



Industry:	Software for the MRO-industry.
Intended users:	Distributors, suppliers, workshops and stores
URL:	http://net2.emrox.net/
Synopsis:	System for handling RMA's, typically low cost products that generate a credit or a swap for the reseller..

Product description

Emrox Supplier is a system that helps manufactures/distributors, their service partners and stores to manage RMA's, for typically low cost products. Suppliers receive their claims through one channel and stores, or workshops sending in claims can use one single interface for multiple suppliers.

The system has three roles: *dispatcher* (warranty giver, typically the manufacturer/distributor), *verifier* (the assigned service partner) and finally *the applicant* (store/ service partner sending in claims). Today the system is financed by the distributors; hence this product sheet will highlight the features from their perspective.

Key features

One channel for receiving RMA's

If you specify that the stores/resellers of your products register their claim in Emrox Supplier you will only have one way of handling RMA's.

Multiple agreements

If the return terms vary among your customers you can set up multiple terms and assign them to different chains/ stores as they apply to register claims.

You decide mandatory fields and allowed return types

As a receiver of claims, you can specify which fields that are mandatory in the RMA form. Furthermore you can specify which return types you accept.

Additional features

- Use your own article ID's and names
- Statistics
- Predefined processes
- User defined customer ID's
- And much more...



System requirements

Hard ware:	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 2Mb
Software:	Browser, e.g. IE 7 or Mozilla Firefox

Pricing and Availability

Emrox Supplier is available in the following languages:

- English
- Swedish
- Norwegian
- Finnish
- Danish

For a demonstration and a price quote please contact our sales department.

Screen shot of Emrox Supplier

