

Returngoods Highlights

Maintain Data

Tracks

Reports

Developer

Collaborative Reverse Supply Chain is a complex business process, if managed properly can yield significant Return On Investment (ROI). Returngoods reverse supply chain management solutions provide all of the features required to optimize your business processes. Whether you are a manufacturer, distributors, or outsource service provider, Returngoods will streamline your process and enable collaboration amongst business partners.

* Customer Control

- Maintain Customer Info And Tracks Multiple Install Sites
- Unlimited Contacts Per Customer And Install Site
- Search and View Installed Base Data
- Customer History

* Product Management

- Tracks Repair And Maintenance Parts
- Tracks Product Aliases
- Tracks Product History By Serial Number
- Maintain Product Cost And Price List
- UPC tracking

* RMA Processing

- Issue Return Material Authorizations (RMAs)
- Integrate with Call Tracking systems using the latest web service technology
- On-line RMA Request
- On-line RMA Status look up
- RMA Requisition and Approval Process
- Configure authorization level by Login ID
- Manages Credit, Refund, Repair & Return, Advance Replacement, Demo/Loaner, Lease Returns
- User Defined Return Types
- Manage Serialized and Non-Serialized Products
- Validate Warranty
- User Defined Charges
- Validate Proof Of Purchase

* System Controls

- Web based application
- Powerful And User Friendly Search Engine
- Customize Business Rules
- Tracks System and Application error
- Security By Role, User, And Function
- User-Definable Fields
- User Defined Labels
- Field Level Security
- Tracks Who, What, When
- High Volume Receiving
- Bill-of-Material Matching
- Manage Receiving Discrepancies
- At Door receiving
- Supports World Wide / Multi-Site Operation

* Reports & Analysis

- Cycle Time & Analysis Reports
- History Reports
- Status Reports
- Customizable Reports

* ERP System Interface

- Invoice and charges
- Credits and Credit Memo
- Inventory
- Customer Info
- Product Info

* Receiving Processing

- Pre-assign Return Locations
- Pre-assign Repair Locations
- RMA Processing
- Bill-of-Material Matching
- Manage Receiving Discrepancies
- At Door Receiving

* Re-Work / Repair Processing

- Rework Orders
- User Defined Repair Routings / Stages
- Tracks Repair Activity and Disposition
- Tracks Reported and Actual Problem Causes
- Tracks Failure Analysis Data
- Tracks RTV (Return to Vendor)
- Tracks Components
- Tracks Material Consumption
- Tracks Labor
- Tracks Expenses

* Discrepancy Tracking

- Product Level
- Component Level

* Disposition Management

- Product Disposition
- Component Disposition
- Traceable by Serial Number
- Disposition Advisor Workflow Management

* 3rd Party Outsource Management

- Supports 3rd party outsource model
- Consolidate data from multiple outsource partners

* Serial Number Tracking

- Shipment History By Serial Number
- Serial Number History

* Workflow Management

- User Defined In-Process Workflow

* Inventory Management

- User Defined Location Structure
- Inventory Movement Transactions
- Track Inventory By Location, Serial Number, And Revision
- Allocate Inventory By Location, Serial Number, And Revision
- Visibility Of Inventory At Stages
- Tracks Inventory Value
- Inventory Ownership