BacTracs
software for reverse logistics

Andlor
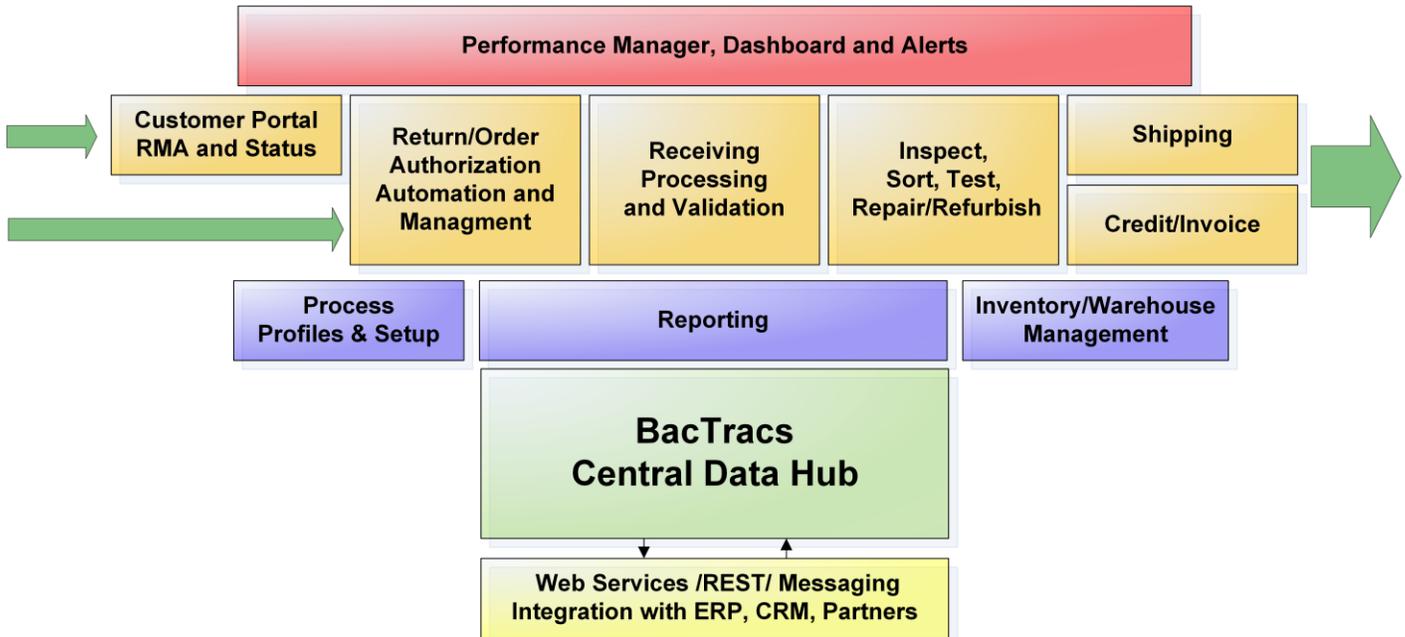Logistics Systems Inc. - Andlor Group

*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

Performance Manager, Dashboard and Alerts

- Customer Portal RMA and Status
- Return/Order Authorization Automation and Managment
- Receiving Processing and Validation
- Inspect, Sort, Test, Repair/Refurbish
- Shipping
- Credit/Invoice

- Process Profiles & Setup
- Reporting
- Inventory/Warehouse Management

BacTracs Central Data Hub

Web Services /REST/ Messaging Integration with ERP, CRM, Partners

The BacTracs Solution

BacTracs allows distributors, manufacturers and returns processors to add profit by automating and dramatically improving product return 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 Regular, Cross Ship, Credit, Ship Only and Return for Repair RMA types involving End Users, Distributors, Dealers and VARs in a multi-product, multi-quantity environment.
- **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 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 3rd 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 Andlor can help your Reverse Logistics processing please contact:

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