



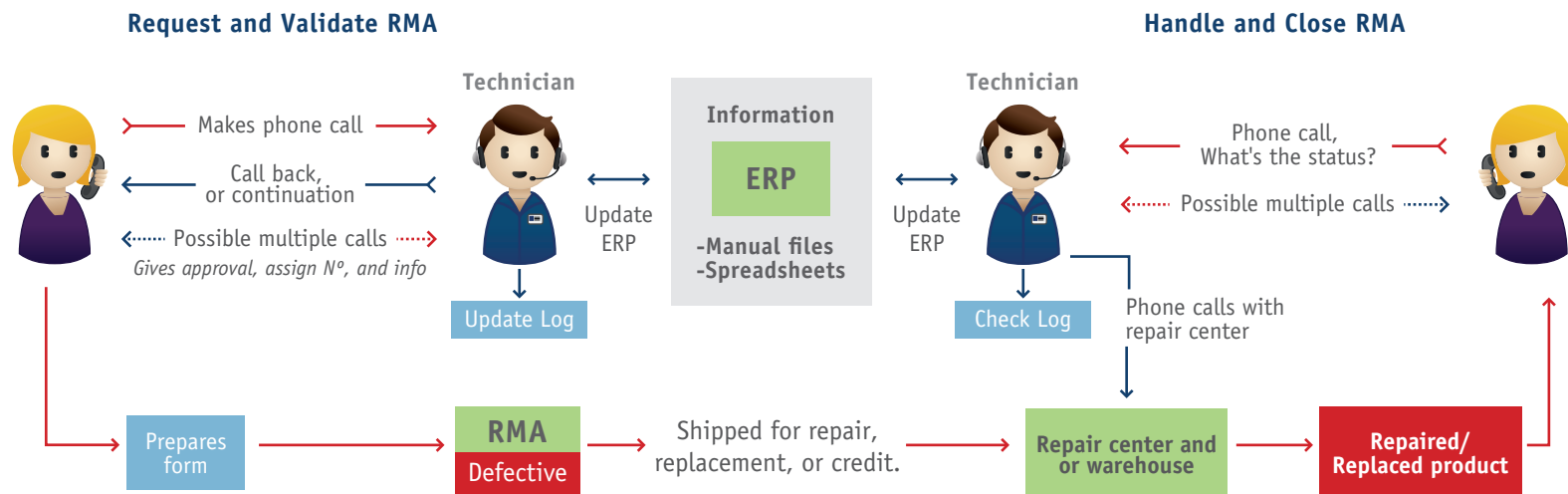
GlobalNow

GlobalNow Inc.

Returns Management Portal

Companies of all sizes often encounter weaknesses with their returns management process which drives up cost and damages long term customer loyalty. This typically includes excessive labor cost and errors associated with phone calls, research, and manual updates; customer frustration from lack of responsiveness and insight to their return status; and excess internal cost from inefficient workflow, poor product disposition and insufficient insight into returns status and workflow performance.

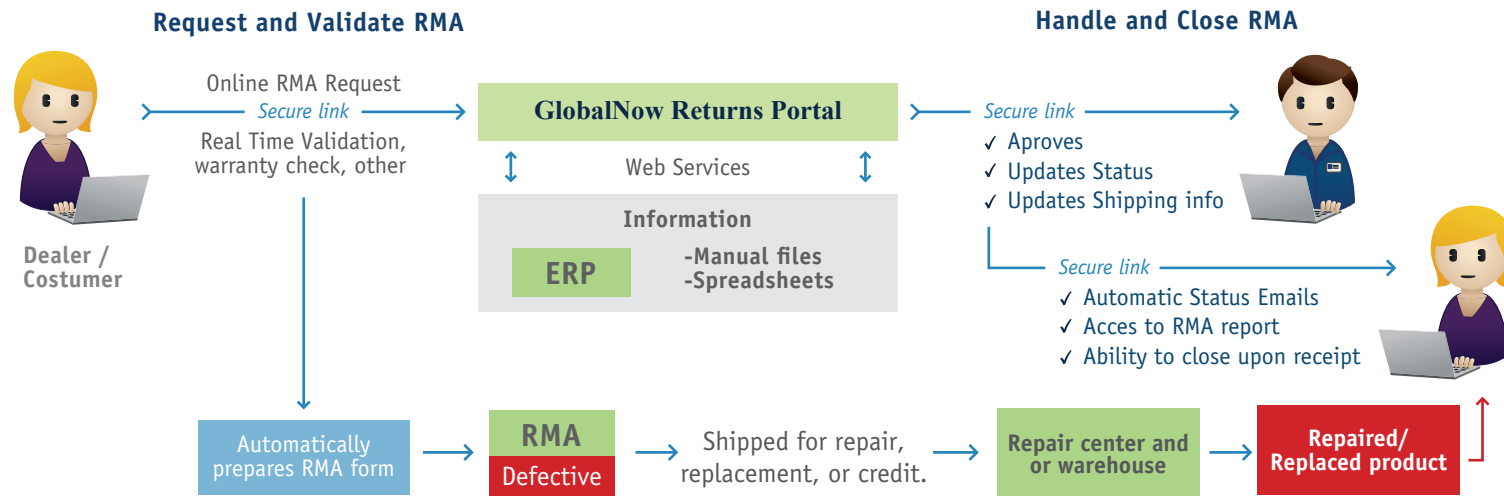
Typical Returns process:



To address these issues, companies are turning to online software solutions as a key tool to managing the customer experience, drive down cost and gain visibility. The solution should make it easy for the customer to do business with the company by automating warranty verification, providing a user friendly customer gateway, capturing all necessary information and optimizing the repair process.

Returns Management Portal

A customer's satisfactory experience during the product's lifetime can trigger an early (and relatively low cost of sale) service contract renewal, resulting in a number of benefits - protecting the installed customer base; enhancing long-term revenue; and maintaining market share. The GlobalNow Returns Management promotes these benefits:



Business Impacts from the Portal:

- Eliminates need for phone calls to request RMA via online access
- Eliminates manual research - verification of warranty and product status.
- Eliminates follow up calls to dealers, suppliers, and customers for approval and status.
- Elimination of manual errors, better quality.
- Automatic verification of warranty and other product info
- Access by company to all RMAs, status, reporting, etc.
- Informed stakeholders via access AND email alerts
- High level of customer/dealer and employee satisfaction

GlobalNow differentiation:

Enterprises, 3rd Party Logistics companies, and even SMBs often have complicated and demanding returns management business processes. The GlobalNow portal was designed and built to handle this process complexity. Through the use of highly configurable administration tools and a robust architecture, our portal enables companies to automate multiple and/or parallel workflows, easily adapt to capture new data, exchange data for automatic warranty and product verifications, easily perform information analysis, gain constant insight to transactions and status, manage multiple suppliers, dealers/repair centers, while enabling proactive operational management.

The portal's administrative function enables the above through:

- Organization of work functions and user rights by work groups and entities
- Rapid custom new field creation to adapt to evolving business rules
- Status notifications to stakeholders that is flexible by workflow
- Proactive KPI management – alerts generated based on SLA standards by customer or contract
- Automatic warranty and product verification – using real time data feeds via web services
- All RMA functions automated via custom workflows
- Flexible reporting and filtering under company control
- Interface to collaboration tools for documents sharing (including SharePoint)
- Interface to spare parts portal/ordering module AND other 3rd party modules via web services

The GlobalNow returns management portal is provided as both an on-premise or hosted solution, depending on the client's needs.