



KEY FEATURES

Client Benefits

- » Fast and inexpensive processing of items returned for test and recertification
- » Highly skilled technicians can be dedicated to more complex tasks
- » Complete visibility of the entire test and recertification flow
- » Real-time, color coded queue management dashboard for performance monitoring
- » Online version-controlled checklists, schematics, test process, and product information
- » Process checklists by product or part number
- » Product triage assessment and classification (new, refurbished, disqualified, etc)
- » Automated step-by-step routing (to warehouse, repair, etc.)
- » Customizable customer setup
- » Client specified data collection and reporting
- » Product sorting based on user defined rules
- » User defined product qualification selection criteria
- » Bulk and pallet processing
- » Single unit processing
- » Build pallets by part
- » Build pallets by product classification
- » Correct accessory kitting prior to final disposition

Metrics

- » Yield
- » Productivity
- » In process queue
- » Real-time inquiries into the complete order record at every step

## DEX RECERTIFICATION APPLICATION

DEX Recertification is an information-driven solution for planning, scheduling, routing, testing and recertification of parts and finished products. The system allows customized data collection, distinct calibration and testing procedures, and specific product routing based on client specific needs and requirements. DEX Recertification optimizes resource management and speeds processing, from condition evaluation and damage assessment, through product classification, to final disposition.

### DEX Recertification Overview

DEX Recertification is a module of the reverse logistics solution suite developed by DEX Systems, the IT solutions division of DEX. DEX Recertification is a robust, streamlined, and very easy to use front-end extension to the Oracle® E-Business Suite. DEX Recertification is specifically designed to manage the flow of products returned for testing and recertification.

DEX Recertification is designed to address common reverse logistics issues faced by manufacturers and distributors who authorize merchants, retailers, and end users to return goods for credit. DEX Recertification provides visibility, control, and predictability for the entire test, recertification and credit authorization process. DEX Recertification provides scheduling capabilities, cost management, credit authorizations, and inventory control.

Real-time alerts, notifications, and performance reports automatically update stakeholders about the status of all test and recertification activities.

The DEX Recertification module enforces a uniform business flow to ensure consistent quality.

### Increased Management Visibility

DEX Recertification includes a customizable, color-coded process flow management dashboard that instantly alerts managers and staff to impending problems in the reverse logistics and recertification flow, allowing them to be proactive in resolving issues before a critical customer situation develops. Detailed information is available behind each field on the dashboard, so management can easily drill down – to a specific part and serial number level if needed – to get more specific information.



Figure 1: Process flow dashboard

### Recertification

The heart of the DEX Recertification solution rests in the control provided to the operator at the test and recertification station. DEX Systems provides online checklists that automatically guide each operator through the specific processes or steps that must be followed. In addition, each client can uniquely specify how products should be classified at the conclusion of the test and recertification cycle: new, refurbished, defective, obsolete, scrap, or other client defined classification.

DEX Recertification is designed to allow for accurate, very fast, and inexpensive processing of mass quantities of returned product. The software includes specially designed screens to facilitate the processing of large or bulk quantities, as is often the case with recertification returns. Furthermore, a pallet processing capability simplifies planning and control.

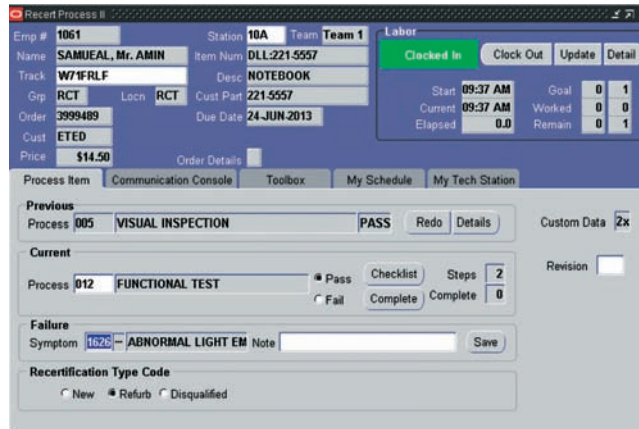


Figure 2: Recertification process screen example



Figure 3: Test and recertification checklist example

### Improved Financials

The DEX Recertification module allows for detailed financial monitoring of operational costs. The result is 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 the overall financial picture

Job costs can be analyzed from many perspectives, by customer, product, order, or production area. And they can be viewed as actual dollar costs or percentages. Reports detailing material or labor costs at a specific serial number level are also available.

### Consistent Quality

DEX Recertification provides an automated process control for the recertification of channel returns. Operators are provided with detailed step-by-step instructions to guarantee accurate product classification and the highest levels of quality. Specific reports display data such as yield based on reclassification categories, failures associated with specific part numbers, and output by employee.

Time limits can be applied based on part number or individual serial number, so users are aware of the maximum amount of time that can be spent on each unit. As part of the recertification process, each serial record lists the checklist steps performed, the associated labor times, and a time stamp for each movement between production locations.

Process consistency is a hallmark of good process controls. With the DEX Recertification solution, they are repeatable every time—enabling consistent customer satisfaction. Online checklists using customer or product specific processes enforce a highly repeatable methodology that can be as simple or complex as needed.

### DEX Systems – Your Complete Solution

DEX Systems, the IT solutions 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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