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.

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.