



Benjamin Büttner
Business Development ELMA
+49 162 2971 987
elma@encory.com

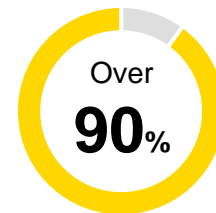
Saving time and money in your return processes!

Do these challenges sound familiar?

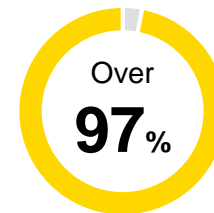
- Time-consuming processes due to user-unfriendly interfaces
- High susceptibility to errors due to manual processes and switches between systems
- Lack of transparency regarding the status of returns or pending payments
- Outdated manuals and high demand in training of employees
- Return processes prove to be costly, leading to unnecessary tying up of resources and working capital

Our Solution

From the order creation to the tracking of all returned parts – our user-friendly platform **ELMA (Encory Logistics Management Application)** increases transparency and efficiency in your processes. In the standard scope, we cover returns and claims, warranties and exchange parts.



Reduction of manual post-processing and inquiries



Satisfied dealerships

“Due to the tracking function, we now do not have to follow up on every single order. Here, we have a clear overview on the status of our inquiries.”

ENCORY
LOGISTICS
MANAGEMENT
APPLICATION

What distinguishes Encory from others

Encory develop and operate end-to-end circular solutions for aftersales. From the implementation of sustainable remanufacturing projects to entirely taking over the reverse supply chain to the purchase of obsolete products and secure recycling – we create and manage closed loops. As an innovative and experienced partner and solutions provider, we have acquired a high level of process and system know how to handle complex requirements from our customers and partners.

Less than
3 min

Time for the order creation of a return incl. pictures

More than
3,500

Active users of the application

“We are saving so much time when commissioning and processing an order of our returns, claims and exchange parts.”

Implemented in 5 steps:



Analysis of requirements at the dealership and OEM



Interface assessment at the OEM

R CREATE RETURN ORDER **P** PARTS MANAGEMENT **B** BOX MANAGEMENT

DASHBOARD

12 return label(s) to be printed
2 core return(s) waiting
8 warranty part(s) requested
1 problem case(s)

SUPPORT

Video tutorial
Manual

COMMUNICATION

WARNING	Badly packed return parts	1. Okt
INSTRUCTION	New RP Process	30. Sep
UPDATE	New 1&1 repair order available	28. Sep
REQUEST	Several parts rejected need attention	21. Sep

Transparent

- ✓ **Complete transparency** regarding pending returns, refunds, credits or return rates on single locations and group overviews
- ✓ **Various user roles** allow target-group-specific evaluations
- ✓ **Track & Trace function** creates a prompt overview over the status of the return & refunds. This reduces the need to check back with the OEM immensely

User-friendly

- ✓ **Intuitive and easy usability** due to self-explanatory interfaces and logical structures
- ✓ **Mobile-App** including additional functions, e.g. pictures at order creation
- ✓ **User-friendliness** cuts the need of additional training; all information is provided on the platform

Time-saving

- ✓ **The bundling of processes** reduces the effort in the operational processing, e.g. the labeling of a return or the installation of a transport unit
- ✓ **Central control** over ELMA optimizes the return-processes
- ✓ **Simple and quick adaption** to modifications of external demands



Customer-specific adaptations



Online-training & go live



Operation & support by Encory

Look ahead – we will take care of your returns.

GET IN TOUCH



Benjamin Büttner
Business Development ELMA
+49 162 2971 987
elma@encory.com

ENCORY
AFTERSALES
SOLUTIONS.
SMART.