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RMA Search

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Overview

RMA Search is used to search for open and historical RMA Documents. A blank search can be used to return all RMA Documents or various search fields along the top can be used to filter down the returned documents. In this document you will learn where to find RMA Search as well as how to use the search function. Any relevant securities or settings will be stated at the end of the document.

Note: In versions beyond 4.6.0.23, Returns Management is a part of the core installation of SalesPad. In versions before that, the RMA Search module requires the Returns Management .dll file. If you would like to obtain this file, please contact your Sales Rep.

Usage

RMA Search

The RMA Search can be accessed from the Returns Management Ribbon or from the Returns Management folder in the modules dropdown.

The screenshot shows the RMA Search window with the following components:

- Search By:** Fields for RMA Number, RMA Status, Customer Num, RMA Type, RMA Reason Code, and Address Code.
- Search Options:** Checkboxes for Match Beginning, Show Historical, and a dropdown for Prior Months (set to 0).
- Search Result:** A table with 10 columns: RMA Number, RMA Type, RMA Type Desc, RMA Status, RMA Status Desc, Reason Code, Reason Code Desc, Entry Date, Customer Name, and Customer Num.

RMA Number	RMA Type	RMA Type Desc	RMA Status	RMA Status Desc	Reason Code	Reason Code Desc	Entry Date	Customer Name	Customer Num
RMA000000003001	SVC	RMA from Service Call...	20	Received RMA			8/16/2008	World Enterprises	WORLDENT0001
RMA000000003002	SVC	RMA from Service Call...	10	Awaiting Receipt of R...			8/16/2008	Aaron Fitz Electrical	AARONFIT0001
RMA000000003003	SVC	RMA from Service Call...	10	Awaiting Receipt of R...			8/16/2008	Nova Systems, Inc.	NOVASYST0001
RMA000000003004	CREDIT	RMA for Credit	10	Awaiting Receipt of R...			8/6/2008	Adam Park Resort	ADAMPARK0001
RMA000000003005	CROSS	Advanced Cross-Ship ...	20	Received RMA			8/6/2008	Greenway Foods	GREENWAY0001
RMA000000003006	REPLACE	RMA for Replacement	10	Awaiting Receipt of R...			8/6/2008	Computer Equipment ...	COMPUTER0003
RMA000000003007	R&R	Repair & Return RMA	10	Awaiting Receipt of R...			8/6/2008	Franchise Office Mac...	FRANCHIS0001
RMA000000003008	REPLACE	RMA for Replacement	10	Awaiting Receipt of R...			8/6/2008	Adam Park Resort	ADAMPARK0001
RMA000000003009	CREDIT	RMA for Credit	20	Received RMA			8/6/2008	Adam Park Resort	ADAMPARK0001

Enter text in the desired fields then press the **Search** button to populate the grid with search results. If you leave the fields blank and press the **Search** button, it will return all documents. After the grid has been populated with search results, you can click the RMA Number to bring up the RMA Entry form for that RMA. You can also create a new RMA directly from the search screen by clicking the **New** button along the top.

Security and Settings

RMA Search - Allows users to see and use the RMA search module