REVERSE LOGISTICS MANAGER

CME RLM fully integrates reverse logistics into all phases of an enterprise's operations.
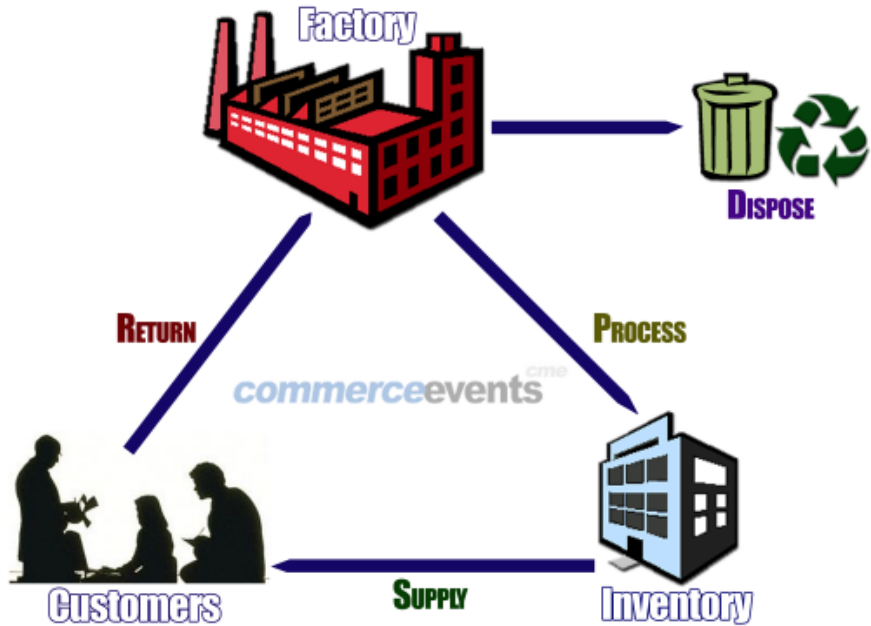
OVERVIEW

Reverse Logistics was once viewed largely as a disposal process for old or broken goods. Rather than just dispose of these goods, however, they can be returned to inventory, discounted for liquidation, salvaged, or recycled. The potential exists to boost revenues, reduce costs, minimize supply chain disruptions, improve customer service, and benefit the environment. But, lacking a sophisticated system and flexible processes to handle reverse logistics, companies are not able to realize the benefits.

INTRODUCING THE CME REVERSE LOGISTICS MANAGER

In many ways, reverse logistics is more complex than forward processes. For example, the good must be obtained from the customer and decisions made whether to refurbish, remanufacture, recycle, or dispose of each component. The CME Reverse Logistics Manager (RLM) not only guides the right action for each component, even for complex goods, but also delivers complete visibility throughout the process. With RLM, reverse logistics is transformed from a cost center to a strategic competitive differentiator.

BENEFITS

The CME Reverse Logistics Manager (RLM) is unique in delivering the following benefits.

Transforms Overhead to Revenue: Before, reverse logistics was treated as the overhead cost of retrieving and discarding used or outdated products. RLM transforms reverse logistics by maximizing the value in a complete good or its components. In fact, re-conditioned goods can be even more profitable per unit than the original item. Now, reverse logistics can be managed as a revenue center driven by income from upgraded or re-conditioned goods.

Prevents Customer Service Catastrophes: At times, it's difficult to obtain components from the supplier for repair. In addition, for older product models, returned goods are the only viable source for spare parts. Further, warranty and return valuations can either delight or disappoint customers. RLM helps ensure that a company's most valuable asset - existing customers - aren't disappointed due to a lack of repair parts or a low value appraisal - while keeping service costs at a minimum.

Gets Smarter Over Time: RLM not only delivers pre-coded best commercial processes and intelligence but also enables the organization to easily modify existing and to add their processes. As a result, RLM delivers higher and higher levels of benefits to the organization over time.

HIGHLIGHTS

Precise and Efficient Inventory Levels: As RLM modules can run fully distributed on many platforms, goods will not "fall into a black hole" but will be precisely monitored. Multiple locations can coordinate with each other to yield an up-to-the-event status and timely inventory information not only within but also across all facilities. Due to data capture support for technologies such as barcodes and RFID, RLM efficiently maintains the inventory of goods and parts at every step in the reverse logistics chain.

Bill of Material Mapping: RLM can support even the most complex Bill of Material (BOM). RLM maintains a mapping of each component to the overall product or good. This support enables the appropriate tradeoffs to be made - whether at the product, subassembly, or even the component levels.

Powering Adaptive Supply Chains
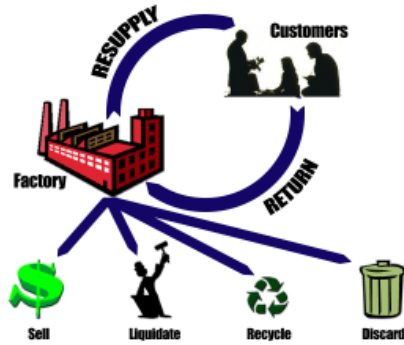
CME RLM helps the organization generate additional revenue from multiple sources while improving service to the customer.

Bill of Return Module: The Bill of Return module enables the organization to set up and to maintain a powerful mapping for the route that each good, sub-assembly, or component should take for return, for rework, and for disposal. This unique capability ensures that the entire reverse logistics process can not only be streamlined but also automated.

Return Process Module: The return process module works with UPC codes, SKUs, or make/model information scanned from barcode or RFID tags. It allows the customer returning the goods to specify problem and destination codes to streamline the return process and minimize return times.

Exchange / Warranty Pricing Module: RLM includes an analytics module that help appraise the trade-in value of the good as compared to the original or current pricing. RLM also helps evaluate whether the usage is consistent with the warranty or out-of-bounds.

Financial Reconciliation Module: RLM includes a financial reconciliation module that issues credits, allocates repair costs among accounts, and allocates inventory ownership among different business units within the organization.

Process Engine and Modeler: The RLM's process engine enables pre-coded processes to be executed on one or more systems on either a standalone or a collaborative basis. Organizations can easily modify existing processes or establish new ones to iteratively forge their reverse logistics operation into a competitive differentiator.

Analytics Module: The RLM's analytics module helps decide for every good, sub-assembly, or component, the appropriate action to take:

- Refurbish: Improve the good beyond the original capabilities.
- Re-manufacture: Bring the good to its original specifications.
- Repair: Ensure that the good operates in a used condition.
- Salvage: Break down the good into sub-assemblies and/or components for reuse.
- Recycle: Mark the materials for commercial recycling.
- Discard: Safely discard the materials.

Fast integration: Since the application is built on J2EE and utilizes XML-based integration technologies, it can be easily integrated with the rest of the enterprise at the application layer. This allows real-time event driven integration even for legacy applications. As a result, deployments are measured, not in terms of years, but in weeks.

Web Service ready: RLM can be enabled as a Web Service. This capability empowers enterprises to extend the power of the RLM application, on-line and in real-time, to customers and to partners.

Web-Native: RLM includes a browser interface that has the ease of use and visual appeal of a full-fledged client/server application. This delivers true power and true portability across platforms, devices, and environments.

ABOUT THE CME ADAPTLINK™ PLATFORM

The WMS takes advantage of the robust fully distributed real-time, event-driven functionality provided by the CME AdaptLinkTM Platform. More information can be found in the AdaptLink datasheet.

ABOUT COMMERCE EVENTS

Commerce Events, Inc. (CME) is the leader in powering adaptive supply chains. Headquartered in the Silicon Valley area of California, CME has operations throughout the US and the globe. More information can be found at http://www.CommerceEvents.com.

SUPPORTED ENVIRONMENTS

CME is rapidly adding new platforms and support for more vendor software packages. Please contact CME for the latest list:
- Hardware platform: Any platform that supports J2EE
- Application Servers:
  - o BEA WebLogic Server™ 6.0
  - o IBM WebSphere Application Server 4.0
  - o JBoss Application Server (open source)
- Vendor Software packages:
  - o SAP 3.2, 4.0