



Supply Chain Services Advanced Exchange

Almost thirty years ago, DEX designed an advanced exchange solution to support the computer industry. Today, DEX continues to be a leader in advanced exchange services and has expanded its capabilities to support whole unit replacement products quickly and efficiently.

An advanced exchange solution is the perfect option for end-users who require minimal downtime of their critical equipment since DEX warehouses, manages, and ships products out as soon as orders are received. DEX's fast and efficient advanced exchange solution lowers the overall cost of clients' product service offerings. DEX handles each step of the advanced exchange process, from processing shipping requests and managing consigned inventory to Returns Merchandise Authorization (RMA) tracking and defective product returns.

Here's what sets DEX apart from the competition:

- Lower inventory and distribution costs
- Realized additional savings through recycling defective cores
- Reduced repair turnaround time and downtime
- Guaranteed availability for any product regardless of warranty coverage

Advance Exchange Process

The advance exchange process flows as follows:

- Consigned customer-ready product is maintained under client-specific controls in DEX's finished goods warehouse. Product is kitted and packaged with packaging approved by the client.
- Orders placed via OrderVision®, DEX's 24/7 real-time, web-enabled system, or electronic feeds are immediately transmitted to the warehouse for pick, pack, and ship operations.
- Products with their respective accessories are sent to the designated consignee within hours of receipt of order. Included

in the advanced exchange unit is a return label so that the defective equipment can be returned to the DEX facility for repair.

- Defective product is returned via a pre-assigned RMA number to the DEX repair facility for repair and returned to finished goods inventory.

Replacement Parts – Fast and Easy

The goal of DEX's advanced exchange solution is to ensure that end-users receive replacement parts for defective or non-working parts quickly and effortlessly.

Within a short amount of time, DEX ships a replacement unit to the end-user, who then reuses the packaging to return the non-working products back to DEX. An already-completed return freight air bill is included for ease of return. Coupled with DEX's freight partners, our advanced exchange solutions provide more than 50,000 entry points to ease expeditious shipping of returns. Once DEX receives

the core, it is repaired, placed into finished goods inventory, and available for the next order.

With DEX repairing the defective product, the amount of purchased replacement stock in finished goods inventory is significantly reduced, which decreases the clients' costs. Faster turnaround means less capital tied up in on-hand inventory.

Assessment and Program Implementation

DEX understands that a successful advanced exchange solution begins with complete knowledge and understanding of logistical requirements. After an assessment, DEX is able to determine product trends (i.e., how much product is actually needed and when), repair returned units, and procure parts and components at discounted rates to replenish finished goods inventory. This enables DEX to maintain consistent inventory levels of advanced replacement parts in finished goods, which can be shipped immediately upon the receipt of an order.

Data Integration and Information Management

OrderVision®, DEX's 24/7 web-enabled tracking and order entry system, provides clients with complete visibility of their products, allowing them to make business decisions based on real-time information. They can also enter, track, update their orders or ascertain product and program status from any location worldwide simply by logging into the system.

DEX Systems provides a scalable portfolio of industry-leading supply chain solutions that help clients achieve superior business results, including the DEX Returns, DEX Recertification, and DEX Repair applications. These applications automate and optimize inventory management operations for faster transaction

processing, increased order accuracy, and superior inventory control. All software applications include deployment, maintenance, and support as one integrated package. DEX Systems' solutions are interactive front-end extensions to the Oracle e-Business suite with seamless integration—providing cost efficient solutions for all business needs.

Efficient Processes

DEX's dynamic solutions, robust systems, and tracking capabilities ensure that advanced exchange operations are maintained and functioning to the design criteria expected by clients. In addition to visibility of inventory levels through OrderVision, clients can track all product returns down to the specific service event and to the field service technician or end user.

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