

# RETURNS TRACKER

Designed to kick your customer service up 10 notches

## What is Returns Tracker?

Returns Tracker is a powerful customer service module that ensures customer issues are followed through from start to finish. Users can easily keep detailed notes on every customer interaction, and link all relevant notes and documents to each issue case to keep information organized and quickly accessible. Provide customers fine-tuned attention by addressing requests in record time or providing up-to-the-minute order status updates throughout the processing pipeline.

## You should use Returns Tracker if:

- Returning merchandise is a complicated process for you and the customer
- Customer relationship management often requires input from more than one department/employee
- You currently spend more time tracking down customers' information than you do resolving their issues

## What does it look like in action?

Returns Tracker is designed to help you help your customers — whether they're looking to return an item, resolve an issue, or re-up on past orders, Returns Tracker keeps you organized to exceed customer expectations with your responses. This add-on shows you the entire timeline behind a given customer's issues and needs, giving you the heightened visibility you need not only to resolve their current demands, but to identify trends and readjust your processes to avoid the same issues in the future.

## With Returns Tracker, you can:

- Generate a reorder or return with ease
- Track issues and resolutions from beginning to end
- Assign specific users to cases to avoid confusion
- Attach additional documents, item notes, and past customer requests to issues

## How does Returns Tracker help shape my CRM strategy?

With Returns Tracker, you can diagnose any recurring problems by tracking how, where, and when they occur. By creating as many unique issue, cause, and resolution codes as you need, you can monitor what's causing customer issues in the first place, determine the best resolutions, then take the necessary steps to improve your processes.

## How can I expand my software tool kit?

Cavallo's Returns Tracker is just one tool in your distribution software tool kit. Build out your complete distribution software solution with Cavallo's additional features and modules — including next-level functionality like automated tasks and workflow, CRM tools, EDI, barcoding, and more. Elevate every process of your distribution management, from selling to order fulfillment to shipping and payment collection, and accelerate their efficiency by uniting them under one powerfully flexible solution.