US DIGITAL MEDIA GETS A GREAT RETURN FROM ORCHID'S RMA

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>
> LADONNA PITT - CUSTOMER SUPPORT MANAGER

Company

US Digital Media are a major player in the media duplication and storage industry. Their optical media division provides a range of digital disc products and services, as well as manufacturing and distributing disc duplication and printing equipment. They are also a leading manufacturer of officially licensed electronics including earphones, mobile accessories, and USB flash drives. (www.usdigitalmedia.com)

Challenge

With their wholesale and online retail operations distributing thousands of products to users and resellers around the world, US Digital Media needed a more effective way of managing replacement orders and credit notes for returned merchandise.

Solution

US Digital Media's business partner Unisoft Systems Inc., now part of The Answer Company, recommended and helped implement Orchid's **Return Material Authorizations & Repair Tracking** product (RMA & RT).

Result

LaDonna Pitt, Customer Support Manager, says "Customers are benefiting from more efficient internal processes and up to date status tracking, while US Digital Media is able to automatically record restocking fees and handling charges to improve profitability. It's a win-win situation."

Why Orchid?

Orchid Systems, a global Sage Endorsed and Gold Development Partner, has been part of the Sage community for over 20 years. We develop innovative Add-ons to enhance the functionality of Sage 300 (formerly Accpac).

We are a winner of multiple awards from Sage, including International Development Partner of the Year. All our Add-ons are developed within the Sage Software Development Kit (SDK), so they look and feel like other Sage 300 modules.

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