



# Seamless Returns Execution with ERM Solution

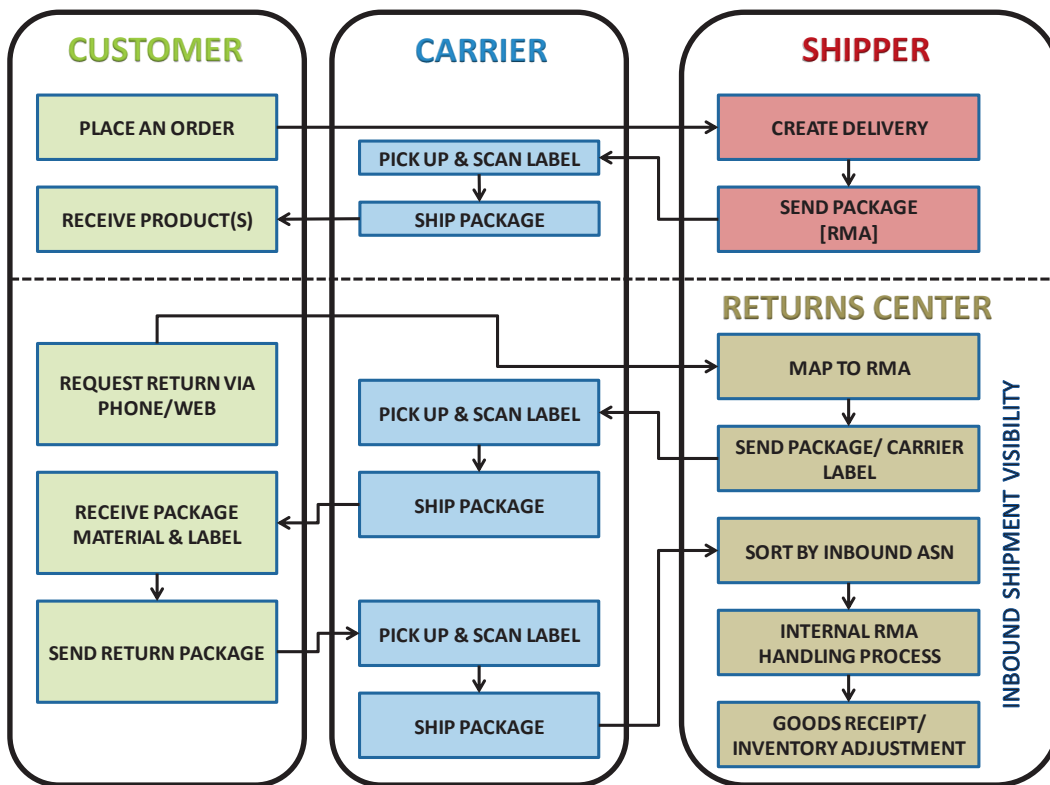
## Enterprise Reverse Logistics Management (ERM)

### A NEXT GENERATION REVERSE LOGISTICS SOLUTION

ProcessWeaver complements Reverse Logistics (RL) management by providing native interface for inbound/outbound shipping. Leveraging years of industry expertise and proven software solutions, ProcessWeaver offers a solution that allows enterprise users to perform the reverse logistics process without ever leaving your ERP System (SAP, Oracle, Microsoft, etc). Because our next generation solution is a comprehensive, cost-effective, ready-to-use application, it takes the complexity out of reverse logistics execution.

### ENTERPRISE REVERSE LOGISTICS MANAGEMENT (ERM)

ProcessWeaver ERM solution offers a comprehensive returns execution process across the enterprise. Return shipments are initiated by merchant or customer. ERM solution helps to systemically manage the returns process among all partners by monitoring the returns process from receiving the return label to package delivery back to the returns center. ProcessWeaver ERM solution automates the returns process by printing the RMA label along with the outbound shipment based on business rules using a ready-to-use secured shipping label. We provide visibility of inbound returns shipments by RMA number or a return tracking number. It also links the RMA document to the existing order for tracking purposes. ERM also performs the carrier compliant call tags.



### Key benefits of using the ERM Solution include:

- Native ERP Multi-Carrier & Multi-Mode Returns Management
- Systematically manages the returns execution using the product category
- Electronically communicate with carriers, Return Centers/Depots, and Customers about the returns process status
- Real-time compliance with carriers
- Standardized returns shipping process across the enterprise
- Automatically generates return shipping documentation at the time of outbound shipment processing based on product line
- Customer e-mail notifications with ready-to-use shipping labels, tracking information, and call tags
- Creates an RMA document and links it with the existing order within your ERP system