

RMA is used when a customer is returning a defective unit after the order was shipped.

1. Open the Original Order and select Create RMA from the drop-down list

The screenshot shows the 'Order Entry' window with a toolbar at the top. A 'Create RMA' button is highlighted in the top right. The order details are as follows:

Field	Value
Order Number:	537
Order Type:	Order
Customer:	Condado Window Hurricane Protection - 81
Site:	Condado Window Hurricane Protection - 81
Measurement Type:	Imperial
Ship To:	12300 NW 116th Ct Medley, FL 33178 Route: Freight Forwarders Ship Via: Vortex Truck
Order Date:	7/13/2022
Required Date:	7/22/2022
Ack Date:	7/13/2022
Ship Date:	7/27/2022
Invoice Date:	
Terms:	Prepay

Qty	Category	Part	Thickness	Width	Height	Price	SqFt Price	Discount	Total	Commands
1	1	TEMPERED GLASS	TP-MONO - CUSTOM TEMPERED GLA	1/2	35	59	\$179.25	\$12.50	0.0000%	\$179.25

Below the table, the following options are listed: LITE 1{LITE 1 BUILDUP{FL}, LITE 1 PROCESS{TM}, LITE 1 THICKNESS{120}, LITE 1 CATEGORY{CLEAR}}, LOGO{LOGOS, LOGO LOCATION{CNR4}}, INCLUDE EDGEWORK{EWINCL, EDGEWORK LITE 1{LITE 1 EDGEWORK

2. A new window opens displaying all the items from the order. Confirm the quantity and check each line item that needs to be returned.

The screenshot shows the 'Order Item' window for Order 537. It displays a list of items with checkboxes for selection. The first item is highlighted:

Order-Item	Options
537-1	FL, TM, 120, CLEAR, CL, LOGOS, CNR4, EWINCL, EALL=Flat Polish, LOOSE

Quantity: 1 / 1

☒ TP-MONO - CUSTOM TEMPERED GLASS - 35 W X 59 H X 1/2 T

At the bottom, there are 'OK' and 'Cancel' buttons. The 'OK' button is circled in red.

3. A new RMA entry document is generated. Scroll to the right to open the Details window.

RMA Entry

RMA Shipping Financial General Notes Available

RMA Number: 5 Relations

Customer: Condado Window Hurricane Protection - 81

Site: Condado Window Hurricane Protection - 81

RMA Date: 7/27/2022 15

Expiration Date: 8/26/2022 15

Customer Ref:

Contact:

Add Items

Index	Quantity	Price	Project	Disposition	Reason Code	Return Method	Return Action	Require Inspection	Replace	Credit	Service Part	Commands
1	0.5	\$179.25			{None}	{None}	{None}	✓	{None}	{None}		Details

GO&OGOS, LOGO LOCATION(CNR-4); INCLUDE EDGEWORK(EDWINCL, EDGEWORK LITE 1(LITE 1 EDGEWORK

Item Comment (1):

RMA Comment:

Entered By: Julio, Miguel

Location: MAIN

4. The details window opens to allow the selection of disposition and reason.
- The disposition is very important and must be selected according to how it will be needed:
- Credit** – will only give a credit to the customer (no glass will be remake)
 - Return & Credit** – company will pick up the defective unit at customer and will provide credit (no glass will be remake)
 - Return & Replace** - company will pick up the defective unit at customer and will remake the same unit
 - Repair** – company will repair the unit by removing a scratch or fixing the problem
 - Replace** – no pickup is necessary and the unit will be remake

RMA Entry: 5 - 1

Order-Item: 537-1
 Part: TP-MONO - CUSTOM TEMPERED GLASS
 Unit Price: \$179.25
 Disposition:
 Reason Code:
 Item Qty: 1
 Quantity: 1
 Return Method: {None}
 Return Action: {None}
 Require Inspection: ☒
 Replace: {None}
 Credit: {None}
 Comment:
 OK Cancel

- The last step is to hit the Release button at the top right corner. A new Order will be created in Fenetech with the number being ###-1 in which ### is the original order number.

RMA Entry

Release

Available

RMA Number: 5 Relations
 Customer: Condado Window Hurricane Protection - 81
 Site: Condado Window Hurricane Protection - 81
 Add Items

RMA Date: 7/27/2022 15
 Expiration Date: 8/26/2022 15
 Customer Ref:
 Contact:

Thickness	Price	Project	Disposition	Reason Code	Return Method	Return Action	Require Inspection	Replace	Credit	Service Part	Commands
1	0.5	\$179.25	Replace	ITEM SCRATCHED	{None}	{None}		On RMA Release	{None}		Details

GO{LOGOS, LOGO LOCATION{CNR-4}}, INCLUDE EDGEWORK{EWINCL, EDGEWORK LITE 1{LITE 1 EDGEWORK