





RETURNS TRACKER

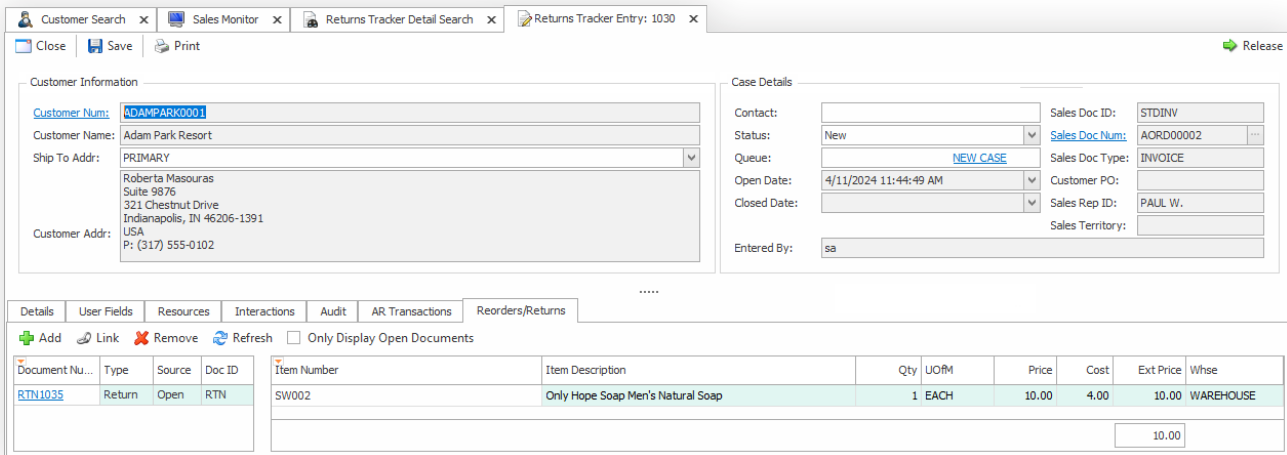
Refine your customer service experience

Instant Visibility, Real-Time Updates

Get customers the answers they need quicker with SalesPad® Returns Tracker. Ensure that customer issues are followed from start to finish and empower your Sales and CSR teams to provide real-time status updates at any point in time.

If your company deals with a high volume of returns, tracking down customer information is time-consuming, or your CRM often requires input from multiple departments, Returns Tracker is the customer service module you need. Find critical information in seconds, ensure prompt follow-up to customer requests, and significantly improve visibility of data.

-  Get up-to-the-minute status updates
-  Identify trends to prevent recurring issues
-  Use workflows to set up routing and coordinate visibility
-  Gain a real-time view of customer data



“Cavallo® takes the headache out of running your business.”

- Robb Delprado, Senior Presales Architect at Accelelynt Inc



Key Features

- Quickly generate a reorder or return
- Track issues from start to finish
- Assign specific users to cases to ensure prompt follow-up
- Attach additional documents, item notes, and past customer requests to issues

Improve Your CRM Strategy

Diagnose any recurring problems by tracking when, where, and how 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, and take the necessary steps to prevent them in the future.

The screenshot displays a CRM interface for a 'Returns Tracker Entry: 1030'. It is divided into several sections:

- Customer Information:**
 - Customer Num: ADAMPARK0001
 - Customer Name: Adam Park Resort
 - Ship To Addr: PRIMARY
 - Address: Roberta Masouras, Suite 9876, 321 Chestnut Drive, Indianapolis, IN 46206-1391, USA
 - Phone: P: (317) 555-0102
- Case Details:**
 - Contact: [Empty]
 - Status: New
 - Queue: NEW CASE
 - Open Date: 4/11/2024 11:44:49 AM
 - Closed Date: [Empty]
 - Entered By: sa
 - Sales Doc ID: STDINV
 - Sales Doc Num: AORD00002
 - Sales Doc Type: INVOICE
 - Customer PO: [Empty]
 - Sales Rep ID: PAUL W.
 - Sales Territory: [Empty]
- Case Details Table:**

Detail ID	Item Number	Serial Lot Number	Qty	Issue	Cause	Resolution
1,041	SW002		1	Damaged	Shipping Dam...	Replace- No ...
- Detail Properties:**
 - Detail ID: 1041
 - Issue ID: 2
 - Issue: Damaged
 - Description: Damaged caused in house, by shipping center, b...
 - Cause ID: 34
 - Cause: Shipping Damage- FedEx
 - Description: The shipping carrier damaged the item in transit. ...
 - Resolution ID: 1
 - Resolution: Replace- No Charge
 - Description: Replace- No charge

