**What ERP solution do you currently use?**

Netsuite

**How are you capturing the information related to the initial transaction such as orders, payments, etc into your ERP?**

Orders are currently placed in Magento and synced into Netsuite.

**Are you currently delivering the product with the return shipping label/instructions?**

Not currently, but this has been discussed. We prefer to only provide RMA label once customer service approves the RMA.

**Do you manage all sales via the e-commerce platform or there are other channels such as point of sale, direct B2B sales? etc**.

Currently, all sales are entered in Magento, but we will eventually move sales/channel to Salesforce-only ordering. Both systems will flow into Netsuite.

**Which e-commerce platform do you use?**

Magento

**Please clarify if the RMA center is at the same location of the Refund center or perhaps those two locations are the same?**

You can assume they are the same.

**Return policy/warranty details? can customer update warranties?**

We offer an initial 1 year warranty. Customers can buy extended warranties (2 years) and they can also add "Pro Service Plan" which would entitle them to hot swap (ship new/refurb printer immediately, then they send in theirs for repair).

**Are you planning on funnel returns exclusively via shipping and the e-commerce platform? or there will be exceptions (e.g. a customer can email or walk in)?**

Currently, RMAs are all done via customer service engagement. That said, customers should be able to see/manage RMA details from the customer portal. This could pull data from any system...

**Resources, Budget, Implementation timeline**

* + Do you have the current process on a chart?

No

* + **NOTE:**The information provided on the current process is too brief, it is necessary to map the existent process in the real setting. This will help identify all the bottlenecks, human resources vs time to complete tasks, equipment used/needed (maybe is necessary to purchase scanners), geographic constraints (e.g. is the refurb center in the midwest?), office setting constraints (e.g. maybe the person in charge of shipping has an office in other building/floor), etc.

This is fair. Please provide the best guidance you can based on information available to you. The goal of this project is for us to understand/evaluate your resourcefulness, the way you approach solutions (including the ambiguity), and your ability to clearly communicate and defend your solution.

* + Budget is a very important variable; process improvement could be done at various levels depending on a budget. E.g, Leveraging the existent tools/human resources to improve the existing process **vs**. adopting a more robust platform **vs**. developing your own platform.
  + Implementation deadline? E.g, If you need the new process in place on January 1st, it may be unrealistic to develop your own platform by then, however, it may be possible to improve the google spreadsheet to enhance the process

 Our goal is to build scalable, efficient solutions. Budget and timeline can be negotiated to do it right.