



Tutorial - Questions for Reverse Logistics

Exercise 1: Repairs – RMA Handling

Suppose Customer MX-0010 has a broken air-conditioner unit and want to repair that asap. They have signed advance replace agreement with TDC to handle repairs.

1. Go to Repair > RMA and click on New
2. Enter Customer Id and select an RMA type
3. Go to Lines tab and click on New
4. Select the Return Reason “Advance Replace” from the list
5. Enter the Part Id ‘AIR-CON’ as Item To Receive
6. Enter the place id ‘TDC-REPAIR’ as Receive To Place
7. Set Item To Ship and Ship From Place as ‘TDC-REPAIR’
8. Enter Quantity as 1 and save the line

Since this is ADVR process, first send a good unit

9. Go to Parts and Labor tab and run pick list to create a shipment
10. Go to the shipment and process the shipment by entering serial details
11. Now receive the faulty unit, Go to Receiving and click on New
12. Enter RMA Id and Receive To Place, click on Save
13. Process the receiving by entering serial details
14. Go to the RMA and check Status, It has been completed
15. Check the product record and repair center record created for the received serial id

Exercise 2: Third Party Repairs

1. Create an Authorize Service Provider record (TDC-ASP) and set is as a supplier
2. Create a new RMA for the customer MY-0010
3. Add a new line and select the return reason ‘Repair and Return’
4. Fill Item to Receive and Item to Ship as ‘AIR-CON’, set quantity as 1
5. Fill Repair place, Receive to place and Ship to Place as ‘TDC-REPAIR’
6. Create a receipt for the RMA
7. Enter serial information and post the receipt
8. Create a 3rd Party Repair order through Logistic Manager for the above serial. Use Place Id to Repair as ‘TDC-ASP’
9. Check the Run Log id created and copy the Request id
10. Open the Request id and ship the faulty unit to the ASP
11. Check the product record and repair center record created for the received serial and observe the changes
12. Go to Serial Search screen (Inventory > Stock > Serial Search) and search for the serial. No record can be seen
13. Go back to Run Log id and copy the PO id
14. Receive the PO by entering serial details
15. Check the product record and repair center record and observe changes



16. Go to the repair center record and mark the check box 'Ready To Ship'
17. Go back to the RMA and observe that part need line was created
18. Ship the good unit back to the customer
19. Observe the changes – RMA is completed, product record is updated, repair center record is closed with some updates

20. Create another RMA for the customer MB-0010
21. Add a new line and select the return reason 'Repair and Return'
22. Fill Item to Receive and Item to Ship as 'AIR-CON', set quantity as 1
23. Fill Repair place as 'TDC-WRHS' and Receive to place and Ship to Place as 'TDC-REPAIR'
24. Create a receipt for the RMA
25. Enter serial information and post the receipt
26. Refresh the RMA and see part need line was created
27. Create a shipment and send the faulty unit to 'TDC-WRHS'
28. Create a receipt for the shipment and post the receipt
29. Go to the repair center record and set the unusable unit as usable unit. Use 'Transfer Unit' option under the repair center
30. Mark the check box 'Ready To Ship' under the repair center
31. Go back to the RMA and refresh. Observe that new part need line was created
32. Use the part need line to ship the usable item to 'TDC-REPAIR'
33. Receive the shipment at 'TDC-REPAIR'
34. Go back the RMA refresh. Observe that the 3rd part need line was created
35. Use the part need line to ship the usable item to the customer

36. Create a new RMA for the customer MB-0010 and check 'Repair Pool Swap' process as well
37. Under Repair Center check following two options,
 - Transfer Unit
 - Transfer Bin