

Saving time and money in your return processes!

ENCORY
AFTERSALES
SOLUTIONS.
SMART.

GET IN
TOUCH



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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- Outdated manuals and high demand in training of employees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

Implemented in 5 steps:



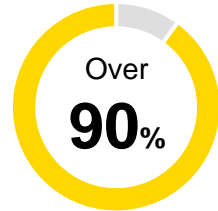
Analysis of requirements at the dealership and OEM



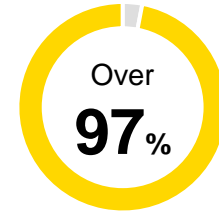
Interface assessment at the OEM

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.“



Why Encory

We develop and operate end-to-end circular solutions for the aftersales business - from the implementation of sustainable remanufacturing projects to entirely taking over the reverse supply chain. As an innovative partner, e.g. for the BMW Group, we have acquired a high level of process and system know-how to handle complex requirements from our customers and partners.



Time expenditure for the order creation of a return incl. pictures



Active users of the application

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

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.

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