



XW/RMA XactMan® Return Material Authorization

XW/RMA system is designed to provide MANMAN® users with an automated method of approving and tracking Goods Returned activity. XW/RMA provides a Web environment that allows the end users to enter either the sales order number that originated the sales of goods, or the invoice number for the goods to be returned. This key is used to retrieve all information associated with the initial sale of goods being returned, such as part number, selling price, quantity ordered/shipped.

The application shows a list of shipped items that the user can select and return. XW/RMA allows detailed notes to be attached to individual items to document the reason for the return. After the RMA is submitted by the user, an automatic RMA number is assigned and a copy of the RMA is emailed to the user. Internal to the company, there are business users designated to approve RMAs. These approvers are immediately notified via email whenever a new RMA is added to the system. They can then use the Client/Server XactMan® Order Administrator application to approve/disapprove the RMA. XW/RMA is another major step in the path Quantum Software has taken to provide the business community with the ability to take advantage of a Web interface and Client/Server environment, while continuing to do business in their existing system environments. These alternatives provide more options to business that are moving into the competitive business environment without the expense and delay commonly associated with major hardware and software conversions.

Return Materials Authorization System

RMA Screens Sales Order

Header	Line	Product No.	Product Description	Sch. Date	Qty.	Ordered Qty.	Shipped	Unit Price	Extended Price
Start Page	1	200-00-01	TRIPOD	10/23/97		1	2	45.000	45
	2	200-00-04	70-210 ZOOM LENS	10/23/97		1	0	190.000	190

Add to RMA

Update RMA Return Items

RMA Line	SO Line	Product No.	Quantity	Price	Status	Reason	Notes
<input type="checkbox"/>	1	200-00-01	2	45.000	Open	Defective	Notes

Delete Selected Lines