

Return to Supplier

SOLUTION FACTSHEET

Return to Supplier facilitates the return of goods or services to suppliers as a result of defects or other reasons for dissatisfaction. It simplifies the process of returns and provides an efficient method of controlling items leaving site for returns or repairs, ensuring visibility and tracking of the item until the process is concluded.

Return to Supplier integrates all processes and capabilities affected by a return transaction, which includes Accounts Payable, Purchase Orders, Inventory Control, Return Material Authorization and General Ledger.

The Benefits of Return to Supplier

- Enables Quality Management**
 Enables quality management of raw materials or finished goods by facilitating seamless returns to suppliers when defects are identified.
- Streamlines Workflows and Business Processes**
 Provides complete visibility of returned inventory throughout the returns process and improves the associated record keeping or document management. It provides the ability to return defective goods immediately – isolating and removing them from any process.
- Helps Manage Inventory**
 Ensures that items to be returned to the supplier are removed from the available stock and held in a review area while the terms for return are negotiated. Non-stocked items can be added on the fly during the review process.
- Facilitates Financial Control**
 Tracks variances between cost of item and credit received. Allows for the creation of a Goods Received Note which can be matched against a supplier's credit note, and a Purchase Order for expected replacement items.

Product Version:

SYSPRO 8

Related Modules:

- Accounts Payable
- Purchase Orders
- Inventory Control
- Return Material Authorization
- General Ledger

Sectors:

Manufacturing and Distribution

Industries:

- Automotive Parts and Accessories
- Electronics
- Fabricated Metals
- Food and Beverage
- Industrial Equipment and Machinery
- Packaging
- Plastics and Rubber

Return to Supplier Solution Capabilities:

- **Triggers on Inspection**

Return to Supplier is triggered when an item fails incoming or in-process inspection and needs to be returned to the supplier. It will be triggered by the Quality function.

- **Links to Purchase Orders**

The Return to Supplier document will be linked to a Purchase Order to ensure full control of all information and traceability of the product history.

- **Return Material Authorization**

Once agreement has been reached with the supplier on the nature of the defects and quantity of items to be returned, the Return Material Authorization (RMA) voucher is issued to the supplier detailing the collection of the defective product.

- **Updates Inventory**

Once the goods are held in a quarantine area and the defective material agreed for return, the items to be returned to the supplier are removed from the available stock – ensuring that stock is up to date.

- **Tracks Product Movement**

As soon as a product is processed for return to its supplier, the system will be able to track its exact position in the supply chain.

- **Cost Management, GRN, Credit Notes and Purchase Orders**

Return to Supplier tracks variances between the cost of an item and the credit received. It allows for the creation of a Goods Received Note which can be matched against a supplier's credit note, and a Purchase Order for expected replacement items.

- **Reports**

- **Return Slip Printing**

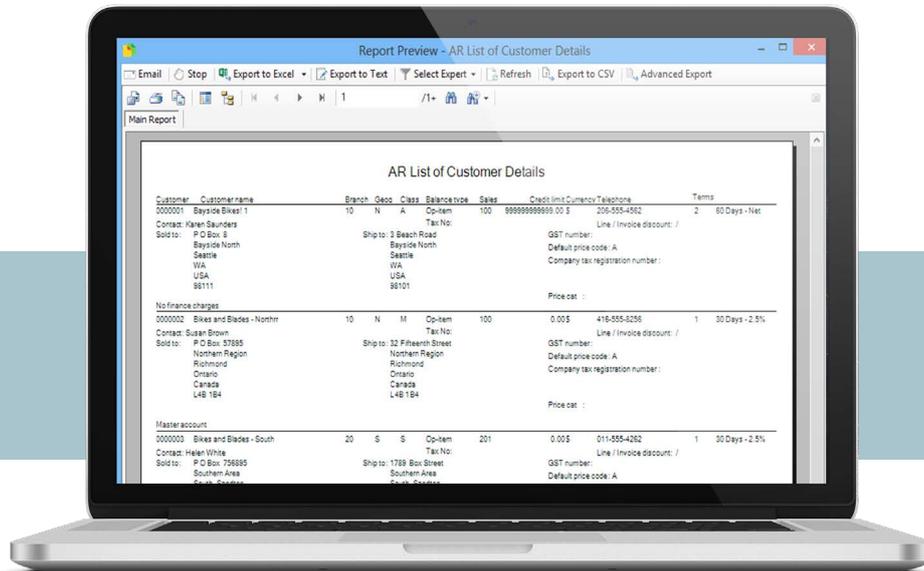
Prints a return slip that remains with the goods as part of the return to supplier process for the supplier – serving as identification of the defective goods.

- **Return Report**

Keeps a record of all the goods that have been returned in a specific period.

- **Status Report**

Tracks the status of the returns and where they are along the supply chain.



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