



Reverse Logistics

Softeon Reverse Logistics

- Flexible Rules-Based Solution
- Automates the Decision Process
- Generates Return Merchandise Authorization (RMA)
- Tracks Packages from Receipt to Put Away
- Comprehensive Receiving Inspection Functionality
- Interface to Accounting + ERP Systems

Product Benefits

- **Optimizes Returns Processes**
- **Minimizes Human Decision Making**
- **Reduces Manual Intervention**

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"The Softeon WMS solution will streamline the entire supply chain from receipt of product at the distribution center through delivery to the stores. Increasing visibility into real-time inventory will allow us to better plan picking of store orders from a range of food, beverages, tobacco products, health and beauty aids, automotive products, and other nonfood items."

Bill Walljasper, Senior VP & CFO
Casey's General Stores

Fast Receipt for Rapid Reuse or Disposal of Products.

The Challenge

Returns processing can drain profits right out of the supply chain. Multiple factors including shipping errors, product recalls or damages in transit can cause a return that many suppliers, distributors or manufacturers are forced to keep. In a high-volume network, limited automation of error-prone returns processes can lose significant time and money. Backlogs in returns receiving and processing of mixed batches will slow the network and drain resources.

The Solution

Softeon streamlines the process to receive authorization for accepting and processing of returns from simple returns of damaged products and expired lots to the multi-channel retail environments with a complex set of return rules by customer. The solution automates the decision process and generates authorization to accept the return, inspect it, soft it, and determine whether to return the item to stock, destroy it or repair it.

Softeon Reverse Logistics

Softeon Reverse Logistics identifies the items requiring returns in the network and tracks the shipment through the returns process, while generating the necessary paperwork. The flexible rules engine minimizes human decision making by accepting complex rules to define parameters based on the item, customer, and customer behavior and then generates a return merchandise authorization (RMA). Exhaustive receiving inspection functionality includes the ability to create customizable questionnaires.

Softeon Reverse Logistics is unrivaled in the industry for its rich functionality. The solution is ideal for high-volume, high-profit networks with a complex returns process.

If returns processing represents a significant part of your shipping operations, Softeon can reduce the need for manual intervention and optimize your returns business. The solution is available as stand-alone or integrated with Softeon WMS.

- Flexible rules engine to define returns rules based on item, customer behavior, type of customer, RMA, etc.
- Optimizes processes at the carton, pallet or unit level
- Tracks package from receipt into the warehouse until it is put away
- Optionally tracks units at the sold serial number level
- Robust interfaces to accounting systems and third-party ERP systems