



Returns Management

Dynamically Moving Your Returns Forward

DEX Systems Returns Management software solution controls the entire returns process, from RMA creation and tracking, through repair and refurbishment, to returned goods disposition and routing. The software boosts productivity, reduces returns processing costs, and strengthens customer satisfaction and loyalty. The Returns Management solution is comprehensive, robust, and simplifies the entire returns process. It streamlines, provides predictability, and delivers a consistent flow for all RMA and returns operations.

Features

- Warranty, service contract, credit, and billable validation
- RMA creation, receiving, tracking, disposition, and close out
- RMA and returns discrepancy management and reconciliation
- Returned goods credit administration and processing
- Returns routing and final disposition
- Single piece, multiple quantity, bulk, and pallet receipt options
- User configurable routing, workflows, and data collection

The DEX Systems Returns Management solution is part of the DEX Systems family of solutions, a cloud-based or on-premise software platform designed to manage and control all aspects of your after sales supply chain. Whether you implement a single solution at a time or the entire platform, DEX Systems helps simplify your operations, while enabling informed decisions that result in greater productivity, cost reductions, and improved customer satisfaction.

Contact Information:

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Benefits

- Complete visibility into RMA and returns flow
- Accurate entitlement verification
- Significant productivity gains
- Reduced costs and processing times
- Configurable for different customers and business models
- Streamlined routing and workflows
- Ensures standardized processes

Returns Management Solution

