DEFACTO SOLUTIONS
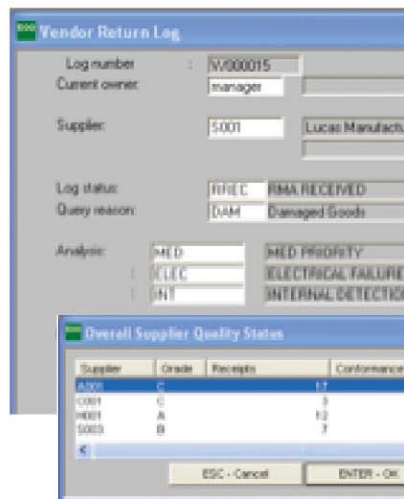
Control, progress and monitor vendor return and replacements

The Defacto Vendor Returns module offers an administration console fully integrated with Sage Purchase Order Processing and Stock Control and the Defacto Customer Returns module.

In the distribution sector, a customer returns policy is usually backed up with the vendor returns process.

In the manufacturing sector, vendor relationship is equally important with the goal of the vendor acting as a work centre of the producing plant. Early visibility of component problems can reduce scrap costs and manufacturing down-time significantly.

Effective management of vendor returns for replacement, repair or credit is paramount to minimize the overall cost to an organization of customer returns and production re-work and to ensure fast resolution of product problems.

With a complete history of the problem available from the Customer Returns or Quality Management module, the negotiation of the Vendor Return is greatly simplified. Progressing is achieved by stepping through the following stages.

Vendor Returns

- **Vendor Return Request Logging**
- **Vendor Chasing and Monitoring**
- **Consignment Build-up**
- **Consignment Notes**
- **Replacements, Alternatives, Repair or Credits**
- **Progress History and Contact Management**
- **Replacement Cost Analysis**
- **Serial Number Tracking**
- **User Permissions**
- **Full Auditing**
- **Vendor Rating**
- **Back-to-Back Integration with Defacto Customer Returns**
- **Integration with Defacto Quality Management module**

A Vendor RMA Request is raised, supported by original purchasing and warranty information, and confirmation or rejection recorded.

Products for the same supplier can then be built in to a consolidated consignment. The consignment is then despatched and the items are removed from inventory. Negotiations with the supplier can then be conducted and monitored and dialog, decisions and status information recorded directly into the system.
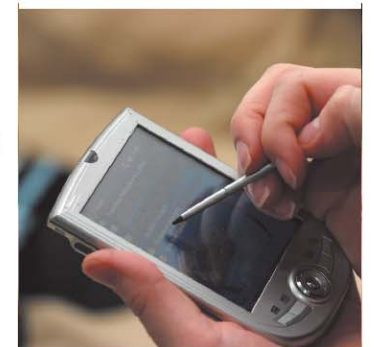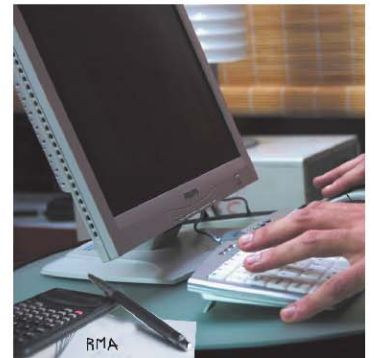
Replacement items of same or alternative or repaired product are then received or can be shipped directly to site, marked against the Vendor Return and booked into inventory. Credits for goods which are not replaced appear on the Credit Notes due log.

Reporting includes Vendor Returns Status, Chasing, Replacements Due In, Credits Due, Cost of Return by Item and Organization Overall Cost of Return.

Handheld and BarCode Data Capture

The generation of Vendor Returns documentation and Consignment Notes is all automatically controlled and can be formatted into high quality documents using Sage Paperless or Version One DbForm thereby eliminating traditional pre-printed stationery while delivering high quality business documents.

Detailed Vendor Rating is available showing delivery performance for quality, on time, price and three user defined parameters combined in a configurable weighting.

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