

Four Ways to Use Reverse Solutions in Your High-Tech Business

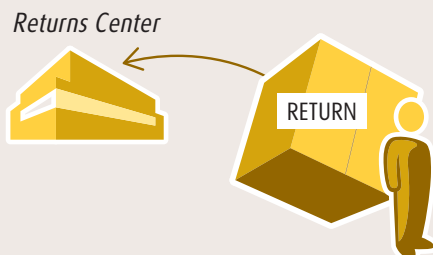
Traditional Return

Your customer returns a product to a pre-specified destination, such as a returns center. This is common with retail purchases.

WHY: Multiple reasons. The wrong item is shipped or ordered, the product is defective, or your customer has buyer's remorse.

BOTTOM LINE:

Providing a positive returns experience for customers can help ensure repeat sales. In addition, knowing what products are coming in, as well as where and when they will be delivered, can impact profits. The quicker products are received and processed, the more value you can recover.



SOLUTIONS

Products are returned with a label provided in the original shipment, by mail or via e-mail.

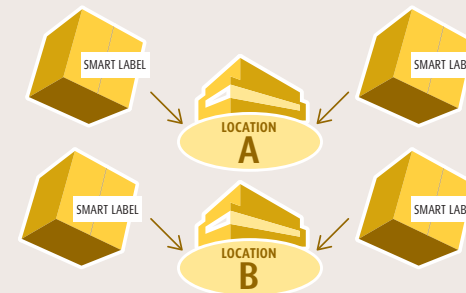
Inbound Control

Products are coming into your company from multiple sources.

WHY: Items may be received due to a product recall or because they need to be refurbished, recycled or destroyed.

BOTTOM LINE:

By providing labels for inbound shipments to your customers and vendors, you'll make shipping more convenient for them and therefore increase the likelihood of receiving products, and in a timely fashion. With on-label data and visibility technology, you can operate more efficiently by reducing time spent sorting and processing inbound shipments.



SOLUTIONS

Labels for inbound shipments are emailed to your vendors and customers, or are printed off your company's website to let you know what is coming, as well as when and where it will be received.

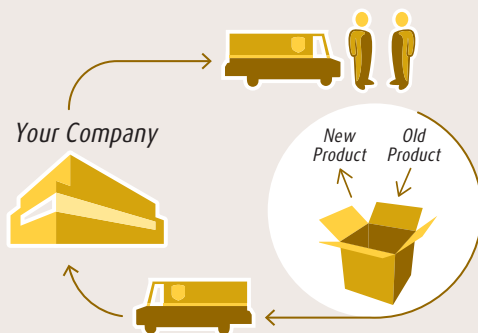
Critical Swap

Your customer needs to quickly exchange a high-value item with a similar product, while experiencing minimal downtime.

WHY: Immediate replacements are required for urgently-needed items such as critical parts, or high-value products under warranty.

BOTTOM LINE:

When time equals money for key customers, it's imperative that you respond with the highest level of service to keep your competitive edge. Plus, you need to ensure recovery of high-quality goods that still have value.



SOLUTIONS

Your company prepares an outbound replacement item with a return label in the box. The UPS driver meets your customer, exchanges the replacement for a like return item, helps repack the return and delivers the old item to you.

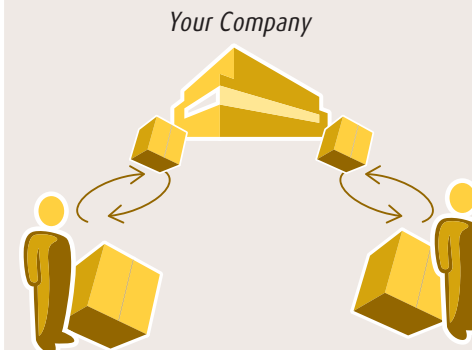
Service Management

Your company receives products that require you to either provide a service and/or replace them with updated items.

WHY: Products need to be repaired, refilled, replenished, serviced or upgraded (e.g. products being leased).

BOTTOM LINE:

In order to retain customers, you must meet service level agreements. Visibility tools designed to help manage your inbound and outbound shipments provide information needed to help you staff appropriately and streamline operations, resulting in increased efficiency and improved customer service.



SOLUTIONS

Products received are repaired, replenished or serviced. Your company sends an updated or similar item to your customer on an ongoing cycle, if needed.