

# Returngoods Maximize Profit

maintain Data

Tools

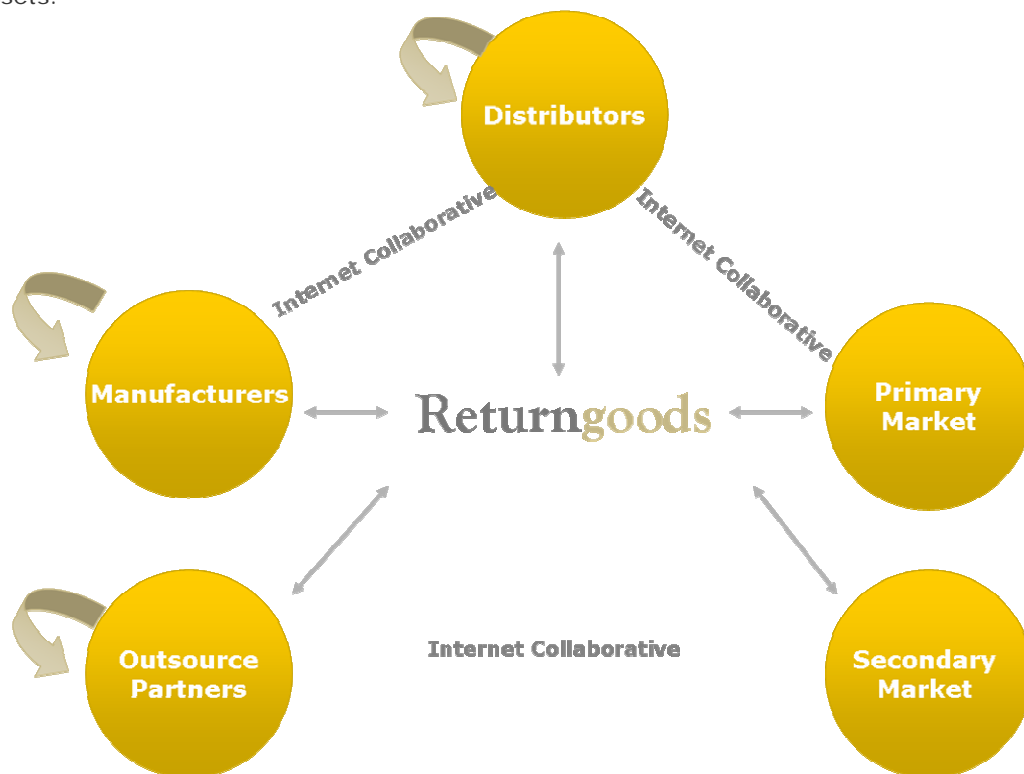
Reports

Developer

Companies have long been investing billions of dollars to improve forward logistics to grow and optimize profit potential. Most companies, however, fail to pay attention to one of the most important aspects of their business processes – Collaborative Reverse Commerce (CRC). CRC is the process of efficiently collaborating, planning, implementing, and managing the activities of returns to suppliers, and the activities of remanufacturing, and reselling.

For the past few years, many software companies have focused on the forward supply chain and enabled companies to streamline procurement and order-fulfillment process like never before. But when orders are wrong, the incorrect products are shipped, the products arrive damaged, the products need servicing, or the stock rotation is required, what may save customer relationships is an efficient return process. The processes of tracking and managing the return inventory efficiently and managing the returns to your suppliers have been grossly overlooked. Hence, the Reverse Commerce has been mainly neglected. According to Forrester Research, the market will have to deal with \$11 billion worth of returns by 2002, resulting in \$1.8 billion to \$2.5 billion in losses.

Currently, a large number of companies face major challenges in managing the return process, reverse logistics, reverse inventory, and return-to-supplier process. A well-managed CRC process can improve customer satisfaction, save millions of dollars in cost and inventory, and generate millions of dollars in revenue by recovering assets.



Configurable Workflow engine streamline the disposition of returned goods and accelerate remarketing.

## About Returngoods

Returngoods is a leading Enterprise Collaborative Reverse Commerce solution. Returngoods Hosted Platform enables manufacturers, customers, distributors, suppliers, and outsourcing business partners to collaborate and efficiently manage the complete reverse commerce process. The solution streamlined one of the most complicated business processes and provides large ROI quickly. Returngoods can be implemented as ASP or enterprise intranet solutions.

### Returngoods.com Enables Companies to Increase Profit by:

#### \* Capitalize on Revenue Opportunity

Turn your Reverse Supply Chain into a revenue-generating channel. A well-managed CRC can provide untapped revenue opportunity by remarketing returned products and servicing out-of-warranty products.

#### \* Recover Lost Asset

Do you know how much value is in your Reverse Supply Chain channel? Without a proper tracking system, you would not be able to track your assets. Having the visibility throughout this channel worldwide provides you with the ability to identify your assets and take appropriate actions to recover these idled or lost assets.

#### \* Reduce Operating and Warranty Cost

Do you know your cost for reverse logistics process, to store your returned inventory, warranty cost, and managing the process? Unmanaged or inefficiently managed processes demand more labor and incur opportunity cost.

#### \* Reduce Cycle Time

Whether your customers return goods for credit, refund, replacement, or repair, you will gain a competitive advantage when you respond quicker than your competitors. The Rework module will reduce the handling and processing cycle time so the financial and material transactions will be handled quickly.

#### \* Enhance Customer Satisfaction

Acquiring a customer requires a large investment. Successful companies have done a great job of creating a positive experience for their customers in the selling process. Most companies, however, have invested very little or paid no attention in creating the same experience for the return process. Your customers' experience in the return process can determine whether they will continue to be your customer or migrate to your competitors. RG.Symphony enables your customers and vendors to request and review RMAs using the internet. It provides instant information and enables your customers and your staffs to be more efficient and productive. Enabling your customers to have a positive experience throughout the whole process, including any returns, will bring your customers back for repeat business and referrals. It builds customer loyalty and brand reputation.

#### \* Improve Inventory Visibility, Turns, and Shrinkage

Returned products are still your inventory! A critical factor to the bottom line is that your organization has the same level of inventory visibility as the forward Supply Chain. Returngoods helps manage and provide real time inventory visibility worldwide.

#### \* Time-To-Remarket

Do you know how much value is in your reverse logistics channel? Without a proper tracking system, you would not be able to track your assets within this channel. Having the visibility throughout this channel provide you with the ability to identify your assets and take appropriate actions to recover these lost assets.

## \* Analysis Feedback

Do you know why, when, and how much of your products are coming into your reverse channel? Having the ability to review critical reverse logistics information gives you the competitive edge and a feedback mechanism to improve your product and process? Returngoods tracks all of the critical data and enables customers to view virtually all aspects of the data analysis on the web.

## \* Scalability

Returngoods.com is built on a web-component architecture offering unmatched reliability, scalability, flexibility, and performance. The system includes redundant processes for maximum system uptime, and supports the distribution of software functions and services across multiple servers. It provides the reliability and scalability needed for large, mission-critical deployments. Returngoods is designed to integrate seamlessly with leading ERP and Call Center databases via the VDS™ (Virtual Data Synchronization) and the VDM™ (Virtual Data Mining) technology.

