# Use BPI's New RMA System for More Efficient Returns

We're introducing a new system to process returns at BPI. After assessing our old system, we realized it could be more efficient and less frustrating for our customers. Our new mobile RMA system allows you to initiate the process at any time and submit supporting documentation easily, making it much more convenient for you and your team.

How Does BPIs New RMA System Work?
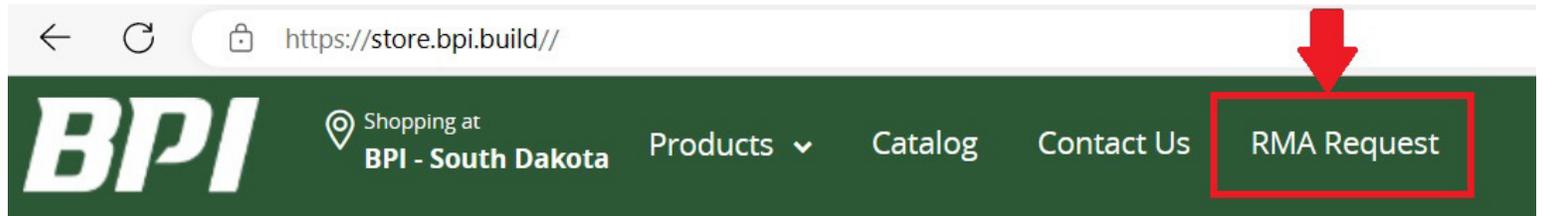
An RMA (return merchandise authorization) is the first step to process a return to receive a refund, replacement or correction.

Helpful Hint: Have your invoice information and pictures ready before starting your return. Once in the form, use the Tab key to move between fields.

1. **To use BPI's new RMA system, go to https://store.bpi.build//, then click on RMA Request in the top navigation.**
2. **Click: BPI Return Material Authorization (RMA) Request Form**
3. **Complete the form fields.**

Find the **Required: Invoice Information** on invoices, delivery tickets, and product stickers (invoice number, shipment, and customer account information). Your warehouse staff can easily enter the RMA by pulling this info from the stickers and inputting it via their phone rather than involving your office staff.

In the **Invoice Line Detail** section, select the **Reason Code** for the return from the drop-down menu and include any required notes. After entering, you will know if the reason and time frame are within BPI's return policy.

All RMA requests require images of the returned product. However, this is now much easier to do as the warehouse staff can add images via their phone to the RMA link or from their email using drag and drop.

4. Submit form.

After submitting the RMA, you will get two notifications from the RMA system and your RMA document:
- Receipt confirmation of the RMA request by the BPI team.
- An RMA number when your RMA request is accepted.
- An email with the RMA attached.

Our new RMA system is an easy and quick process that you or a BPI rep can do via any mobile device. You don't have to wait for a sales rep to visit or for your inside sales rep to be available to enter the RMA information. And if someone has a day off, the RMA doesn't have to wait. Entering an order is not dependent on our business hours or yours — if you have someone working remotely or during atypical hours, the RMA can still be submitted and received by BPI.

Once you submit an RMA, our goal is to notify you within two days if it's approved, denied or needs more information. The BPI team can easily monitor the progress of each RMA.

When the RMA is approved, the invoice number and RMA number will be listed in the notification.

RMA Request Help Documents available to download include:

- ☑ BPI Return Policy
- ☑ Overview of How to Submit an RMA Request
- ☑ How to Submit an RMA Request via Android
- ☑ How to Submit an RMA Request via iPhone
- ☑ Troubleshooting

The Benefits of Using BPI's Mobile RMA System

- ➔ **Increased Efficiency.** This mobile process reduces the time and number of staff needed to submit an RMA, reducing transaction costs and increasing productivity.
- ➔ **Increased Transaction Turnaround Time.** Entering your RMA as soon as possible helps you get credit faster and puts that money back into your business.
- ➔ **Reduced Errors.** Because one person inputs data, errors are minimized, and processing costs are decreased.
- ➔ **Data Centralization.** Every department (sales, support, warehouse, accounting, shipping) works from the same single source of truth and has needed information upfront.
- ➔ **Increased Customer Satisfaction.** Your customers will be more satisfied with the faster return turnaround time.
- ➔ **Data Tracking.** Once data tracking is enabled, BPI can better track why product is returned and address those issues before they happen.

Get a faster turnaround time on RMA requests! Download our overview on how to submit an RMA request and benefit from an easier, more efficient system of entering RMAs.

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