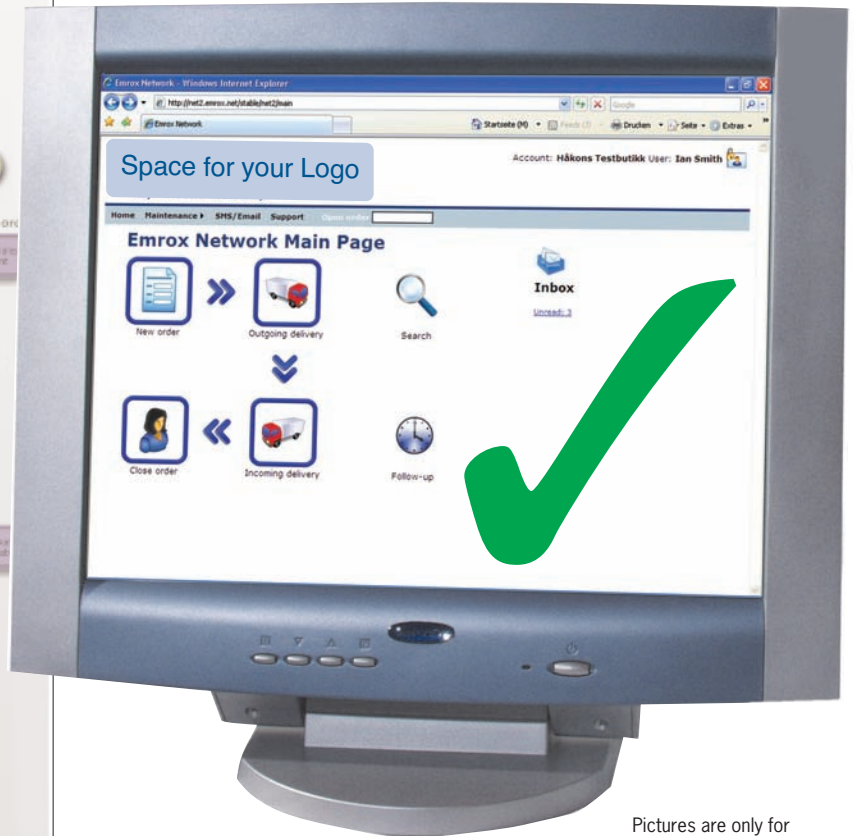




EMROX Store – the independent Service Portal



Pictures are only for Illustration

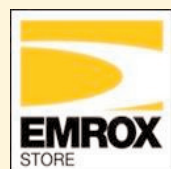
Emrox Store is a software tool that makes it possible for stores and chains to effectively manage their returns and provide their customers with a highly professional service. The software is a web application that needs no local

installation and can be accessible from anywhere. Administration is reduced to a minimum by e.g. follow-up views, central settings, and automatic status messaging (by SMS or email) to customers.

Excellent Service results in...

- ...CUSTOMER SATISFACTION
- ...CUSTOMER LOYALTY
- ...CUSTOMER REFERRALS

Every customer is different and their requirements for service differs from product to product.



EMROX Store respects individual customer demands and follows the Service and repair requirements from your suppliers.

EMROX Store provides your Organisation with totally independent control of your service process flow, in real-time. Your headquarters decide which workshop your sales outlets staff should send which product to for repair, swap etc. EMROX Store improves communication and shortens TAT (total turn around time) with optimised logistics control.

EMROX Store is easy to use and can be easily integrated into existing systems.

.....Business Success.

Easy to learn and use

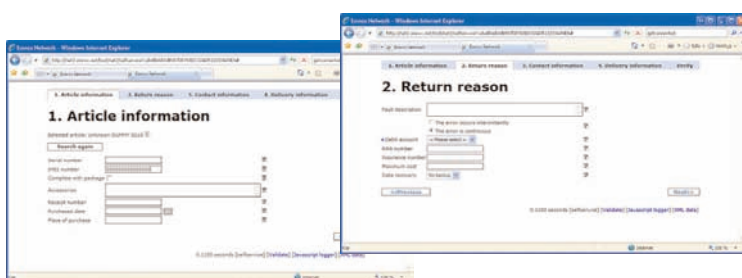
The user interface is easy to use and understand by staff. The workflow for the store is built round four simple routines;



registration, send goods, received goods and finally - hand back.

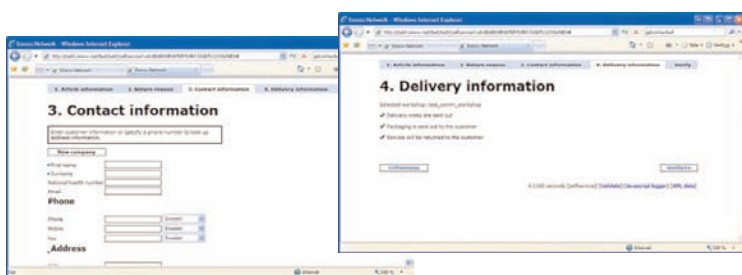
Powerful follow ups

Orders that need special attention, e.g. delayed, not collected orders or unanswered quotations, are displayed in a follow-up view. The view enables stores to monitor open orders and work to minimise TAT.



Up-to-date information transparent to the users

The information registered in Emrox Store and updates received from workshops are transparent to the store and the product owner (customer). A link with an automatic login can be sent to the customer. There, he or she can follow the progress of the return; thereby reducing communication with the store or customer support (call centre).



More time for your customers

Emrox Store supports your sales staff with the administration of your customer service. The print out of forms, receipts and delivery notes can be executed at the POS and your Logistics Company can receive the order to pick up the product. Communication with Service Partners and customers will be updated about the repair status and Loan or Rental Stock can be monitored and controlled by the program. So your sales people will have more time for your customers.

Would you like to learn more about Emrox? For a demonstration and a price quote please contact our sales department. We will give you a full demonstration of the application and provide you with an individual offer.

Related products

- Emrox Contact Centre – used to answer questions regarding returns from multiple stores
- Emrox HQ – used to administer settings, security and product flows in a chain
- Emrox Self Service – can be used in a terminal in the store to allow customers to register returns

Additional features

- Customisable screens – add your company logo and corporate colour scheme
- Use your own article database
- Electronic communication with all Service Partners (workshops) is possible
- Product control - decide where products are sent based by region/ supplier/ product type, etc..
- Storage locations
- Loan or rental stock management
- Flexible security settings allow you to decide what your users are authorised to do.
- Detailed logging of your orders - see if data has been changed, when and by whom.
- Templates for designing customised print-outs and messages
- Advanced order search
- Notifications - send messages to other users
- Statistics
- And much more...

System requirements

Hardware: Computer or Internet connected device
Monitor (minimum 800x600)
Printer
Label writer (not required)
Internet connection: No minimum requirement but we recommend a speed of at least 0.5 Mb
Software: Browser, e.g. IE 7 or Mozilla Firefox

Pricing and Availability

Emrox Store is available in the following languages:



English Swedish Norwegian Finnish Danish German