



RMA Entry

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Overview

RMA Entry is used to create new RMAs, edit RMAs, and view existing RMAs. RMAs are Return Merchandise Authorizations, which are warehouse returns that can be used with workflow in Dynamics GP. With RMA Entry, SalesPad can create RMAs, but it cannot utilize the workflow from Dynamics GP.

When creating an RMA, any RMA Type can be used (Credit, SVC, Replace, etc.) but the only Origin types allowed are None and Sales Invoice. Any RMA created in GP or SalesPad can be viewed in RMA Entry regardless of type or origin. In this document you will learn how to create, edit and view RMAs in RMA Entry. Any relevant securities or settings will be stated at the end of the document.

Note: RMA entry requires the Field Service Module in Dynamics GP, and the creation of Service Call Origin Type is not supported in SalesPad.

RMA Entry

RMA's require three header fields to be populated before a save can be committed: RMA Type, Customer Number, and Return Origin. SalesPad will populate the RMA Type with GP's Default RMA Type and Origin will be populated with None. Each of these fields can be changed using the dropdown selections. Customer Number will need to be populated by the user.

Creating an RMA On-The-Fly (Return Origin is None)

Select a customer to create an on-the-fly RMA. This can be done by either typing in the Customer Number manually or clicking the ellipsis (...) and searching for the customer.

The screenshot shows the RMA Entry form with the following fields:

- Customer: Customer Num: aaron (with an ellipsis (...) button highlighted by a red arrow)
- Bill To: Bill To Customer Num: (empty)
- Return: Return Origin: (empty)

The Customer Lookup dialog box is open, showing the following search results:

Cust#	Cust Name	Addr Code	Contact	Email	Sales Person ID	Address 1	Phone
		PRIMARY	Siri	jacob.peac...	GARY W.	One Micr...	(425)
		WAREHOUSE	Kilgore Trout	jacob.peac...	NANCY B.	11403 45...	(312)
		NEWADDRESS	TESTNAME		GARY W.	TEST AD...	23412
		TEST2				ONE one ...	
AARONFIT0001	Aaron Fitz Electrical /...	TEST3		blah222@a...	PAUL W.	One Micr...	(425)
		1234151	Bob Fitz	1234151@a...	GARY W.	asdfasdfs	(312)

Change any other necessary header fields and leave Return Origin as None. To create a new line, click the **New** button.

This button only becomes available once a customer has been selected. Enter a Return Item Number. This can be done by either typing in the item number manually or clicking the ellipsis and searching for the item.

Received	Ready To Close	Return Item Number	RMA Type	Return UOM	Quantity	Return Price	Extended Return ...	Return Location
<input type="checkbox"/>	<input type="checkbox"/>	HD-20	CREDIT	EACH	1	0.00	0.00	RETURNS

Then, enter a Quantity. If the item is a serial or lot tracked item, changing quantity will trigger the Serial / Lot selection screen. Fill out this screen, and then press **OK**. Please see the Serial / Lot section of this document for more information on this screen.

Note: This screen can be opened at any time by clicking the **Serial / Lot** button.

Any other fields that need editing should be edited now. If a column is not viewable, it can be chosen from the Column Chooser and added to the grid. Add any other lines as needed. If the RMA Type is Replacement or Cross, select the Customer Path button to fill out the replacement item information. Please see the Customer Path section of this document for more information. After filling out the customer path, press the **Save** button to save the document.

Return UOM	Quantity	Unit Price	Unit Cost
EACH	2		5.50
EACH	3		5.00

Right Click Column Header

Sort Ascending

Sort Descending

Clear All Sorting

Group By This Column

Show Group By Box

Remove This Column

Column Chooser

Best Fit

Line Items		User Fields							
				New Delete Insert Customer Path Serial / Lot					
Line Seq Number	RMA Type	Return Item Number	Return UOM	Quantity	Unit Price	Unit Cost	Return Price	Return Cost	
100.00	REPLACE	100XLG	EACH	2	29.95	55.50	12.11	4.00	
200.00	REPLACE	HD-40	EACH	3	200.00	45.00	64.00	12.00	

Note: SalesPad cannot receive or close RMAs. This process will need to be done in GP.

Creating an RMA from an Invoice

Return

Return Origin:

Sales Invoice

▼

Sales Doc Num:

...

Service Call Number:

...

Office ID:

N-01

▼

×

Location:

RETURNS

▼

×

From RMA Entry, setting the Return Origin to Sales Invoice and clicking the ellipsis (...) in the Sales Doc Number field displays the Invoice Document Lookup screen.

From Invoice Document Lookup, Historical Invoices are able to be searched and selected (shown below).

Invoice Document Lookup

Close Search

Search By

Sales Doc Num: Start Date:

PO Num: End Date:

Invoices

Sales Doc Num	Customer PO Num	Customer Name	Doc Date
INV1024		Aaron Fitz Electrical	2/10/2014
INV1025		Aaron Fitz Electrical	2/15/2014
INVS3008	.	Aaron Fitz Electrical	9/6/2018
ORDST2238		Aaron Fitz Electrical	6/17/2015
ORDST2256		Aaron Fitz Electrical	7/27/2015
ORDST2272		Aaron Fitz Electrical	9/29/2015
ORDST2273		Aaron Fitz Electrical	9/30/2015

OK Cancel

Once an invoice is selected, Item Return Quantities can be modified via the “Sales Invoice Return Item Selection” screen that will pop up (shown below).

Sales Invoice Return Item Selection

Return Items

Selected	Item Number	Item Description	U of M	Quantity	Return Qty	Unit Price	Extended Amount	Returned Amount
<input type="checkbox"/>	WIRE-MCD-0001	Multi conductor wire	Foot	4	0	0.35	1.40	1.40
<input type="checkbox"/>	100XLG	Green Phone	Each	3	0	59.95	179.85	179.85
<input type="checkbox"/>	A100	Audio System	EACH	5	0	39.95	199.75	199.75

OK Cancel

Modifying the quantity of a serial tracked item will display the “Return Serial Entry” screen, where items to be returned may be selected (shown below).

Return - Serial Entry

Item Properties

Item Number: 100XLG Warehouse: WAREHOUSE

Item Description: Green Phone Qty Type: On Hand

Extended Qty: 1.00000

Selected Qty: 1

Available

Serial / Equip Num: [Dropdown]

Original Serial Numbers	Bin
05000	AUTOCREATE

Selected

Bin: AUTOCREATE

Return Serial Numbers	Return Bin
04999	AUTOCREATE

Navigation: [Green Arrow] [Red X]

Modifying the quantity of a Lot Tracked Item will display the Return Lot Entry Screen, where item quantities to be returned may be selected (shown below).

Return - Lot Entry

Item Properties

Item Number: WIRE-MCD-0001 Warehouse: WAREHOUSE

Item Description: Multi conductor wire Qty Type: On Hand

Extended Qty: 1.500000

Lots Numbers Selected: 1.00000

Available

Lot Num: [Dropdown]

Available	Expiration Date	Qty Selected	Bin
I 44501	1/1/1900	0.5	AUTOCREATE

Selected

Bin: AUTOC...

Selected	Expiration D...	Qty	Bin
111155	1/1/1900	1.00000	AUTOCREATE

Navigation: [Green Arrow] [Red X]

Clicking **OK** from Sales Invoice Return Item Selection will add all Selected Lines and return to the RMA Entry Screen.

Customer Path

Customer Path is a button in the Line Items tool bar that functions much like GP's button with the same name. If the RMA Type of the line is a Replace or Cross type, this screen is how the user can change the replacement item and its information.

Customer Path

Return Item

Return Item Number:

Replacement Order:

Credit Document:

New Item

New Item Number: ...

Replacement Site ID: ▼

Description:

U of M: ▼

Price Level: ▼

Quantity:

Replace Unit Price:	200.00	Extended Price:	200.00
Replace Unit Cost:	45.00	Extended Cost:	45.00

RMA Line Fields

NTE Price: Flat Rate Repair Price:

Invoice Item

Invoice Item Number: ...

Invoice Price:

Invoice Cost:

Invoice Number:

Return Item

The Return Item section is read only and is mainly to give the user information on what line item they have selected, what the Replacement Order number is (if any) and what the Credit Document number is (if any).

New Item

The New Item section is editable for only Replace and Cross type RMA lines. The information here is automatically populated with the current item's information because it assumes the replacement item will be the same as the returned item. If that is not the case, the user can change the replacement item. When the returned item is received in GP, a Replacement Order is created and this section of the screen becomes read only.

The RMA Line Fields section is only for RMA lines that are not Replace or Cross type. Here the user can specify the NTE Price and the Flat Rate Repair Price. These fields are also editable from the main entry screen.

The Invoice Item section is editable for all RMA Types. It is not necessary for RMAs to have the Invoice Item filled out. The Invoice Item Number is automatically populated with GP's default invoice item. The user can select an Invoice Item Number from any item in inventory (although it is typically used for Fee type items) if they wish. Invoice Price and Invoice Cost are not brought in by the Invoice Item and must be populated by the user as well if necessary.

Serial / Lot is a button in the Line Items tool bar that functions much like GP's button with the same name. The Return – Serial Entry form is where the user can select or enter serial or lot numbers for an item. If GP is setup as a multi-bin environment, then a bin number can be selected as well.

Serial Tracked Items

The Item Properties section is read-only and displays information for the user about the item. It also displays how many serial numbers need to be selected (Extended Qty) and how many have already been selected (Selected Qty).

Return - Serial Entry

Item Properties			
Item Number:	100XLG	Warehouse:	RETURNS
Item Description:	Green Phone	Qty Type:	On Hand
Extended Qty:	2.0000000000		
Selected Qty:	2		

Available		Selected	
Serial / Equip Num:		Bin:	12345
Original Serial N	20131014_0020 20131014_0021 20131014_0022 20131014_0023 20131014_0024 20131014_0025 20131014_0026		
		Return Serial Numbers	Return Bin
		20131014_0019	12345
		20131014_0018	12345

The Available section has a grid area that will either be blank (in the case of a 'None' origin type RMA) or be populated with a line item's serial numbers if the line is linked to a historical sales document line item. Serial numbers in this grid are the user's pool of available serial numbers. If the RMA has a 'None' origin type, the user can add serial numbers to this grid by manually typing in the Serial Number in the text box or choosing a serial number from the dropdown and pressing enter. The Bin text box in the Selected section is used to add a bin to this manual serial number. This text box is automatically

populated with the warehouse's default bin. The user can select a different bin from the dropdown or create their own bin. To add a serial number or numbers to the Selected grid, choose the serial number(s) and click the **Green Arrow**. The Selected section displays the selected serial numbers. To remove a serial number or numbers from this grid, choose the serial number(s) and click the Red X.

The screenshot shows the Serial Entry interface. On the left, the 'Available' section has a 'Serial / Equip Num:' text box and a table with columns 'Original Serial Numbers' and 'Bin'. On the right, the 'Selected' section has a 'Bin:' dropdown and a table with columns 'Return Serial Numbers' and 'Return Bin'. A green arrow icon is highlighted in a red box between the two sections, indicating the action to move items from Available to Selected. Below it, a red X icon is also highlighted in a red box, indicating the action to remove items from the Selected grid.

Lot Tracked Items

Lot Entry behaves similarly to the Serial Entry screen. There is an available section that will either be blank (In the case of a None origin type RMA) or be populated with available lots from the linked sales document line item. If the RMA has None as the origin type, then you can manually add lot numbers by typing it into the textbox and pressing **Enter**. Once a lot number has been added to the Available grid, Qty Selected, and Bin can be edited. Once you have decided which lot to use, select the lot in the Available grid and click the **Green Arrow** to send that lot number to the Selected grid. To remove a Lot Number from the Selected grid, select the Lot Number and click the **Red X**.

The screenshot shows the Lot Entry interface. On the left, the 'Available' section has a 'Lot Num:' text box and a table with columns 'Available', 'Expiration Date', 'Qty Selected', and 'Bin'. On the right, the 'Selected' section has a 'Bin:' dropdown and a table with columns 'Selected', 'Expiration Date', 'Qty', and 'Bin'. A green arrow icon is highlighted in a red box between the two sections, indicating the action to move items from Available to Selected. Below it, a red X icon is also highlighted in a red box, indicating the action to remove items from the Selected grid.

Settings and Security

Security

*Print RMA Report** - Allows users to see and use the **Print** button in RMA Entry

*RMA Entry** - Allows users into the RMA Entry module

*RMA Line Items** - Allows users to see the Line Items on an RMA

RMA Notes - Allows users to see and add notes in RMA Entry

*RMA Properties** - Allows users to see the Properties for an RMA

RMA Replacement Entry - Allows users to see and use the Customer Path action in the Sales Line action dropdown menu

RMA Serial/Lot - Allows users to see the Serial/Lot window to assign Serial numbers to the RMA document

*RMA User Fields** - Allows users to see the User Fields tab on the RMA document

Note: Securities with an asterisk (such as *Print RMA Report*) have sub-securities that are listed in the middle section of the Security field. Sub-security descriptions appear in the bottom section of the field. Review and customize these as desired.