



## Return Merchandise Authorization for SAP Business One®



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# Presentation Outline

- Why an RMA for SAP Business One?
- The RMA Process
- Automating the RMA Process
- The Solution
- Integration Scenario
- Product Demo
- Next releases (E-Service)



# Why an RMA for SAP Business One?

- SB1 does not cover RMA process
- To automate the process:
  - RMA add on and web interface for SAP B1 (ERMA)
  - Customer and Internal RMA registration
  - Transaction and service tracking
  - Customized Credit and Repair approval workflows
  - RMA and Technician Performance reports

# Common RMA Process

1. The RMA process is initiated by a customer who is looking to return a defective product or looking for full credit.
2. The product manufacturer will take the customer's information and provide the customer with an RMA number to use to tag his or her return.
3. An RMA number is a unique identifier that helps both the customer and the manufacturer track this specific return as it moves through the process.
4. Often, the customer is asked (or required) to attach this RMA number to the product for return shipment so that the receiving department at the manufacturer will have the necessary information once the product arrives.
5. Once the equipment is checked in, the next step is to receive it at the warehouse and have someone investigate the product to determine what the defect is or if approved, credit the customer.
6. In case of repair purpose, this may take many steps and include inspection, repair, and replacement activities. Several different people may be required to review the product, and parts may need to be returned to another vendor.
7. The RMA process is closed when the parts are either repaired and send back to customer, replace by another SKU or serial number or credit-refund the customer.

# Automating the RMA Process in SB1

## 1. Why Automate?

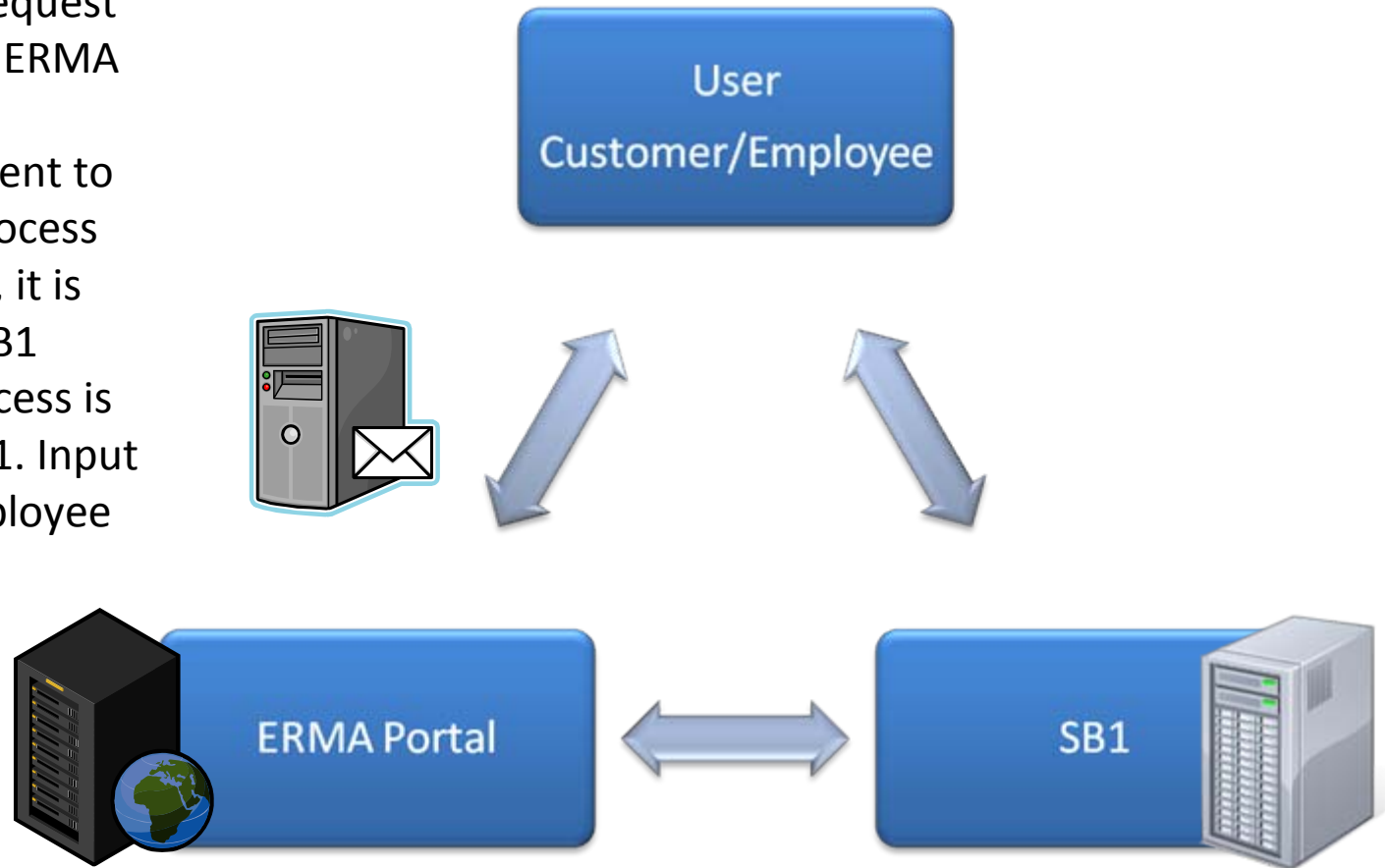
- Automating your RMA process provides for streamlined efficiency for the organization. The automation of this procedure makes the return much smoother from both the customer side as well as the manufacturer side. This ensures that all product returns are not only being handled, but also that they are all being handled with the same level of support.
- When the process is automated and RMA data is being stored and tracked, you are able to evaluate trends and react to issues in a proactive manner.

# The Solution

- ERMA Portal integrated to Customer website and SB1
- RMA registration for SAP Business One to track logistic process
- Reporting module to analyze trends and service performance

# Integration Scenario

1. Customer request for RMA on ERMA portal.
2. Request is sent to approval process
3. If approved, it is posted to SB1
4. Logistic process is carried in B1. Input only by Employee



# Product Demo

- Initial Settings (ERMA Portal – SB1)
- Request RMA – approval process
- Post RMA in SB1
- Logistic and service process
- Reporting module