Oracle SCM Cloud Suite Purchase Order – RMA Return

This application helps to perform a return against a received, return material authorization (RMA) or receipt against an RMA.
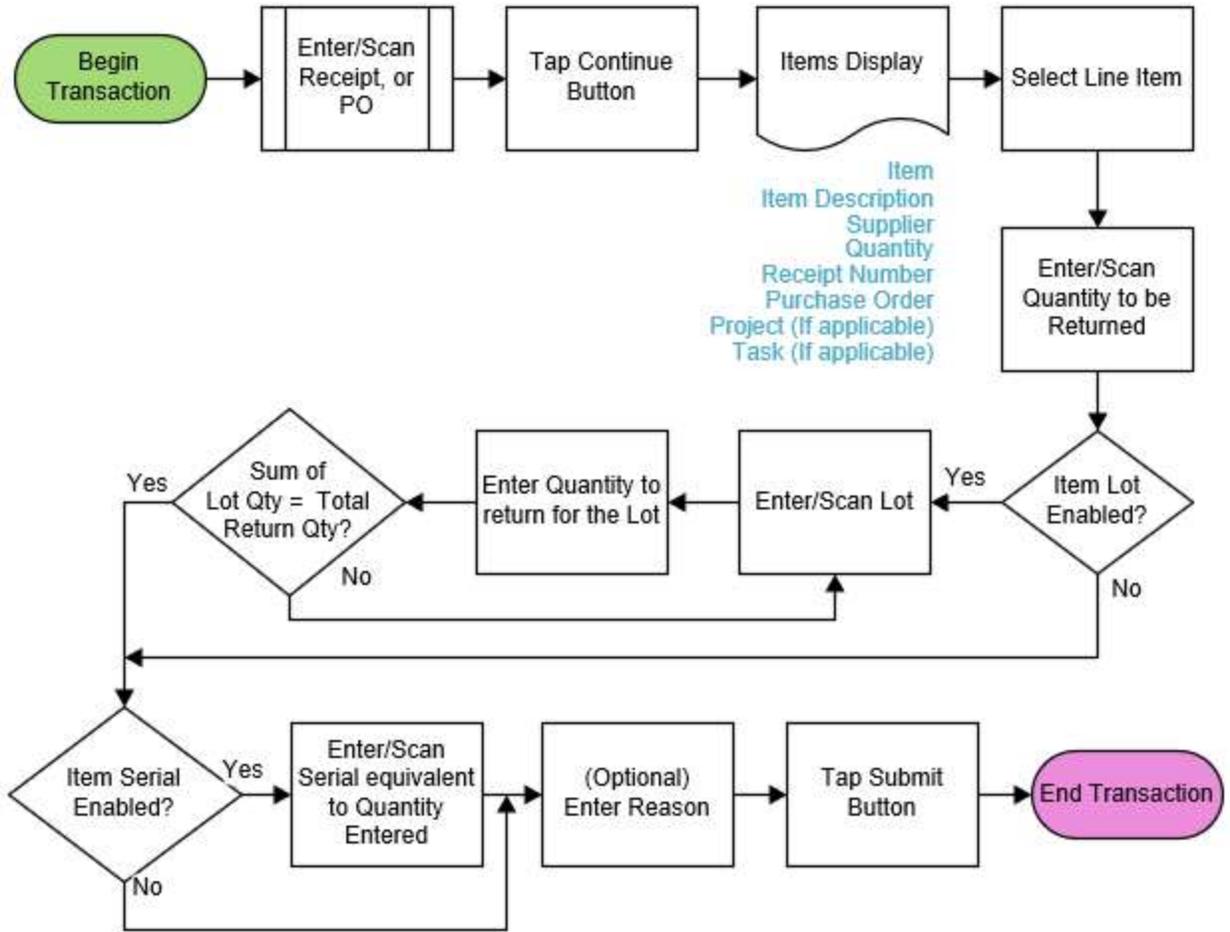
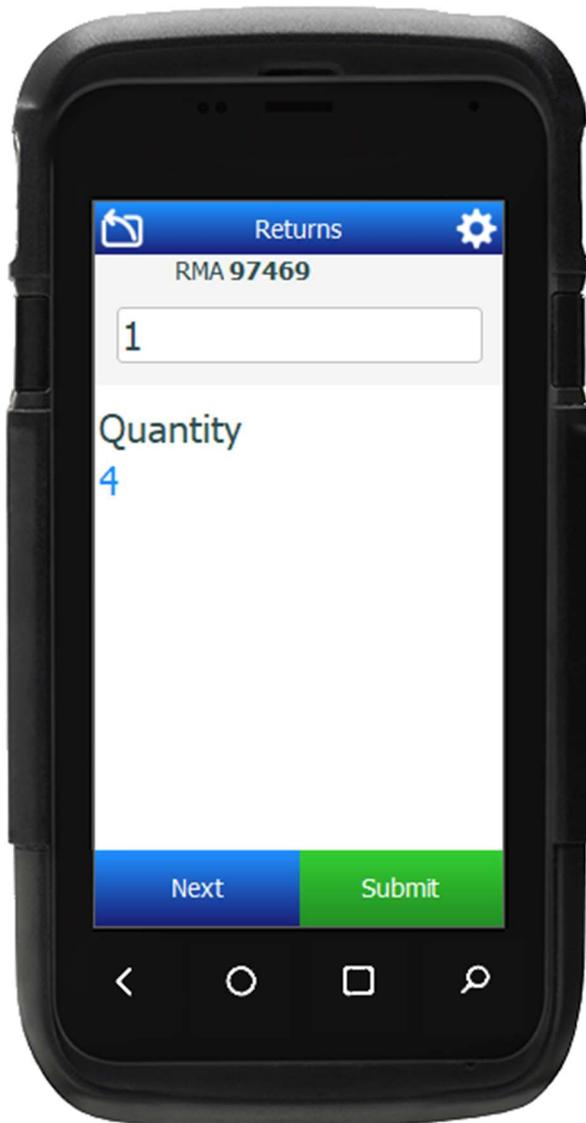Workflow Documentation

2022

RFgen provides its customers Oracle-validated, ready-to-use suites of SCM Cloud applications. This document describes the business workflow used in this application.

Oracle SCM Cloud: PO – RMA Return Workflow

```
Begin Transaction → Enter/Scan Receipt, or PO → Tap Continue Button → Items Display → Select Line Item
```

Items Display fields:
- Item
- Item Description
- Supplier
- Quantity
- Receipt Number
- Purchase Order
- Project (If applicable)
- Task (If applicable)

```
Select Line Item → Enter/Scan Quantity to be Returned → Item Lot Enabled?
    Yes → Enter/Scan Lot → Enter Quantity to return for the Lot → Sum of Lot Qty = Total Return Qty?
        No → (back to Enter/Scan Lot)
        Yes → Item Serial Enabled?
    No → Item Serial Enabled?

Item Serial Enabled?
    Yes → Enter/Scan Serial equivalent to Quantity Entered → (Optional) Enter Reason → Tap Submit Button → End Transaction
    No → (Optional) Enter Reason → Tap Submit Button → End Transaction
```

PO – RMA Return

This application helps to perform a return against a received, return material authorization (RMA) or receipt against an RMA.

Workflow Description

First the user scans, enters, or search for RMA receipt or RMA.

If the user enters a receipt number, the RMA field will be hidden. Or, if the user searched with an RMA, then the Receipt Number field will be hidden.

The user taps the **Continue** button if the Items do not display upon entry.

Next, the list of received items against the selected receipt number or purchase order displays. The list shows:

Item
Item Description
Customer
Quantity
Receipt Number
RMA
Project (If applicable)
Task (If applicable)

Next, the user taps on the item (line item) they want to return.

Next, the user enters the quantity to be returned in the Quantity field.

Next, if the item is lot-controlled, then the user enters/scans the lot in the Lot field. After the lot is entered, the user is prompted to enter the lot quantity to be returned. If the sum of the lot quantity is equal to the return quantity, the user is allowed to proceed. If the sum is not the same, then the user is not allowed to continue until the lot quantity matches the return quantity.

If the item is not lot-controlled, then the user continues to the next step.

Next, if the item is serial-controlled, the user will enter a serial count equivalent to the quantity to be returned. Once the serial count is equivalent to the return quantity, the user is prompted to enter the Reason (which is optional).

Next, if the item is not serial-controlled, the user scans or enters the Reason for the return. This entry is optional.

Next, the user taps the **Submit** button. This sends the data for return to Oracle SCM Cloud.

The arrow in the upper left corner undoes the current entry and moves the cursor back to the previous prompt until you reach the menu.