



# ModusLink Returns

## Return to Value

Returns are inevitable and consumer fears over complexity and wait times can often be a deterrent for online sales. ModusLink Returns is an integrated web solution designed to streamline the entire scope of multi-channel Return Material Authorization (RMA) processes, reducing the lead time, cost and customer dissatisfaction that plague traditional programs.

### Benefits of an integrated ModusLink Returns Solution:

- Ease of use and choice promote customer satisfaction and loyalty
- Reduced time and administrative management
- Improved multi-channel RMA visibility
- Greater revenue opportunity with up-/cross-sell potential
- Less process redundancy and inventory waste with integrated supply chain
- Lower total cost of operations

With a robust combination of web development, customer support, financial and account management services, and full integration with your multi-channel supply chain, ModusLink Returns improves online order management, tracking and product lifecycle management while increasing visibility. By providing your customers and channel partners with the convenience and speed of a dedicated, multi-lingual website for processing and tracking the full scope product returns activities, ModusLink Returns helps build satisfaction and loyalty to drive repeat business.

ModusLink Returns accommodates the complete scope of returns handling processes — such as advanced replacement, swap, ship only, DOA and more — and is configured to support your desired policies and established practices. The result is a web solution that improves the customer returns experience and helps differentiate you in your market.

### Returns Management One Stop Shop

#### Multi-Channel Returns Management

- Dynamic, multi-lingual website for consumer and channel self-service returns processing
- Validation, routing and order management for warranty, replacement, repair and refund (optional recall management)

#### Integrated Business Processes

- CRM Services/multi-lingual customer support
- Account Management
- Financial Management Services

#### Integrated Supply Chain Services

- Forward and reverse logistics
- Spare parts management
- Accelerated disposition, refurbish and repair

#### Visibility, Reporting and Analysis



## ModusLink Returns Solution Snapshot

ModusLink Returns offers the full scope of integrated services combined with a dynamic and convenient website for end-user returns processing to provide clients with new opportunities — returning value to an inevitable supply chain activity.



### Trust ModusLink to achieve your multi-channel returns management goals.

- State of the art technology/e-Business platform, using best of breed tools for e-commerce, messaging, financial management and reporting
- Combined supply chain, vertical market and e-Business experience
- Extensive multi-channel returns management expertise, including complete scope of Aftermarket Service
- A comprehensive Suite of e-Business Solutions integrated across the end-to-end, sales-enabled supply chain

Contact us today to learn how we can help you . . .

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### ModusLink's e-Business Suite of Solutions:

- ModusLink Commerce
- ModusLink Store
- ModusLink Engine
- ModusLink Live (CRM)
- ModusLink Returns
- ModusLink Auction