ReverseLogix

Manufacturing Industry Solution Sheet

# ReverseLogix Manufacturing Returns Management Solution

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# Transform Reverse Logistics Into a Margin Protection Engine

Manufacturers have optimized production and forward logistics— but returns, repairs, and warranty workflows often remain manual, fragmented, and difficult to scale.

ERP platforms manage transactions. **But reverse logistics requires execution.**

ReverseLogix delivers a purpose-built **Returns Management System** (RMS) designed to orchestrate complex approval processes, warranty decisions, inspections, and recovery workflows — without replacing existing infrastructure.

- Standarize approval policies across global operations
- Automate warranty and repair workflows
- Gain real-time visibility into the full returns lifecycle

# The Manufacturing Returns Challenge

Across manufacturing organizations, reverse logistics spans multiple departments and workflows:

- Customer service initiates RMAs
- Warehouse teams receive and inspect goods
- Engineering evaluates product failures
- Labs perform repair or calibration
- Finance manages credits and recovery

Many manufacturers rely on ERP-native processes supported by spreadsheets, email approvals, or paper checklists.

Even modest return volumes introduce operational complexity when serialized products, dealer programs, or service networks are involved.

### This creates:

- Multiple approval steps slowing warranty decisions
- Inconsistent processes across locations or partners
- Limited visibility into repair outcomes and recovery value
- Excess working capital tied up in returned inventory

# Why Manufacturers Need a System of Execution

ERP systems serve as the system of record — but they were not designed to orchestrate operational workflows like inspection, quoting, repair authorization, or disposition routing.

ReverseLogix acts as the System of Execution for reverse logistics, managing the lifecycle behind each return:

With centralized rules, approval hierarchies, and workflow automation, manufacturers gain control over complex return processes while keeping ERP intact.

# The ReverseLogix Platform Overview

ReverseLogix provides an end-to-end SaaS returns management platform that facilitates, manages, and reports on the entire returns lifecycle across manufacturing environments.

ReverseLogix acts as the System of Execution for reverse logistics, managing the lifecycle behind each return:

**Key platform capabilities:**

- Configurable policy and rules engine supporting vendor entitlements and approval hierarchies
- Branded B2B portals enabling customers and dealers to initiate and track returns
- Guided workflows for receiving, inspecting, and grading product returns
- Automated routing based on business rules for repair, refurbishment, resale, or disposal
- Centralized analytics delivering real-time operational visibility

Unlike point solutions, the ReverseLogix RMS orchestrates the entire lifecycle of a return — enabling manufacturers to standardize processes across facilities, partners, and customer channels.

# Purpose-Built for Manufacturing Reverse Logistics

## Approval Workflows & Policy Governance

Manufacturers often require complex approval thresholds tied to product value, warranty coverage, or service contracts. ReverseLogix enables:

- Configurable approval hierarchies by product, region, or customer type
- Automated warranty entitlement validation
- Rules-based repair authorization
- Standardized policies across global networks

Customers have saved millions by reducing over-crediting and enforcing approval policies through standardized workflows.

## Analytics & Operational Visibility

Because ReverseLogix manages every stage of the return, manufacturers gain 360° visibility into:

- Failure trends and engineering insights
- True cost of returns and recovery performance
- Inventory movement and repair status
- SLA performance across service teams

Real-time analytics enable better decision-making and continuous improvement.

## Warranty & Repair Management

ReverseLogix supports end-to-end warranty and repair workflows designed for manufacturing environments:

- Serial and lot tracking for accurate validation
- Inspection, quoting, and calibration workflows
- Engineering-driven disposition routing
- SLA management for service operations

Manufacturers gain full visibility into repair outcomes and maintain control over warranty costs and vendor policies.

## Lifecycle Automation Across Facilities & Partners

ReverseLogix connects owned facilities, service depots, and third-party partners within one platform:

- B2B customer and dealer return portals
- Multiple return types and policy validations
- Image capture and discrepancy management
- Automated notifications and status updates

Standardized workflows ensure consistent execution while allowing flexibility for location-specific processes.

# Business Impact

Manufacturers using ReverseLogix typically achieve:

**30-50% faster RMA processing**

**Lower working capital tied up in returned inventory**

**Reduced manual approvals and paperwork**

**Increased recovery and resale value**

**Improved dealer and customer experience**

**Better engineering insight into product performance**

# Built for Complex Manufacturing Operations

**ReverseLogix supports organizations managing:**

- Global repair or calibration programs
- Distributor or dealer return programs
- Multi-site service networks
- Warranty-heavy product lines
- Serialized or high-value products

**Manufacturing customers include:**

mks | Samsonite | Schneider Electric

# Why ReverseLogix vs. ERP-Only or Manual Processes

## ERP Native RMA

- Transaction-focused workflows
- Limited lifecycle orchestration
- Heavy customization required

## Manual or Custom Processes

- Spreadsheet-driven approvals
- Paper-based documentation
- Difficult to scale globally

## ReverseLogix

- Purpose-built System of Execution for reverse logistics
- Automated approval and warranty workflows
- Configurable without heavy development
- Enterprise scalability across facilities and partners

ReverseLogix

# Modernize Reverse Logistics Without Replacing ERP

ReverseLogix transforms fragmented workflows into a unified lifecycle—improving operational efficiency, financial performance, and customer experience across manufacturing enterprises.

**SCHEDULE A RETURNS CONSULTATION**