

RETURNS MANAGEMENT

Supply Chain Services

realize your global possibilities



BENEFITS

- Increase customer satisfaction and loyalty
- Eliminate stock-outs
- Closest to customer replacements and service
- Reduce end-to-end supply chain costs

What is Returns Management?

Returns Management, or reverse logistics, encompasses the activities associated with a product after the original sale.

Components include:

- Customer Service & Call Centers (helpdesk)
- Returns & Replacement Management (RMA)
- Recall Services
- Recycling, Remanufacturing or Repacking Services
- Refurbishment Screening
- Spare Parts Management
- Trade-in Services
- Transportation
- Warehousing
- Warranty Support
- End-of-life Manufacturing

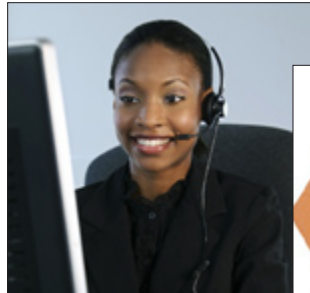
Return Programs are most effective when companies also implement strategic sourcing and formal buying strategies such as Vendor Managed Inventory (VMI), Fulfillment and Postponement to reduce financial risk, supply variability and lead times.

Why GlobalWare?

Streamlining your reverse logistics strategy with a tailored GlobalWare Returns Management Program will give your company a distinct competitive advantage in the marketplace and enhance the customer's experience.

Key Components:

- GlobalView™ - real-time web-based, order management, inventory and RMA tracking system
- Worldwide and strategically located call centers, warehouses and repair facilities throughout North America, Asia and Europe
- Global expertise with in-country regulatory, cultural and language proficiency



GlobalWare Advantage:

Reclaim lost revenue and increase profitability.

- Quick and easy returns
- Increase customer satisfaction and repeat business
- Reduce transportation and inventory costs with closest to the customer triage, repair and transportation facilities
- Reduce costs with de-kit, reassemble, software insertion, parts substitution and product testing capabilities
- Efficient and controlled RMA issuance and tracking
- Decrease obsolescence and write-off's with remanufacture and resale of products

Get Started

For your free comprehensive analysis to determine your exact supply chain needs call (800) 469-7500 to speak with a GlobalWare Solutions supply chain expert or e-mail sales@gwsmail.com