

# 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



