

# RMA

Product Repair, Replacement & Refund Program

Developed by GRIDSONLAB

# What is RMA Software?

RMA software manages repairs and replacements for customers and maintains your company's service rating.

## Repair

Manage product repairs and Customer's repairing charges.

## Workshop, Multi Brands & Manufacturers

Repair multiple products in workshop, manage multi brand warranty claim from different manufacturers or vendors easily.



## Replacement

Check product warranty and claim warranty or credit note to customer. Manage serial number wise warranties.

## Refund

Provide refund facility to customers and demand debit note to vendors

## Dispatch Management

Managing the receipt and shipping of RMA products and timely delivery accordingly.

# Why I need RMA Software?

Simply 3 Reasons  
Your Growing Business need  
RMA



## Reason 1

### Reduce Up to 80% Bad Debts

By automating your product return process, you can control up to 80% of bad debts caused by your disorganized RMA process. Dealers and customers settle their unclaimed RMA cases with their new purchases and you get bad debt at the time of payment recovery.



## Reason 2

### Retain Existing Customers & Encourage New Ones

Consumers today are very concerned about potential return odds and are not comfortable buying from sellers that do not have a clear return policy. Having complete transparency of your return process will ensure the loyalty of existing customers and the confidence of new customers.



## Reason 3

### Save Business Costs Improve Product Return Policy

RMA gives the seller the ability to determine which products are acceptable and which products are rejected for actual return. The less resources you spend on processing returns, the more positive your profit margin will be. By automating your product return process, employees can focus more on doing the work that actually makes money for the company.

# New RMA Features



## Software APIs

No need for master creation  
APIs connect RMA software  
directly to ERP and automatically  
transfer data like

- ✓ Customers Master
- ✓ Products Master
- ✓ Vendors Master
- ✓ Product Warranty Information



## Serial no. Tracking

Serial number is a unique number  
of a product which makes it easy  
to locate the date of sale or  
purchase. It helps whether to  
return the product or claim the  
warranty.



## RMA Website

On your RMA website, customers  
can directly log a feedback and  
track their RMA status.  
Also customer gets live web link  
on his WhatsApp number to  
update himself about RMA status.

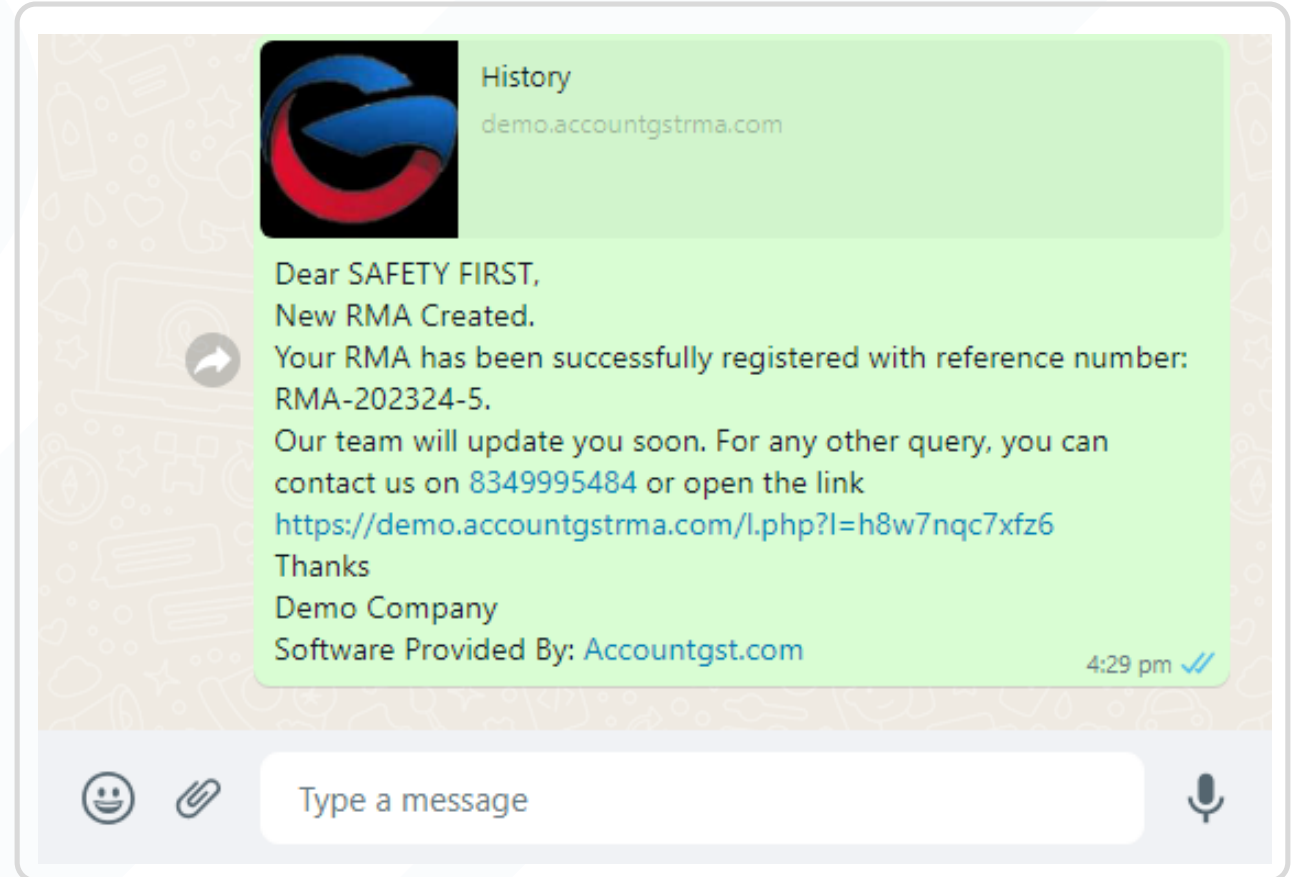


## Stock Management

It facilitates flawless transfer  
process of products from stock  
department to RMA department  
and controls inventory of repaired  
or replaced products.

# Communications

## Auto Status Messages on Customer's WhatsApp



# Live Web Link

RMA Live Web Link keeps the customer updated about RMA progress on his/her WhatsApp number

- ✓ Product Pending Status
- ✓ Product Ready to Deliver
- ✓ Product Delivered
- ✓ RMA Closed



Demo Company

GSTN: 23AAJCG7161ZC

Contact: 8349995484

Email: rma@democompany.com

Address: 26, Jasmine Park

SAFETY FIRST  
9893422136

**RMA-202324-5**  
15-07-2023  
Products: 3

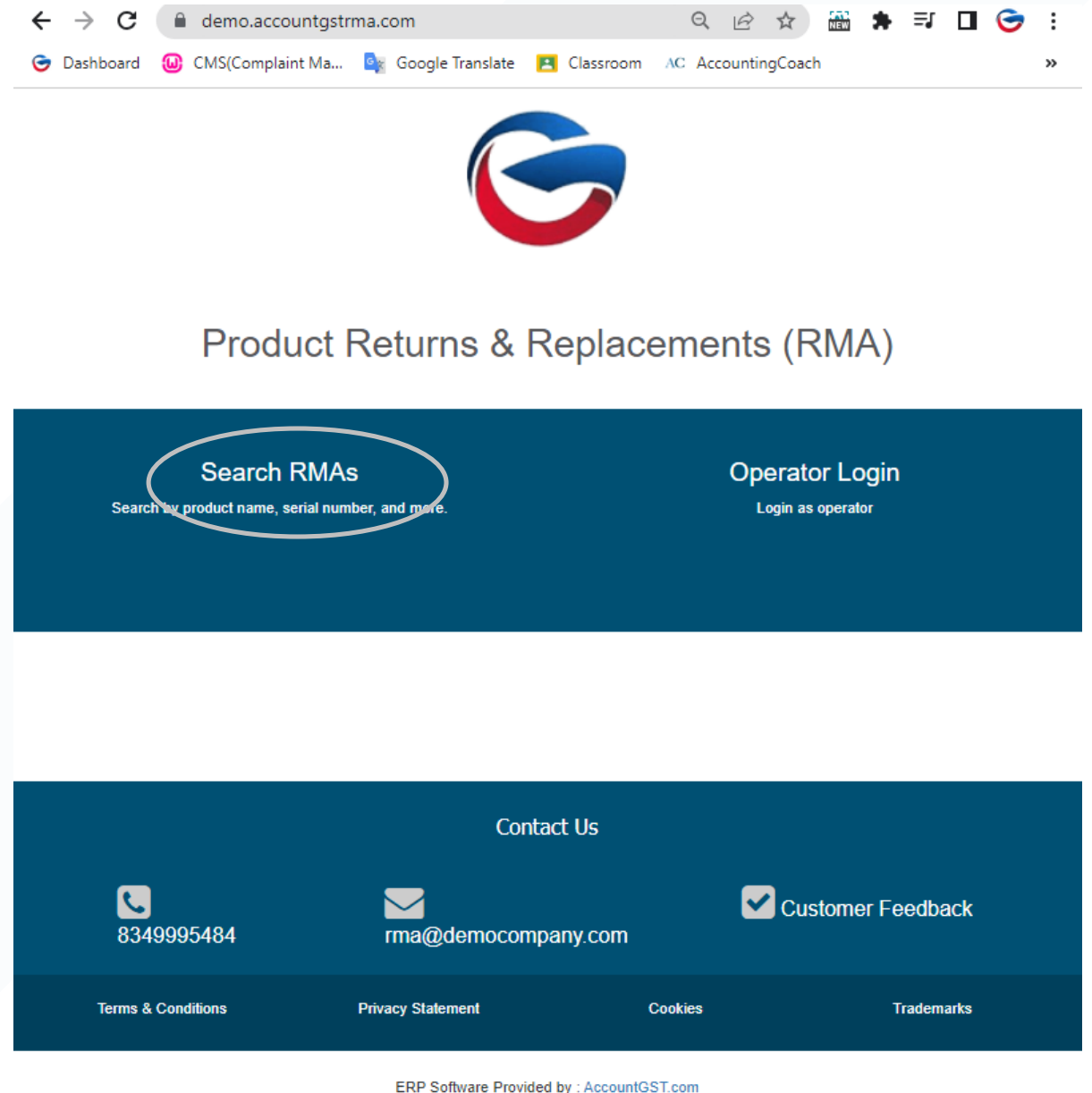
**GRN Details:**  
Mode: Ship By Customer  
Courier Name : ICL LOGISTICS  
Docket number : DC25790  
Courier Date : 15-07-2023  
Description :

Product Detail	Additional Accessories & Problem Reported	My Ref. No.	Status	Return To Customer
4G CPE AF790 Old: 4690134 New:		12321	Material Received & executed for further process	Pending
COUNTING MACHINE MY3900 Old: 8912346 New:	Power Adapter Hanging	12321	Material Received & executed for further process	Pending
CP PLUS CP-UNC-TB41L3-MDS Old: 986234692 New:	Adapter + Power Cable No Display	12321	RMA Closed And Material dispatched	Courier Name : Docket number : DC8679333 Courier Date : 15-07-2023 Description :

# Your RMA Website

## RMA Website Adds New IT Automation to Your Business

- ✓ Direct RMAs Search
- ✓ Customer Login
- ✓ Operator Login
- ✓ Company Contact Information



The screenshot displays a web browser window with the URL [demo.accountgstrma.com](http://demo.accountgstrma.com). The browser's address bar shows navigation icons (back, forward, refresh) and search, share, and star icons. Below the address bar, there are several tabs: Dashboard, CMS(Complaint Ma..., Google Translate, Classroom, and AccountingCoach. The main content area features a logo consisting of a stylized 'G' in blue and red. Below the logo, the heading "Product Returns & Replacements (RMA)" is centered. A dark blue banner contains two main sections: "Search RMAs" with a subtext "Search by product name, serial number, and more." and "Operator Login" with a subtext "Login as operator". Below this banner, there is a "Contact Us" section with three items: a phone icon with the number "8349995484", an email icon with the address "rma@democompany.com", and a checkmark icon with the text "Customer Feedback". At the bottom of the page, there are four links: "Terms & Conditions", "Privacy Statement", "Cookies", and "Trademarks". The footer text reads "ERP Software Provided by : AccountGST.com".

# Pricing & Licensing

Features	Standard
Multiusers	Yes
Web Interference	Yes
Unlimited Customers	Yes
Unlimited Products	Yes
Support Voice + Chat + Remote Desk + WhatsApp	Yes
Amazon Instance V1*	SQL Storage = 500 MB, VCPU = 1, RAM = 8GB, Bandwidth = 10 GB
Branch	1
Extra Branch	10000.00
** Next Year Renewal	14000.00
<b>Purchase Cost</b>	<b>44000.00</b>

All Taxes are extra

- AWS Cloud: Start small Plan and Pay as you grow
- \*\* Renewal plan include Support + AWS + Software maintenance



# THANKS!

## Any questions?

You can find us at:

- Email: [support@gridsonlab.com](mailto:support@gridsonlab.com)
- Tel: 8349995484, 9893422136
- Website: [www.gridsonlab.com](http://www.gridsonlab.com)



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