



## IMPROVE CUSTOMER LOYALTY

To stay competitive, virtually every company needs to process customer returns. As today's customers demand a more specialized level of service, tracking and resolving these returns can be an increasing challenge.

SIMMS offers a competitive edge for distributors and manufacturers. These features create a completely integrated return management solution that saves time, boost customer satisfaction and give you a real competitive advantage.

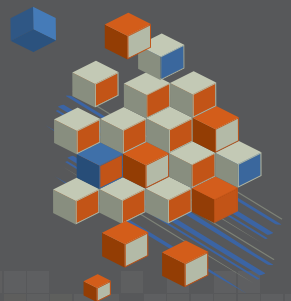
With the SIMMS Return Merchandise Authorisation (RMA) feature, returns and replacements can be handled with ease.

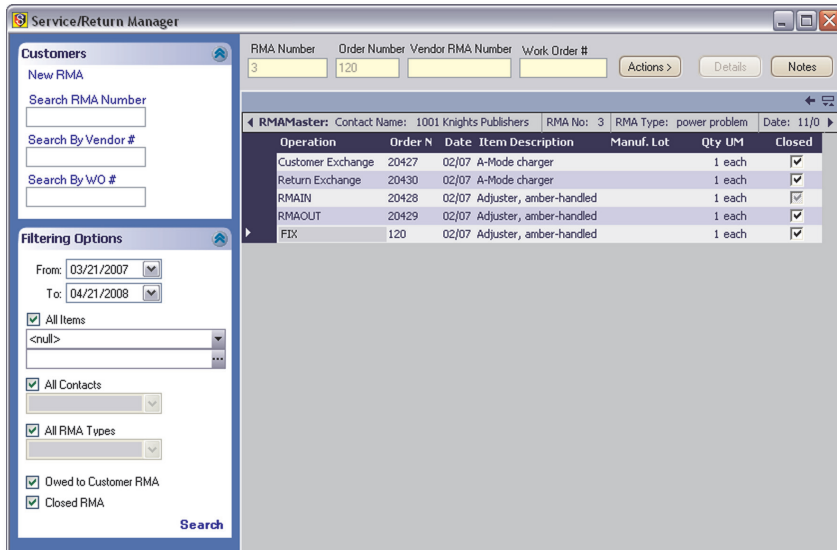
You can handle every return with one flexible solution.

### WHAT SIMMS CAN DO FOR YOUR BUSINESS

- Improve customer relationships
- Quickly resolve issues
- Help you manage your vendor returns along with your customer RMAs
- Keep you informed of your RMA costs and bottom line associated

**Keep your fingers on the pulse of your customers RMA's**





## SUPPORT SERVICES

With KCSI you will find dozens of capabilities that are not available from any other Inventory Control or Accounting software company.

This is why more and more companies are turning to SIMMS to solve their Inventory Management and Accounting requirements.

### Training

KCSI offers a wide range of training options. We offer on-site or online training and implementation expertise.

### Customization

No custom request is too small or too large. Customization of SIMMS can usually be done so there is no problem with future upgrades. We also offer on-site customization programming if requested.

## SERVICES & RETURNS (RMA) MODULE

- **(RTV) Return to Vendor:** An RMA module would not be complete without the ability to send items back to the vendor for repair. SIMMS addresses this requirement.
- **Warranty Tracking:** SIMMS will inform you when items are past their warranty while attempting to complete a RMA-IN document, giving you the ability to prevent items from flowing into your shop with expired warranties.
- **Serial Number/Lot Tracking:** SIMMS provides the ability to track what serial number and lot number for the RMA items you are utilizing in the transaction.
- **Purchase History Tracking:** Easily view the customer purchase history from the RMA module you can not only process an RMA for an item but also determine to which sales transaction the item was related to.
- **Ability to Fix or Destroy Items:** In SIMMS you have the ability to fix and/or destroy items yourself once received into RMA.
- **Generate RMA/RTV Reports:** In a snap you can print important RMA/RTV related reports so you always have your finger on the pulse of your Service and Returns department.



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