



## KEY FEATURES

- » Customized secure user web portal
- » Easy customer access to create and update RMA's and sales orders
- » Customer web access to complete order history
- » Summary and detail views of every order
- » Customer web access to inventory details
- » User-configured, customizable reports
- » Online order entry and status reporting
- » Real-time, 24/7 updates
- » One-click access to supply chain information
- » Seamless integration with all DEX Reverse Logistics Modules
- » Ad hoc queries
- » Download reporting
- » Multiple inventory views
- » User account maintenance
- » Access to order status
- » Failure data visibility
- » RMA prebook visibility

## DEX ORDERVISION® APPLICATION

*DEX OrderVision® is a custom web portal that enables your customers to easily create RMA's and Sales Orders, and to quickly check on the status of orders they have submitted. It also allows them to track inventory your organization is holding on their behalf. DEX OrderVision provides customers with anytime, anywhere visibility into all order activity and history. With DEX OrderVision, customers are always informed.*

### DEX OrderVision Overview

DEX OrderVision is a module of the reverse logistics solution suite developed by DEX Systems, the IT Solutions division of DEX. DEX OrderVision is a robust front-end web portal to the Oracle® E-Business Suite. Designed as an Extranet, it gives customers the ability to create and update orders and to check on the status of orders as they move through a vendor's supply chain.

DEX OrderVision is fully integrated with other DEX Reverse Logistics modules, including the DEX Returns, Recertification, Repair, Engineer, and Warehouse modules. This integration ensures that customers can access all details about an order, like test and repair results, inventory transactions, shipping information, and more.

DEX OrderVision includes robust and flexible reporting capabilities. DEX Systems can also develop custom reports as needed.

### DEX OrderVision

Today many retailers, field service organizations, call centers, and other organizations outsource the testing, recertification, and repair of their parts and products to companies that specialize in providing these services. These organizations may also retain the outsource vendors to manage all or a portion of their spare parts or finished goods inventory.

The companies that provide these outsourcing services need to provide their customers with an easy way to generate and update RMA's, parts orders, and sales orders, to check on the progress of those orders, and to examine their inventory records.

Similarly, manufacturers and retailers that outsource their call center and distribution operations need to provide the same order processing and inventory tracking capabilities for their outsource service partners.

DEX OrderVision is the answer. This custom web portal gives customers and partners secure access to the outsourcing vendor's internal Oracle system, so they can create, update, and manage orders and check on inventory balances.

Using the DEX OrderVision portal, a customer can access the outsource vendor's Oracle database to:

- » Generate a new RMA
- » Create a new parts shipment or sales orders
- » Modify orders previously submitted
- » Correct errors detected on RMA's or sales orders
- » Get information on the current status of an existing order
- » See the shipping information about an order

- » View the carrier's in-transit and delivery confirmation information
- » Examine the complete history of an order
- » Check on the inventory status of a part or a product

Every RMA, part, or sales order has a summary and a detail record. These orders can include additional details when required, such as purchase order numbers, serial numbers, failure information, scheduled dates, specific customer information, and more. Every order can include multiple line items, with multiple serial numbers per line when the line has a quantity greater than one.

Moreover, DEX OrderVision can be configured to record unique data for individual customers if needed. When an RMA or sales order is created for a customer requiring that specific data, the DEX OrderVision screen will automatically adjust to ensure that the required information is provided.

Customers and partners can login to DEX OrderVision to see the complete historical record of an order they placed with the outsource vendor, from the time the order was created, to the moment the order was shipped, and everything in between.

For example, if the customer generated an RMA order via OrderVision, that customer can see the complete history of the RMA order in OrderVision, including: the date and time the RMA item was received, when it went to test, what the test results were, when it went to repair, what the diagnosed failure was, what was done to repair it, what components were used in the repair, how much time the repair took, when did it go to quality check, what were the quality check results, when did it go to shipping, when did it leave the shipping dock, who was the shipping company, what was the weigh bill number, etc.

DEX OrderVision gives the external customer as much visibility into the RMA order flow process as the people inside the repair vendor itself.

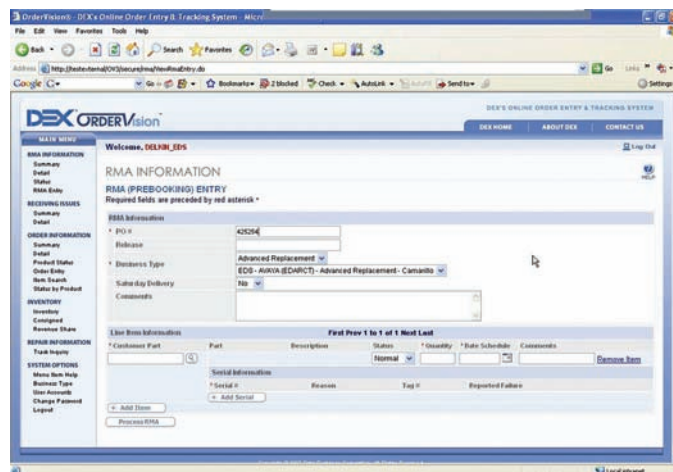


Figure 1: Example of an RMA order entry screen

### Improved Management Visibility

DEX OrderVision gives authorized users the ability to monitor all their order and inventory transaction activities 24 hours a day, 365 days a year. Users can be assigned transactional or view only access to the DEX OrderVision portal. The module provides tracking capability from product receipt to finished goods packaging.

DEX OrderVision provides detailed standard reports. Reports can be re-configured by readjusting the order in which the columns are displayed. Unwanted columns can also be removed. Additionally, users can build their own reports with easy to use ad-hoc queries. And reports can be downloaded to Excel for statistical analysis purposes. Custom reports are also available through DEX Systems.

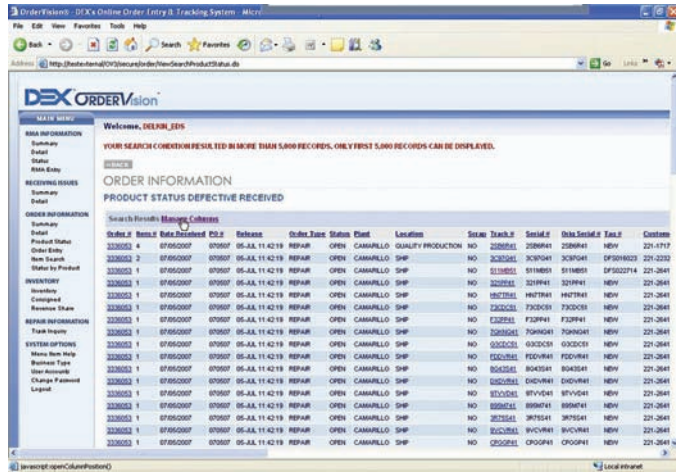


Figure 2: Sample DEX OrderVision standard report

**Consistent Process**

Process consistency is a hallmark of good process controls. DEX OrderVision portal design and development follows a consistent, proven methodology. The client is intimately involved throughout the design, testing, acceptance, and deployment processes. The result is the development and implementation of quality custom web portals and satisfied customers.

**Improved Financials**

DEX OrderVision allows customers to monitor all their outsourced repair and order processing activities in detail, providing them with unprecedented control over their outsourced operations. The customers gain financial stability and the ability to quickly adapt to changing conditions. Controlling production costs, material costs, and overhead during the process rather than at the end of a fiscal period improves their overall financial success, and secures a stronger relationship with the outsource vendor.

**DEX Systems – Your Complete Solution**

DEX Systems, the IT division of DEX, was created to respond to real world problems in reverse logistics business processes. To address those issues, DEX Systems developed application solutions that specifically address areas not handled by Oracle applications. As a result, DEX Systems is now able to provide a complete aftermarket solution that has been developed, tested, and used in support of hundreds of clients worldwide. Our clients have the ability to select one or multiple modules based on their unique needs, enjoying a “best in class” reverse logistics solution for all of their business requirements.

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