

25% IMPROVEMENT  
NPS SCORE

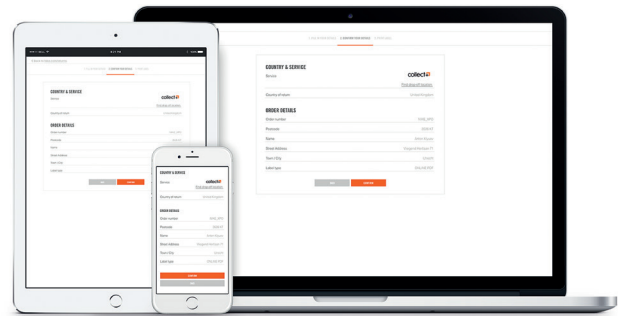
USER FRIENDLY PORTAL:  
FRONT-END TOOLS SUPPORTING  
THE ENTIRE RETURNS PROCESS



Returns can be managed in our customer and consumer friendly portal. RMA's and labels are easily requested and it provides track and trace information. The portal can be branded in your companies brand identity, and is compatible with multiple devices and browsers.

## HOW IT WORKS

- + Create RMA's and request labels
- + Print labels directly, have them emailed or sent by post
- + Search your RMA's and edit details
- + Track & Trace
- + Provide access for your Customer Service without the need for IT integration



## BENEFITS & IMPACT

### Reduce calls

- + Less contact points
- + Automated update triggers

### Minimizing the amount of tools

- + Less IT involvement
- + Less maintenance
- + Less training and upkeep

### Reducing the manual workload:

- + Combined functionality in one portal
- + Track & trace for both C2B and B2B
- + Connectivity with existing platforms

## FLEXIBLE & FUTURE PROOF

The portal knows a modular setup, which provides you the flexibility to select the preferred features and options. New or improved functionalities become automatically available, giving easy access to new features.

GET IN TOUCH WITH ONE OF OUR EXPERTS!