dynavistics

Returns Management

m-hancements

The Need

Every distribution business wants to minimize the number of returns it has to handle. Return transactions reduce revenue and generate cost, therefore when they do happen it is vital that they are managed as quickly and accurately as possible.

The Solution

The Returns Management module speeds up the handling of returns and improves operational control. At a financial level, Returns Management can ensure that only valid returns linked to an originating invoice can be processed.
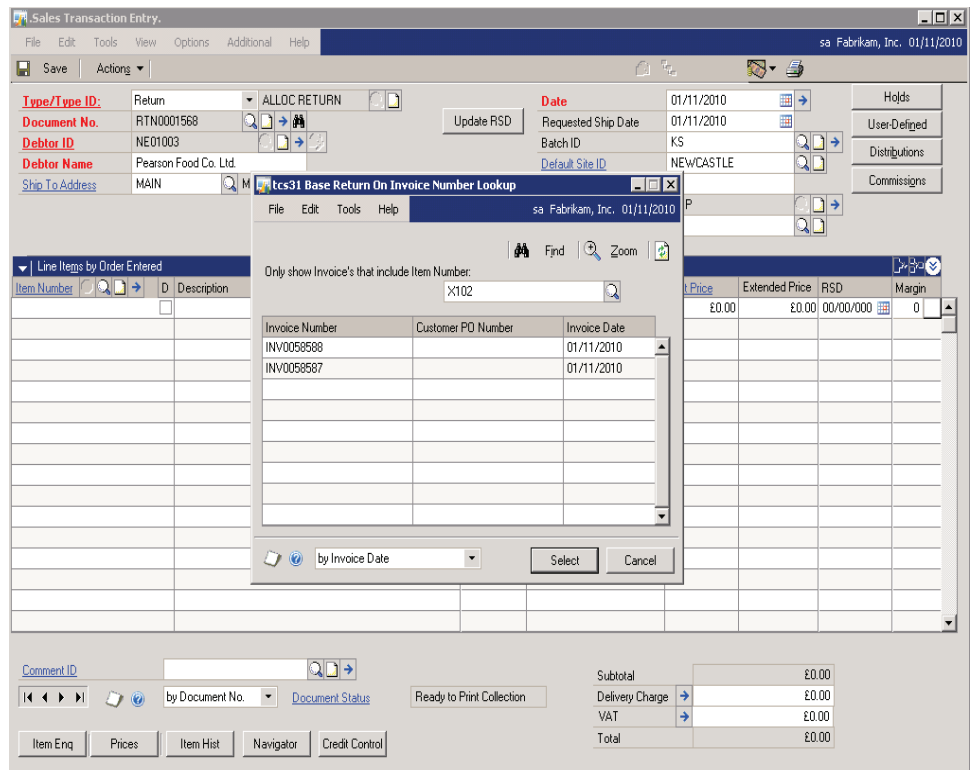
Key Features:

- Returns authorization and collection

m-hance's Returns Management allows for the introduction of operating procedures which ensure that only goods authorized for collection can be returned. Returns or 'Collection' notes can be printed. Where m-hance Vehicle Load Planning is in use these returns will be incorporated into the driver's schedule.

- Returns authorization and collection

The facility to relate a return to an originating invoice has many advantages. Firstly, it avoids the possibility of credits being claimed on goods that were not supplied originally. Secondly, it avoids the possibility of credits being claimed more than once against the same invoice line. Finally, it ensures that goods can be credited on the same price basis as they were originally invoiced.

- Step-by-step inventory control

Returns Management allows for the creation of workflows for returns based upon the type-id of the document. This means that the return can be generated before it is known whether returned goods will be written off, returned to stock or returned to vendor. Returns can be tracked through a series of user configurable stages such as 'in inspection' or 'awaiting vendor response'.

- Bulk confirmation of returns documents

A new feature to enable the progression of multiple documents through the workflow steps. Ideal for companies dealing with larger volumes of returns.

What It Means For You

- Selective empowerment

Authorized employees may be permitted to raise credits independently of invoices, but for others it may be valid to only permit the raising of a return against a specified invoice. m-hance's Returns Management provides the facility to supply different levels of authorization to different users.

- Managing the collection process

Returns Management recognizes that a return is a multi-stage process, often starting with a request for goods to be collected. The returns note ensures that only approved items are brought back from customer sites.

- Automated credit valuation

Time can be lost and errors made valuing credits. This process may not be so difficult when the return is immediate but in some distribution businesses there are arrangements that allow for the return of unsold goods at the end of a season or a sales campaign. Returns Management automates credit valuation by using the price from the originating invoice, which can then if required, be overwritten by authorized users.

- Inventory tracking

Specialized distribution businesses may require returned goods to be subject to analysis or inspection prior to a decision on whether or not to raise a credit and if so for how much. This module allows for the easy identification and categorization of uncompleted returns.

m-hance provides m-hancements (formerly known as Trinity Myridas) to maximize the value customers realize from their Microsoft Dynamics GP investment. m-hance provides business software solutions which enable Microsoft Dynamics users to save time, cut costs and increase efficiency. m-hance is one of the largest Microsoft Dynamics partners in the world and is recognized as a successful and accredited solutions developer. m-hance provides Microsoft partners across 20 different countries with integrated software modules. These solutions extend the functionality of their clients' core Dynamics GP application with m-hancements covering Distribution, Telesales, Inventory, Procurement, Bank Management, and Document Management.

ABOUT DYNAVISTICS

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Dynavistics will work with your company to develop a software and service solution that meets your unique needs for growing and managing your business.

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