

## Returns Management

*Returns Management turns customer dissatisfaction into customer satisfaction.*

### Key Benefits

- Enables a rapid response to your customers' concerns
- Reduces the drain on your bottom line
- Increases the efficiency of everyone involved in the returns process



## Microsoft Navision Attain for Returns Management

Returns Management addresses a particularly important business concern: dissatisfied customers. These are customers who, for whatever reason, want to return a product. If the returns process is complex, slow or inconvenient, customers' dissatisfaction will only escalate – putting future business with them at risk. But a fast and easy merchandise return procedure can turn contact initiated by a dissatisfied customer into a business opportunity. Through your professional handling of the returns transaction, you secure the trust and loyalty of your customer, and enhance your business relationship even further.

### Rapid Response to Customer Concerns

Customers do not want a complicated saga with merchandise return. They want their refund or merchandise exchange handled quickly, correctly and proficiently. Returns Management streamlines and simplifies the tasks you perform, improving your efficiency and responsiveness to your customers' queries and requests.

Returns Management is fully integrated, so data entry is a one-time task. The information contained in the system is real-time and continuously updated. So when a customer inquires later about the status of a return in process, you can easily see what actions have been taken – for example, if a return has been

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concluded or a replacement shipment has been carried out.

Or, if a customer calls to have a replacement item shipped, it is easy to check if that item is in stock. If the item is not available, you can inform the customer of the restocking date, or give the customer a choice of alternatives. You provide immediate and complete answers to a customer's phone inquiries — while the customer waits briefly on the line.

One employee, through one entry point in the system, can do all this. There is no waiting on other employees to perform tasks or provide information. Time is saved, the risk of documentation errors is reduced, and your response to customers is immediate and efficient.

### **Reduce Drain on the Bottom Line**

You can optimize your cost recovery in the returns process by dealing with broken purchased items immediately. It is easy to look up who delivered any item, and access the purchase invoice to see the price and purchase conditions.

Returning items to stock is also simplified in Returns Management. If the returned item is undamaged, you can put it back in inventory right away, and it is available for circulation immediately.

### **Increase the Efficiency of Everyone Involved in the Returns Process**

From one entry point, a salesperson can initiate and overview an entire returns process using Returns Management. Automation of such tasks as document creation within the normal workflow of registering a return helps you focus on handling exceptional cases, rather than performing trivial or repetitive tasks.

For example, usually four separate documents are created to handle a return to vendor process. But with Returns Management, refunds from your vendor are quick and streamlined. The four documents are consolidated into a single, automated "Return to Vendor" document creation. The probability of error is thus reduced, while the efficiency of the registration is enhanced.

Additionally, the automation of tasks in Returns Management makes it easy to account for returns. You simply reverse costs, at exactly the same cost the item was sold – and thus keep your inventory value accurate.

Returns Management also makes it easier to keep track of customers and returned items. You can easily and efficiently trace the customer who returned an item by the serial number or the reservation.



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And you can handle the returns process in the way that suits you and the way you do business, because the goods flow and the value flow are separated. If you wish, deliver a replacement item before you invoice the sales return order. Redraw broken items from stock — while item availability is updated immediately, postpone the financial invoicing of the purchase credit memo. You can even invoice a purchase credit memo covering several purchase returns, making it possible to bundle more purchase returns into one shipment back to the vendor.

With just one entry point and a nimble reversal of purchase logistics, Returns Management is fast and easy to learn. This means not only significant reduction of processing errors, but the added bonus of supporting and developing your ability to perform returns efficiently while you provide high quality service to your customers.

### Ask Your Partner

To learn more about Returns Management within Microsoft Navision Attain, contact your local Navision Solution Center. They have the expertise to design a solution that fits your specific business needs. Or, visit our Web site at:

[www.microsoft.com/BusinessSolutions](http://www.microsoft.com/BusinessSolutions)

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### Address:

Microsoft Business Solutions

Navision

Frydenlunds Allé 6

2950 Vedbaek

Denmark

Tel +45 45 67 80 00

Fax +45 45 67 80 01

[www.navision.com](http://www.navision.com)



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# Data Sheet – Returns Management

Key Features	Description
<b>Sales Return Order Management</b>	<p>Allows you to create a sales return order to compensate your customers for incorrect or damaged items.</p> <ul style="list-style-type: none"> <li>Negative lines (for replacement items) can be included on the sales return order. This simplifies the compensation process, as only one entry point is needed. If desired, the negative lines can be moved automatically to a sales order.</li> <li>All documents required to support the replacement or return-to-vendor processes can be created automatically.</li> <li>Exact cost reversing allows you to link the sales entry with the sales return entry to ensure that the item is returned to inventory at the exact same cost as when it was sold.</li> <li>Items can be received against the sales return order.</li> <li>Partial return receipts and return receipts can be combined in one credit memo.</li> <li>Sales return orders can be linked with replacement sales orders.</li> </ul>
<b>Purchase Return Order Management</b>	<p>Allows you to create a purchase return order to ensure your company is compensated for incorrect or damaged items.</p> <ul style="list-style-type: none"> <li>Negative lines (for replacement items) can be included on the purchase return order. This simplifies the compensation process, as only one entry point is needed. If desired, the negative lines can subsequently be moved automatically to a purchase order.</li> <li>All documents required to support the replacement or return-to-vendor processes can be created automatically.</li> <li>Exact cost reversing allows you to link the purchase entry with the purchase return entry to ensure that the item is removed from inventory at the exact same cost as when it was purchased.</li> <li>Items can be picked from the purchase return order</li> <li>Partial return shipments and return shipments can be combined in one credit memo.</li> <li>Purchase return orders can be linked with replacement purchase orders.</li> </ul>
<b>Additional Application Areas of Microsoft Navision Attain</b>	<ul style="list-style-type: none"> <li>Manufacturing</li> <li>Distribution</li> <li>User Portal</li> <li>Commerce Gateway</li> <li>Commerce Portal</li> <li>Financial Management</li> <li>CRM Marketing and Sales</li> <li>CRM Service</li> </ul> <p>For more information about Microsoft Navision Attain and to find out how to obtain additional fact sheets, please contact your local Navision partner or browse our Web site at <a href="http://www.navision.com">www.navision.com</a>.</p>

## System Requirements

Microsoft Exchange Server (min. version 5.5 with service pack 4) for E-Mail Logging for Microsoft Exchange.  
 Microsoft Navision Attain supports graphical 32-bit technology and genuine client server, multitasking environment. The following operating systems are supported:  
 Client 32-bit: Windows XP, Windows 2000, Windows NT, and Windows 98  
 Server: Microsoft Navision Attain Database Server: Windows 2000, Windows NT, IBM AIX, IBM OS/400  
 Microsoft SQL Server Option for Microsoft Navision Attain: Any operating system supported by MS SQL Server 2000.

Please refer to the detailed system requirements document for more information.



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