

Control, progress and monitor customer return requests

Good customer service is the cornerstone to success in business today.



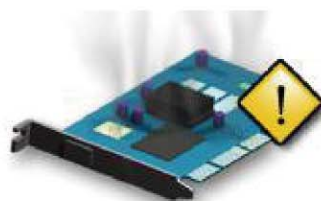
And with that goes the need to deal efficiently with problems when materials and goods have to be returned.

The Customer Returns module offers an administration console fully integrated with Sage Sales Order Processing and Inventory Control as well as the Defacto Quality Management module. In the distribution sector, the system co-operates with Defacto Vendor Returns module.

With a complete history of the problem displayed on screen, the customer service representative is ready to deal with the enquiry.

Customer Care Center	
Item(s) Returning	
Item 1	
Part Number	Serial Number
Reason for Return	

Progressing is achieved by stepping through the optional stages of enquiry, return request, authorization, site inspection, site repair or decommissioning, goods collection, goods receipt, verification and technical checking and repair, return or replacement. Configuration options make the process entirely flexible.



Customer Returns

- Customer Request Logging
- Authorization and Rejection Management
- Returns Note Documentation
- Progress History and Contact Management
- Serial Number Tracking
- Advanced Replacements
- Fast-Track Authorization
- Automatic Credit Notes & Restocking
- Technical Vetting & No Fault Charging
- End User Warranty Management
- Site Inspection & Repairs & Recovery
- User Permissions

With details of product warranty immediately available based upon customer or ultimate end-user, the system provides all the information necessary for the return/replace decision process.

Where speed of service is at a premium, the system offers an Advanced Replacement facility and a Fast-Track authorization process.

The generation of Returns documentation, Replacement Orders and Credit Notes for returned goods is all controlled automatically within the user's authorization limits. Returned items can be booked back into stock and either written off, re-conditioned or passed to the Vendor Returns module for further recovery actions from supplier.

Time	User	Memorandum
13:09	manager	
13:04	manager	Order R003000 raised
13:02	manager	
13:00	manager	Demo
12:53	manager	Quantity 2 of PROD booked in
12:52	manager	
12:50	manager	Stock has come back - send for inspec
12:50	manager	Quantity 1 of ALLOYWHEEL booked in

All documentation can be formatted using the Sage Form Designer or customized, faxed or printed with Sage Paperless or Version One DbForm thereby eliminating traditional pre-printed stationery while delivering high quality business documents.

In the case where goods are wrongly returned, No Fault or Handling charges can automatically be raised. Carriage charges and sale or return restocking charges are configurable. When repair is possible, repair costs can be charged where appropriate.

At each stage actions are controlled by user profiles set-up during installation. In the same way, problem and Fault types, Resolution Actions and Status codes can all be defined during set-up.

Other powerful features include a full audit of actions taken as well as a progress history screen which means the customer service representative is always presented with the best possible picture.



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