

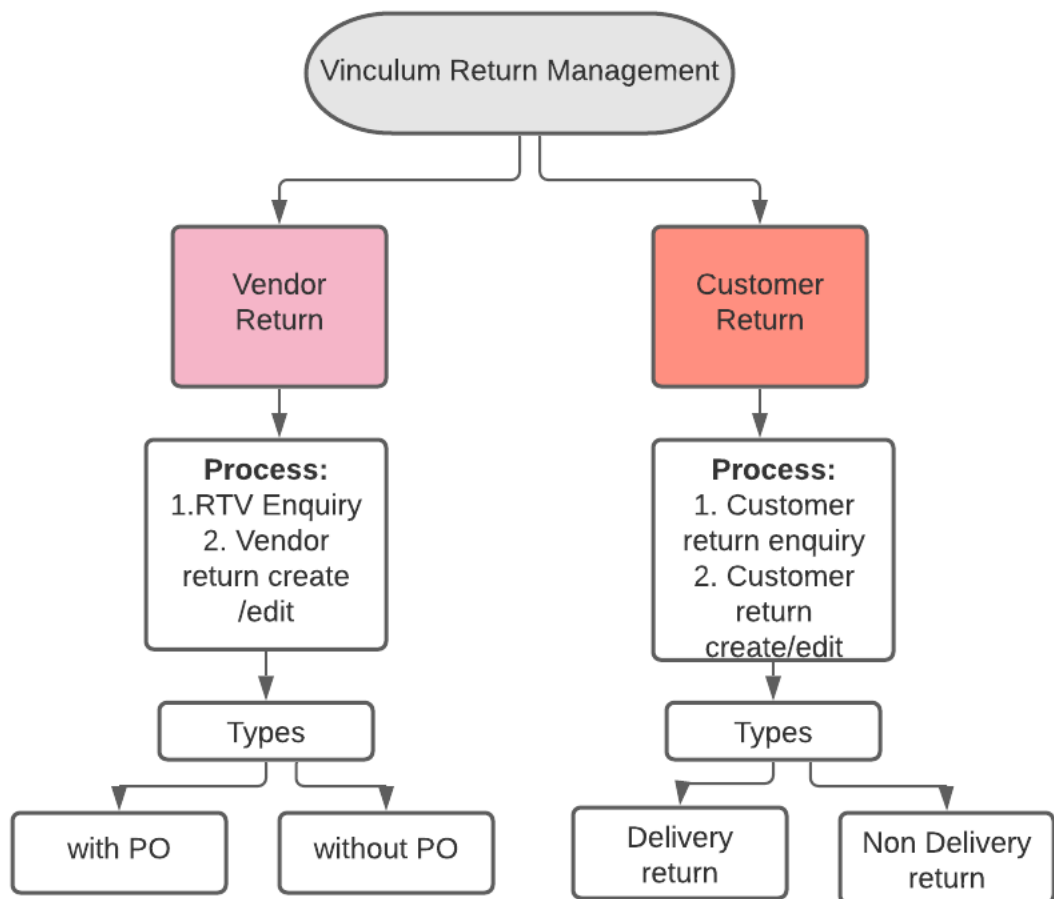
About Return Management Features in Vinculum, Unicommerce and Shopify

Returns management is a process in retail and e-commerce that involves interfacing with customers who wish to return a product, and then collecting, organizing, and restocking inventory that has been returned or exchanged

Vinculum Return Management:

Returns management enables the user to return the items back to the vendor and manage user returns efficiently.

For sales order returns, system follows a different process for delivered returns and non-delivered returns.



Compare the features:

In our Eunimart platform we did international shipment as of now so we did vendor returns only.

Features want to be added in Eunimart when compared to vinculum:

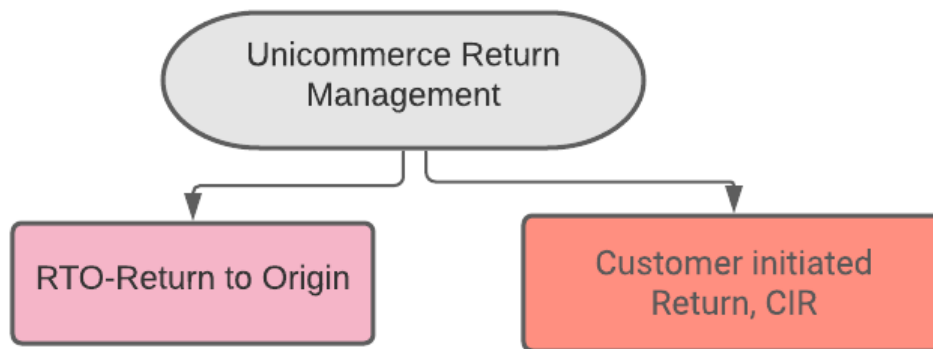
1. RTV Enquiry -> with PO and without PO

2. Customer return management

Reference : <http://docs.vinetail.com/vin-etail-return-management/>

Unicommerce return Management:

In unicommerce, they also provide and manage two type of returns.



Return to Origin (RTO)

In case a shipping package could not be delivered at your doorstep for a certain reason like, door found locked or location not found etc, the item must return to the warehouse.

Customer Initiated Returns (CIR)

In case a customer initiates a return after receiving the package, a reverse pickup has to be created in the system. The customer return is handled by Market-places or by the vendor(s) depending upon from where it originated.

Uniware allows reversing pick up to be created only for those shipments having status “DISPATCHED”.

Features involved in Unicommerce:

- Automatic reversing pickup for all returns at marketplaces.
- Automate online return management process.
- Visibility for entire return order life cycle.
- Scan returns via Uniware app.
- Advanced returns dashboards and reports.

Features want to be added in Eunimart when compared to Unicommerce:

1. Visibility for entire return order life cycle features may be added like shipping order tracking details.
2. Scan return features may be added instead of filling a lot of details.

Reference: <http://support.unicommerce.com/index.php/knowledge-base/type-of-returns/>

2. https://unicommerce.com/ecommerce-returns-management/?utm_source=Gads_brand&utm_campaign=brand_key&keyword=unicommerce%20esolutions&gclid=Cj0KCQjw3f6HBhDHARIsAD_i3D-Zd5HxgxhI03Ff39t_huKJiFCrJJIIYJ5TKUrIZbxZUPrc90hnWQ4aAqMMEALw_wcB

Shopify return Management:

The Returns Management System App integrates with Shopify and provides for a seamless experience for managing returns. They make it easy for customers to file a return and make it easier for handle returns requests.

Features included shopify:

1. Easy for Customers

Simply embed a Request Creation form on your store and allow your customers to create returns without logging in.

2. Easier for Owner

As a Merchant you can quickly create a Return Request from the Admin Panel. It lets you record everything like Item Status, Quantity , Return Reasons etc.

3. Send Prepaid Return Shipping Label to Customer

Admin can quickly generate and send Prepaid Return Shipping label to customers directly from the App.

4. Automate Return Shipping Labels

The App will allow customers to generate and print pre-paid shipping labels without any intervention from support personnel. This will save a lot of time for Shop Owners. Simply activate it from the settings panel and customer will have the ability to create prepaid returns label on their own.

5. Allows your customers to return Multiple Products in a Single Request

Allow customers to return multiple products in a single return request.

6. Highly Informative and Graphical Reports

Reports include Most Returned Products, Return Percentages etc. These Reports provide actionable insights to reduce costs and improve profitability.

1. Attach images to the return request Customers can optionally upload images of items (defected parts) while creating a return request.

8. Custom Return Reasons

Set Up Custom Return Reasons like "Wrong Size", "Damaged", "Wrong Color" etc. You can create as many custom reasons to suit your workflow.

9. Custom Item Status

You can set Custom Status for every Item included in the Return Request.

10. Return time window

This features allows you to define a time window (in days) for creating a return. So if a customer tries to create a return after the time window has passed, the system will display a customizable "Return Window Expired" message

11. Exclude Products from Return

Simply select a product category and customers wont be able to include it in the return request

12. Disable International Returns

It is now possible to prevent international customers from filing a return request.

13. Override Return Rules

As Admin you can override the rules and manually create a return request.

14. Setup Terms & Conditions

Quickly add a Terms and Conditions Check-box on the Request Creation form.

Features want to be added in Eunimart when compared to shopify:

1. In customer return management system once it is ready means we may add to Allow customers to return multiple products in a single return request.
2. Prepaid Return Shipping Label to Customer
3. . Automate Return Shipping Labels

Reference: <https://apps.shopify.com/return-management-system?auth=1>

-By Kausic