

Improve profitability and customer satisfaction with Reverse Logistics Management

Ideally, every delivery would satisfy every customer. Unfortunately, returns happen in the real world. How you handle reverse logistics can have a significant impact on your costs, inventory levels, customer satisfaction and vendor relationships.

Manhattan Associates' Reverse Logistics Management automates returns across multiple channels to ensure you know what's coming back, from whom and why. Based on a rules engine, it can house multiple vendor return policies and automate the return-to-vendor credit process.

Reverse Logistics Management transforms the returns process by automating every step

Manhattan's Reverse Logistics Management automates the returns process across every channel in your network. It provides complete visibility over the products returning to your inventory and transforms reverse logistics into a competitive advantage.

Whether it's online, in call centers, or in stores, Reverse Logistics Management easily differentiates between tiers of customers based on their purchasing patterns. The solution also generates authorizations based on pre-established internal or vendor rules, and applies credits quickly to keep your customers happy.

Automate every step: Fully automate exchanges by using business rules to trigger replacement orders—either when the RMA is initially authorized or when the returned product is received.

Centralize reverse logistics programs: Streamline returns and staff training by running manufacturer and extended warranty programs all in one automated process.

Consolidate shipments to vendors: Reduce costs and maximize credits by accurately and consistently applying return-to-vendor policies.

Capture reasons for returns: Monitor quality and vendor performance and identify trends in customer preferences from return feedback.

Quickly return inventory to shelves: Minimize storage costs and obsolete inventory costs by expediting restocking.

With the Vendor Buyback Module, expedite the entire process of returning seasonal and overstocked goods to vendors for credit. A slow vendor buyback cycle will erode margins by leaving slow-moving merchandise in the store, and by tying up capital in product that is slowly moving through the reverse logistics cycle. By implementing the Vendor Buyback Module component of Reverse Logistics Management, companies often realize significant improvements in retail sales and gross margin.

Supported by Manhattan's Supply Chain Process Platform, Reverse Logistics Management helps turn the burden of returns into a strategic differentiator in a multi-channel environment.

Reverse Logistics Management

Present intuitive, self-serve workflow online, reducing burden on call center staff

Perform complex exchange/return scenarios using configurable rules engine

Automate and optimize the exchange process

Generate carrier-compliant shipping labels as email attachments or via browser

Receive real-time parcel scans, improving visibility and tracking

Enforce manufacturer and extended warranties in a single automated process

Improve customer retention

Utilize intelligent return labels to track customer purchase data and expedite returns

Increase net asset recovery and lower inventory holding costs at returns centers

Provide opportunities for up-selling, sale protection and cross promotion

Differentiate between tiers of buyers to customize user experiences

Consolidate returns into one shipment back to the vendor

Vendor Buyback Module

Efficiently manage vendor buybacks, recalls and re-allocation of inventory

Automate the collection of inventory from stores and distribution centers

Track the buyback (or return to vendor) process across DCs, stores, or any other inventory location in your network

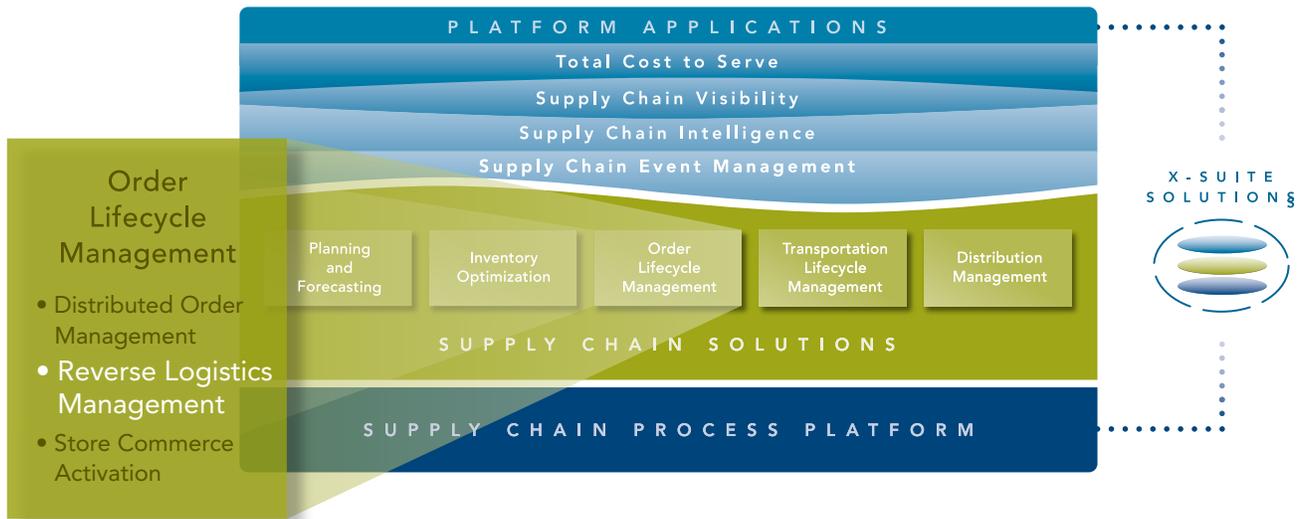
Expedite the return of seasonal and overstocked goods to vendors for credit

Improve retail sales and gross margin

Manhattan SCOPE® Order Lifecycle Management

Supply Chain Optimization...Planning through Execution

Reverse Logistics Management is part of Manhattan Associates' Order Lifecycle Management suite—dynamically linking network inventory with demand to balance service and cost.



The Manhattan Difference: Supply Chain People Thinking Differently About Supply Chain

We've earned recognition as The Supply Chain People® for a reason: We think differently about supply chain. Manhattan's 'think-tank' is unmatched in both staff resources and collaboration with the best minds in business, industry and academia. By applying the latest advances in supply chain know-how, our Platform Thinking™ approach is the optimal way to manage supply chain complexity and generate proven, real-world results for business. For two decades, this platform-based approach has helped companies worldwide achieve measurable efficiencies and return on investment. In fact, more than 1200 companies, representing many of the world's best-known brands, leverage Manhattan solutions to advance their supply chain leadership.



Manhattan Associates is committed to developing supply chain solutions that foster environmental stewardship.

Learn more about Manhattan Associates and our solutions:

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The Supply Chain People®