

# Microsoft Business Solutions—Great Plains

## eReturns

eReturns allows you to provide your customers with a convenient, easy to use interface through which they can initiate and monitor the returns process. After logging into a secure website, your customers will be able to create new Return Materials Authorization (RMA) documents. The status of these open and historical RMA documents will be available through eReturns, keeping your customers informed of how the return process is progressing at all times. Using eReturns results in lower operating costs due to fewer calls from your customers into your call center to find this information and leads to increased customer satisfaction because your customers have access to all this information when it is convenient for them.

## Quick Features List

- Allow customers to initiate the creation of an RMA online, 7x24x365, without tying up your customer service personnel.
- Customers can view the status of open RMAs, further reducing call center contacts.