Creating An RMA In Netsuite

Scribe

1 Click the "Search" bar.

Search 🔍

ies | **Customers** | **Forecast** | **Reports** | **Analytics** | **Pacejet** | **Documents** | **Setup** | **V-Config** | **V-SalesPortal** | **TC -**

NDING FULFILLMENT

Actions ▾

PO #
SA3651
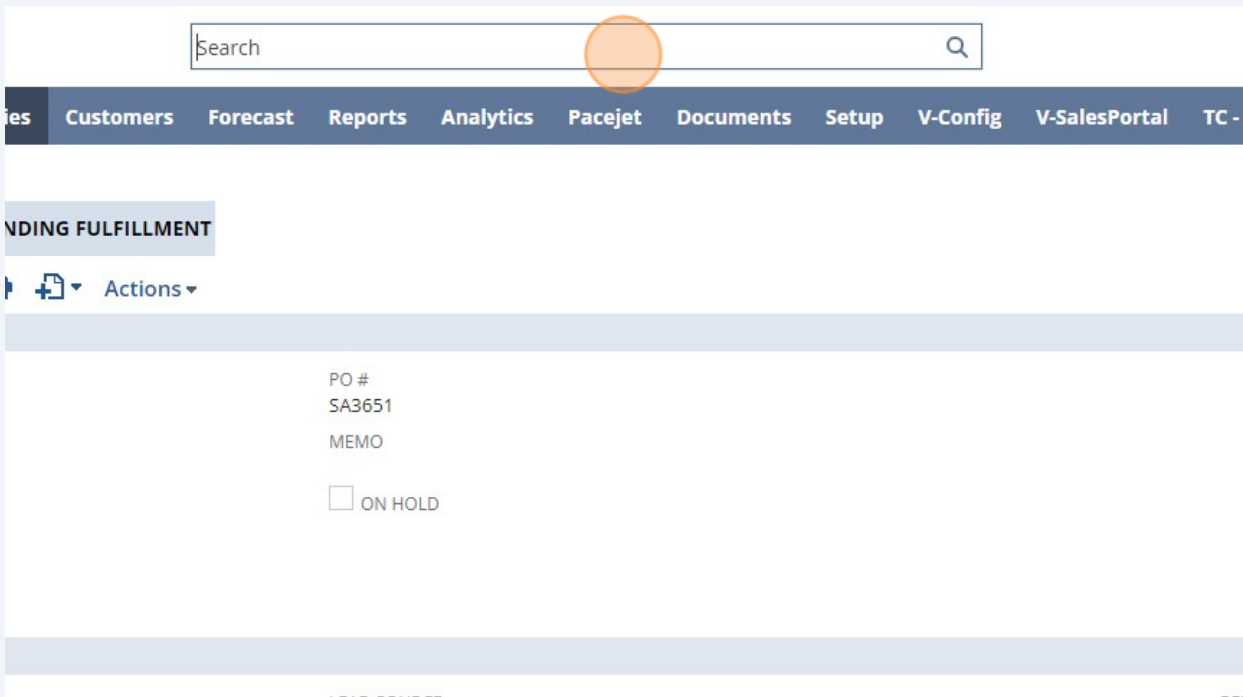
MEMO

☐ ON HOLD

2   Paste the order in and click the Sales Order

SA3646

Cash Sale: **CSS54813 / SA3646 (15927 Shop Anzzi)**

Sales Order: **SOS2853788 / SA3646 (15927 Shop Anzzi)**   Edit

Leads   **Opportunities**   Customers

Shop Anzzi   **PENDING FULFILLMENT**

Close Order | 🖨 ➕▾ **Actions ▾**

PO #
SA3651

MEMO

☐ ON HOLD

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3   Click "Authorize Return"

ORACLE
NetSuite   SW CORP
              LUXURY HOME BRANDS   Search

🕐 ★ 🏠   **Activities   Leads   Opportunities   Customers   Forecast   Reports   Analytics   Pacejet**

📄 **Sales Order** 🔍

SOS2853788 15927 Shop Anzzi   **PARTIALLY FULFILLED**

Edit   Back | Fulfill   Authorize Return   Close Order | 🖨 ➕▾ **Actions ▾**

Primary Information

ORDER #
SOS2853788

CUSTOMER
15927 Shop Anzzi

PROJECT

DATE
2/21/2024

PO #
SA3646

MEMO

☐ ON HOLD

Sales Information

4 Click the "Memo" and enter reason for return

5 Scroll down to the "Return Label Email" and enter your email

6 Click on the "Discount" drop down and select the percentage to be deducted (if any)

RETURN LABEL EMAIL *
abethel@swcorp.com

B2C PONUM

| Items | Promotions | Shipping | Billing | Accounting | Relationships | Communication | Related Records | System |

DISCOUNT

10% Disc
15% Disc
20% Disc
Amazon Discount Item
Customer Repairs Refund
Dont Use Restoocking Fee 9%

	QUANTITY	UNITS	INVENTORY DETAIL	DESCRIPTION
	2			Envo 1-Piece 1.26 GPF Single Flush Elongated Smart Toilet and Bidet in White
TL-STFF950WH	1	EA		Echo 1-Piece Dual Flush Elongated Smart Toilet and Bidet
<Type then tab>				

7 Click "Save"

DISCOUNT
10% Disc

Add Multiple   Clear All Lines

ITEM *	QUANTITY	UNITS	INVENTORY DETAIL	DESCRIPTION
TL-STSF851WH	2			Envo 1-Piece 1.26 GPF Single Flush Elongated Smart Toilet and Bidet in White
TL-STFF950WH	1	EA		Echo 1-Piece Dual Flush Elongated Smart Toilet and Bidet
<Type then tab>				

✔ Add   ✗ Cancel   Copy Previous   + Insert   🗑 Remove   Edit Config

Save ▾   Cancel   Actions ▾

8 Click "Create New"

9 Click "Task"

10   Click the title field and enter the RMA and advise that label/pickup is needed

11   Click the drop down and select the individual the task needs to go to

12 Select the individual that the task is for

Primary Information

CUSTOM FORM *
Standard Task Form

PRIORITY *
Medium

TITLE *
RMA48568 - need return label

INSERT BEFORE

ASSIGNED TO *
Ali

STATUS *
Not Started

Aliesky Cardenas

☐ PRIVATE TASK

Date and Time

START DATE *
2/23/2024

START TIME

DUE DATE *
2/23/2024

END TIME

DATE COMPLETED

REMINDER TYPE
None

Primary Information

CUSTOM FORM *
Standard Task Form

PRIORITY *
Medium

TITLE *

INSERT BEFORE

ASSIGNED TO *
nic

STATUS *
Not Started

Nicholas Cabarrocas

☐ PRIVATE TASK

Nicollette Chavez-Olarte

Date and Time

START DATE *
2/23/2024

START TIME

DUE DATE *
2/23/2024

END TIME

DATE COMPLETED

REMINDER TYPE
None

☐ RESERVE TIME

REMINDER
None

13   Click Save

Task

[Save] [▼]   [Cancel]

Primary Information

CUSTOM FORM *
Standard Task Form ▼

TITLE *
RMA48568 - need return label

ASSIGNED TO *
Aliesky Cardenas ⌄

☑ NOTIFY ASSIGNEE BY EMAIL

PRIORITY *
Medium ▼

INSERT BEFORE
▼

STATUS *
Not Started ▼

☐ PRIVATE TASK

Date and Time

START DATE *
2/23/2024

DUE DATE *
2/23/2024

DATE COMPLETED

START TIME
▼

END TIME
▼

REMINDER TYPE
None ▼