

Exensys Software Solutions Ltd.		AA/B/CCDD V x.y
White Paper		W. E. F. dd/mm/yy

Best Practice
eXensys – Advanced Returns Management


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Table of Contents

Introduction: 3

Overview:..... 3

Benefits:.....6

Conclusion: 6



Exensys Software Solutions Ltd.		AA/B/CCDD V x.y
White Paper		W. E. F. dd/mm/yy

Introduction:

This white paper explains about the eXensys advanced returns management process. Happening of sales returns in every organization is common and this becomes a vital part of long term sales relationship. Customer loyalty and satisfaction will improve if company well managed by sales return process. Exensys advanced returns management provides the process efficiency and transparency to meet the customer expectation. Customer loyalty comes down if the sales returns process is not managed properly. In this case customer will choose an alternative to buy the products. An organization should maintain proper return process to maintain long term sales relationship with the customers. In eXensys sales return processes such as replacement or rework or refund maintains in top notch. Proper sales return process saves the companies costs. Exensys high performance advanced returns management provides an excellent level of complete support to all the industries and organizations.

Overview:

In eXensys advanced return management process, the user can create the customer wise sales returns advise referring with the Sales Invoice or in none condition. The Sales Return advice facilitates the customer to put his concerns regarding the shortfall of the procurement standards with Quality, Delivery and other Trade terms.

Advanced returns management gets processes through the Sales Return Advise transaction. In Sales Return advice, the user verifies the customer's request for the sales return. After the physical verification of the items, the user can go either for Refund, Rework or Replacement for/of the item(s). Inventory stock and customer wise finance posting will be updated when ever there is a sales return happened. User can do the reversal of the sales return advice. Against that inventory stock and finance postings will be updated. If sales return advice creates with reference to the sales invoice then system should not allow to execute more

Exensys Software Solutions Ltd.		AA/B/CCDD V x.y
White Paper		W. E. F. dd/mm/yy

quantity than the sales invoice quantity. System will capture the item wise reasons against returns.

If any free or extra items contain in the sales invoice those items also need to be replaced. System will capture all the free/extra item details along with return items. Free/Extra item stock will be updated along with main item in inventory when ever inventory sales return process executed against sales return advice. After the due processing of the sales return process, the same can be routed to the designated authorities for the necessary approvals. eXensys Industry Trading Solution, with its seamless integration with the eXensys Work Flow gets into a strict monitoring of the complete authorization process

The Sales returns process is manually triggered. This process will be always initiated and controlled by the Sales Person/Manager of the Sales Department. The Sales return for the Order/Item can be done at any time, for example after sales or immediately after some time of the transaction. But once again these Sales returns are defined as per the organization business policies.

The following are the reasons for Sales return from the customer end:

1. Excess quantity of Goods/Items received
2. Items/Products/Goods received in damaged/not good/not satisfied conditions
3. Delayed delivery of the Ordered Items as per the customer requirement.
4. Different Items are delivered to the customer other than ordered goods by customer.
5. Excess price charged other than the customer agreed.

Exensys sales and distribution supports the following returns processes:

1. Replacements
2. Rework
3. Refund

Sales Return - Replacements

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White Paper		W. E. F. dd/mm/yy

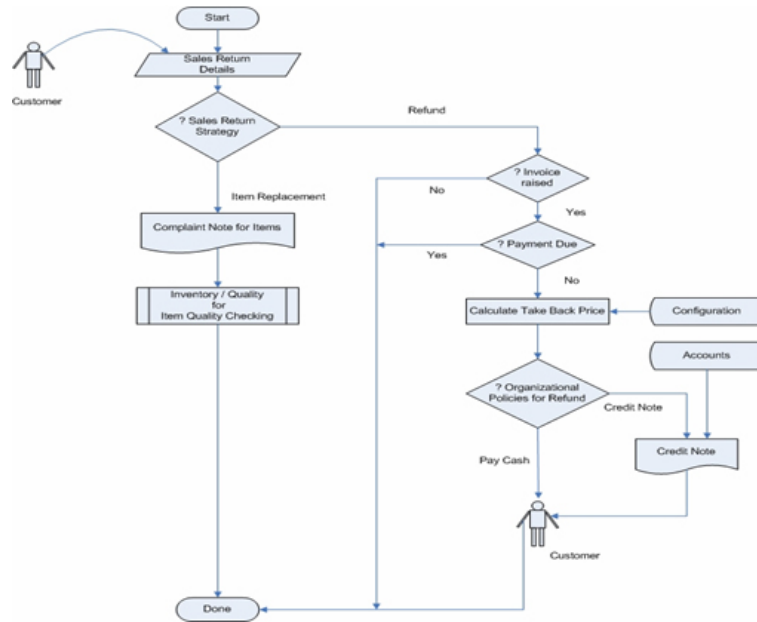
In this case the Sold item(s) can be returned by the customer for the replacement. Company need to replace the return item with same item or with any other item (make ensure replaced Item price). The item replacement, we receive the Item and its complaint note/conditions, and verify the quality/damage. The customer can claim the same item for replacement or any other item can replace. Based on the replacement quantity the stock will be updated in the inventory along with free/extra items.

Sales Return - Rework

Sales return rework process is similar to the sales return replacement. Organization needs to rework on the items which are returned by the customer. Customer can return the items in full quantity or partial quantity for rework. System captures all the rework quantities along with free/extra items. In this rework process the organization produces a new item and provides it to the customer.

Sales Return - Refund

In this case, the organization pays the refund amount to the customer for the returned items. The refund amount is adjusted in customer's account. In the refund process, system will check for the payments received against the invoices. Organization will pay the refund amount immediately or it will be adjusted as credit note memo for the customer. Inventory will check the quality of the Item and update the stock level of the item if needed along with free/extra items if applicable. The Accounts department will raise a credit note and dispatches to the customer stating to update the accounts.



Benefits:

- Improves customer loyalty and satisfaction by providing a clear return process.
- Improved transparency of customer returns.
- Exensys provides Flexible return process.
- Easy adjustment to refund the amount in the customer account.
- Optimize the sales return process to save the cost.

Conclusion:

Exensys sales and distribution provides flexible advanced returns management against customer returns.

- Integration with the other modules.
- Exensys provides analytical reports on sales returns.