



IMPROVE CUSTOMER LOYALTY

To stay competitive, virtually every company needs to process customer returns. As today's customers demand a more specialised level of service, tracking and resolving these returns can be an increasing challenge.

SIMMS offers a competitive edge for distributors and manufacturers, these features create a completely integrated return management solution that saves time, boosts customer satisfaction and gives you a real competitive advantage.

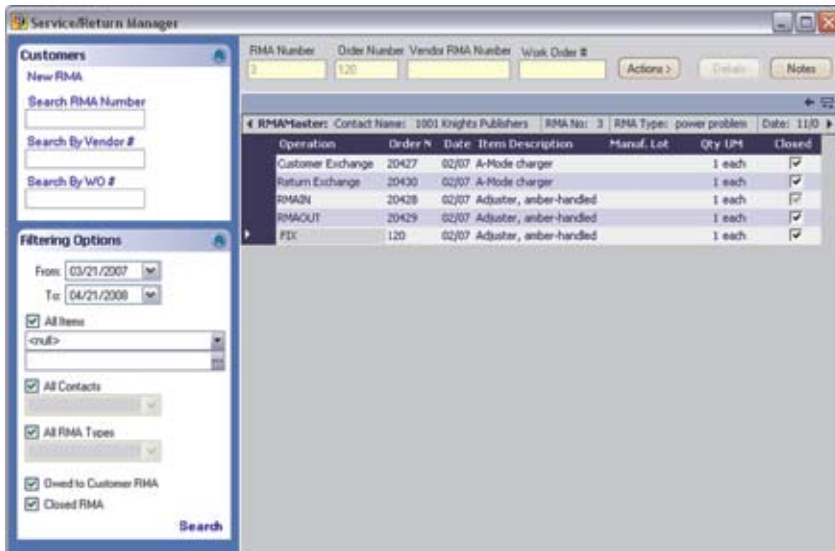
With the SIMMS Return Merchandise Authorisation (RMA) feature, returns and replacements can be handled with ease. You can handle every return with one flexible solution.

WHAT SIMMS CAN DO FOR YOUR BUSINESS

- Improves customer relationships
- Quickly resolve issues
- Easy to use
- Comprehensive reporting including future cash requirements

The Inventory Software you can rely on





SERVICES & RETURNS MODULE FEATURES

- **(RTV) Return to Vendor:** of course, an RMA module wouldn't be complete without the ability to send items back to the vendor for repair, SIMMS addresses this requirement.
- **Warranty Tracking:** SIMMS will inform you when items are past their warranty while attempting to complete a RMA-IN document, giving you the ability to prevent items from flowing into your shop with expired warranties.
- **Serial Number/Lot Tracking:** of course, you have the ability to track what serial number and lot number for the RMA items you are utilising in the transaction.
- **Purchase History Tracking:** easily view the customer purchase history from the RMA module enabling you to not only process an RMA for an item but determine for what sales transaction the item was related to.
- **Ability to fix or destroy items:** In SIMMS you have the ability to fix and or destroy items yourself once received into RMA.
- **Generate RMA/RTV Reports:** In a snap you can print important RMA/RTV related reports so you always have your finger on the pulse of your RMA department.

SUPPORT SERVICES

World-class support is one of the principal reasons that Invotec is a leader in the Inventory Management arena.

Training

Invotec offer a wide range of options. We offer on-site or online training and implementation expertise.

Support

There are several support plans to choose from empowering you to pick the plan that works for your company.

Upgrades

Upgrades for SIMMS as they are released. You will always have the latest, most current version of SIMMS.

Pre-paid Support

Purchase a block of support service time to ensure the smooth operation of your system on an ongoing basis.



T: 1300 INVOTEC / 1300 468 683 F: (03) 9532 5265
 9/148 Chesterville Road, CHELTENHAM VIC 3192, Australia
 www.inventory-control.com.au ABN: 27 120 387 751

