

# Return Goods Authorization



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We have developed a new feature in MOD2 software that automates the process of returned goods in MOD2. As a result of this enhancement you will be required to issue a **Return Goods Authorization (RGA)** before any goods can be returned or credited to the customer. Procedures are as follows:

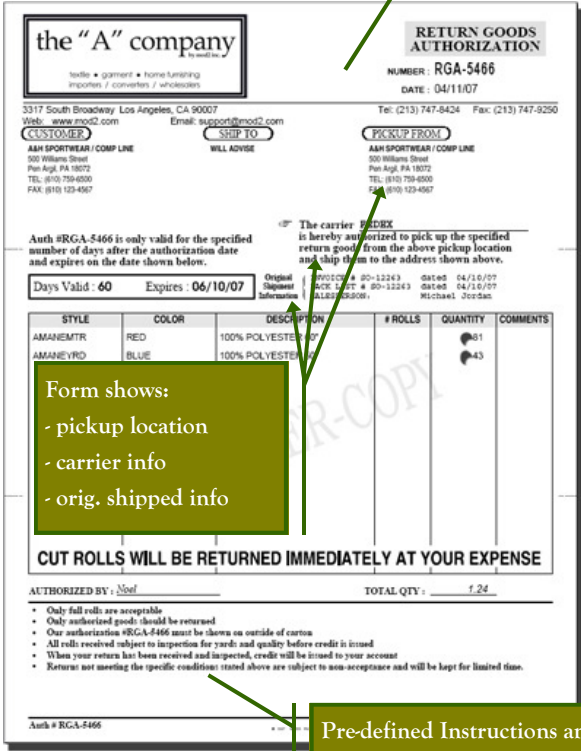
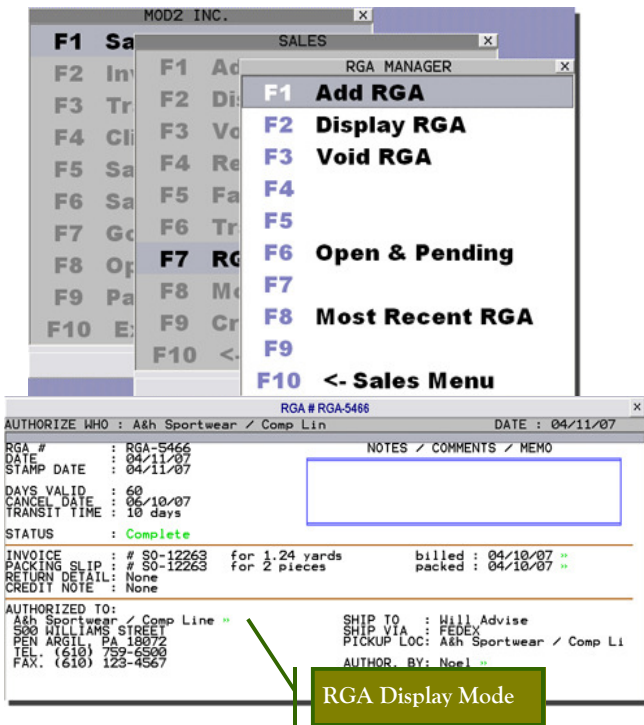
**\*\*For shipments with detailed packing list the flow will be as follows:**

Packing list > Invoice > RGA > Detailed Return Receiving > Credit Note

**\*\*To access the RGA manager follow these instructions:**

Main menu > (F1) Sales > (F7) RGA Manager.

Sample RGA Printout



Form shows:  
- pickup location  
- carrier info  
- orig. shipped info

Pre-defined Instructions and 4 lines User-Customizable Notes

## Key Benefits:

- ⇒ Helps management monitor incoming returns from the customers.
- ⇒ Helps Accounts Dept. in identifying which customer needs to issue Credit Memo.
- ⇒ Serves as Alarm for the Salesperson to check why the customer is returning the goods.
- ⇒ Helps the warehouse or the trucking services to know the pick-up location.
- ⇒ Helps establish standards within company.
- ⇒ Clearly identifies to the customer what can be returned.
- ⇒ Warehouse will know ahead of time what is expected and authorized to come back.