



PRODUCT DATA SHEET: PLUS ONE—RMA

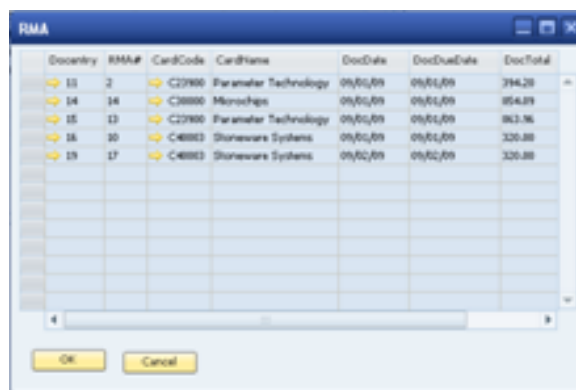
Plus One—RMA provides extended returns and repairs management to SAP Business One, by allowing users to easily manage return material authorizations, and the entire RMA process. Plus One—RMA also automatically assigns RMA numbers, giving users full visibility of the process, from start to finish.

PRODUCT OVERVIEW:

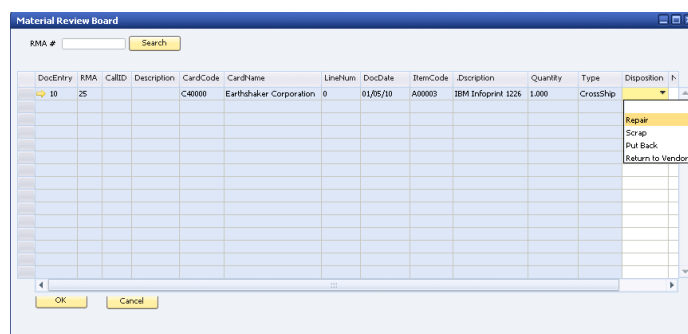
In today's fast-paced marketplace, customers make purchases from companies that can provide the best service and the best products, all at the best price. And once a purchase is made, offering efficient and effective methods of returning damaged/defective goods or quick repairs, is essential in ensuring repeat business and long-term customer satisfaction. That's why *Plus One—RMA* is the best solution for companies that need to better manage their RMA process, to in turn offer the best customer service.

Here's a snapshot of what *Plus One—RMA* will do for you:

- ⇒ **Easily manage**—return material authorizations by assigning reason codes to keep track of the RMA process
- ⇒ **Better visibility**—into the entire RMA process from start to finish
- ⇒ **Automatically assign**—RMA numbers to each and every product returned to your business, creating a paper trail to better track the returns process
- ⇒ **Exceed customer expectations**—by better handling returns/exchanges of damaged/defective goods
- ⇒ **Extend *Plus One—RMA* functionality**—by combining its use with Service One.



DocEntry	RMA#	CardCode	CardName	DocDate	DocDueDate	DocTotal
11	2	C2000	Parameter Technology	01/01/09	01/01/09	794.20
14	14	C3000	Microchip	01/01/09	01/01/09	954.09
15	13	C2000	Parameter Technology	01/01/09	01/01/09	963.96
18	10	C4000	Stoneware Systems	01/01/09	01/01/09	326.88
19	17	C4000	Stoneware Systems	01/01/09	01/01/09	326.88



DocEntry	RMA	CallID	Description	CardCode	CardName	LineNum	DocDate	ItemCode	Description	Quantity	Type	Disposition
10	25			C4000	Earthshaker Corporation	0	01/05/10	A0003	IBM Infoprint 1226	1.000	CrossShp	Repair

FOR MORE INFORMATION ON PLUS ONE—RMA, OR ANY OF OUR OTHER ADD-INS TO SAP BUSINESS ONE, CONTACT US TODAY

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