



Return Options

Use one online service to power several return programs, such as:

- Warranty
- Repair
- 30-Day Returns
- End-of-Lease
- Refurbish/Remarket
- Recycle

The following are optional modules that can be offered through your Online Return Center so that your customers can:

1. Request a return authorization

The customer selects the type of return they want to make, and your Online Return Center routes the request to the right department.

2. Print a prepaid waybill (shipping label)

The customer has a box and can print a label from your Online Return Center.

3. Send a pre-printed waybill

The customer has a box, can't print the label themselves, and needs a pre-printed waybill physically sent.

4. Send a box and return waybill

REPAK shipping kits are shipped within 2 business days. Instruct the customer to print a waybill online or include a pre-printed waybill with the kit.

5. Track a return

The customer enters their authorized return number to check the status of outbound or return shipping.



Zoned programs save shipping costs and reduce your carbon footprint.



The Challenge:

Offering your customers an easy, self-service return solution.

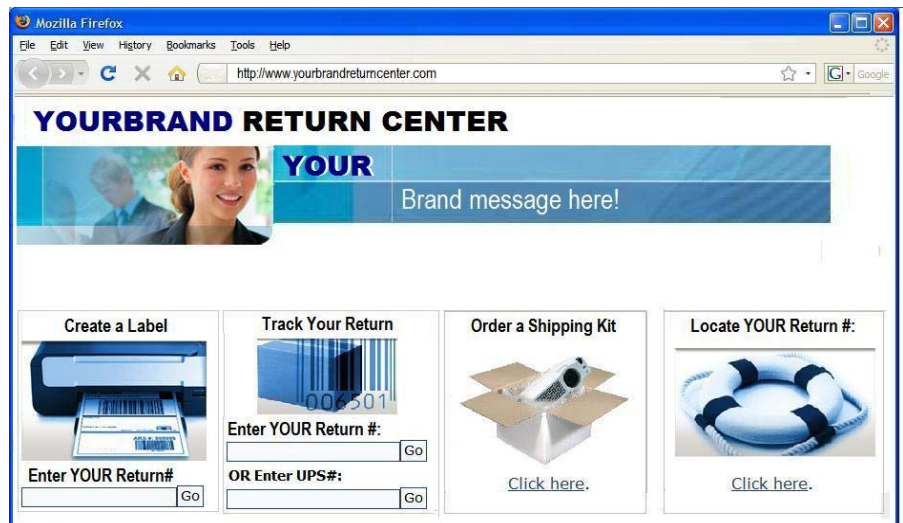
ONERETURNCENTER™ Solution

ONEPAK provides a turnkey solution that enables OEMs, EMS providers, repair depots, leasing companies, recyclers and remarketers of computers and consumer electronics to offer a self-service return program.

Here's how it works:

- ONEPAK sets up your private-labeled online return center.
- Customers print or order prepaid waybills online.
- OnePak ships out prepaid waybills or shipping kits as ordered.
- Customers pack their assets, apply your pre-addressed waybill.
- Returns are geo-routed to nearest facility. ●
- Carrier tracking number is activated and available online.
- You track all orders online through the OneView Asset Management & Tracking™ portal.

It's that simple.



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