

TecCom Returns

The holy grail for the Reverse Logistics

A large graphic on the right side of the slide consisting of overlapping triangles. A large red triangle is at the bottom, and a smaller orange triangle is on top of it, pointing downwards.

Manufacturers

01 What is TecCom?

Introduction

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Concepts and capabilities

06 Pricing

Packages and services

01

What is TecCom?

What is TecCom?

With 20 years of enriched experience and modern technologies, TecCom is by far the largest provider of IAM process solutions. Our strong shareholder base and the largest European aftermarket community strengthen the values and trust of TecCom in the global aftermarket. In line of order related supply chain functions, TecCom enables the community with end-to-end 'order to invoice' solutions.



20 years of
aftermarket
experience



Agility,
simplicity &
security



The largest
European
aftermarket
community



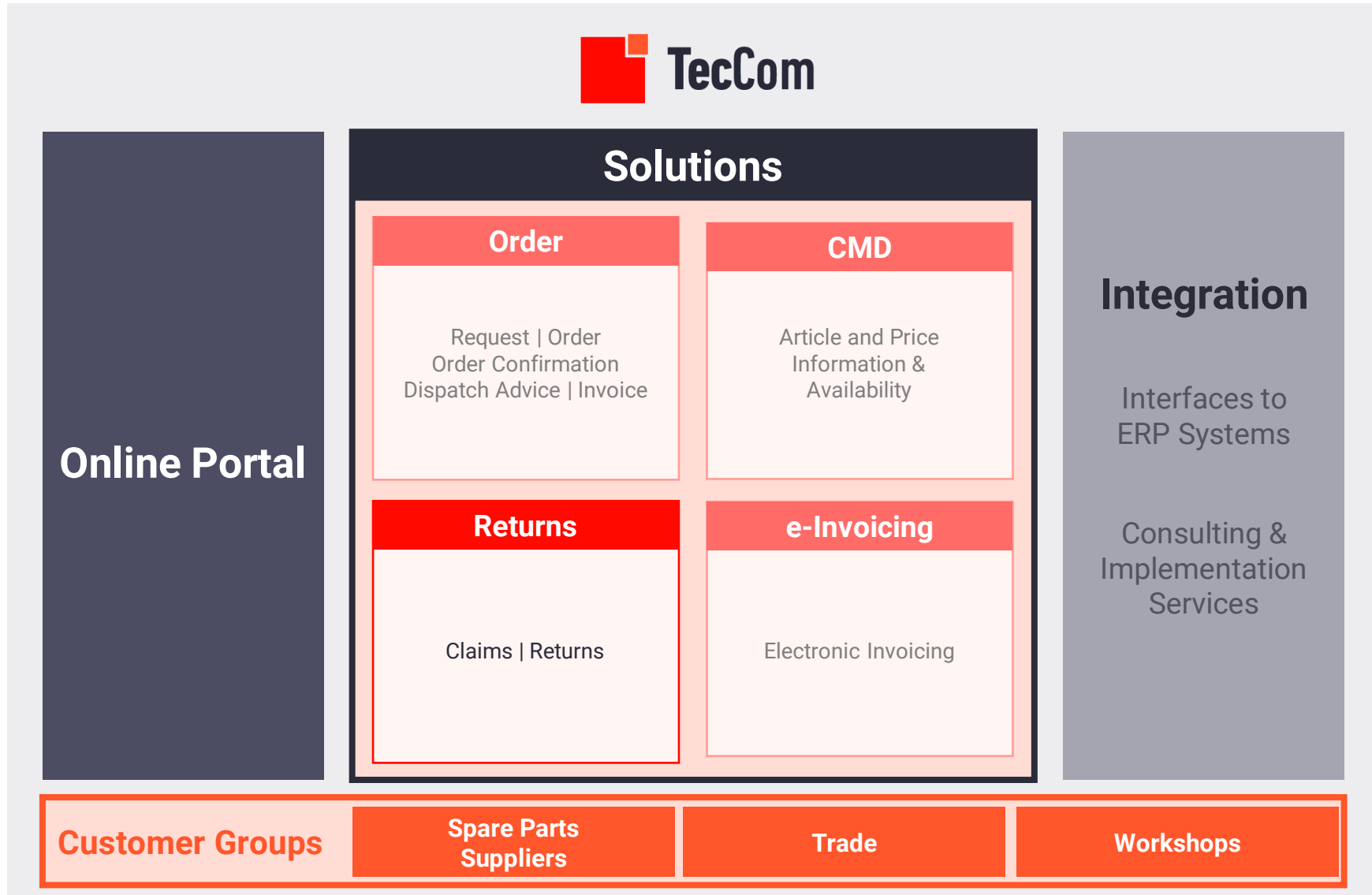
Customer
focused

Globally present. Wherever you need us.



Close to customers around the world.

TecCom solution overview



02

Returns processes in the IAM

Returns in the IAM

Globally speaking, the independent automotive aftermarket for vehicle spare parts is growing. This is the assumption of several studies and forecasts done by market research companies.

Increase of sales means:
Potential **increase of returns**, even if returns rates are unchanged.

Typical types of claims:



Warranty
claims

Logistic
returns

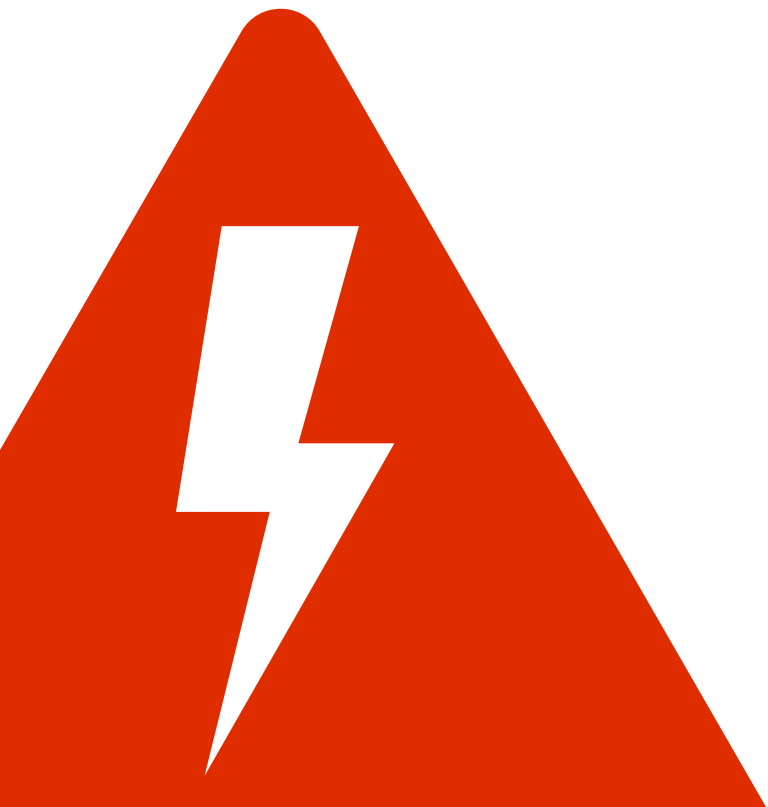
Returns processes are a big challenge especially for distributors but also for parts manufacturers. With sub-optimal processes in place, there are typically a lot of **pain points** connected to them:

Distributors

- Unhappy customers
- High costs
- Assessing efforts
- Many channels for incoming claims
- Claim creation in different systems
- Differing processes per supplier

Parts manufacturers

- Unhappy customers
- High costs
- Unnecessary returns
- Delayed awareness and reaction
- Lack of compliance
- Reputation damages

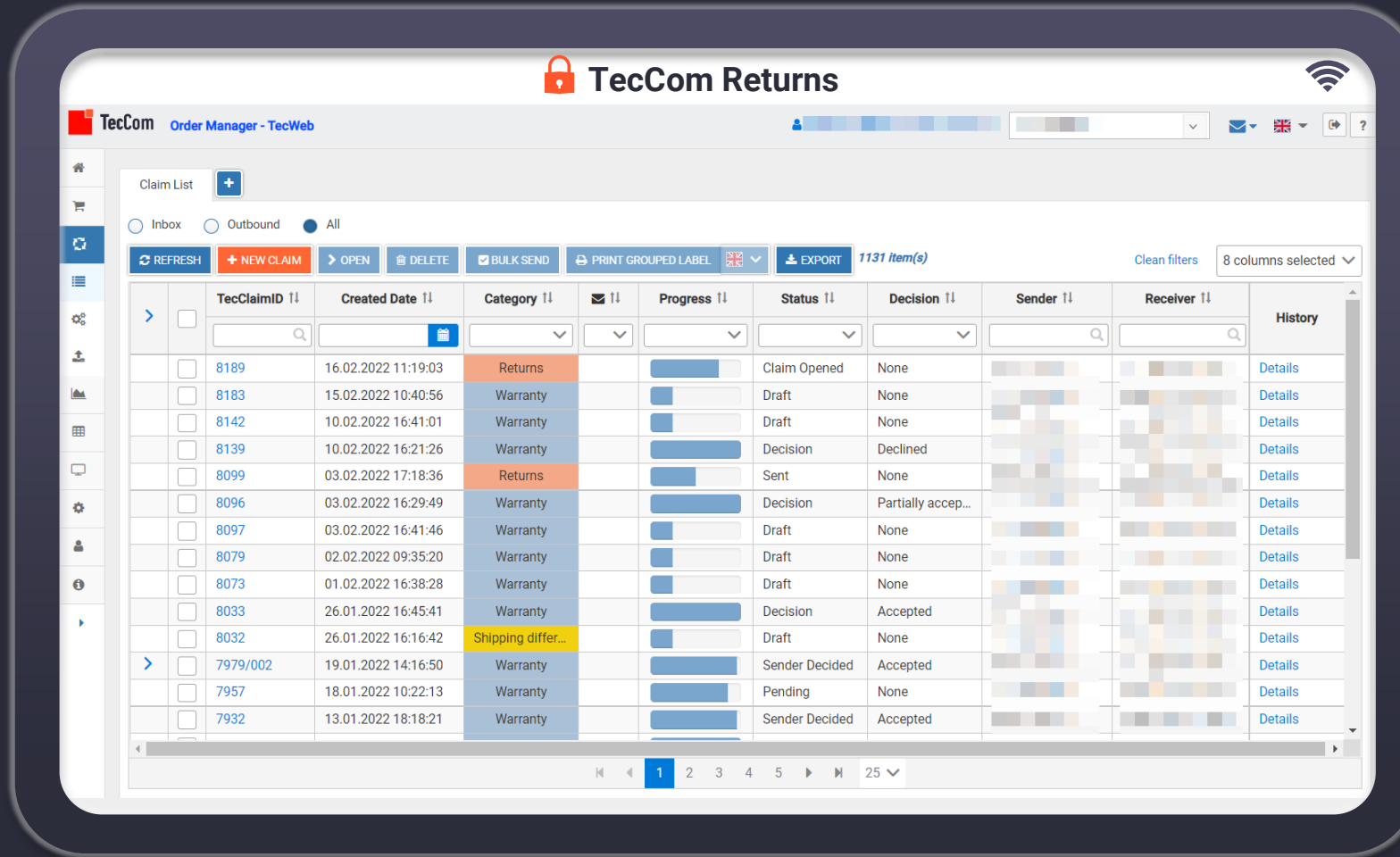
A large orange triangle on the left side of the slide, containing a white lightning bolt graphic.

Our solution **TecCom Returns** lets you leave them behind!

03

Customer benefits

TecCom Returns at a glance



TecCom Returns

TecCom Order Manager - TecWeb

Claim List +

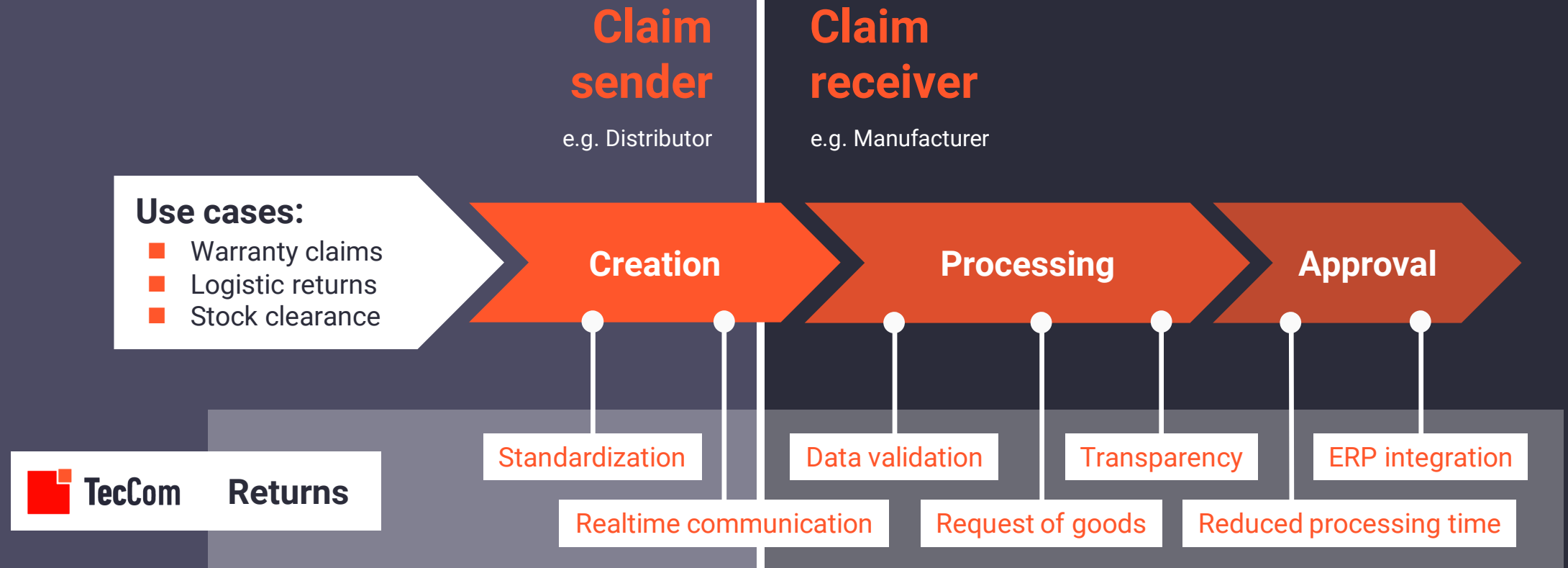
☐ Inbox ☐ Outbound ☒ All

[REFRESH](#) [NEW CLAIM](#) [OPEN](#) [DELETE](#) [BULK SEND](#) [PRINT GROUPED LABEL](#) [EXPORT](#) 1131 item(s) [Clean filters](#) 8 columns selected

	TecClaimID	Created Date	Category		Progress	Status	Decision	Sender	Receiver	History
☐	8189	16.02.2022 11:19:03	Returns			Claim Opened	None			Details
☐	8183	15.02.2022 10:40:56	Warranty			Draft	None			Details
☐	8142	10.02.2022 16:41:01	Warranty			Draft	None			Details
☐	8139	10.02.2022 16:21:26	Warranty			Decision	Declined			Details
☐	8099	03.02.2022 17:18:36	Returns			Sent	None			Details
☐	8096	03.02.2022 16:29:49	Warranty			Decision	Partially accep...			Details
☐	8097	03.02.2022 16:41:46	Warranty			Draft	None			Details
☐	8079	02.02.2022 09:35:20	Warranty			Draft	None			Details
☐	8073	01.02.2022 16:38:28	Warranty			Draft	None			Details
☐	8033	26.01.2022 16:45:41	Warranty			Decision	Accepted			Details
☐	8032	26.01.2022 16:16:42	Shipping differ...			Draft	None			Details
☐	7979/002	19.01.2022 14:16:50	Warranty			Sender Decided	Accepted			Details
☐	7957	18.01.2022 10:22:13	Warranty			Pending	None			Details
☐	7932	13.01.2022 18:18:21	Warranty			Sender Decided	Accepted			Details

- ★ Standardized process for creating warranty or returns claims
- ★ Easy to use and transparent to your customers
- ★ Simply connect to any customer in the world
- ★ Integrable into other systems

Optimize your processes with TecCom Returns



TecCom Returns presence in the aftermarket

1.3K+ claim transactions in 2021, till date.

3 Major *SUPPLIERS*

Customers

570+
Global claim *SENDERS*

310+
Global claim *RECEIVERS*

52
Countries worldwide



GÖHRUM
FAHRZEUGTEILE

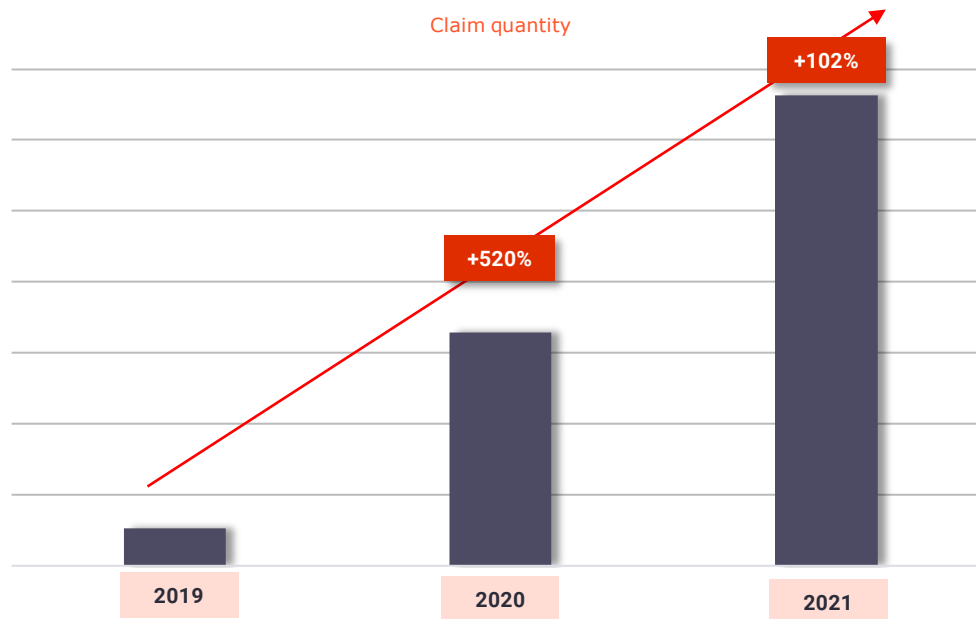
**MANN +
HUMMEL**

hostettler *ag*

M&M
AUTOTEILE M&M GmbH

KONRAD
AUTO · TEILE · TECHNIK

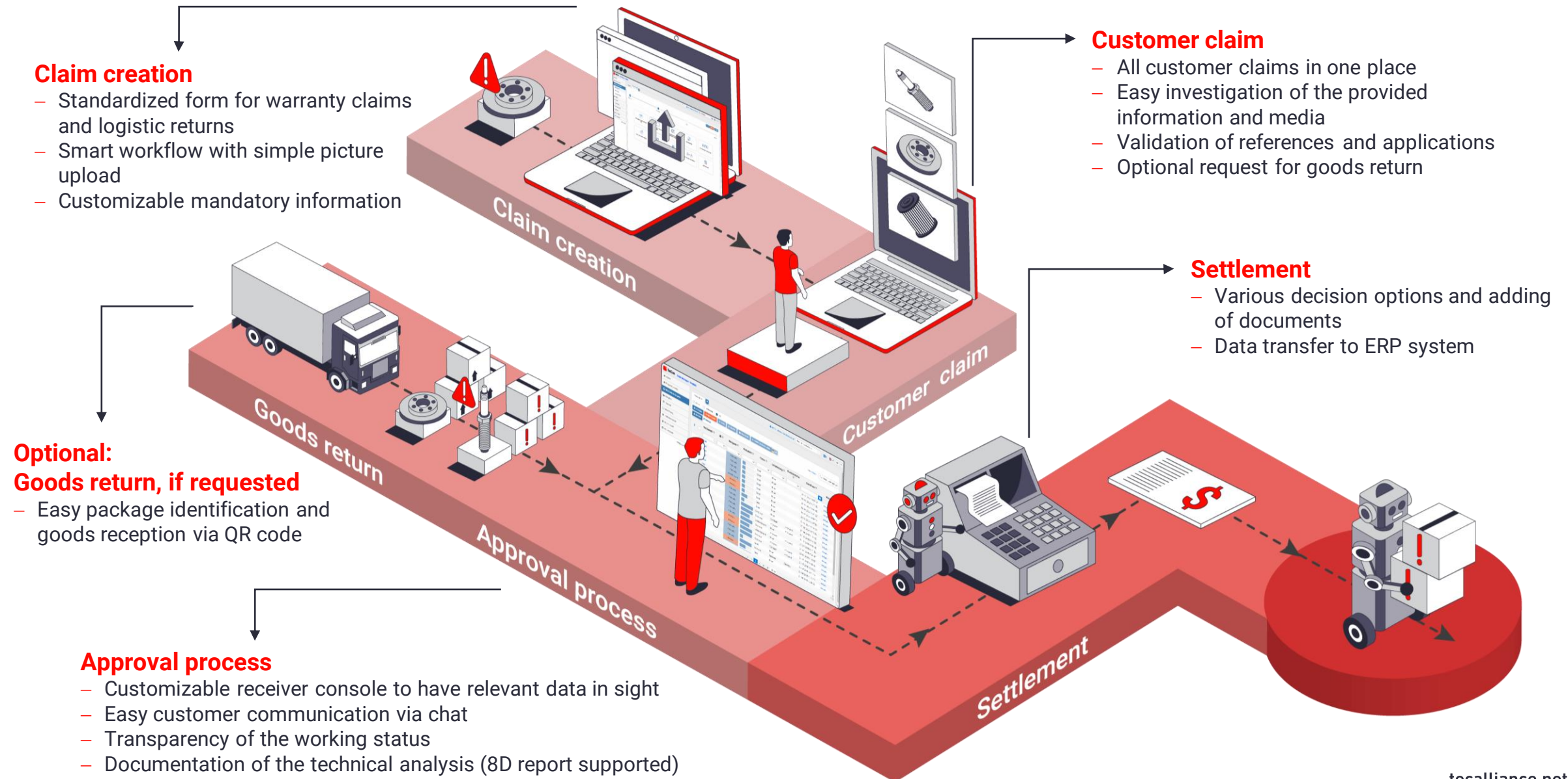
TMD **FRICITION**
A NISSHINBO GROUP COMPANY



04

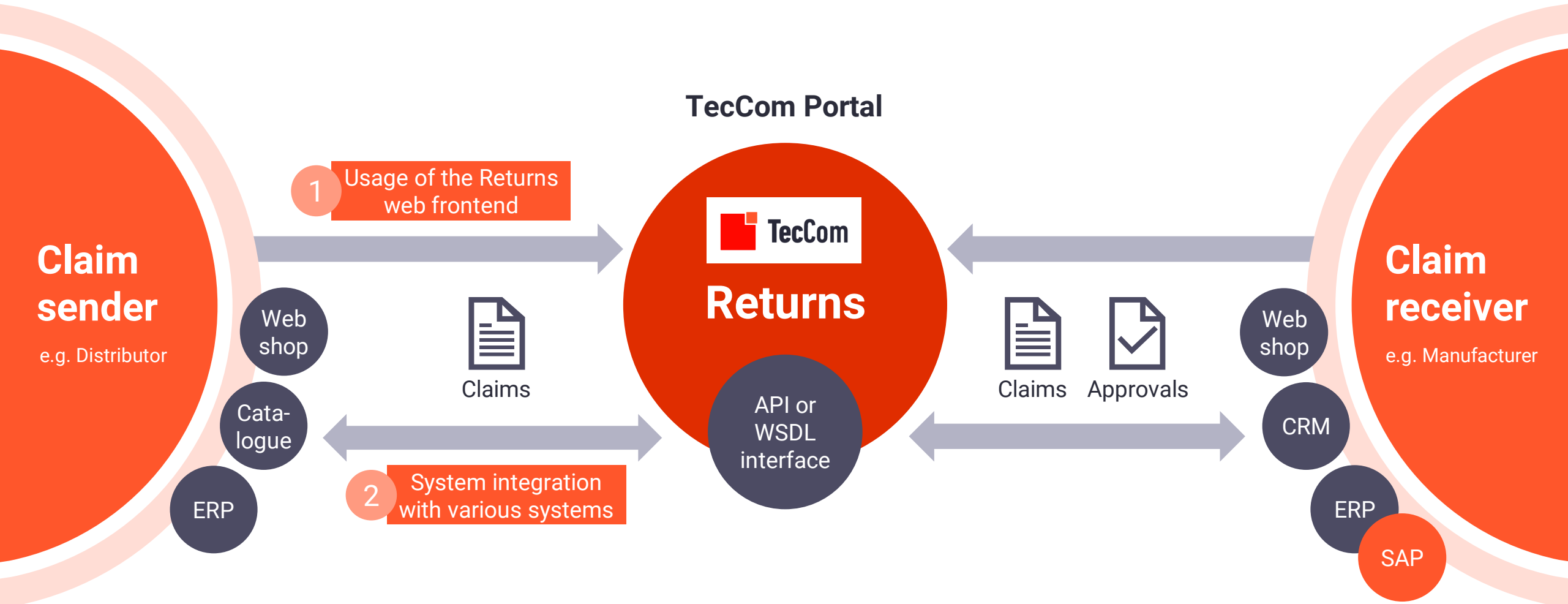
How the solution works

Returns solution overview



TecCom Returns – How it works

Several options to work with **TecCom Returns**, for both claim senders and receivers



Warranty claims

Take control of your warranty processes with **TecCom Returns**



Defective parts



- Warranty for installed and not installed parts
- Claims can be created from TecCom purchase orders
- Customizable process

Benefits for claim senders:

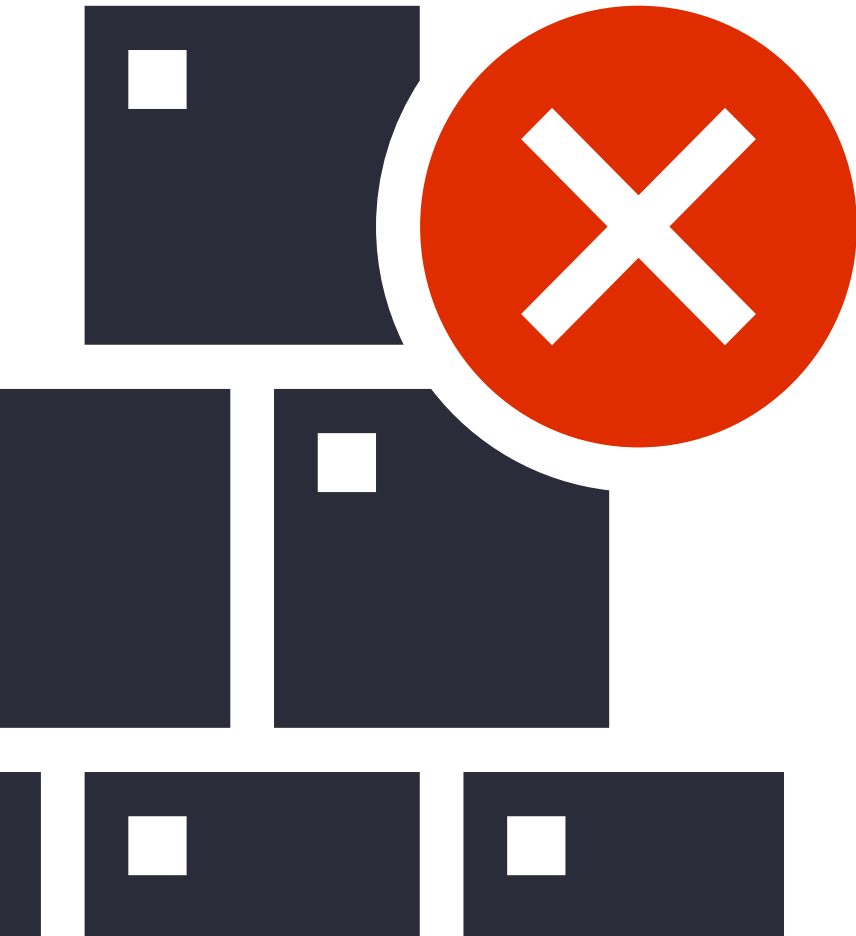
- ✓ Standard claim form with intuitive upload of file attachments
- ✓ Easy selection of parts and vehicle via TecDoc interface
- ✓ Transparent claim status

Benefits for claim receivers:

- ✓ Trigger the goods return if needed
- ✓ Easy claim decision and attachment of quality reports
- ✓ Vehicle validation of parts via TecDoc (for claim receivers)
- ✓ Quick claim forwarding

Logistic returns

Simplify your logistic returns processes with **TecCom Returns**



Single returns



- Diverse return reasons including quantity differences
- Straight forward process

Stock clearance



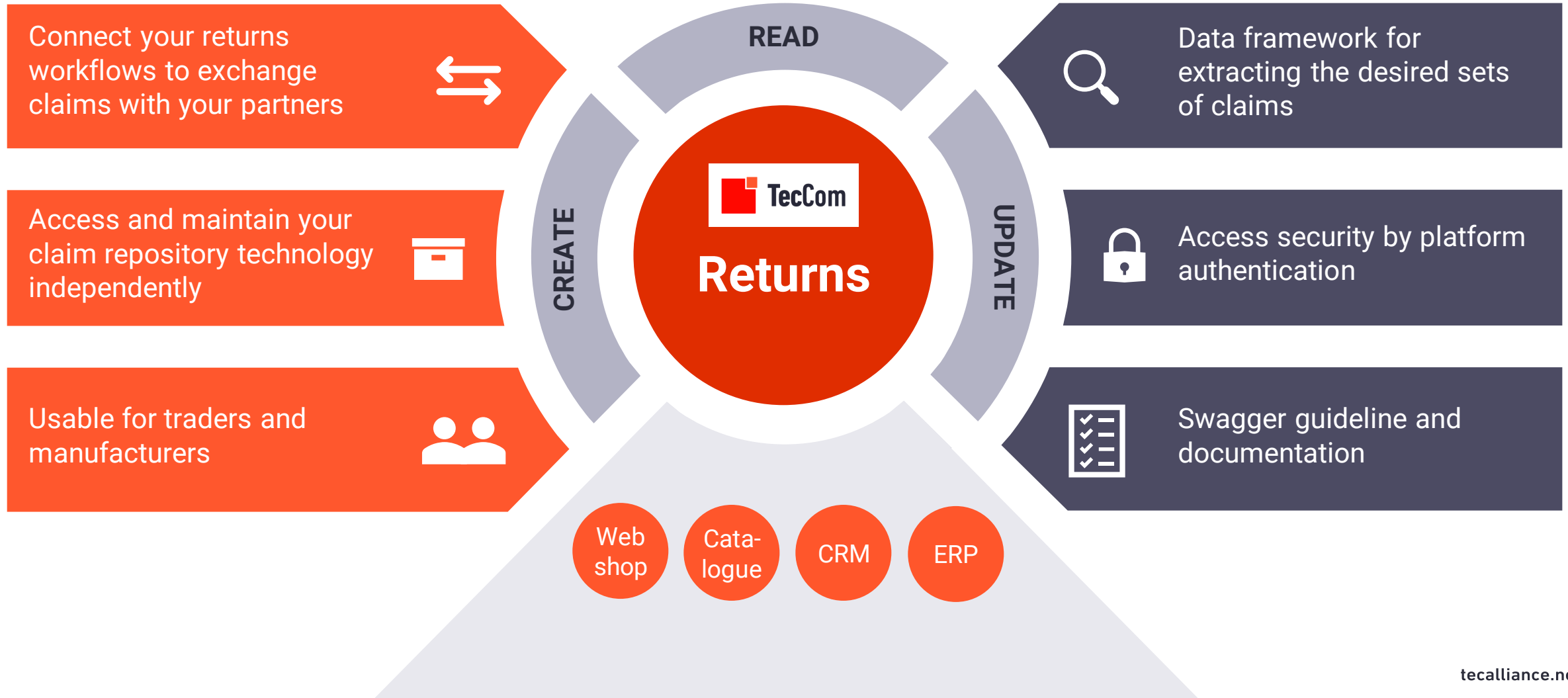
- Save time with the transparent process for stock clearances
- Only deal with goods that are returnable

05

System integration

The Returns API

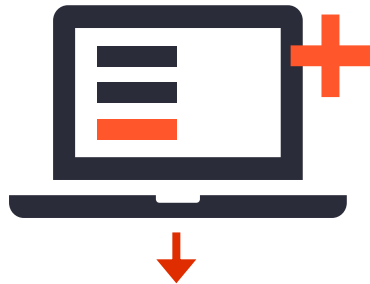
System integration with all kinds of **applications**



The Returns API

What you can do with the **Returns API**

Create claims



TecCom Returns

- Create claims on your website or catalogue system
- Transfer the claims to the recipient

Read claims



TecCom Returns

- Retrieve selected claims from your claim repository
- Fill a dashboard or a claim list

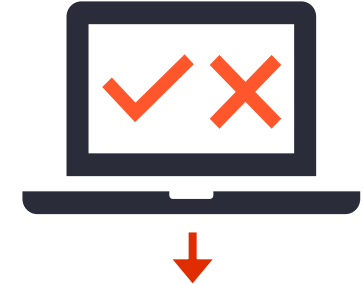
Update claims



TecCom Returns

- Manage data, status and attachments of your claims
- Changes are visible to your business partner

Decide claims



TecCom Returns

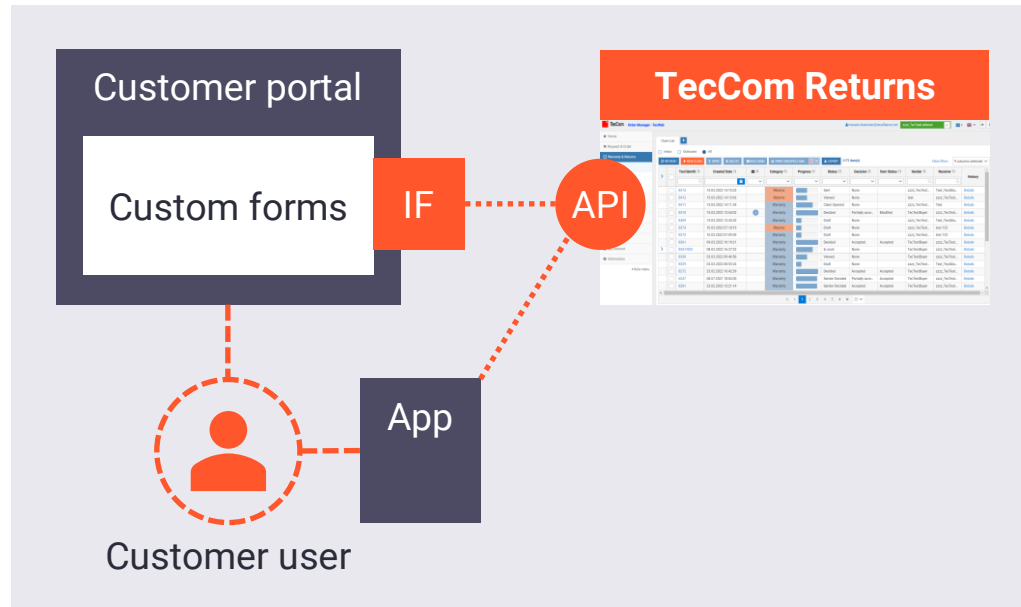
- Transmit decisions
- The claim will automatically be closed

The Returns API

Integration scenarios for the **sender role** (like distributors)

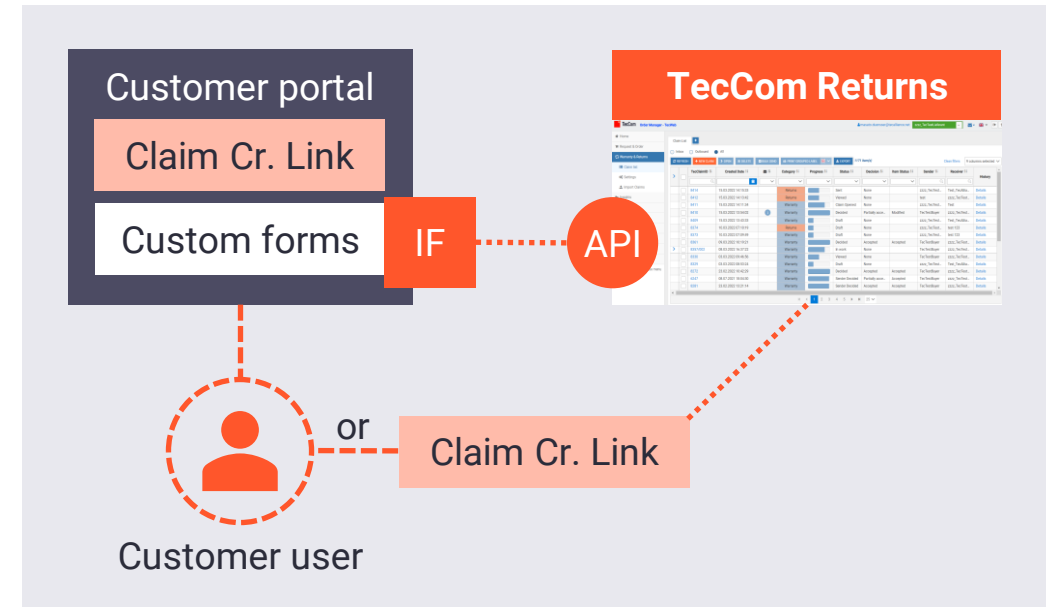
Full integration via API

TecCom Returns is completely hidden behind the customer frontend, which communicates with the Returns API via an interface (IF).



Semi integration via API

Different levels of integration, depending on the scope of the scenario. For this, the Claim Creation Link can be used to reduce integration efforts.

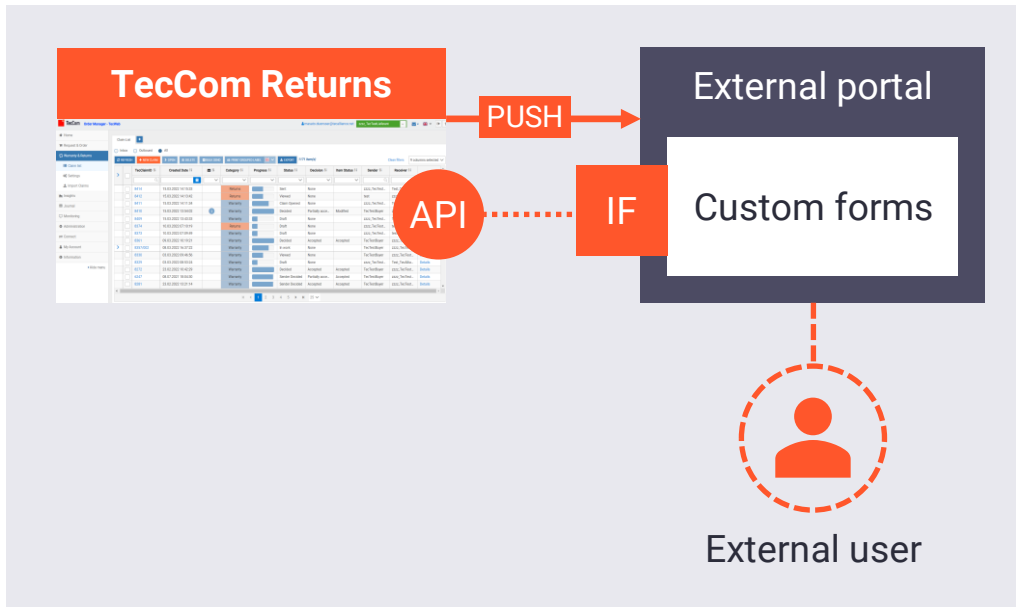


The Returns API

Integration scenarios for the **receiver role** (like manufacturers)

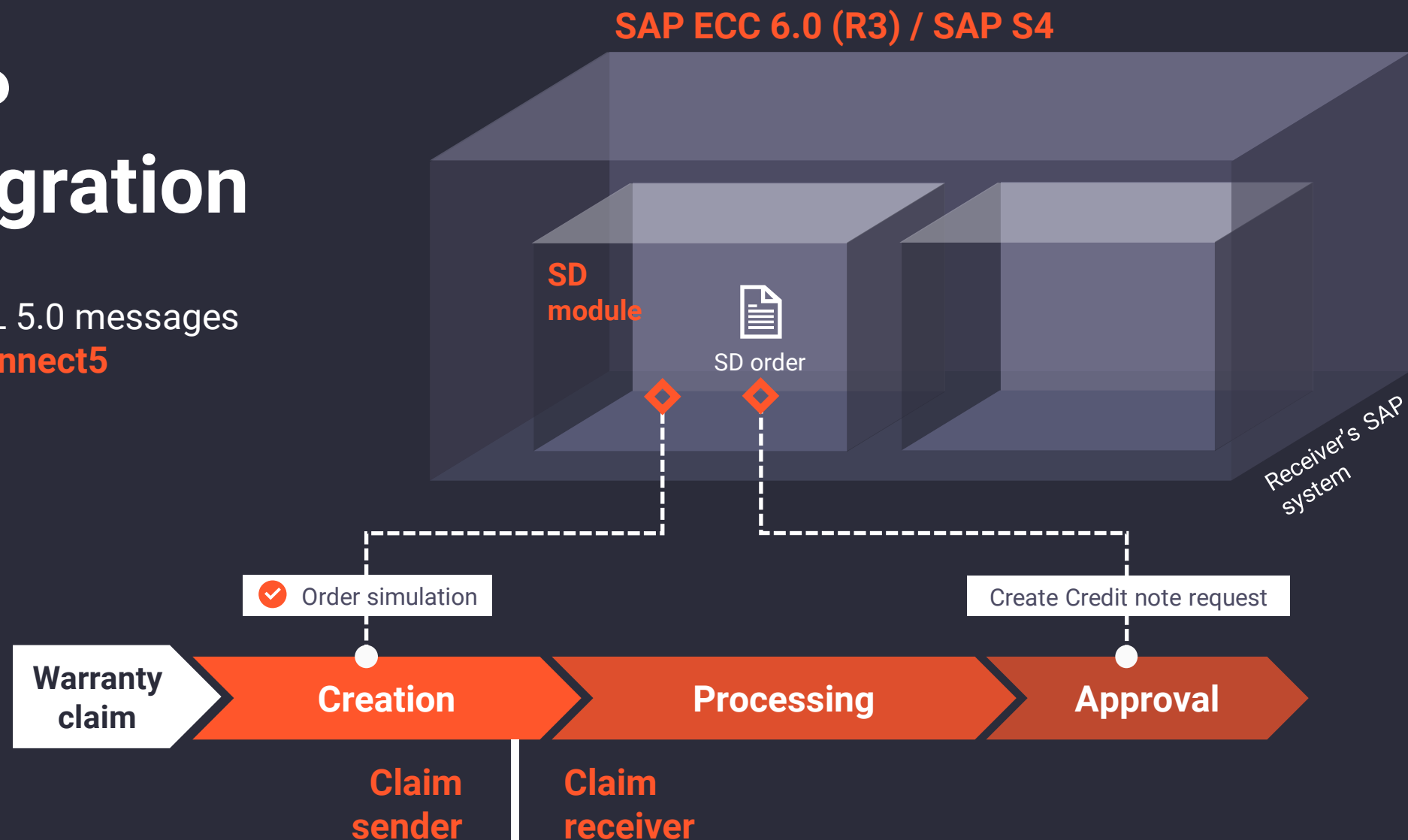
Full integration via API

An external portal is used for interacting with TecCom Returns. Therefore, an interface (IF) is needed for message exchange, which is operated by a system user or token.



SAP integration

via TXML 5.0 messages
using **Connect5**



06

Pricing

Pricing for **manufacturers**

*Except for FR and UK. These countries are handled by GOLDA and PACT.



Returns Basic Supplier

Your simple entry for Returns:

- ✓ for 1 TecID*
- ✓ Receiving customer claims
- ✓ Customizable claim form

249 € / month

2,988 € / year

Buy now

Returns Professional Supplier

Boost your business:

- ✓ for 1 TecID*
- ✓ Enabling your customers
- ✓ Reach out for supply firms
- ✓ Customizable claim form
- ✓ System connectivity
- ✓ Full feature portfolio

699 € / month

8,388 € / year

Buy now

Returns Premium Supplier

Your ultimate Returns experience:

- ✓ **Unlimited** claims per year
- ✓ Full feature portfolio
- ✓ Choose between 2 sizes:

Single
for 1 TecID*

1.625 €
/ month

19,500 € / year

Unlimited
all TecID's*

9.580 €
/ month

114,960 € / year

Request your offer

Comparison of **manufacturer** licenses

	Returns Basic Supplier	Returns Professional Supplier	Returns Premium Supplier
Number of TecID's	1	1	1 or Unlimited
Number of HQ configurations	0	1	Unlimited
Number of claims per year	Claim packages	Claim packages	Unlimited per org
Customizable claim form	●	●	●
Claim creation link	89€ / month	●	●
Receiver link	-	●	●
Stock clearance	-	●	●
Returns API	-	●	●
TecDoc validation	-	●	●
Individual report docs enabled	-	●	●
Extendibility:			
HQ configuration	350€ / month	Included	Included
SAP integration	7,500€ one-time + 167€ / month	7,500€ one-time + 167€ / month	7,500€ one-time + 167€ / month

● included

Claim packages for your TecID*

For basic and professional licenses

*Each TecID needs a separate claim package



100

claims

120 €

(1,20€ / claim)

500

claims

550 €

(1,10€ / claim)

1.000

claims

1.000 €

(1,00€ / claim)

5.000

claims

4.500 €

(0,90€ / claim)

10.000

claims

8.500 €

(0,85€ / claim)

50.000

claims

37.500 €

(0,75€ / claim)

100.000

claims

50.000 €

(0,50€ / claim)

THANK YOU

YOUR CONTACT

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