



ENTERPRISE RETURNS MANAGEMENT™

Managing Returns to Reduce Costs and Increase Value Recovery

Returns management is an integral component of the overall supply network, yet most companies focus exclusively on optimizing forward logistics processes. As a consequence, few firms have implemented effective procedures for managing and tracking returned goods, leading to excessive warranty exposure, transportation costs, product obsolescence, repair costs and increased reserve for returns on the balance sheet. With more than \$35 billion per year spent on processing returned goods, the profit impact of poor returns management is substantial. Equally critical is the damage that a lack of control over reverse logistics can have on customer and partner relationships.

Enterprise Returns Management

Enterprise Returns Management (ERM) offers a comprehensive, Web-based solution to automate the entire returns life cycle, from return material authorization (RMA) creation to final product disposition. ERM provides the ability to capture, dynamically print, report and analyze returns information, enabling quick response to quality or product design issues. ERM processes transaction validation prior to execution and provides global item visibility to increase efficiency and eliminate costly mistakes across the extended supply network. The solution also provides a competitive and strategic advantage because improved efficiency gained from automating returns transactions reduces costs and maximizes value recovery.

ERM is available either on-demand or on-premise and complements existing enterprise applications such as enterprise resource planning (ERP), supply chain management, customer relationship management, service parts planning and warehouse management systems, but extends those capabilities for end-to-end management of reverse product flows and disposition.

Visibility, Efficiency, Compliance Assurance

ERM offers robust functionality in all of the primary categories of return service required for a complete returns management operation. The RMA creation process provides advanced visibility to inbound goods and customizable rules to eliminate the return of non-qualifying items. Advanced routing functionality ensures items are routed directly to the proper destination (e.g., local repair depot, original manufacturer, parts warehouse, scrap in field), reducing transportation costs. ERM's receipt capabilities automate the scanning of returned items, ensuring linkage to the original RMA and identifying exceptions. ERM also supports dynamic barcode and radio-frequency identification (RFID) label generation and integration to trading partner systems. ERM's disposition capabilities feature configurable rules to direct the disposition of return units.

*Speed inventory, asset recovery
and reuse*

*Facilitate rapid credit processing
and reconciliation*

Increase customer service levels

*Reduce Reserve for
Returns inventory allowance*

*Improve Sarbanes-Oxley
compliance*

Feature

Benefit

Benefit from a process approach to solutions

Eliminates inefficiencies within and across the organization for maximum return on investment. Provides points in the reverse logistics process and sophisticated tools to orchestrate returns management.

Choose between an on-demand licensing model or on-premise

Provides flexible procurement options.

Integrate or use standalone

Integrates with an external ERP system or can be operated as a standalone system that uses a single data model.

Configure workflow processes

Provides control over internal and outsourced operations and enables organizations to quickly adapt to changing business conditions.

Validate returns prior to shipment

Prevents shipment errors before they occur due to out-of-warranty issues, grey-market items, invalid serial numbers, etc.

Reconcile RMA shipments

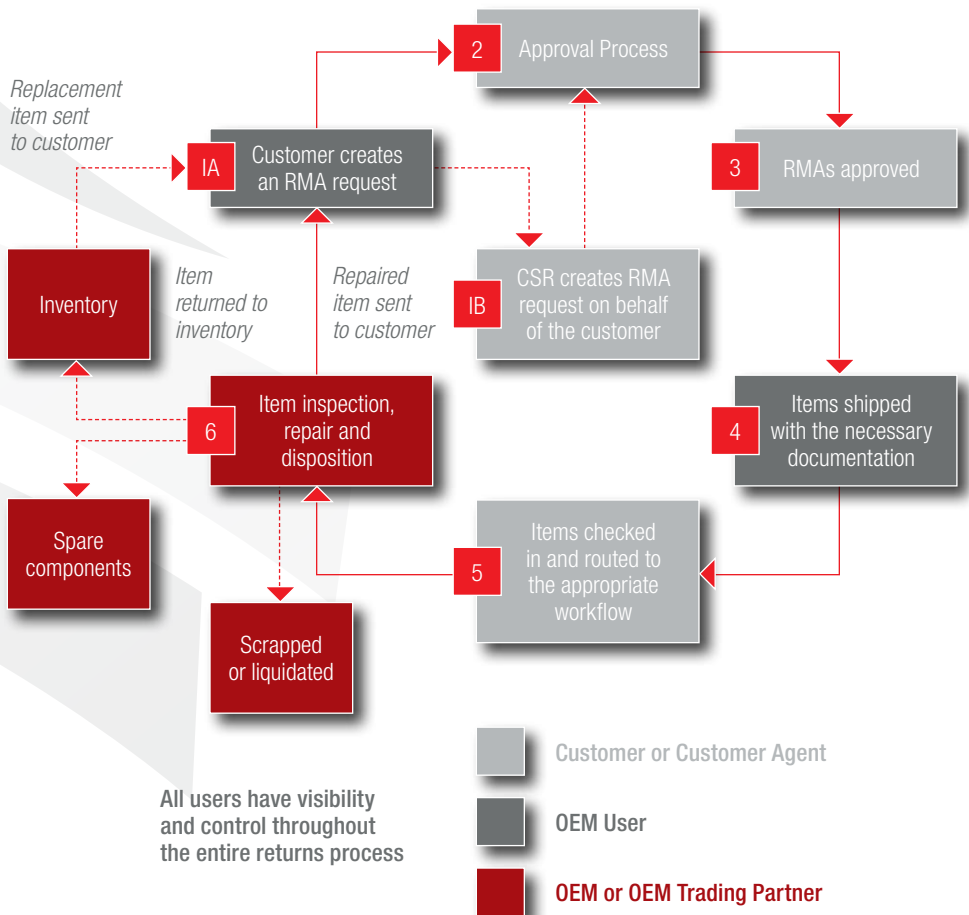
Identifies discrepancies at the receiving dock to avoid invalid credit memos.

Print documents remotely

Ensures appropriate barcode labeling at point of origin. Removes unnecessary transportation and warehousing costs and improves inbound materials processing.

TAKE Supply Chain's Proven Experience

Since 1994, TAKE Supply Chain has assisted more than 320 clients in automating and controlling process execution within their extended supply networks. TAKE Supply Chain extends corporate policies and procedures through the corporation and its supply chain using industry best practices for distribution and fulfillment, supplier relationship management, trading partner integration and reverse logistics, mobile data collection and barcode label management that complement the existing ERP infrastructure.



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