



## Compatibility

### Adagio

GridView 8.1A - 9.2A  
DataCare 9.2A  
Inventory 9.2A \*  
ODBC 9.2A  
OrderEntry 9.2A (2016.01.11) or higher

### Other

MS Office 2010, 2013, 2016  
MS Windows Vista (SP2),  
7 (SP1), 8, 8.1, 10  
MS Server 2008R2 SP1 or higher  
Crystal Reports® 2011 and 2013  
(requires Adagio ODBC 9.2A)

### Note

The most up-to-date compatibility information is on the Product Compatibility Info link at [www.softtrak.com](http://www.softtrak.com).

## Enhancements in RMA

- Initial release of Adagio RMA add-on. Adagio RMA allows you to enter, print/email and track Return Merchandise Authorizations in Adagio OrderEntry, then create a credit note when returned goods are received.
  - Adds RMA Return Codes to OrderEntry.
  - Adds an RMA Listing report and the Orders/Invoices/Credit Notes report includes an RMAs option.
  - Quantities on RMA are tracked in Adagio Inventory by Location. The field 'Qty. on RMA' has been added to Quantities tab in the item.
  - Adds option in Security Groups to allow creating RMAs.
  - Adds 'Default posting to RMA' option to the Company Profile. Controls whether posting an RMA defaults to posting as an RMA or a credit note.
  - Adds 'RMA Expires after n days' option to the Company Profile. Provides a default for RMA creation. When the number of days has been exceeded and the goods have not been returned, the RMA will be flagged as expired and the 'Qty. on RMA' decremented in the item.
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- Adds 'RMA Location defaults' option to the Company Profile. Specifies the default Location for returned goods.
  - Adds these new specification codes:
    - E63 RMA number
    - E64 Last print date RMA
    - E65 Last print time RMA
    - E66 Last print user RMA
    - E67 RMA Count
    - E68 RMA reason code
    - E69 RMA reason descriptionNote: Use E09 for the Expected Return date for RMAs.

## Installing

Adagio RMA is an Add-on product for Adagio OrderEntry. Adagio RMA requires OrderEntry. It requires OE 9.2A (2016.01.11) or higher. If you have OE 9.2 (2015.07.29) you must install the OE Service Pack 9.2A (2016.01.11).

To install Adagio RMA you need the serial number and install code from the download instruction email sent to you by Softrak Systems.

To install Adagio RMA, run the program file you downloaded. Once the install program is running, you can click the View button for detailed installation instructions in the Readme help.

Adagio RMA does not require a workstation install.

\* Adagio RMA is compatible with Adagio Inventory 8.1A and higher. However, Adagio Inventory 9.2A is recommended. If earlier versions are used, the Quantity on RMA in Inventory items cannot be updated. When Adagio Inventory is later upgraded to 9.2A the OrderEntry Data Integrity Check (DIC) will report errors on the 'Qty. on RMA' field for any outstanding RMAs. The DIC in OE (but not IC) will rebuild these errors and this must be done after upgrading Adagio Inventory.

As of the initial release of Adagio RMA 9.2A, the Item Inquiry with Sales And Cost function does not show the 'Qty. on RMA' on the Quantities tab in the item, although it can be added to the items grid. A future release of Adagio Inventory will include the field on the Quantities tab.

Adagio RMA 9.2A **requires Adagio DataCare (if used) to be version 9.2A or higher.**

