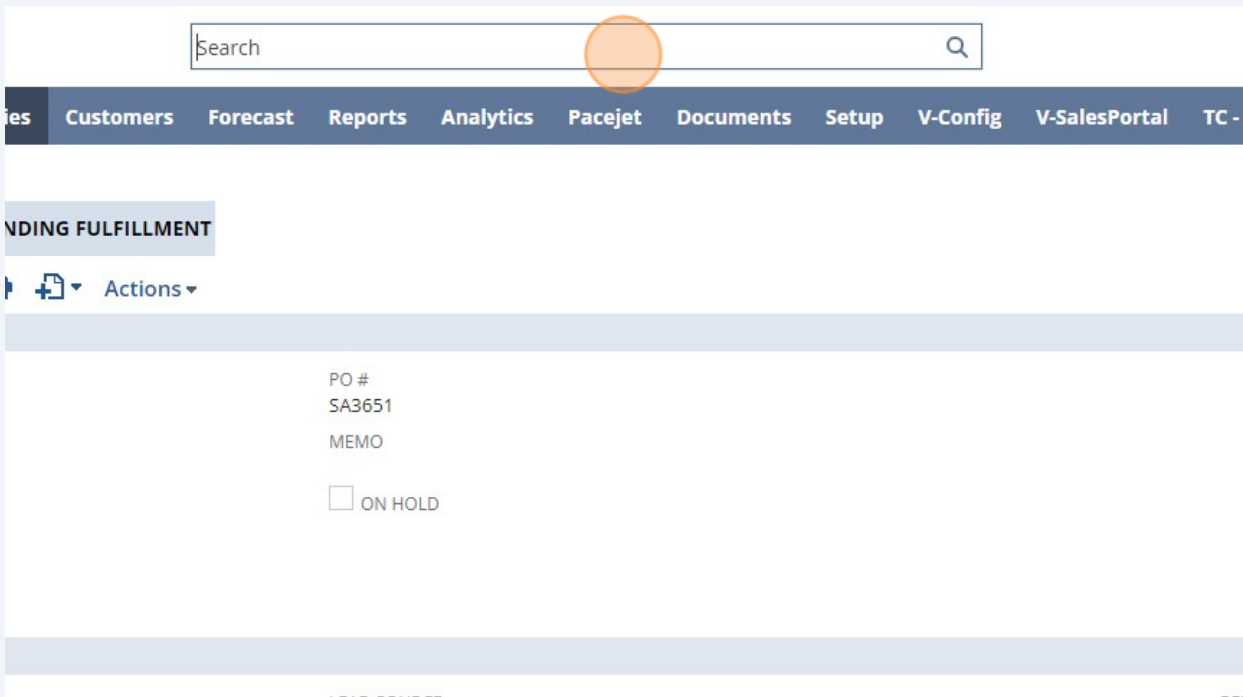


Creating An RMA In Netsuite

1

Click the "Search" bar.



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

Shop Anzzi **PENDING FULFILLMENT**

Close Order Print + Actions

PO #
SA3651
MEMO

☐ ON HOLD

3 Click "Authorize Return"

ORACLE NetSuite **SWCORP** LUXURY HOME BRANDS

Activities Leads Opportunities Customers Forecast Reports Analytics Pacejet

Sales Order SA3646

SOS2853788 15927 Shop Anzzi **PARTIALLY FULFILLED**

Edit Back Fulfill **Authorize Return** Close Order Print + Actions

Primary Information

ORDER # SOS2853788	PO # SA3646
CUSTOMER 15927 Shop Anzzi	MEMO
PROJECT	<input type="checkbox"/> ON HOLD
DATE 2/21/2024	

Sales Information

4 Click the "Memo" and enter reason for return

The screenshot shows a software interface with a top navigation bar containing tabs: Leads, Opportunities, Customers, Forecast, Reports, Analytics, Pacejet, Documents, Setup, V-Config, and V. Below the navigation bar is a search bar with a magnifying glass icon. The main content area displays a form with several fields. The 'MEMO' field is highlighted with an orange circle. Other fields include 'RETURN CARRIER' and 'RMA TRACKING NUMBER'. There are also several dropdown menus and text input fields on the left side of the form.

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

The screenshot shows a software interface with a top navigation bar containing tabs: Items, Promotions, Shipping, Billing, Accounting, Relationships, Communication, Related Records, and System. Below the navigation bar is a form with several fields. The 'RETURN LABEL EMAIL' field is highlighted with an orange circle. Other fields include 'REASON FOR RETURN', 'RETURN LABEL REQUEST', 'SALES PARTNER', and 'B2C PONUM'. At the bottom of the form, there are two buttons: 'Add Multiple' and 'Clear All Lines'. There is also a 'DISCOUNT' field with a dropdown menu.

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 Restocking Fee 9%

QUANTITY	UNITS	INVENTORY DETAIL	DESCRIPTION
2			Envo 1-Piece 1.26 GPF Single Flush Elongated Smart Toilet and Bidet in White
1	EA		Echo 1-Piece Dual Flush Elongated Smart Toilet and Bidet

TL-STFF950WH

<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"

ORACLE NetSuite SWCORP LUXURY HOME BRANDS

Search

Activities Leads Opportunities Customers Forecast Reports Analytics Pacejet

Return Authorization

RMA48568 15927 Shop Anzzi **CLOSED**

Edit Back Actions

Primary Information

RTN. AUTH. #
RMA48568

CUSTOMER
15927 Shop Anzzi

DATE
2/6/2024

PO #
SA3308

Sales Information

Create New

- Contact
- Email
- Letter
- PDF
- Task
- Phone Call
- Event
- File
- Note
- Celigo Integration Log

MEMO
Ticket #250594 | Box damaged, miss
RETURN CARRIER

RMA TRACKING NUMBER

9 Click "Task"

ORACLE NetSuite SWCORP LUXURY HOME BRANDS

Search

Activities Leads Opportunities Customers Forecast Reports Analytics Pacejet

Return Authorization

RMA48568 15927 Shop Anzzi **CLOSED**

Edit Back Actions

Primary Information

RTN. AUTH. #
RMA48568

CUSTOMER
15927 Shop Anzzi

DATE
2/6/2024

PO #
SA3308

Sales Information

Create New

- Contact
- Email
- Letter
- PDF
- Task
- Phone Call
- Event
- File
- Note
- Celigo Integration Log
- WMS Closed Task
- WMS Open Task
- Case Related Records
- Pacejet Package Info


MEMO
Ticket #250594 | Box damaged, miss
RETURN CARRIER

RMA TRACKING NUMBER

CREATED FROM
Sales Order #SOS2838459

PARTNER

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

 **Task**

Save **Cancel**


Primary Information

CUSTOM FORM * Standard Task Form	PRIORITY * Medium
TITLE * RMA48568 - need return label	INSERT BEFORE
ASSIGNED TO * Adria Bethel	STATUS * Not Started
<input type="checkbox"/> NOTIFY ASSIGNEE BY EMAIL	<input type="checkbox"/> PRIVATE TASK

Date and Time

START DATE * 2/23/2024	START TIME
DUE DATE * 2/23/2024	END TIME
DATE COMPLETED 	REMINDER TYPE None

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

 **Task**

Save **Cancel**

Primary Information

CUSTOM FORM * Standard Task Form	PRIORITY * Medium
TITLE * RMA48568 - need return label	INSERT BEFORE
ASSIGNED TO * Adria Bethel	STATUS * Not Started
<input type="checkbox"/> NOTIFY ASSIGNEE BY EMAIL	<input type="checkbox"/> PRIVATE TASK

Date and Time

START DATE * 2/23/2024	START TIME
DUE DATE * 2/23/2024	END TIME
DATE COMPLETED 	REMINDER TYPE None

12 Select the individual that the task is for

✓ TASK

Save

Cancel

Primary Information

CUSTOM FORM *

Standard Task Form

TITLE *

RMA48568 - need return label

ASSIGNED TO *

Ali

Aliesky Cardenas

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

REMINDED

Primary Information

CUSTOM FORM *

Standard Task Form

TITLE *

ASSIGNED TO *

nic

Nicholas Cabarrocas

Nicollette Chavez-Olarte

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


REMINDED

None

Made with Scribe - <https://scribehow.com>

7

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