

## So you need a return number...

Most of the basic information needed to authorize a return can be found on the original order packing slip or the original customer invoice. Do you have the original packing slip or invoice?

**YES**

Continue to Section 1.

**NO**

Skip to Section 2.

### Section 1

What we need to know		Where you will find it
Original Sales Order Number	<input type="text"/>	Upper right hand corner of either form, to the right of our logo
Date Shipped	<input type="text"/>	To the right of the Sales Order or Packing Slip number on either form
Item Number	<input type="text"/>	Body of document, listed under "PRODUCT/DESCRIPTION"
Serial Number**	<input type="text"/>	Silver foil sticker on Packing Slip and product/memo on the Invoice

Thank You!

**PROCEED TO SECTION 3.**

### Section 2

Let's see what else you can tell us about the order. Minimum of two responses required.

Who was the original purchaser?

What was the purchase order number?

What is the job name?

Approximately when did it ship?

MM/DD/YY

Who was the original consignee?

Thank You!

**PROCEED TO SECTION 3.**

### Section 3

#### More things we need to know

<b>Action Code</b>		Explanation:
<input type="checkbox"/> Credit		Apply credit to account. No exchange or repair needed.
<input type="checkbox"/> Exchange		We send an exact replacement (must be a stocked item), with credit contingent on our inspection of the original.
<input type="checkbox"/> Repair		We repair the original and return it to you.
Quantity to be returned		
Purchase Order number*		
How should it be shipped?*		
Is it under warranty?	<input type="checkbox"/> Yes or <input type="checkbox"/> No	

<b>Your name</b>	Now about you:	
<b>How may we contact you?</b>	Phone No.:	
	E-mail address	
<b>Your company*</b>		
<b>Your address*</b>		
<b>Your address</b>		
<b>Your address</b>		
<b>Your city, state and zip code*</b>		
*Required if requesting an <a href="#">exchange</a> or <a href="#">repair</a>		

#### What Customer Service needs to know

Why are you sending it back?	<b>Comments:</b>
If defective, please describe the problem.	
Is it complete?	
Not returning complete item? Please explain.	
Did you talk to anyone in technical support or one of our sales representatives about the problem?	
Was this helpful? Why or why not?	

Thanks again.

**SUBMIT**

## So the customer wants a return number...

Terms in Avante RMT Module	Translation [aka what does that mean in English?]
<b>Bill to Customer</b>	the customer who <u>originally purchased</u> the material {must match invoice}
<b>Service Contact</b>	the person calling to request the RMA
<b>Telephone</b>	phone number for the person calling to request the RMA
<b>Original Sales Order</b>	the number of the original sales order on which the material was purchased
<b>(Replacement) Purchase Order</b>	the same PO as the original transaction (recommended), except for Depot Repairs
<b>Ship to Customer</b>	the original consignee, but <b>may be different, if:</b> (a) a <b>3rd party</b> is in possession of the material and is returning it (b) you need to send an <b>exchange</b> to a different location than the original order (c) you need to send the <b>repair</b> to a different location than the original
<b>Item Number</b>	the part number(s) of the item(s) the customer wants to return
<b>Authorized Quantity</b>	the quantity of the items we are receiving back from the customer
<b>Serial Number**</b>	**Optional. 13-2000 returns require the serial number
<b>Billing Action Code</b>	<b>Exchange</b> --(a) if it is a stock item, and (b) you are sending them a new one in advance and (c) you will send the new one at no charge <b>Return for Credit</b> --neither an exchange nor a repair <b>Depot Repair</b> --we will repair the original and send it back
<b>Comments</b>	the nature of the situation--why are they sending it back What defect are we looking for when the item comes back? any special conditions or agreements concerning the credit amount expediting or special handling required full or partial warranty in effect
<b>Handy things to ask</b>	Is it complete? Are they returning ALL of the original components? Explain. Did they talk to anyone in technical support or their sales rep
<b>Things to know to create RMT</b>	
<b>Price List</b>	be sure to select the same price list as the original transaction
<b>Comments</b>	any special conditions or agreements with the customer about credit amount
<b>Original Invoice</b>	requested by Accounting to reference on the credit memo
<b>Freight</b>	who pays it

*fMiller*