

# Pharma Distribution Management

## Challenge

- Improve the visibility of end-to-end returns and collections process

## Solution

- ✓ e-returns mobile and web application for Thailand and Malaysia business units with integration to SAP-ECC
- ✓ End to end electronic returns and collection process
- ✓ Centralized web & mobile platform of processing and tracking of all type of returns
- ✓ Seamless interaction with transactional systems – ECC & EWM
- ✓ Rule-based approval workflow
- ✓ Mobile based bill collection process of Sales reps to record full/partial payments against customer's invoices
- ✓ Print payment receipt for customers
- ✓ Analytics reports and dashboards



## Business Impact

90%

Reduction in approval process for goods returns

360°

View of end-to-end returns and collection process

65%

Reduction in manual processes for returns handling

# Pharma Distribution Management

