FUJITSU

Fact Sheet
FUJITSU Retail Suite ReturnCENTER™

A multi-channel solution

Manage returns from multiple channels and reduce fraud with the Fujitsu ReturnCENTER™ application. ReturnCENTER allows you to centrally maintain sales order and return information, and access it from any location. You significantly reduce your costs through better inventory management and elimination of fraud-related issues, while improving service to your customers. As with all of the leading Fujitsu enterprise software applications, ReturnCENTER is secure, reliable and capable of handling large volumes of data.

Flexibility and control
ReturnCENTER is designed to give you tremendous flexibility and control when it comes to the returns management process. It easily integrates with any number of point-of-sale and Web applications, and allows easy capture of customer and product data along with the establishment of business process rules.

Here are some examples of returns processes that can be managed with ReturnCENTER:

- Review original transaction by receipt identifier (receipt barcode)
- Review original transaction by customer detail (name, address, phone number) with or without receipt
- Capture and report on the reasons for merchandise returns
- Check whether a product has been returned before

- Confirm price of product at time of sale (i.e., price paid, discounts applied and applicable taxes)
- Prevent fraudulent returns of items purchased from another retailer
- Manage returns without a receipt through a velocity check that limits the number of returns allowed by validating the return against multiple user identified frequency and dollar parameters.
- Alert management of potential fraud by flagging certain customers (e.g., those with frequent returns) with a "black mark."
- Create a refund transaction when requested by the point-of-sale system
- Track returns processing
- Enable help desk to respond to customer information requests
- Provide information contained in ReturnCENTER to reporting and analysis systems

Robust reporting
The reporting capability in ReturnCENTER gives management critical insight into those activities that have the greatest impact on the returns process. The types of reports available include the following:

Daily report on returns by:
- Store associate
- Value of return transactions reason code
- Report of potential return abusers based on:
  – Frequency
  – Value

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Exception reports:
- Manager overrides
- High value returns
- Reconciliation report:
  - Incomplete return transaction
  - Easy administration

Installing and administering ReturnCENTER requires only basic systems and database administration skills. You may handle administration locally or remotely, completely automate all data loading processes, and run extensive diagnostic logs to assist with troubleshooting. Fujitsu also has a broad and experienced professional services team that can install, customize and maintain your ReturnCENTER solution.

The Fujitsu difference

Fujitsu is your one-stop resource for Retailing solutions. In addition to ReturnCENTER, we offer a complete range of application software, including point-of-service, loyalty, data management, stored value cards and workforce management. We also deliver the hardware and services you need to excel in today's challenging retail environment. Our focus on relentless cost reduction means we'll partner with you to significantly lower your store technology costs - not only in the beginning, but over the entire life of your system.

For more information on ReturnCENTER and the full range of Retailing solutions from Fujitsu, contact us today.

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