



**KEY FEATURES**

**Client Benefits**

- » Complete visibility of RMA returns flow
- » RMA pre-booking enables advance planning and scheduling
- » Real-time, color coded queue management dashboard for performance monitoring
- » Customizable user-managed data collection
- » Streamlined routing system for faster processing
- » Location Sensitive Messaging (LSM) automatically alerts users to special handling requirements
- » "On dock" receipt and disposition time stamps facilitate time tracking and SLA performance monitoring
- » Enables complete reverse logistics support for manufacturing, service and distribution environments
- » Bar code label integration for inventory and transaction tracking by location, part, serial number, and/or pallet
- » Supports value-added services such as relabeling and cross docking

**Receiving**

- » Positive inventory control at the serial number level if required
- » Full history tracking
- » Receiving issues management
- » Pre-alerts for inbound products
- » Piece, multiple quantity, and bulk receipt options
- » Location Sensitive Messaging alerts for special handling
- » Quality inspections at receiving
- » Configurable routing by product
- » Configurable routing by serial number
- » Warranty verification
- » Scanning using handheld scanning devices
- » Performance metrics

**Metrics**

- » "On dock" queue
- » "On dock" aging
- » Receiving queue
- » Productivity metrics
- » Real-time inquiries into the complete order record at every step

# DEX RETURNS APPLICATION

DEX Returns provides a solution for full visibility and control of the entire returns process, from RMA issuance through final disposition. Users can enter RMA's manually, or the system can generate them automatically from email, FTP, or web service data feeds. Customers can also create their own RMA's using easily customizable customer facing Portals.

Automated alerts, notifications, and real-time performance reports keep all stakeholders in the returns process up-to-date about the status of all RMA and returns related activity.

**DEX Returns Overview**

DEX Returns is a module of the reverse logistics solution suite developed by DEX Systems, the IT solutions division of DEX. DEX Returns is a robust, streamlined, and very easy to use front-end extension to the Oracle® E-Business Suite, specifically designed for managing RMA returns and processes.

Designed to solve real-world problems, DEX Returns provides visibility, control, and predictability for the entire returns management process. It enables complete tracking throughout the returns cycle, from RMA initiation to final product disposition. The DEX Returns module provides a consistent flow to ensure quality throughout the entire reverse logistics process.

**Improve Management Visibility**

DEX Returns includes a customizable, color-coded process flow management dashboard that instantly alerts managers and staff to impending problems in the reverse logistics 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

**DEX Receiving**

The heart of the DEX Returns solution rests in the control provided to the operator at the receiving station. DEX Systems provides a Location-Sensitive Messaging (LSM) capability that automatically alerts each operator in the reverse logistics chain when specific processes or steps must be followed. This LSM functionality plays

a key role in DEX Returns, alerting receiving personnel when specific receiving processes – as specified by the client – must be followed. For example, some clients may require that certain data be gathered and stored in the system upon receipt, where others may not require the same data. Or some products may require specific disposition or routing upon receipt. Location-Sensitive Messaging will automatically alert receiving personnel to handle these exceptions properly, ensuring the quality of the receiving process is not compromised.

DEX Returns supports the return of items for a variety of reasons, including repair, testing and recertification, and re-labeling for cross docking and re-shipping to other locations. The receiving module allows for pre-booking of RMA's and receipts to incorporate a level of planning and control into the receiving process. The application includes specially designed screens to facilitate the receipt of large quantities or bulk receipts, as is often the case with recertification returns. Material that is received without documentation, or that does not match accompanying documentation or pre-booked RMA's can be placed into an issues queue for further research until the discrepancies are resolved.

All incoming serial numbers can be easily scanned or manually checked for warranty information.

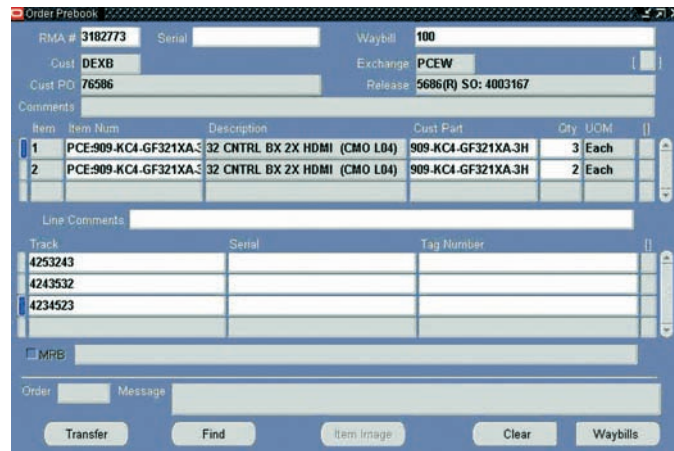


Figure 2: RMA prebooking screen

**Improve Financials**

The DEX Reverse Logistics solution allows for detailed financial monitoring of all 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 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**

Consistency is a hallmark of good process controls. With the DEX Returns solution, processes are repeatable every time—enabling a uniform business process, and consistent customer satisfaction.

**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 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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