



## RETURNS Intech's Goods Return System

### Overview

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The Intech **RETURNS** module is an add-on module for the main Intech Inventory and Sales systems such as:

- **FABRICS** Textile system
- **MAGIC** Apparel System
- **STOCK** Inventory system

It is designed to allow the creation of a Goods Return Authorisation that will send out a document to the client so they can attach it to the incoming goods to be returned. The GRA can be printed and sent or emailed as a PDF.

Once the goods arrive, you have a few decisions to make as a business:

- Are the goods in sale-able condition and can go back into live stock?
- Are the goods damaged/marked in some way and need to go back in as 'seconds'?
- Are the goods in no condition to return to live stock at all?
- Does the Customer receive a full refund?
- Do we offer a refund for the goods - but not the freight charges?
- Do we offer a partial refund?

The **RETURNS** system allows the right people within your organisation the right tools to track, monitor and action all incoming Goods returns back into one of the above Intech Inventory or Sales systems.

- All Goods Returns are Audited and a complete Audit Trail of every part of the Return is maintained
- All Documents are Archived, so can be retrieved for future copies
- There is a full set of **RETURNS** reports available
- At any point in the Return process you can inquire as to where it is at and who has or has not actioned what

### Contact Details

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For further information relating to the Intech **RETURNS** System



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