

## EDI Solution seamlessly integrate with accounting system

Edisoft Merchant offers users of major accounting systems a “one-click solution” that truly defines seamless integration. Once the orders are in accounting system it takes over all further processing, just as if those orders were keyed in manually. That’s what “seamless integration” means.

Merchant supports an unlimited number of trading partners and Value Added Service Providers (VASPs). Templates are designed to meet each trading partner’s requirements. Flexible capabilities include mapping many varieties of product and ship-to codes.

Edisoft Merchant distinguishes itself by providing superior user productivity and world-class document management. One of the most important and powerful features of the Edisoft Merchant translator is the capacity to perform daily tasks easily and recover from problems quickly.

To obtain more information on how ACCPAC can help your business, please contact us at (323)265-3000

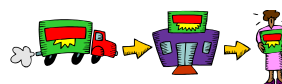
## RMA BENEFITS

### RETURNED MATERIAL AUTHORIZATION

As we wrote in June 2004 News, having a Returned Material Authorization module plays such an important role on the business. Keeping a customer happy is the most vital aspect. Usually the best scenario is putting ourselves to a position as a customer. Being acknowledged and being comfortable are what we are looking for.

#### Returned Material Authorization (RMA) - is

basically a method to correctly and efficiently handle returned products. It was developed to meet unique challenges in managing consumers’ sales returns. This will enhance the customer’s satisfaction and loyalty.



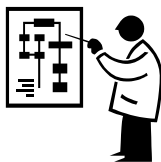
It is typically used to track down products returned into the facility for transactions such as the following examples. The products could be:

- Scrapped and replaced
- Tested and found in working order
- Deemed non-repairable, with no replacement available
- Credited
- Repaired and returned

### HOW RMA WORKS

#### Tracking Records

When a customer calls for an authorization number (a number for sales return item), RMA automatically assigns an authorization number to trace the returned products. No details are entered at this point since customers typically don’t have any serial numbers or item numbers, yet. When the products are received, these details are entered. Also, the RMA



status is changed from “Pending” to “Active”.

This provides clear visibility over Ram's pending receipt and in-house pending repair.

#### Repair and Refurbished

For example, an issue (similar to a sales order acknowledgment) is printed out and attached to the returned product. It is then sent to the Repair & Test Department for review, and if appropriate, repair. RMA reports of active orders show the pending backlog in the repair area. The product is typically repaired and sent back to shipping within two days. Material and labor are added to the RMA line item. The status

is then changed to “Completed”.

RMA also can track down repair and refurbished work to subcontractor manufacturers. Note that the repair and refurbished products do not belong to the company or company’s inventory.

#### Repack/Reship

The Shipping Department boxes the items and ships them back to the customer. An RMA report of all “Completed Items” shows their pending backlog. Once the

*(Continued on page 2)*

At OpenAxis, we focus on the implementation of IT solutions for small- and medium-sized businesses.

We provide management and computer consulting services by identifying issues, implementing solutions, and managing all your IT needs.

### **Comprehensive Solution:**

- Accounting Solution
- Operation Solution
- Manufacturing Solution
- Other Integrated Solution
- Customized Solution
- E-Commerce Solution
- Returned Merchandize Authorization

### **OpenAxis, Inc.**

901 Corporate Center Dr. Suite 400  
Monterey Park, CA 91754

Phone: (323) 265-3000  
Fax: (323) 265-3330  
Email: info@openaxis.com  
www.openaxis.com



*(Continued from page 1)*

item is shipped, the RMA status is changed to “Closed, Not Invoiced”. It means the repair work is done but we do not charge to customers. An RMA report of all “Closed, Not Invoiced” orders shows the backlog pending billing.

### **Tracking Inventory**

RMA can also handle transactions with replacement sales and overhead costs. This approach was good for tracking the incoming and outgoing items by serial number. RMA tracks activities down to the lowest level of details: site, serial number, and item number. Material, labor, and expenses can be recorded. These records can be used to establish repair cost or pricing, depending on types of repair and refurbished work.

RMA module also provides the following:

- Future warranty claims could be verified for validity
- Better historical information
- Time and expense report verification
- Improved scheduling capabilities
- Clear equipment configuration history

### **RMA OPERATION MANUAL**

OpenAxis offers “RMA OPERATION MANUAL” which describes how we should handle returned materials to satisfy customers. We are not only IT specialists but also experienced operation managers.

## **RMA INTEGRATION with “ACCPAC Advantage”**

RMA integrates with ACCPAC Advantage accounting system. This seamless integration allows fewer mistakes, less data entries and can save a lot of time.

## **Let’s Capitalize Mistakes**

We have grown up with experiences of countless mistakes. Without capitalizing our mistakes, we won’t neither learn nor become wiser. Everyone knows it, but are you and your employees doing it as individuals and as a company?



One day, our system manager tried to convert ACCPAC Plus to ACCPAC Windows.

He asked the client to erase unnecessary customer data before the conversion. However, he had to tempo-

rarily stop the process as he got an error message for the customer database.

After countless hours of searching for solutions, he learned that ship-to location data of the unnecessary customer data has to be deleted, and there is no data integrity check tool to detect it.

Now the system manager can confidently make the conversion.

The system manager wrote a memorandum to his client explaining why the initial conver-

sion failed. He also shared his mistake and experiences with other staff members at OpenAxis’s staff meeting. His time to find out the solution didn’t become an expense, but a capital both for our client and for OpenAxis.

Let’s share our mistakes with other people, and make an environment where we feel comfortable doing so.

