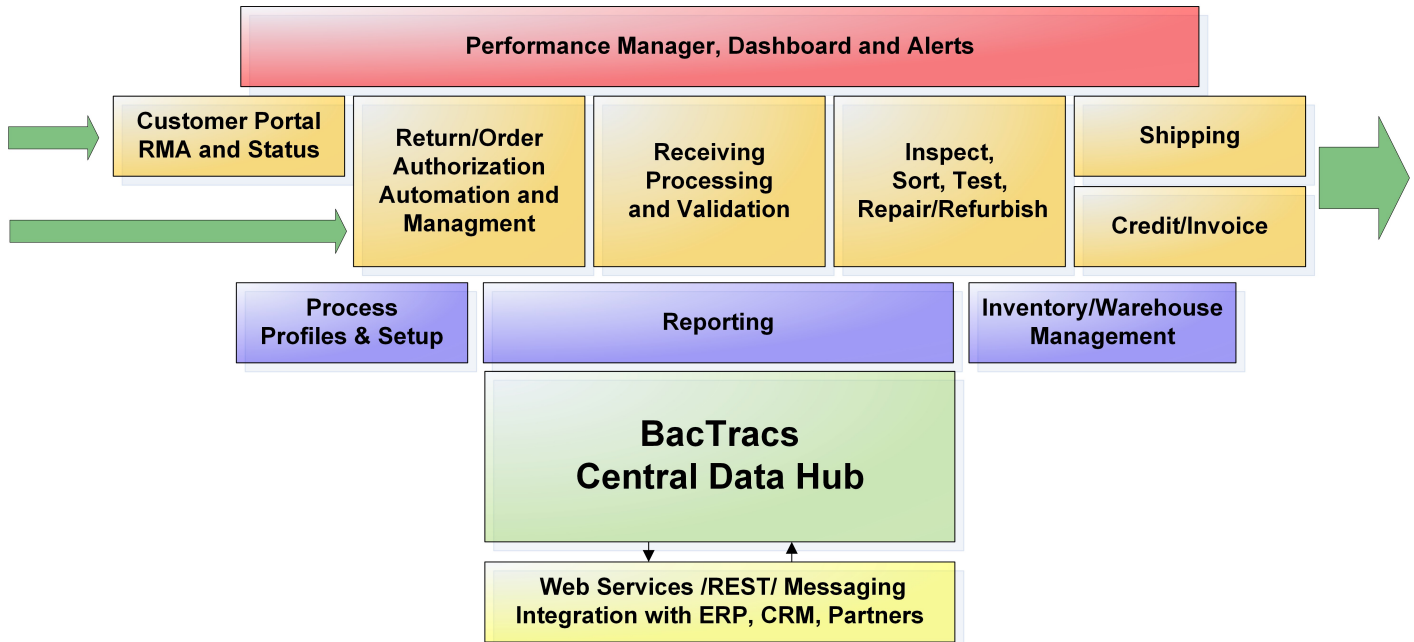


# BacTracs

software for reverse logistics

Controlling costs has become the primary focus in today's corporate environment. **BacTracs** is set of enterprise tools to help streamline and manage the complexities of product returns – even if you have outsourced your logistics function

## BacTracs - Reverse Logistics Management System Components



### The BacTracs Solution

**BacTracs** allows distributors, manufacturers, 3PLs and returns processors to add profit by automating and dramatically improving product return workflow and operations.

The features and benefits of **BacTracs** include:

- **Web Based – Real Time Visibility** of Reverse Logistics Processes to facilitate optimal and timely decision-making.
- **Integrated modules** to handle RMAs, track inventories and manage 'Test and Repair' activities.
- **BacTracs** links up-front customer interface with back end shipping, receiving and product repair.
- **Flexible, scalable, web-based architecture** to handle many users in many locations – including corporate and third-party users.
- **Flexible configuration** to handle Replace RMAs, Exchanges, Credit, Ship Only and Return for Repair RMA types involving End Users, Distributors, Dealers and VARs.
- **Simple, straightforward user interface** requiring minimal instruction and training.
- **Customizable interface** to create the look and feel of a corporate branded web application.
- **Serial number** tracking capabilities
- Return item **validation**.
- **Credit reconciliation**
- Ability to handle both In-Warranty and Out-of-Warranty **Repairs**
- **Estimating and invoicing** capabilities.
- **Customer Portal - self help functionality** allowing access to RMAs on the internet
- **Extensive Management Reporting**
- **Performance metric reporting** including the ability to measure RMA turnaround times.
- Flexible **inventory management** capabilities allowing shipping from multiple locations and an interface to third party logistics providers.
- Complete **inventory tracking** of balances and activities
- Test and Repair capabilities, which include **failure tracking and custom workflows**.
- **Integration ready architecture** allowing for integration to corporate accounting or ERP solutions or partners.
- **Data sharing APIs, XML, REST/JSON, EDI**
- **Quick implementation** -project or operations
- **SaaS Hosted or install on your servers**

## KEY FEATURES

### **RMA Creation and Authorization**

- RMAs are created on screen or imported from an external system
- Configurable multiple RMA types/workflows
- Search customer and related RMA history
- Multiple quantities on multiple lines
- Configurable Shipper and Ship methods
- Inbound Return labels
- Serial number tracking and validation
- Configurable Return Reason Codes
- Configurable Replacement Item options
- Replacement inventory at multiple locations
- Backorder quantity display
- Credit card authorization and processing
- Email confirmations
- Email bar coded Shipping Label and packing slip

### **RMA Self Service Portal**

- Public RMA creation with approval process and credit card processing
- Public RMA status lookup with shipping tracking
- Partner RMA creation with approval process
- Branded as required to reflect corporate image

### **RMA –Return for Repair**

- In and out of warranty repair
- Estimates and customer approval via Email
- Test, Repair, QC processing and Invoicing

### **RMA Management**

- Audit trail of all key activity with date, time and user
- Back Order management
- Alerts for overdue shipments, backorders, receipts
- Automated backorder fulfilment when stock arrives
- Automated notification, customer email reminders

### **SMART Receiving**

- Scanner based processing and data capture
- Serial number capture and matching if required
- Traveller tag or barcode creation
- Automatic Work Order creation if required
- Photo attachment
- Exception process automation between warehouse and customer service
- User configurable Disposition/Routing rules engine

### **Shipping**

- Shipment processing or integration and management of 3<sup>rd</sup> party shipping partners
- Full visibility of all shipment details on ship orders and ship confirmations
- Handheld shipment processing with outbound serial number collection

### **Credits**

- Credit processing automation of validated RMA receipts
- Credit notification to external system (XML, flat file)

### **Inspect/Test/Repair**

- Test, Repair, QC, Packaging, Scrap, Return to Vendor handling and processing
- Powerful configurable workflows, rules and routing
- Configurable Defect codes, Repair codes
- Time tracking and standard time for repair activities
- Parts Inventory Availability and Tracking
- Awaiting Parts Unit Management
- Billing and Invoicing for client accounts
- Alerts with action list
- Real time visibility of all activities in a Work Order
- Inventory tracking through work-in-process stages

### **Inventory Management**

- Item set-up with Bill of Materials
- Inventory quantity management in multiple facilities
- Item moves, transfers, adjustments
- Excel downloads and uploads for rapid changes
- Automated inventory allocation
- Easy restocking of cannibalized parts
- Track inventory between facilities and partners

### **Dashboard**

- Configurable Dashboard
- Real time performance indicators

### **Alerts**

- Configurable Alerts to warn when exceptions occur
- Alerts link to task list of details

### **Reporting and Analysis**

- Powerful reports of all key processing activities
- Download to Excel for further analysis

### **Data Exchange**

- Web Services, REST/JSON, flat files, XML, EDI

### **Integration APIs**

- Integrates easily using JSON, XML, flat files
- Special integration with Credit Card Authorization, Ship labels FedEx, UPS, USPS, Address/Zip Verification, Financial/ERP

### **System Information**

- Three-tiered web application written with Microsoft .Net and Microsoft SQL Server database

For information on how BacTracs can help your Reverse Logistics processing please contact:

Paul Rupnow  
Paul@BacTracsRL.com

BacTracs Reverse Logistics Software  
Suite 210 - 850 West Hastings  
Vancouver, BC V6C 1E1

Tel: 604-671-0724