SYNNEX	IBM
RMA:228	1	IBM33L5039	un-specified	7/6/2003	7/6/2003	Return to MFG for repair	SYNNEX	IBM
RMA:224	1	C8462A#ABA	SMY29D51Y2	7/6/2003	7/6/2003	Return to Vendor for credit	SYNNEX	HEWLETT PACK
RMA:225	1	HEWLETT PACKCARD		7/6/2003	7/6/2003	Dispose	SYNNEX	HEWLETT PACK
RMA:226	1	HEWLETT PACKCARD		7/6/2003	7/6/2003	Dispose	SYNNEX	HEWLETT PACK
RMA:223	1	INTELEM5600NA	9005d982532	7/6/2003	7/6/2003	Dispose	SYNNEX	INTEL

RMA#	Item#	Material Number	Serial Number	W. Author	Date To	Date From	Vendor	MFG
RMA:227	1	IBM33L5039	un-specified		7/6/2003	7/6/2003	SYNNEX	33L5039



Materials Form With Sold View

Materials Form With Stock View

- Customer RMA Tracking form provides an editable listing of all company RMAs
- Details are automatically displayed for each RMA
- Listing is searchable and can be filtered for specific information
- Easily updates to: Received, Repaired, Replaced, or Credit

RMA By Author

Received and Open Report

RMA By Manufacturer

RMA By Date Received

RMA Returned To Manufacturer

RMA By Material Number

RMA By Date Received And Disposition Status

RMA By Date Returned to Manufacturer

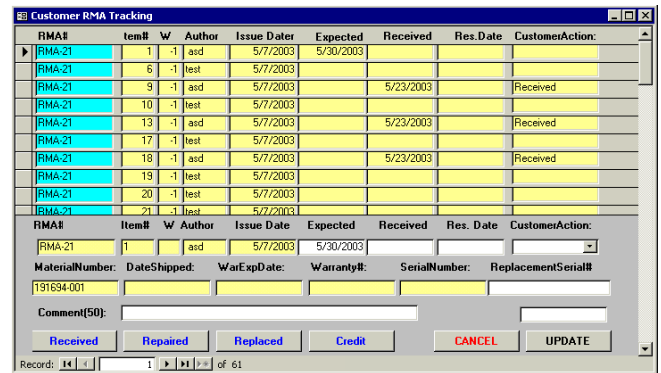
RMA By Customer

RMA By Vendors

Scrapped Items

RMA Items Not Under Warranty

- The addition of a Serial Numbers tab page on the Materials form allows the RMA & Warranty module to track the serial numbers of both current inventory and those items that were sold under warranty
- When the Stock option is selected, the Serial Numbers page displays the serial numbers of all items currently in inventory
- When the Sold option is selected, the page displays the item's transaction history
- Item transaction history includes: the name, serial number, warranty expiration date, warranty number, and the name of the customer who purchased it
- The blue PO button displays the Purchase Orders form
- The red SO button displays the Order Info form



- Customer RMA Tracking form provides an editable listing of all company RMAs
- Details are automatically displayed for each RMA
- Listing is searchable and can be filtered for specific information
- Easily updates to: Received, Repaired, Replaced, or Credit
 - Wide variety of reports available
 - Select RMA reports based on:
 - Author
 - Customer
 - Vendor
 - Manufacturer
 - Date
 - Material Number
 - Warranty Information
 - Scrapped Items

For more information contact Advantec at 336-275-2832, email us at Advantec@advantecis.com or visit our website www.advantecis.com