Service description

TecCom

TecCom Returns

Returns management on the TecCom Portal

V6.0

A global solution for your returns management

Imagine you could handle all your returns cases easily and fast in just one system.

With TecCom Returns this becomes reality!

Overcome the system gap between your business partners and use our new warranty and returns management solution to deal with your customer claims and if required forward them to your suppliers. Experience a standard solution by which you have one system with all the information at hand. Even make e-mails obsolete by using the integrated chat functionality.

Be excellent in what you are doing

With TecCom Returns you can experience a whole new quality in your daily business dealing with warranty claims and returns.

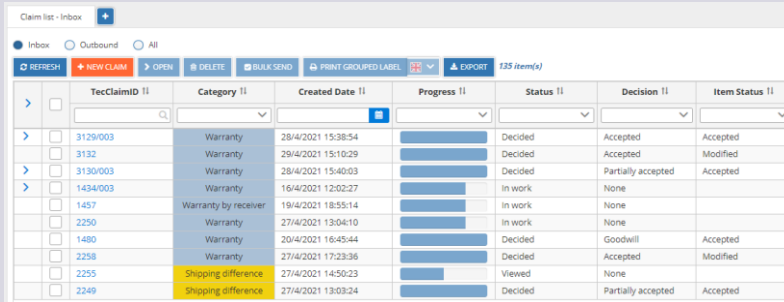| **Save time**	**Save money**	**Make all happy**	**Be green**
Use a modern UI to handle claims in an easy and efficient way. You will spend a lot less time for creating and treating claims than before. Just organize your daily work with TecCom Returns and enable your customers to use it too.	Time is money, so TecCom Returns is designed to be fast to save your time. By real-time communication you are always up-to-date. Even market roll-outs and onboarding of customers is fast. No maintenance for own systems required.	Including yourself! By making your daily work easy and efficient, you won't miss the times before using TecCom Returns. Also your customers will profit from a transparent process and short ways of communication.	By reducing shipments of unneeded parts, further to saving money and time in logistic processes, you also contribute to the reduction of air pollution and packaging waste.

Key Features (features marked with a * are subject of advanced licensing)

Clear Claim list

The claim list gives you an overview and the current status of all your claims. You can customize the claim list according to your preference to have all the important information in one overview. You can also export the claim list into Excel for your own reporting.

TecDoc integration

TecCom Returns uses the TecDoc web catalogue in order to simplify data entry by providing article and vehicle information.
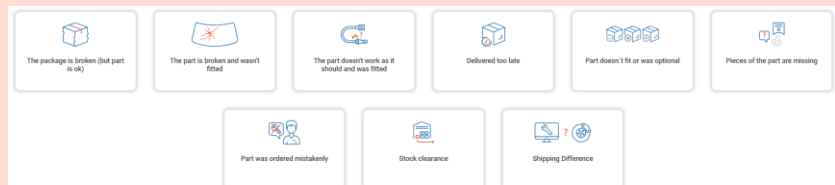
E-Mail notification

Be informed concerning customer activities or status updates for your claims.

QR code enabled

Easily attach pictures or documents to a claim by using your smartphone. It has never been easier to combine your working devices.
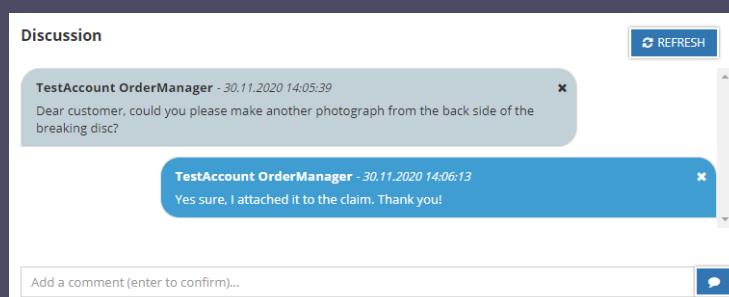
Standard workflows

Claims are started by selecting the proper reason. The form behind considers the selected case and offers only matching steps and fields to be answered.
We support Warranty, Returns, Shipping Difference and Stock Clearance.

Chat assistance

Clarify questions with your business partner by using an integrated chat in each claim. No more extra calls or e-mails needed.

Shipping label

Print a label for the package so that the receiver can easily identify the corresponding claim.

When the receiver requests the parts, you will be notified in the system and via e-mail.

For printouts, the language can be selected.

Especially for claim receivers:

Customizable Claim Form*

The claim creation can be customized to your specific needs. So define, which fields are visible to your customers and which need to be filled mandatorily. It's possible to apply different settings for each of your receiving organizations and differently for warranties, returns, shipping differences and stock clearance claims.

Request for parts

Control whether you want to have the parts back or not. Request them or go to check.

Import claims

Import lists of claims via Excel into TecCom Returns for further processing.

Report generator*

Build you own reports based on text snippets or request for a sophisticated 8D report, which we can implement for you.

Decision console

Make your decision on a claim. Each option opens a specific form where you can enter the respective details.

Claim Creation Link for your customers*

Even without having an account in TecCom Portal it's possible to create claims. Simply share an URL with your customers, which allows them to register their claims and addressing them directly to you. The Claim Creator form has a responsive design, so it's no problem to use it on a smaller device like a smartphone.

Data export

TecCom Returns offers different possibilities to extract claim data. On the claim list, many claims can be exported at once covering the most important information, while each claim can be exported with all details.

No Quibble option (UK)*

For our receivers in the United Kingdom, we have the possibility to set "No Quibble" for their customers in each claim. The selection hides the labour fields for these claims.

Receiver Link*

Adds an address book for receivers outside of TecAlliance and gives the possibility to send out claims via email

TecDoc validation*

TecDoc validation ⓘ

AUDI 75 Variant (615)

1 Error(s) detected

Part no.	Vehicle validation
WE-VW12	MISMATCH
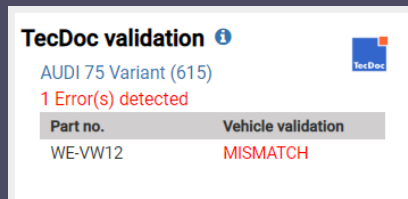
TecCom Returns offers an easy way to detect misapplications by customers or errors in data entry by an automatic validation on receiver side.

Widgets on the Receiver Console

Like the TecDoc validation, there is a various range of individual widgets possible which helps to decide a claim faster and more precise.
e.g.: "Claim history of this customer", "Part history", …

TecCom Returns is designed to be a standard solution for the IAM. Nevertheless, we can deal with individual requirements to extend the standard functionality in a custom way. If you have any further requirements, please contact us.

Interfaces   Easy integration and adaptability

TecCom Returns provides advanced options to connect your workflows with the TecCom Portal.

Returns REST API

Connect your claim treating systems with TecCom Returns by using the Returns REST API. This will enable you to handle your claims with all your business partners by one standardized platform, without switching the systems you are using in your daily business. Easily maintain your business relations in the TecCom Portal and get your returns process connected with all your business partners, who are already on board!
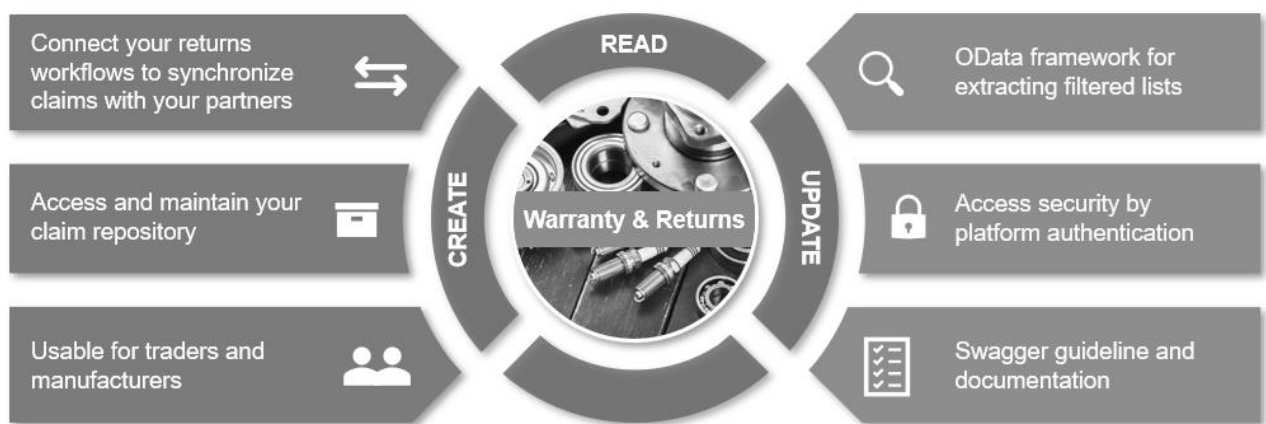
SAP (Add-On)

With the SAP interface, manufacturers can automate the creation of credit note requests in SAP. By approving a claim in TecCom Returns, the necessary data to trigger a credit note request is transferred, so no manual work is needed in SAP. Furthermore, customer claims can be pre-validated within SAP, to ensure the validity of articles and referenced orders.
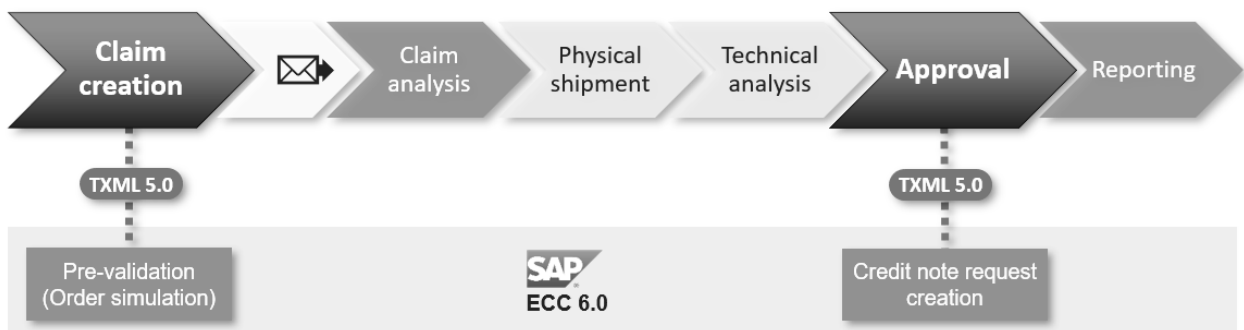
The SAP interface uses the new TXML 5.0 format of TecAlliance with our data exchange module Connect 5.

TecCom

Appendix – Solution details

This appendix gives you a more detailed view on TecCom Returns.

If you have further questions, which this appendix could not answer, or if want to learn, how TecCom Returns can help you in your specific processes, including individual requirements, please get in contact with us. We can offer you a free short presentation, or you can request a workshop with our product experts.

Global usage

The operational area of TecCom Returns has no limitations.

Available worldwide	Multilingual	Device independent	One solution for all

Worldwide access TecCom Returns is a web-based solution, available all over the world, from Europe to America, Africa and Australia to the Far East.

Accessibility in China TecCom Returns is available in China without functional restrictions. However, performance can be affected due to network constellations.

More than 23 languages supported TecCom Returns supports a multilingual user interface (UI). Users decide at log-in, which language is used for the UI. Translations are done professionally by a service provider.

If there is the demand to add another language, or if you have any comments on the translations, please get in contact with us.

Currently, the following languages are supported:

- Bulgarian
- Chinese
- Czech
- Dutch
- English
- French
- German
- Greek

- Hungary
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese
- Portuguese (Brazil)

- Romanian
- Russian
- Swedish
- Spanish
- Thai
- Turkish
- Vietnamese

Choose your device Regardless of your preference to work on a laptop or a tablet, using TecCom Returns in your daily work is easy and comfortable. Some areas

are even usable via smartphone, like the Claim Creator form and the Claim List.

One solution for all   TecCom Returns is a solution which brings all parties together: manufacturers, traders and also workshops. Everyone works in the same system and uses real-time communication and status updates.

Types of claims

TecCom Returns supports the following claim types:

Warranty claims	Logistic returns

Claims   Claims are customer requests related to quality issues or returns. Claims are related to a former purchase order.

Warranty claims   Warranty claims deal with all kinds of quality issues of parts. Because damaged parts can cause further damage to a car, it's important for manufacturers to treat quality issues carefully. Usually labor costs arise for workshops for exchanging parts or for car repairing, so additional costs and workshop details can be added to the claim in these cases.

The following warranty scenarios are covered:

- Part is defective – not fitted in a vehicle
- Part is defective – fitted in a vehicle
- Missing components
- Damaged packaging

Logistic returns   Logistic returns are all kinds of cases where the reason of return is not a quality issue.

The following logistic returns scenarios are covered:

- Late delivery
- Wrong order
- Over-, Under- and Miss delivery (special cases)
- Not fitted / optional order
- Stock Clearance

Multiple entries   Claims can contain multiple parts and also additional costs related to car repair as a result of a warranty case.

Claim treatment

TecCom Returns provides basic auditing functionalities.

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Standard workflows	Attachments	E-Mail notifications

Standard workflows	Workflows in TecCom Returns are straight-forward and simple. All important steps of the claim treatment process are represented.

Steps on sender side:

- Claim creation
- Claim submission

Steps on receiver side:

- Claim reception
- Request of parts
- Parts reception
- Claim decision

Workflow steps:

Claim creation and submission	The claim sender creates the claim. Claim creation is supported by TecDoc web catalogue for parts and vehicle data. If the receiver uses the SAP interface, the claim is pre-validated. During creation, the claim remains in status "Draft" until all necessary data is filled, what leads to status "Finished". Only draft claims can be deleted. Finally the claim is submitted and the status is set to "Sent".
Claim reception	The receiver gets the claim immediately when submitted (status "New"). By the provided information, the receiver can classify the claim
Request and reception of parts (optional)	If the claim receiver requests by the claim receiver, the packaging label is released for the claim sender. The packaging label provides a QR code which can be scanned at reception to set the parts as received. It's also possible to set the label to be printable anytime without request.
Claim decision	Claims can be accepted or rejected. By the decision, the claim is set to "Decided". After decision, the claim is closed and set to read-only.
Claim pre-validation (SAP only)	Claims can be pre-validated during claim creation, checking the validity of part numbers and referenced document numbers. SAP integration of the claim receiver is required.
3rd party claim creation	It's possible to create claims in behalf of customers, i.e. being oneself as the recipient of the claims. This can be helpful for individual cases where the customer is not capable of doing it by himself.
Add attachments	Attachments can be added at different steps in the workflow. Claim senders can add files during claim creation, while claim receivers are able to add files like reports or documents during claim treatment and decision.

Adding attachments to a claim is simplified by a QR code, displayed in the claim, which can be recognized e.g. by a smartphone.

Common media file formats are supported as well as PDFs or documents.

E-Mail notifications

E-Mail notifications can be activated for important activities by the business partner.

For claim senders:

- New chat message
- Parts are requested
- Parts received
- Claim decided

For claim receivers:

- New claim received
- New chat message
- Claim cancelled

When using the Claim Creator form, there is an e-mail based communication flow regarding the security check before claim submission, followed by the submission confirmation.

Data exchange and interfaces

TecCom Returns provides basic auditing functionalities.

Excel	REST API	SAP integration

Excel import / export

Claims are exportable and also importable in Excel or CSV format.

Import:

- Single or multiple claims containing all details

Export:

- Claim list export containing the most important information
- Single claim export containing all details

REST API

The Returns API lets you connect external returns workflows with TecCom Returns. The REST calls (PUT, GET, POST, DELETE) on claims are secured via authentication token and https communication.

SAP integration

For suppliers / manufacturers, an SAP interface with SD module is available. The current functionality covers:

- Pre-validation of claims during claim creation
- Creation of credit note requests
- Asynchronous transmission of credit note information

User Administration

TecCom Returns follows a light-weight user administration principle.

Unlimited users	Simple authorization

Unlimited amount of user accounts	There are no limitations in numbers for user accounts.
Users and administrators	Everyone in TecCom Returns has basic user permissions. Users having the administrator role have access to additional areas like administrative sections and general application settings.
Role permissions	There is the possibility to restrict certain users to have read-only access.
Shared login	Only one TecCom login is needed for the whole TecCom Portal, which includes TecCom Returns.

Auditing and security

TecCom Returns provides basic auditing functionalities.

Accessibility	Data protection	Audit trailing

Accessibility of data	Access to the claims is restricted to only those related to the user's organization(s). Inside their own organization(s), users have unlimited access to the claims, but can be restricted to act read-only.
Data protection	Our TDE encrypted databases are secured against unauthorized access. To ensure data privacy and integrity of exchanged data with TecCom Returns, the communication is secured all the time by https encryption.
Audit trailing	All user activities regarding modification of claims are tracked and can be examined in the history log of each claim. This includes creation, editing and deletion of claims, as well as any status change of the claims and printing activities. Also SAP related messages are logged. Each log entry contains the user name and a timestamp. History logs can't be modified.

Audit trails are kept for 10 years. |

Availability and operation

TecCom Returns ensures high availability and operational standards.

Web-based	Availability	Resilience	Backup and recovery

Web-based solution	TecCom Returns is a web-based solution provided and operated by TecAlliance in the TecCom Portal. All you need is a mobile device, tablet or PC and internet connection of course. No local installation and maintenance is needed.
	With our solution, you're always up to date. TecCom Returns is updated on a regular basis, providing you with new functionalities.
Availability	TecCom Returns has an availability of at least 99%. Due to continuous deployments, updates are possible without downtimes. However, there are regular maintenance windows on the platform side, which may cause a (short) downtime in TecCom Portal.
System resilience and performance	Due to a elastic cloud infrastructure, TecCom Returns ensures high resilience and can be scaled up if needed. The system's behavior is checked regularly by load, penetration and performance tests.
Backup and recovery	Our databases provide flexible PointInTimeRecovery for the past 35 days. For the web frontend, a daily backup is available.