



# RMA Assistant

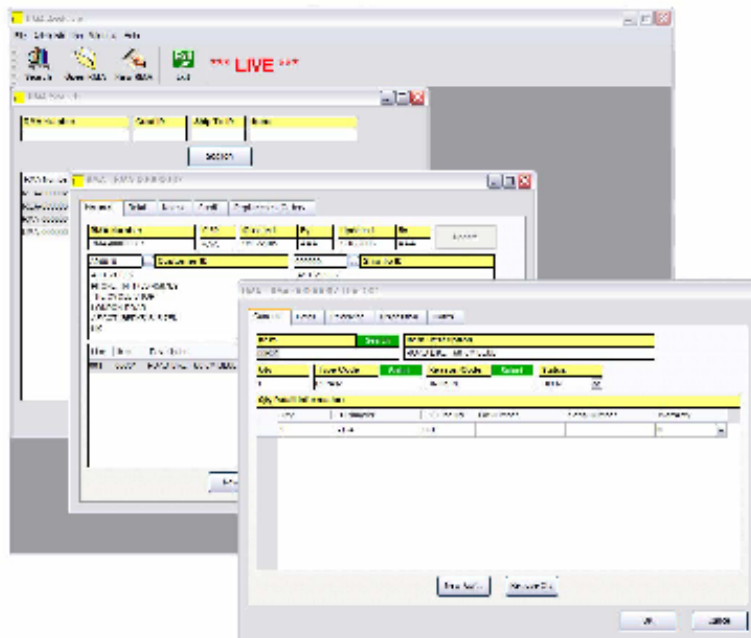
## Returned Material Authorization

The Xtern RMA Assistant provides your company with a full solution for creating and managing returned material. After auto-generating an RMA number for the returned material, the system allows you to track the return through the entire process. Once the material arrives at your plant, the system can place the items back into Fourth Shift inventory for inspection. After inspecting the items, the system allows the user to enter a disposition, including the generation of a rework manufacturing order. At any point, replacement orders and/or credit memos may be generated. All information is stored in either an MS SQL or MSDE database for easy report generation.

**OPTIONAL FOURTH SHIFT MODULES: SAAM (SQL or Access), FSTI**

### KEY FEATURES & FUNCTIONS

- Automatic RMA number generation & validation
- Complete integration with Fourth Shift Sales Analysis (SQL or Access)
- Automatic inventory adjustment, replacement order, & credit memo generation.
- Customer definable reasons, types, dispositions, and info fields
- Automatic rework order creation
- Built-in report/program launch feature
- Custom event handling with ECMAScript. (i.e. Javascript)



### BENEFITS

The RMA Assistant provides a consistent means of managing RMA inventory adjustments, credit memos, replacement orders, and repair orders, therefore increasing customer satisfaction and personnel effectiveness.

For additional information on this software offering or other FS enhancements, Call Infinity Business Consulting  
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