MANUFACTURING & DISTRIBUTION

LEXMARK™

Application
Parts Return

Lexmark streamlines the parts return process and solves a costly problem

No manufacturer likes to receive and process returned parts or product. When the receipt and processing of a return wastes paper, time and scarce warehouse floor space, it becomes even more painful—and more costly.

Many distribution centers struggle with return processes that lack the information required to efficiently receive and process returned items. When returns come back without a claim number, employees must spend precious time and resources tracking down the origin and determining whether the item is functional or defective. Meanwhile, two separate documents have to be printed—a shipping label and a packing list—which require at least two types of printers, along with their associated supplies and maintenance costs.

Many happy returns. Lexmark laser technology, along with Lexmark Document Solutions Suite or OptraForms software, enable you to expedite the return process, reduce printing and increase workflow efficiency. The key is a single, integrated shipping/packing slip, complete with a barcode for linking claim numbers to parts and service. In addition, Lexmark's solution also includes colorcoded peel-off stickers for easy part identification, defective parts information labels and an integrated label that automatically prints customized shipping documentation.

The result? Significant cost savings and productivity gains, plus improved operational efficiency. Lexmark's own distribution center recently implemented this application and has seen impressive results so far:

- Parts returned to stock jumped to over 54 percent
- Savings in the first year are expected to reach $1.5 million by eliminating the cost of testing new parts

"The old process required double the amount of work. Some days my job was very frustrating. But with the new process, I get a lot more done. I'm not always frustrated, so I enjoy my job much more".

-Marsha Walden, processor

Returns Workflow Enhancement

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