



FedEx Returns Solutions

Industrial Machinery

Switching to reverse gear.

Industrial machinery isn't a spur-of-the-moment purchase, and customers need every assurance that they won't run into any problems if a product needs to be returned. Top-notch after-sales service and a simple, effective returns process are vital components of the industrial machinery business. To meet customers needs, your return supply chain model has to be as efficient as your outbound model to keep customer satisfaction high. And when you consider the increased pressure from your trading partners to cut inventory carrying costs, enhance connectivity to distribution points and price your products competitively, it's clear that return supply chain management is more than a customer differentiator in your industry—it's a necessity to stay competitive. So, how do you meet the everyday demands of customers, distributors *and* manufacturing partners and monitor the incoming and outgoing flow of returned inventory?

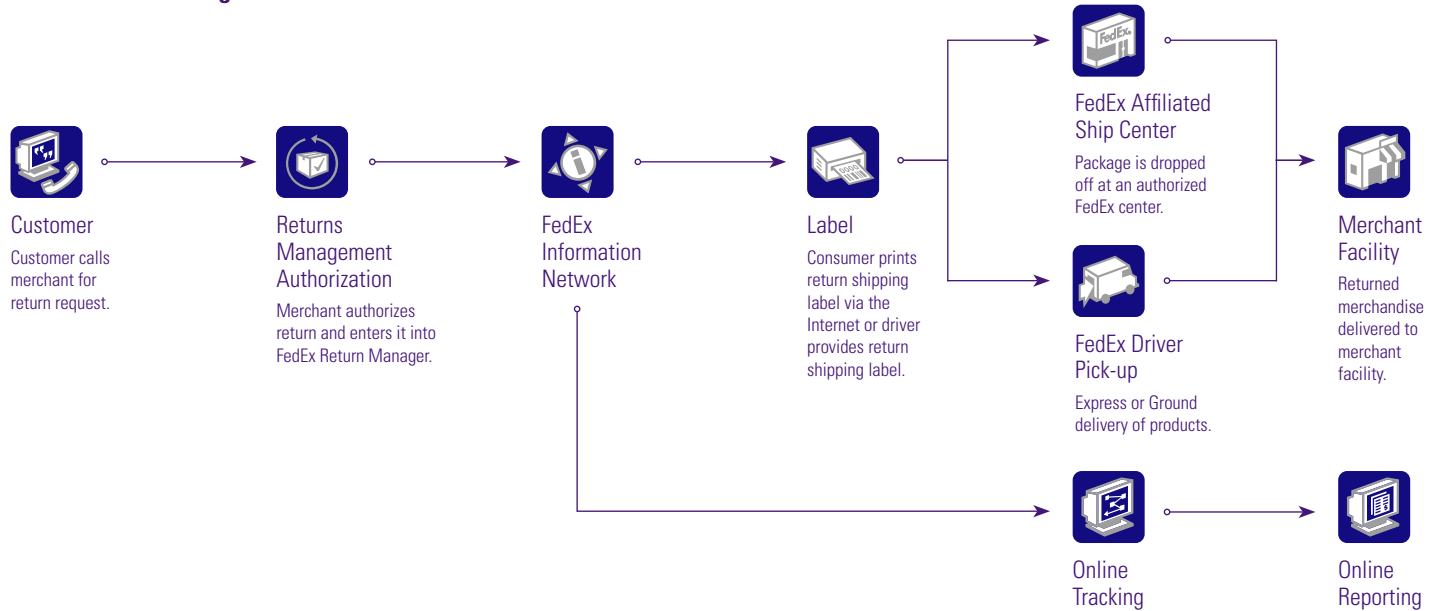
From Internet applications to quick and easy preprinted labels, FedEx offers you a portfolio of services to manage every step in the process. Now you have the control and visibility to manage returns with precision and efficiency, and to turn a potential liability into a distinct asset.

FedEx offers a range of options to address your returns scenario—express or ground, same-day or next-day pick-up, driver-generated or online labeling, or pick-up or drop-off. In fact our services can work seamlessly together to meet your unique need.

If you need to keep all your gears in sync, even on the return trip, engage FedEx Returns Solutions.

Figure 1

FedEx Return ManagerSM



FedEx Return Manager

Customization is a powerful tool.

FedEx Return ManagerSM is a solution ideally suited for call centers that streamlines the returns process by enabling you to electronically schedule pick-ups, prepare shipping labels, track movement, report status, specify transportation modalities, and expedite advanced exchange. You can even integrate FedEx Return Manager functionality into your own website or IT system through an Application Programming Interface (API) version.

Whatever options you select, you'll have the power to automate shipment and receipt, monitor your goods as they move back through the supply chain, and communicate status to your distribution partners using these key features:

- **Online dispatch**, to schedule a return package pick-up online for the next business day, or even the same day with Express service.
- **Online label**, to e-mail shipping labels directly to your customers for printing from their computer.
- **FedEx ExpressTag and FedEx Ground Call Tag**, which electronically transmit shipment information directly to FedEx so the driver can bring the label at the time of package pick-up.
- **Package status tracking**, to receive information about return pick-ups and monitor inbound/outbound shipments.
- **Advanced exchange**, to minimize downtime by sending out a new unit and letting the customer swap out the defective unit at point of return.
- **Reporting**, through proactive tools that alert merchants to any outstanding requests, generate follow-up lists, and enter call notes for open requests.

Visibility. Because the gears should flow in reverse just as easily.

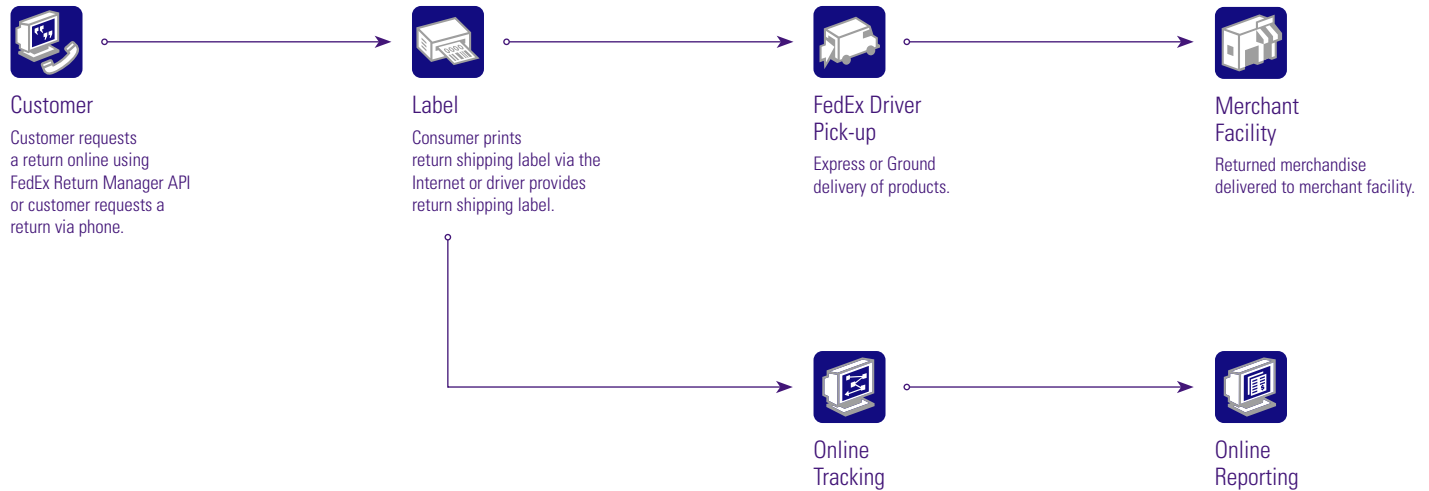
In today's industrial machinery environment, where so much is riding on lean manufacturing initiatives, inventory control, time-to-market cycles, and after-sales service and support, you need control of your returns. Without it you have a liability that can negatively impact customer service and overall profitability. With it, you have an asset that can help you better manage your bottom line.

And in the returns business, control means visibility. With its tracking and reporting capability, FedEx Return Manager gives you the visibility to monitor returns and protect inventory. The Application Program Interface (API) allows you to import tracking data into your own management system for additional speed and efficiency—the kind of data that can help minimize future returns.

You'll also be able to provide additional customer convenience with return labels that can be delivered by the driver or e-mailed directly to the customer for printing on a computer.

Figure 2

FedEx Return ManagerSM API



Efficiency that can put your profit margin into overdrive.

When you improve efficiency, you enhance your company's bottom line. And there are multiple costs associated with the return of products for industrial machinery: transportation (especially of larger, heavier products), inventory carrying, labor, restocking, and asset utilization. With all the receiving, unpacking, and restocking involved, return shipments can cost two to three times more to process than outbound inventory. FedEx Return Manager can help you streamline the returns process, as well as the costs that are associated with it. You'll reap the benefits of fewer shipping errors and less dependency on safety stock to fill order exchanges. You can re-enter your products into saleable inventory faster, with more precision, and maintain the competitive edge that keeps you profitable.

FedEx Preprinted Labels—FedEx Ground Return Label

Start handling returns even before they start returning.

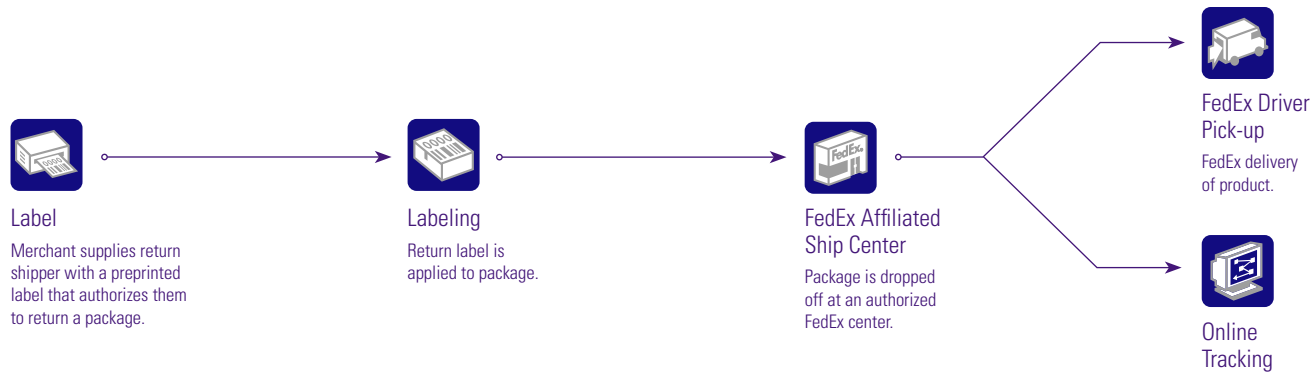
If you handle returns regularly, or if you just want to provide your customers an efficient returns experience, ground return labels through FedEx ShipManager will make it happen. It allows you to produce ground return labels at the same time you're producing your outbound FedEx Express[®] or FedEx Ground[®] labels and slip them right in the box, thereby helping you to:

- Improve operational efficiencies by producing all your labels at once.
- Preauthorize returns, or expedite the process when no authorization is required.
- Know what's coming back, and when, through accurate monitoring by reference number or tracking ID that starts right at package pick-up.
- Reduce returns shipping costs by only billing for returns labels as they're used.
- Improve management of returns through return package reports available through FedEx ShipManager.

Additional visibility is available through FedEx InsightSM, which can proactively notify you of events such as missed pick-ups or deliveries.

Figure 3

FedEx Ground Return Label, FedEx Package Returns Program, and FedEx Billable Stamps



FedEx Preprinted Labels—FedEx Ground Package Returns and FedEx Billable Stamps

We keep it simple, to keep you in control.

If returns are a necessary part of your operation, then by all means make it simple. FedEx Billable Stamps and the FedEx Ground Package Returns Program offer a quick, easy “peel-and-stick” solution for companies that need fast returns when authorization is not required. They’re ideal for field representatives who need a preprinted label option for fast, simple, drop-off into the FedEx network. Each one gives you:

- A quick, easy solution that requires no custom label generation for the merchant or customer.
- Bill generation only when the package is scanned.
- Full visibility by recording the preprinted return label-tracking number before distribution.
- A reliable return solution backed by the FedEx infrastructure.

When customers aren’t satisfied, they stop being customers.

Any merchant knows: if you make it easy to buy something and hard to return it, it’s the customer who doesn’t return. On the other hand, when you make it easy you *create* customers. FedEx Returns Solutions helps you do just that. From authorization to labeling and pick-up and delivery, it offers the visibility and control *you* need, while giving your customers the options to handle things *their* way, using the reliable information and transportation infrastructure of FedEx.

In a world where after-sales support is essential for customer satisfaction, FedEx Returns Solutions gives you strategic tools to provide market-leading, customer-driven service. And that can only increase the likelihood that when customers are ready to buy again, they’ll remember who made their last experience so trouble-free.

To learn more about FedEx Returns Solutions, call 1.800.543.7657, or visit fedex.com.