

Ease the Pain of Product Returns

Image Microsystems is your trusted partner for reverse technology supply chain optimization. We are a leader in “return to vendor” management solutions—meeting and exceeding our customers’ needs since 1992. Our innovative technology solutions help companies both reduce costs and maximize recovery value by automating and executing the key business processes associated with product returns. We help you:

Increase Your Bottom Line

Optimize the Returns Process

Improve Customer Satisfaction



How much do product returns cost you?

Reverse logistics is rapidly emerging as a core driver of competitive advantage and financial performance among leading manufacturers. It’s also becoming a key differentiator for retailers –as consumers increasingly consider a seller’s return policies in their purchasing decisions. Similarly, there is an ever-growing emphasis on after-sales service and the need to satisfy customer demands for rapid replacement or repair of products and parts. There is no question that the cost to industry of product returns is high. In the U.S. alone, the outlay for consumer electronics reverse logistics adds up to more than \$100 billion each year¹. Many companies have return rates running from 10 percent to as high as 30 percent.

Your bottom line needs a partner’s support

Obviously, the way you manage this process impacts your bottom line. How are you managing return receiving criteria and controls? What about vendor sunset rules—are you maximizing your return window? How are you handling repair and return rules? Is OEM cap management under control? Do you have clear visibility on your returns management process and the associated financial implications? Are you easily able to capitalize on opportunities to recover assets and recapture value? The truth is—most companies lack centralized standard policies and processes for governing the disposition of returns.

¹ Source: Aberdeen Group

A strong partner is needed

A strong partner can help. But, you need an expert to guide you through this maze and help you determine the best and most profitable process for managing returns. The way a company manages returns and interacts with customers during the process can have a profound impact on future business relationships—not to mention your bottom line. You gain a competitive advantage with the right partner and process.

Automation is key

You need a robust gate-keeping function that gathers information and applies rules-based processing as early as possible in the lifecycle of a return. By automating decisions, you can direct products to the right place at the right time—avoiding costly delays and transportation costs. Plus, for products or parts with little or no value, the return may be avoided altogether.

Automating this process with applications that can validate and track everything is necessary. Of special importance is the management of warranty claims. Ensuring that each channel is correctly billed for services is a must for processing warranty returns, This will minimize claims processing time and reject rates—thus helping to better manage costs.

Image Microsystems is the right partner

When you use a third party for returns management, you are really entrusting your brand to them. So, you need to be certain there is no possible way your partner could tarnish your brand's hard-earned reputation. You need a company with a long history of quality and secure service. Image Microsystems is that right partner:

- Established in 1992
- Over 200,000 square feet of facilities

Locations in California and Texas provide nationwide coverage

- Our experienced ASP certified Depot Repair group handles laptop, desktop, server, game console, cell phone, and iPod/MP3 repair for numerous major retailers nationwide



- ISO 9001:2008, ISO 14001:2004, and OHSAS 18001:2007 certified
- Certified Department of Defense 5220.22M compliant 4 pass data cleansing of all hard drive information, ensures total regulatory compliance
- Our **Certificate of Open Indemnification** eliminates any risks or liabilities to your company—we assume all liability for total data destruction.
- Zero landfill and no overseas dumping policies



Your custom point-of-return portal is your dashboard for returns management

Image Microsystems' proprietary technology tracks product identification by serial number—ensuring complete traceability throughout the returns process

Examples of custom retail portal pages

The image displays two screenshots of a retail portal. The top screenshot shows a dashboard with a navigation menu (Home, Services, Customer Service, etc.) and several service tiles: Repair Services, In-Home/Office Services, Global Warranty (RTV), Maintenance, Recycling Services, and Web-Based Portal. The bottom screenshot shows a 'Repair Services Check-in for Store# 1234' page. This page includes a 'Warranty Status' section with a 'Check Warranty Status' button, a 'Team Member Information' section with fields for Store Number, Address, City, State, and Zipcode, and a 'Customer Contact Information' section with fields for Company, Address, and City. A table on the right side of the page displays warranty records with columns for Status, Date Received, RTN, Warranty Status, Date, and Reason for Return.

Status	Date Received	RTN	Warranty Status	Date	Reason for Return
Shipped	1/28/2009	08/04/2009	Store Inv.	RTV_Reasons_Approved	History Stop Label
Shipped	1/27/2009	08/04/2009	Store Inv.	RTV_Reasons_Approved	History Stop Label
Cancelled	8/11/2009	08/18/2009	Store Inv.		History Stop Label
In-Store	4/9/2009	04/15/2009	Tracking		History Stop Label
In-Store	8/17/2009	04/14/2009	Tracking		History Stop Label

Driven by retailer and vendor criteria

- Receiving criteria and controls
- Vendor rules management
- Acknowledgments
- Repair criteria
- Cap management
- Returns Criteria

Rules-based decisions

- Quickly restock for resale?
- Repair or refurbish?
- Sell through alternate channel?
- End of life?

Image Microsystems Return-to-Vendor and Reverse Logistics Programs Provide:

- Tools for improved life-cycle management and information visibility
- Tools to drive increased customer satisfaction
- Tools for improved program compliance
- Tools for improved cost efficiencies

Image Microsystems is a partner you can trust—were guided by four principles:

Sustainability • Security • Technical Innovation • Community

Our commitment to sustainability is rock-solid

Our zero landfill and no overseas dumping policies, coupled with our proprietary recycled product manufacturing processes ensure that recycled e-waste doesn't end up where it shouldn't.

We are focused on security

We are Department of Defense 5220.22M compliant. We are ISO 9001:2008, 14001:2004 and BS-OHSAS 18001:2007 certified. We practice four-pass hard drive erasure and degaussing procedures. We provide certifications of destruction and open indemnification, and routinely audit and certify any downstream partners—holding them to the same high standards as we hold ourselves.



We are technical innovators

Not only have we developed proprietary technology for our reverse logistics automation systems--we are also a research center. We partner with Texas Tech University—a leading environmental research institute--to develop new strategies and better methods to control the growing amount of obsolete electronics that are threatening the world's resources.



We have an added layer of commitment—our community commitment

We sponsor Texas School for the Deaf students through their Career Technology Education Program. By employing both deaf and special needs students in our Recycling Manufacturing Department, we provide paid internships—giving each student exposure to the world of technology and environmental responsibility. After graduation from TSD, these students are qualified and able to apply for full time employment. In fact over 40% of our workforce is deaf.



Turn to Image Microsystems for RTV and Reverse Logistics

You can trust Image Microsystems to securely manage your return-to vendor and reverse logistics needs. Our innovative technology solutions maximize your return-to vendor and reverse logistics processes to:

- Increase your bottom line
- Optimize the returns process
- Improve customer satisfaction

Call or e-mail us today for your complimentary Return to Vendor process audit. Find out how Image Microsystems can improve your returns management and reverse logistics.

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