



Challenge: Efficient Processing of RMAs

An emerging firewall hardware company was unprepared to handle the large number of returns from their end user customers. The company tracked their product returns via “paper trail”. They were not readily able to determine neither the root causes for the return nor if the units qualified for original manufacturer warranty. A significant dollar inventory built up due to replacement units being assigned to the end user while returns were waiting in the warehouse for disposition and units sent for repair had not been returned from the manufacturer.

DCL Solution

DCL developed an application, which keyed upon the customer return authorization, the original shipped date of the unit and the original receipt date of the manufacturer. Some unique characteristics of the returns application include tracking of actual manufacturing and shipping data for all returned goods, ability to discern warranty status and make disposition decisions on a real-time basis, ability to track returned equipment to the original hardware manufacturer and, complete inventory management to assure that proper customer credit is issued.

Benefits:

- End user receipt of replacement unit within 24 hours of the notification
- Identification of the validity of the end user claims for warranty period
- More effective return claims to the original manufacturer
- Processing of the returns within 72 hours of receipt
- Tracking visibility significantly reduced inventory build-up
- Analysis of possible root causes for the returns

About DCL

Founded in 1984, DCL has emerged as the leading provider of next-generation Supply Chain Services. More than a logistics company, DCL is a trusted business partner who reduces operating costs and improves end-customer service via a full menu of order entry/processing, call centers, warehousing, final assembly, fulfillment, and returns management. DCL’s advanced IT infrastructure is Internet-enabled for complete integration with enterprise-level business systems; its customizable solutions enable companies of all sizes to focus on their core competencies. DCL currently serves some of the best-known names in the high-tech and healthcare fields.