order dynamics
DATASHEET

Returns Management

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How Can Returns Help My Business?

To consumers a flexible returns process is a simple necessity. In retail, returns are just part of the equation. But doing it well can be a differentiator and can help reduce the impact on your bottom line.

More and more consumers are choosing to purchase from retailers based on whether they provide an easy, fast, convenient and low-cost or no-cost returns process. With the right order management system (OMS), you will not only help process your customer returns quickly and effectively, but in many cases you can get good products back onto the shelf for resale. Not only will it provide a streamlined and efficient end-to-end returns process, but it will also reduce your reliance on discounting.

OrderDynamics is the right OMS to help you achieve this. Boost customer satisfaction with speed and ease. Separate the serial returners from your conscientous consumers. Then reward the right behaviors, based on the centralized customer data, made easily available to all your associates.

Retail Returns To Count On

Having an online retail presence helps you boost revenue and extend your brand. Having an omni-channel presence with return options is even better.

Omni-channel retail means you can use physical stores as return drop off points. It saves on shipping charges that you would normally incur or absorb. When defective products account for less than 20% of received returns, it also means the merchandise can be reshelved for resale, right away.[1]

OrderDynamics lets you:

- Accept returns without receipts
- Process partial returns
- Return items directly to inventory
- Get real-time inventory updates
- Prevent fraudulent returns
- Run reports to manage the business

Make returns as easy as possible for your customers and associates. It is simply good for your business. Order-Dynamics' returns management gives you a centralized system, single view of your customer. This lets you better understand your customers, and adapt to their changing behaviors.

Advanced Features and Functionality

Advanced Returns Management means having an a system that makes returns easy for both your customer and store associates. OrderDynamics gives you the features you expect like reason code capturing and label generation. OrderDynamics also caters to your advanced needs like providing customer communications, real-time inventory updates, mismatched item handling, adaptable rules, supervisory overrides, deferred invoicing, fraud detection and management reporting.

Returns tell customers how much you <u>really</u> care about them. OrderDynamics helps you send the right message.
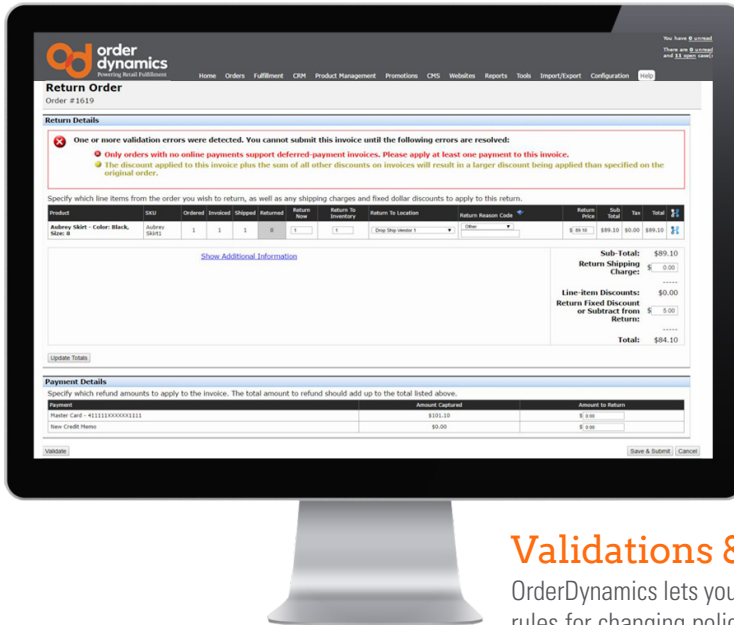
Learn About Intelligent Order Management

OrderDynamics helps improve profitability with customer service, delivery and order fulfillment.

Core Features

- Omni-Channel Returns
- Partial Returns Processing
- Shipping Label Generation
- Captures Return Reason Codes
- Customer Notifications
- Real-Time Inventory Updating
- Configurable Return Rules
- Mismatch Processing
- Supervisor Override
- Delayed Returns Invoicing
- Return Reports
    - Store Associate
    - Overall Value of Returns
    - Abuse Tracking (Freq / Value)
    - Manager Overrides
    - High Value Returns
    - Product / Category Monitoring
    - Incomplete Transactions
- Returns Without Receipt
- Fraud Detection & Prevention

Validations & Blackouts

OrderDynamics lets you set and adjust return rules for changing policies and seasons. You can also adjust the grace period for returns, identify non-returnables, allow supervisor over-riding, and set rules for blackout periods.

Partial Returns

Complete returns aren't always the norm. Many customers purchase a basket of goods, only returning a portion of the items. OrderDynamics allows full or partial returns.

Return to Inventory

Restock items that come back, with ease. When an item comes back, you can't afford to wait for processing. If it's in sellable condition, have it processed, credited, and put back on the shelf for repurchase. Available-to-sell inventory is updated in real-time.

Fraud Prevention

As a system of record, the Order Management System won't let fraudsters return items they did not buy. With a full record of transactions, there are no more slip ups on refunding full price, for items purchased on sale. OrderDynamics has you covered.

Cross-Channel Returns

Omni-channel retail means being able to process orders and returns from any retail location. OrderDynamics lets you process an order that originated online, within your store. In-store associates simply login to the Commerce Manager screen and process the return, take back the item and provide a refund.

Customer Notifications

Automatic email updates keep your customers updated with a confirmation of the returns process start, an order tracking number notification, and a return complete notice - when the process ends.

Delayed Invoicing

Online and complex electronic or mechanical products may require more time to double check or confirm a return. For these cases, you want the flexibility to delay repayment until the return is verified, to meet your retail policies.

Contact Us:

Connect for a quick demo or to discuss how OrderDynamics can help you!

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