

# Return Merchandise Authorization

Streamlining the return process and automating customer credit for a mid-sized B2B wholesaler serving customers across the United States. The inefficiencies of the manual return handling system included lengthy processing times and elevated error rates, leading to excessive back-and-forth communication and customer dissatisfaction.

Customer Activity

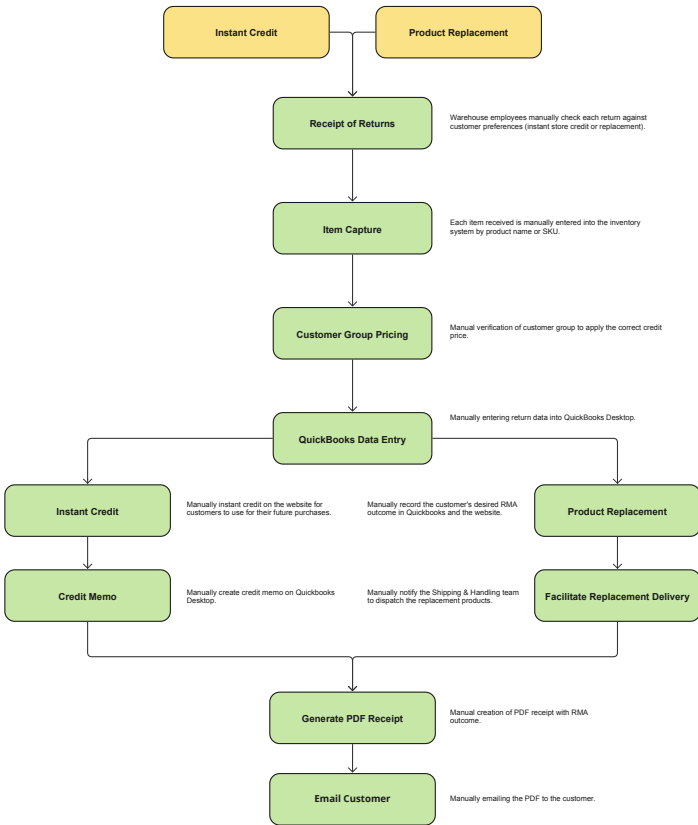
Warehouse Employee Activity

Processing Time Per RMA: ~18 minutes

Error Rate: ~37%

## Before Implementation

Customer submits a return request based on their preference.



## After Implementation

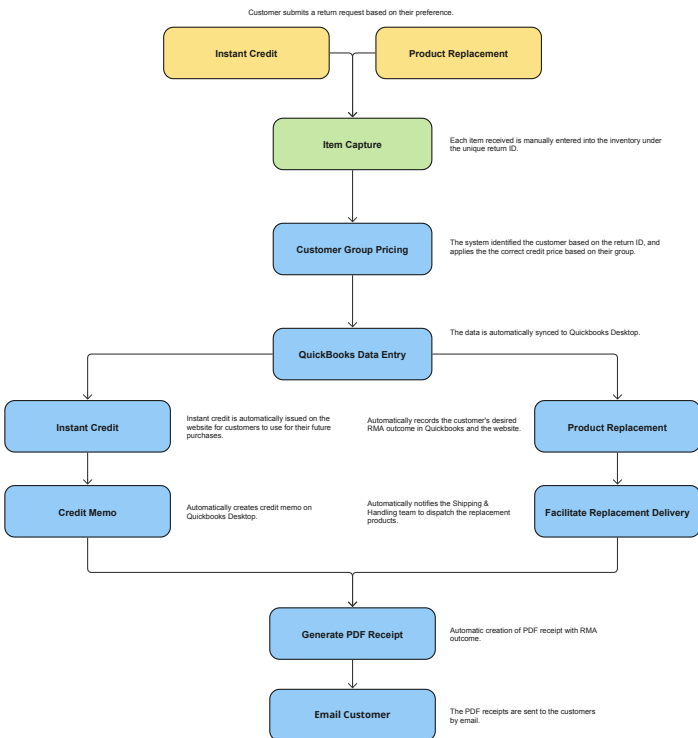
Customer Activity

Warehouse Employee Activity

Automation

Processing Time Per RMA: ~2 minutes

Error Rate: ~0.7%



Transform your business operations now! [hello@csxops.com](mailto:hello@csxops.com)