## Distribution

Do you struggle with the complexity of tracking and managing vendor returns? Are you uncertain where all your returned items are and what needs to happen to them? If so, you need to consider SouthWare's Return Authorizations. In conjunction with other solutions in SouthWare's Excellence Series™, you can get a complete system to confidently manage both the process of customer returns to you and the process of your returns to vendors.

Benefits

- **Easily record each item returned to a vendor**

- **Handle complex situations such as exchanges, warranties, and advance swaps**

- **Track the status of returned items to identify situations that require follow-up**

- **Documentation of expected vendor repairs, replacements, credits, and refunds**

- **Automatically close vendor returns from other modules**

- **Track the items customers were authorized to return**

- **Know what to do when you receive a particular customer return**

- **Keep track of labor reimbursement amounts owed by a vendor**

- **Automatically create the appropriate inventory and general ledger adjustments as returns are processed**

- **Inquire and report on the status and handling of customer/vendor returns**

- **Be confident that your return situations are under control!**
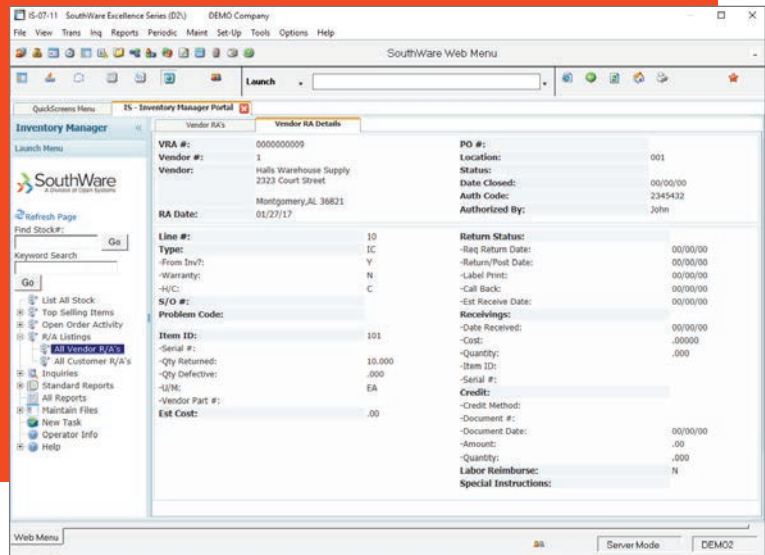
Vendor RA Details

Return Authorizations is designed as an add-on module to SouthWare's Inventory Control. This lets you manage your inventory in conjunction with items being returned from customers and items being returned to vendors. Other processes such as receiving and sales returns integrate seamlessly with Return Authorizations so your return information is always as current as the last related information entered anywhere in the system. And if you sell or service equipment, Return Authorizations integrates the information from the Service Management Equipment Tracking module and Service Orders module for exchange situations.

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FEATURES & FUNCTIONALITY

COMPREHENSIVE VENDOR RETURN RECORDS

- Authorization info
- Numerous return types
- Link to customer return and service order
- Requested handling info
- Problem description
- Customer/contract info
- Item/serial#/equipment info
- Estimated cost
- Return status info
- Labor reimbursement
- Optional vendor return label printing

SIMPLIFIED CREATION OF VENDOR RETURNS

Automatically create vendor return from:

- Service Order Exchange
- Defective receiving
- Receipt of defective customer return

Automatically create customer return from:

- Sales order return
- Service order return
- Unexpected customer return

UP-TO-THE-MINUTE STATUS INFO ALWAYS AVAILABLE

Vendor return status is updated by:

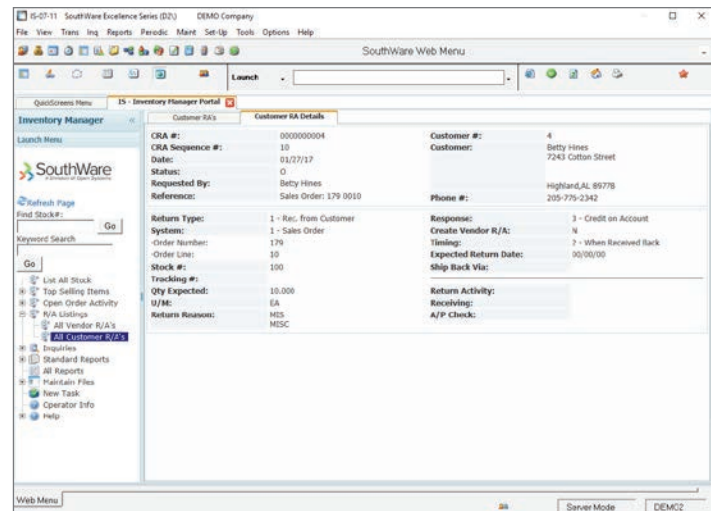- Receivings
- A/P credits
- A/R cash (refunds received)

Customer return status is updated by:

- Receivings

INQUIRY AND ANALYSIS REPORTS

Types of returns include:

- Returning a defective product to the vendor for replacement
- Purchasing an item needed to replace a defective item while also returning the defective item (such as an advance swap)
- Recording and receiving labor reimbursement payments due from a vendor

Customer RA Details

INQUIRY AND ANALYSIS REPORTS (CONT.)

- Receiving a repaired item and adding the repair cost to inventory cost
- Authorizing a customer to return an item and then giving credit when the item is received
- Exchanging an item with a customer on a service order, giving credit for the trade-in, and charging the cost of the exchange based on vendor exchange cost

FLEXIBLE VENDOR RETURN HANDLING

- Create purchase order for return items
- Return for repair, replacement, credit, refund
- Option to track labor reimbursement charges to vendor
- Option to manually close an RA when vendor handles differently

CUSTOMER RETURN RECORDS

- Authorization info
- Item/serial# info
- Customer instructions
- Requested handling
- Status info

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