

Data Sheet

KEY BENEFITS

REDUCE YOUR CUSTOMER SERVICE TIME HANDLING RETURN CALLS

Reduce the time it takes for your customer service team to gather information for a customer return as customers can apply for a return directly from your eSource website.

STREAMLINE YOUR RETURNS PROCESS

Once the customer submits the return request from the website, the return information is readily available in the Microsoft Dynamics GP Returns Management Module. The customer service representative will immediately have the customer information, the product requested for return, the quantity requested for return, as well as a reason code – all of the information necessary to begin the return process.

AUTOMATE YOUR RETURNS WORKFLOW

The Azox Returns Management module integrates with the Microsoft Dynamics GP returns management module resulting in the automation of creating returns requests, managing returns workflow and streamlining the entire process.

INTEGRATION

- Microsoft Dynamics GP Returns Management module
- Azox E-Commerce Suite

ADDITIONAL FEATURES

- Control the reason codes available for a return
- Create different RMA credit return types depending on return reason codes
- Specify the number of days to return items and prevent users from applying for returns exceeding the policy
- Prevent the same line item on an invoice from being returned more than once
- Start your returns workflow from the website
- Utilize the Returns workflow built into the Microsoft Dynamics GP Returns Management module

Streamline your returns process and save time with Azox's eSource Manager's Returns Management module. The Returns Management module allows your customers to apply for returns easily and efficiently right from your website. This module can save your Customer Service department valuable time by reducing the amount of phone calls received for returns and eliminate interruptions from their daily routines. Customer satisfaction will increase as customers will be able to process returns at any time without waiting for a customer service representative to handle their call.

Main Features

Azox's eSource Manager's Returns Management module gives your customers the ability to apply for a return for items previously purchased. The customer would simply view the Account Information window to find the applicable invoice that contains the item(s) to return. Next the customer would select the Return hot link. Once the Return hotlink is accessed a window will open displaying the items that were previously purchased. Your customer need only check the item(s) to return, enter a quantity to return and select a reason for the return. This creates a return record in the Microsoft Dynamics Great Plains Returns Management module creating the first step in your returns workflow.

Account Information (Total: 83)

Look up: Invoice ▾ by: Document number ▾ show 15 ▾ per page

From: Refresh

Account Summary Yearly Summary Statement Print Statement

Document Number	Check #	Document Date	Due Date	Document Amount	Account Remaining
1 ST00002421		3/6/2009	4/3/2009	\$ 12.00	\$ 12.00 Return
2 ST00002420		4/12/2009	7/12/2009	\$ 165.40	\$ 165.40 Return
3 ST00002419		4/12/2009	5/12/2009	\$ 12.00	\$ 12.00 Return
4 ST00002418		4/12/2009	5/12/2009	\$ 116.85	\$ 116.85 Return
5 ST00002417		4/27/2009	4/27/2009	\$ 198.50	\$ 198.50 Return
6 RMA Report Name		RMA.rpt			\$ 270.00 Return
7 Days to Return		23	Date: Invoice Date ▾		\$ 12.00 Return
8 Reason Code					\$ 12.00 Return

Include	Reason Code	Description	RMA Type
<input checked="" type="checkbox"/>	IDA	Do not want	WebRet/ Website Return ▾
<input type="checkbox"/>	IWD	Item was damaged	▾
<input type="checkbox"/>	INAD	Item not as described	▾
<input checked="" type="checkbox"/>	IID	Incorrect item delivered	WrgItem/ Incorrect Item ▾
<input checked="" type="checkbox"/>	IC	Incorrect color	szcol/ Wrong Size/Color ▾
<input checked="" type="checkbox"/>	IS	Incorrect size	szcol/ Wrong Size/Color ▾
<input type="checkbox"/>	BCM	Buyer changed mind	▾

Save Changes Force Reload