Savant RMA Module

Key features of an embedded RMA module in Savant WMS:

The RMA module streamlines the return authorization workflow, tracks return materials, facilitates item inspection and evaluation, and helps to process refunds or replacements.   It also updates inventory, enables customer communication, provides reporting and analytics, ensures compliance, integrates with other modules, and supports reverse logistics management.

1. RMA Creation: The module allows users to initiate RMAs in the ERP system for returned items. Users can input relevant information such as RMA numbers, return reasons, and customer details.

2. Return Authorization Workflow: The RMA module provides a workflow for the return authorization process. This includes steps for RMA approval, validation, and tracking, ensuring that returns are properly authorized before further processing.

3. Return Material Tracking: The module records the returned material from the customer back to the warehouse. It captures information such as actual return dates and quantities returned.

4. Inventory Updates: The RMA module updates inventory levels based on the acceptable returned items. It ensures that returned items are properly accounted for and can be processed accordingly, either by restocking, scrapping, or sending them to a designated area for further action.

5. Workflow Customization and Automation: The RMA module allows for the customization and automation of workflows to align with specific business processes and policies.

These features collectively enhance efficiency, accuracy, and customer satisfaction in handling returns within Savant WMS.

Savant RMA Sample Use Case:

Step 1: RMA Initiation:
      1.1. The customer initiates the return process by contacting the customer service department.
      1.2. A user creates a new RMA in the ERP system which assigns a unique RMA number to the return.
      1.3. Savant WMS allows visibility to the incoming RMA.

Step 2: Return Material Receipt:
      2.1. The warehouse operator receives the returned product physically using a handheld device capturing the relevant information such as RMA number, return date and product details.

Step 3: Disposition and Inspection:
      3.1. The warehouse operator moves the product to designated locations with specific inventory classifications for sellable product, damaged, or other reasons.
      3.2. If necessary, the operator inspects the returned product to assess its condition and determine if it can be returned to the good inventory or requires further action.

Step 4: Inventory Bin Location Assignment:
      4.1. If the returned product is in good condition and can be returned to the inventory, the warehouse operator moves the inventory to an available pick location.
      4.2. If the product is deemed damaged or unsuitable for resale, the operator adjusts the inventory by removing the product.

Step 5: Update ERP System:
      5.1. Savant WMS will automatically update the ERP system with the final quantities received to close out the RMA document.

Conclusion:
The Savant WMS RMA module streamlines the return process within the warehouse. With features such as return material receipt, inventory updates, bin location assignment, workflow customization the module enhances efficiency, accuracy, and customer satisfaction in handling returns. By leveraging the capabilities of the RMA module, businesses can effectively manage the return process, ensure proper disposition of returned products, and gain valuable insights for continuous improvement.