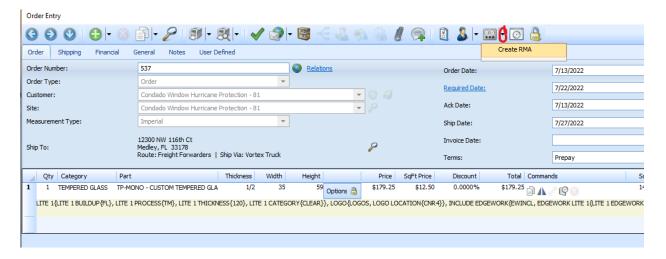
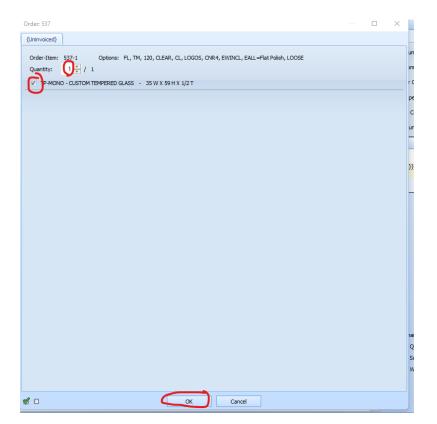
RMA is used when a customer is returning a defective unit after the order was shipped.

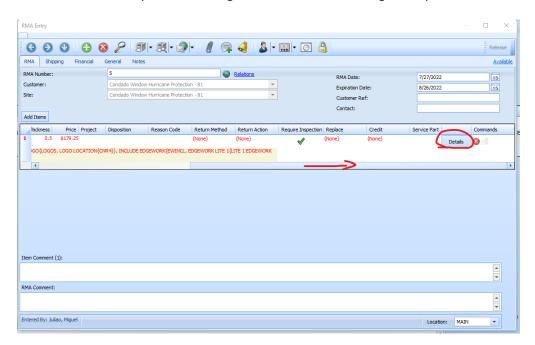
1. Open the Original Order and select Create RMA from the drop-down list



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.



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



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



5. 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.

