



eBizNET
Innovating SCM 2.0

Reverse Logistics System

Empowering Supply Chains



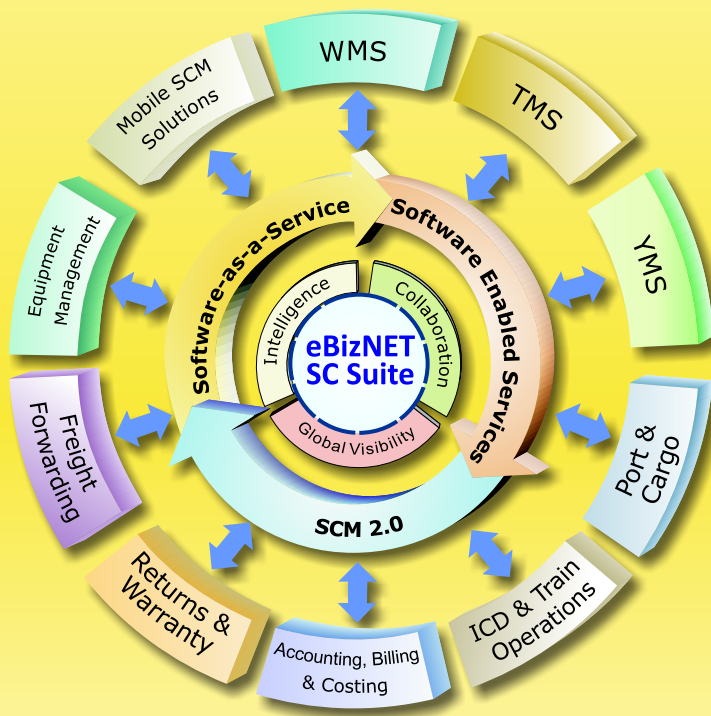
eBizNET™

Reverse Logistics System

About 7Hills

7Hills is a focused supply chain solutions and services company, driven by a team of supply chain experts. 7Hills possesses a significant breadth and depth of supply chain expertise and understanding of clients' supply chain needs. 7Hills' proprietary supply chain suite, eBizNET™ is a culmination of our rich experiences over years of supply chain technology transformation initiatives across a multitude of clients and geographies, including some of the best known names in the Fortune 500.

eBizNET™ is a powerful and highly scalable web-based on-demand Supply Chain Execution solution. It incorporates the breadth of functionality of a best-of-breed solution, yet is packaged with cost effectiveness and ROI in mind. The eBizNET™ suite can run as stand-alone or as an integral component in a global supply chain network. Inherent to the suite architecture is a multi-client, multi-site framework that makes it easier to manage multiple client inventories under one roof. This proven foundation consists of a set of value-driven specialty solutions that can be used together or separately to address the exact needs of your enterprise. Some of these solutions include:



- Warehouse Management
- Transportation Management
- ICD & Train Operations
- Yard & Port Management
- Reverse Logistics
- Freight Forwarding
- Activity Based Billing & Costing
- EDI and Enterprise integration
- Radio Frequency Identification (RFID) tag tracking



Recapture Value through eBizNET™ Reverse Logistics

Today's consumer value chain does not end at the time of purchase. Warranty service, AMC, repairs and spares, quality improvements and a host of other aftermarket strategies can generate significant tangible and intangible value on an ongoing basis. However capturing value out of reverse chain requires a fundamental understanding of well managed processes and an integrated Reverse Logistics System that can provide complete visibility of the material & information flow across the reverse value chain. For manufacturers, retailers, distributors and logistics service provider – from warranty capture to disposal – eBizNET RevLog adds value with

comprehensive and automated reverse logistics support across product lines and geographies, from warranty and returns management, visibility, and service. service parts management including repair/service chain operations. eBizNET RevLog provides a complete integrated reverse logistics management solution.

With eBizNET RevLog, leading manufacturers, retailers and service providers across globe are able to reduce turn-around time for service delivery, gain complete control over reverse logistics operations and reduce warranty leakages.

eBizNET™ Reverse Logistics

The eBizNET RevLog system is a unique combination of Returns Processing, Warranty & Billing Management and Spare parts distribution –

eBizNET™ Returns Processing

- RMA generation
- Manage processes related to repair factories
- Returns to Vendor / Manufacturing Plant – Repair management and tracking process
- Recalls and Warranty management
- Replacements – An authorized swap of good material against damaged, with subsequent repair
- Spares parts distribution and invoicing – Orders for spares can be captured through eBizNET™, which will send the consolidated orders to the supplier with appropriate invoicing
- Customer / Partner relationship Management

eBizNET™ Warranty & Billing Management

Warranty tracking is the most important revenue generation process in returns management. eBizNET's advanced dynamic report writer gives the ability for the authorized user to track the warranty and billing status easily. Sample reports include: Warranty Billing, DAP reports, Material testing reports, and many other spare parts reports.

Key features of eBizNET™ Reverse Logistics

- Enable end-to-end process automation from RMA to disposition
- Integrated with Parcel Shipping software or TMS
- Rules based product direction based on disposition decisions Warranty Billing
- Enable collaboration with customers, service partners and repair vendors
- Integrated webstore for spare parts ordering
- Real time tracking of returns through carrier integration
- Integrated with WMS, TMS and ERP systems



Value Proposition

New Revenue Streams

- New revenues from extended warranties and service plans
- Better pricing information for extended warranties

Dealer Network and Administrative Cost Reductions

- Reduced administrative overheads
- Lower network-driven costs through consolidation
- Standardized pricing

Reduced overpayments and fraud

- Reduced Cost of Poor Quality
- Lower costs due to early problem detection and correction
- Increased recovery of warranty costs from suppliers

Service Related Cost Reduction

- Early Warning System
- Returns and Warranty Analytics
- Supplier and Partner Collaboration
- Supplier Recovery & Scrap Management
- Warranty and Claims Processing Productivity

Warranty Registration & Validation

- Online Claim Entry & Processing
- Automated Payment Processing
- Accurate Warranty Accounting & Reporting
- Repair Billing
- Warranty Audit Trail
- Dealer & Service Provider Performance Analysis



Salient Features of eBizNET™

- Multi site, Multi user capability
- Web based status tracking and visibility
- RMA, Warranty and Repair management
- Track Serial #, IMEI # and other item attributes
- Roles & Rules based configuration
- Report writing tools to bring information to the operation and to the customer
- Progressive Quality control mechanisms
- Real time KPI and SLA reports
- Shipment consolidation and tracking capabilities from eBizNET portal
- EDI, Webservices & Rosettanet Integration with ERP

Benefits

- Customer satisfaction
- Reduced Turn-around time (TAT)
- Advanced planning in the warehouse
- Reduced transportation costs
- Advanced tracking functionality
- Decision making on the product types and easy identification of defective parts.



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