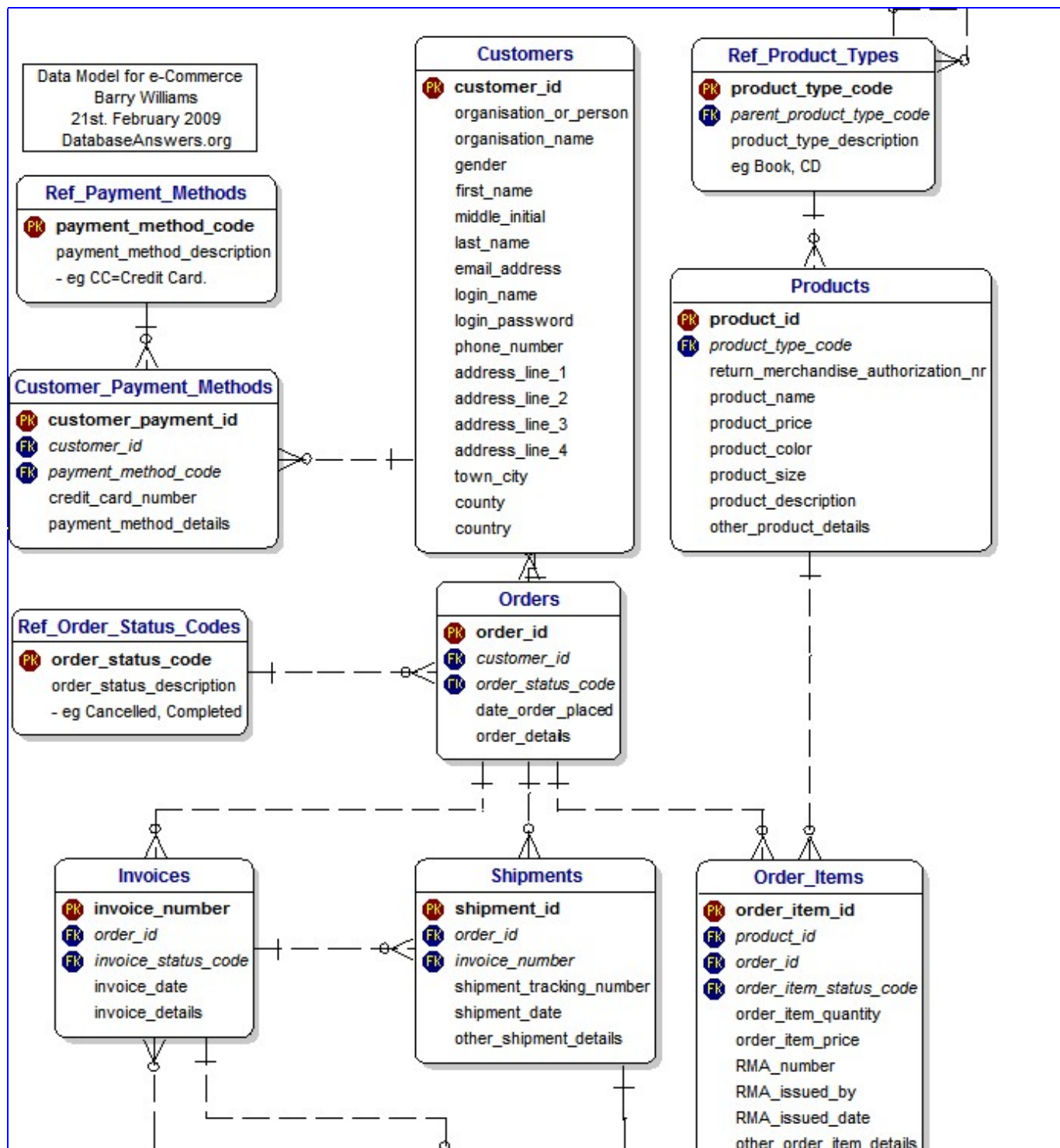


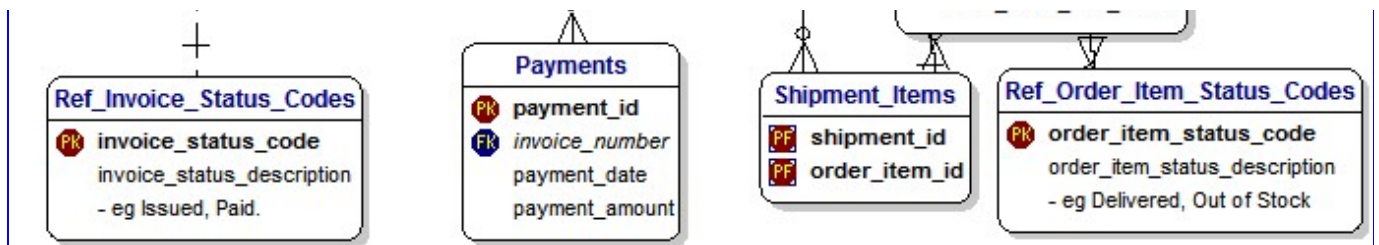

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The Business Rules have been drafted to define the conditions to ensure that the Database will support the business.

[Email me](#) if you would like an Access Database.





On February 21st. 2009, I added this note about **RMA**, and a few related fields to the Order_Items Table.

"What is" says :-

An RMA (Return Merchandise Authorization) is a numbered authorization provided by a mail-order merchant to permit the return of a product.

Here's an extract from "What Is" describing an RMA :-

An RMA (return merchandise authorization)

is a numbered authorization provided by a mail-order merchant to permit the return of a product. Most mail-order businesses have a policy concerning returns.

Some companies allow only defective products to be returned; others allow any software to be returned if it is unopened.

To return a defective product, a typical process is:

First, the customer must call the technical support office and speak with a technician.

The technician helps to determine whether the product is indeed defective.

This usually involves the customer answering several questions and following the technician's directions for testing the product in question. If the technician feels that the product is defective, the technician issues an RMA. This process is especially important concerning software because most merchants do not allow the return of software unless the packaging is unopened.

Wikipedia says :-

A Return Merchandise Authorization or Return Material Authorization (RMA) is a transaction whereby the recipient of a product arranges to return defective goods to the supplier to have the product repaired or replaced or in order to receive a refund or credit for another product from the same retailer or corporation. In practice, an RMA is only issued after a series of tests.

The specifics vary between different retailers and industries, but in general the steps taken are similar.

Here are a couple of useful links about Return Merchandise Authorization (RMA) :-

- [What is an RMA ?](#)
- [Wikipedia on RMA](#)

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