IX FUSION PLUS

INTEX
THE FASHION SOFTWARE COMPANY

INTEX RMS Add-On for B2B Shop Returns Management System

Easy returns processing via a web-based system integrated with the B2B store for wholesale.

The returns management add-on includes registration, processing and control of returns by the B2B customer with the aim of reducing the burden on the company..

BENEFITS

- Uniform returns processes that can be carried out by the customer reduce handling and costs for the company
- Simple and efficient operation
  - Display of all delivered items based on orders.
  - Clear display including item images.
  - Simple entry of articles and quantities for registering the return.
  - Overview of all returns including status.
- Evaluation and process optimization
  - High degree of automation due to direct connection to INTEX ERP.
  - Evaluation of return reasons for future return avoidance possible in ERP.
  - Minimization of the processing effort for customers and companies.
- Increase of customer satisfaction

INTEX RMS supports the returns management by an efficient, cost minimizing handling and offers automated processes for the return of the returned goods into the goods cycle.

The Challenge

Dealing with returns in a way that minimizes costs is both a success factor and a competitive advantage.

The returns rate in the apparel trade is (and remains) high and thus presents every shipper with a particular challenge. In the ever-growing omnichannel business, it is therefore important to make the unavoidable return of goods as efficient and at the same time as customer-friendly as possible.

Returns Management System

With the INTEX RMS as an add-on to your B2B store, B2B customers have a tool at their disposal to record returns in a user-friendly way and thus create the prerequisite for a speedy, correct processing. Returned items are returned to the inventory as quickly as possible after passing through configurable check processes in the ERP.

Reasons for returns are recorded, which can be evaluated and used to avoid returns.

Better information for efficient after-sales service leads to higher customer satisfaction and offers a savings potential of between 5 – 15 %.
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Technical Requirements

- INTEX as baseERP
- INTEX B2B Shop
- Current web browser: IE, Firefox, Chrome, Safari...

Facts

- Multilingual if required
- Optimized for easy, intuitive operation
- IUsable anytime and anywhere via web browser

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