



## Supply Chain Services Returns Management

DEX's leading Returns Management program helps clients worldwide boost bottom line profits and achieve a high level of customer satisfaction. DEX's expert capabilities combined with years of industry experience enables clients to enjoy lower costs and greater returns on investments for all of their product and part returns programs.

### Here's what sets DEX apart from the competition:

- Fast turnaround for high volume returns
- Testing, screening, and subsequent repair and refurbishment on all products
- Upgrades and engineering change orders (ECOs) that document repair processes as they occur
- Maximized warranty recoveries
- Complete end-to-end tracking regardless of carrier
- Over 50,000 access points available for returns

### Expert Returns Processing

A recertification test is performed on each product by opening, inspecting, and processing. Based on the client's specifications, this triage process will separate "good" product, which is rapidly returned to inventory, from the product that is in need of repair or further evaluation.

Following the specifications set by individual clients during the implementation stage, products that are used or overstocked are moved quickly and efficiently back into the process, then returned to stock, returned to vendors, sold "as is," or liquidated to maximize revenue recovery.

DEX can pick, pack, and ship from thousands of items within 24 hours so that clients have products when required. With DEX's

streamlined loading and packaging methods, shipping accuracy is improved and cost reductions are significant.

### Focus on Quality

Product returns are tracked and categorized to determine if any slippages in the output quality occur. Based on the solution provided to the client, resolution of any process failures is monitored through corrective action requests. This allows for more immediate root-cause determination to quickly make necessary manufacturing changes and bring the product back into compliance.

### Returns Processing Systems

DEX's returns processing systems include cross-docking technology, carousels, sorters, and conveyors that are all tightly integrated with DEX's Warehouse Management System (WMS) and Enterprise Resource Planning (ERP) platform. Transaction-related information such as original source, shipped-to information, reason for return, value of the returned item, failure analysis, and credit refunded is tracked from start to finish.

DEX's automated returns management software streamlines the processes to maximize warranty recoveries and improve inventory management.

### 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 Warehouse and DEX Returns application. 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.

## End-to-End Program Management

DEX is an expert in all processes associated with returning or receiving damaged, defective, recalled, and consumer remorse returned products. DEX's returns management solution, which includes returns processing, reverse logistics, gatekeeping, and avoidance, extends into post-delivery customer support. DEX's program managers constantly interface with clients to make sure the program is running smoothly.

## Types of Returns

DEX is equipped to handle a variety of returns, including:

- **Retail:** Returns due to buyer's remorse or defects.
- **Finished Goods:** Brand new unit returns from a retail distribution center; returns are from a forward position in the supply chain due to lack of demand or reallocation of inventory.
- **Asset:** Consist of the recapture and repositioning of an asset.
- **Environmental:** Returns that include the disposal of hazardous materials.
- **Product recalls:** Returns initiated due to safety or quality issues.
- **Consumer:** Returns from end-users, usually as a result of an exchange of units.

Copyright © 2009 DEX. All Rights Reserved. DEX is a registered trademark of Data Exchange Corporation. Other names may be trademarks of their respective owners.

### DEX US Headquarters

3600 Via Pescador  
Camarillo, California 93012, US  
T 805.388.1711  
F 805.389-1726

### Europe Headquarters

IDA Business & Technology Park  
Clonshaugh, Dublin 17, Ireland  
+353-1-8486555  
Fax: +353-1-8486559

### Asia Headquarters

726 Yan An Xi Lu, #7-E  
Shanghai 200050, China  
+353-1-8486555  
Fax: +353-1-8486559