



## Returns management system

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Customer returns management is a delicate process that takes place during particular moments of the season, involves various company areas, and affects customer relations. It is therefore essential to facilitate this process by making it as fluid and efficient as possible while also maintaining adequate control criteria.

There are many different types of returns, ranging from commercial needs to post-sales services, and their unique requirements and typical aspects also have a major impact on distribution channels.

**RMX** is based on a configurable workflow motor which allows the definition of personalized flows for any specific demand.

### Description of RMX:

**RMX** is a departmental system specializing in returns management. It allows the customer or customer service to create or import a list of articles that require a return authorization.

**RMX** permits the user to verify the effective congruity of the returned goods by controlling where necessary the correspondence between the quantity shipped to the customer and the expected quantity according to the actual commercial agreement, thus resolving a large part of critical urgencies at the source.

Complete workflow configuration allows the definition of operating procedures that fit the various requirements.

**RMX** manages various types of returns and permits the user to define distinct operating flows per each configured type.

**RMX** includes the definition of the reasons for returns and the census of identified defects, thus allowing the production of personalized statistics.

**RMX** allows the serial number management of each piece when necessary which is particularly efficient in the management of returns for repair (post sales service).

The returns visibility is available to all involved personnel, and each operator has the possibility to operationally intervene based on his/her profile.

**RMX** can be integrated with ERP and WMS systems and is natively integrated with the principle ERP systems currently in use in the referential sector.

### Advantages resulting from the use of RMX:

- Guided insertion of return requests
- Pre-shipping control of request congruity
- Simple management of all goods shipment documentation necessary
- Monitors times to complete each workflow phase
- Allows the creation of automatic and/or rule-dependent manual approval criteria
- Allows automatic advancement of some steps based on events that occur on other systems

