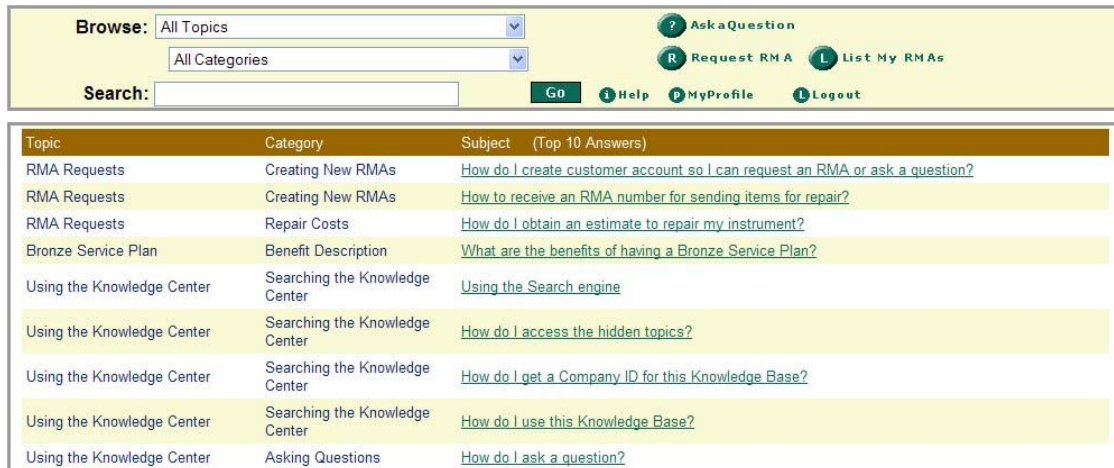




## Features and Benefits of FrontLines Returns


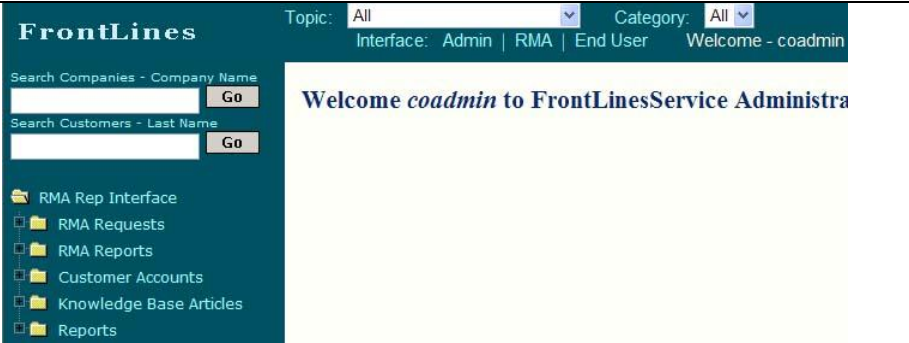

**What does FrontLines Returns do?** FrontLines Returns automates by web-enabling the labor intensive and time consuming processes for the handling & tracking of customer returns. If you are currently using a process for RMA, based on phone calls, emails and faxes, or trying to shoe-horn your RMA process into an internal-facing ERP or home-grown system, then FrontLines Returns is the service solution for you.



The screenshot shows the top navigation bar of the FrontLines Returns application. It includes a 'Browse' section with dropdown menus for 'All Topics' and 'All Categories', a search bar, and a 'Go' button. To the right are several icons: a question mark for 'Ask a Question', an 'R' for 'Request RMA', an 'L' for 'List My RMAs', an 'i' for 'Help', a person icon for 'MyProfile', and a power icon for 'Logout'.

Topic	Category	Subject (Top 10 Answers)
RMA Requests	Creating New RMAs	<a href="#">How do I create customer account so I can request an RMA or ask a question?</a>
RMA Requests	Creating New RMAs	<a href="#">How to receive an RMA number for sending items for repair?</a>
RMA Requests	Repair Costs	<a href="#">How do I obtain an estimate to repair my instrument?</a>
Bronze Service Plan	Benefit Description	<a href="#">What are the benefits of having a Bronze Service Plan?</a>
Using the Knowledge Center	Searching the Knowledge Center	<a href="#">Using the Search engine</a>
Using the Knowledge Center	Searching the Knowledge Center	<a href="#">How do I access the hidden topics?</a>
Using the Knowledge Center	Searching the Knowledge Center	<a href="#">How do I get a Company ID for this Knowledge Base?</a>
Using the Knowledge Center	Searching the Knowledge Center	<a href="#">How do I use this Knowledge Base?</a>
Using the Knowledge Center	Asking Questions	<a href="#">How do I ask a question?</a>

Features	Benefits
<b>Automated &amp; highly configurable RMA (Return Material Authorization) process management</b>	<ul style="list-style-type: none"> <li>Reduces RMA servicing times and increases customer loyalty</li> <li>Allows adjustments to your RMA processes as business needs change without the need for costly customization consulting - it's totally configurable by you at any time</li> <li>Adds value to existing MRP, ERP and Inventory Management systems by extending and web-enabling RMA</li> </ul>
<b>24/7 Availability (24 hours a day 7 days a week)</b>	<ul style="list-style-type: none"> <li>Lets your customers request RMAs and check their status online, themselves, 24*7</li> <li>Allows customers to handle their returns on their timetable</li> <li>Enhances your ability to service customers in differing time zones</li> </ul>
<b>Request RMA Authorization Feature</b>  <b>Request RMA</b>  <b>Configurable RMA Authorization Process</b>	<ul style="list-style-type: none"> <li>Your customers can request an RMA number through an easy-to-use, familiar web browser interface – no training required</li> <li>Enables customers to process multiple RMAs quickly with minimal data re-entry</li> <li>Customers need only enter their contact and shipping information <b>once</b> - when they first create their account</li> <li>The authorization process is configurable – you specify whether to: check product serial numbers or not; check warranty expiration or not; issue RMA number immediately or queue for service rep inspection</li> </ul>
<b>Instant RMA Authorization Numbers</b>	<ul style="list-style-type: none"> <li>Once a return request is made an RMA number can be instantly generated with serial and warranty checking capability; or alternatively the RMA can be generated internally through a completely configurable internal RMA approval process.</li> <li>Customers don't have to wait for a reply email or phone you.</li> </ul>
<b>List My RMAs Feature</b>  <b>List My RMAs</b>	<ul style="list-style-type: none"> <li>Provides an easy-to-use, browser interface for your customers to see the status of their returns and where they presently are in your RMA process</li> <li>Greatly reduces phone calls and emails to your service team from customers to check on the status of their RMAs</li> </ul>
<b>Multiple RMA Processes</b>	<ul style="list-style-type: none"> <li>FrontLines Returns can be configured to handle any number of RMA processes - different product lines may require different workflows, or different processes for different classes of users (i.e. distributor returns as opposed to end-user returns)</li> </ul>
<b>Visibility Permissions</b>	<ul style="list-style-type: none"> <li>Customers only see the RMA processes they are allowed to see - for their SLA, specific product lines, or specific RMA processes</li> </ul>

<p><b>Workflow at State and Field Level</b></p>	<ul style="list-style-type: none"> <li>The RMA process can be configured to automatically send emails &amp; reports to the customer, internal service reps and other stakeholders based on the content of one or more fields of the RMA request, including any custom fields you define. These state events are checked when the RMA enters a specified state.</li> <li>Enhances communication and productivity among all parties involved in the RMA</li> </ul>
<p><b>Automatic Lookup Fields</b></p>	<ul style="list-style-type: none"> <li>FrontLines Returns can access a 3rd party database and extract key order information on the return such as part number, description, price, date of purchase, etc. and enter this information automatically into the RMA request upon submission</li> </ul>
<p><b>Powerful Self-Service Knowledge Base</b></p>	<ul style="list-style-type: none"> <li>FrontLines Returns includes a knowledge base that comes pre-loaded with questions and answers about how to use FrontLines Returns and how to request RMAs.</li> <li>Your service reps can easily add articles to the knowledge base with related links, related file attachments and cross-referenced articles, &amp; they don't need html or web design skills.</li> </ul>
<p><b>Ask Questions Feature</b>   <b>Ask a Question</b></p>	<ul style="list-style-type: none"> <li>Customers can ask you a question about your RMA process and an email is sent to your predefined support email</li> </ul>
<p><b>Powerful Service Rep Interface for:</b></p> <ul style="list-style-type: none"> <li>Search Companies &amp; with one click Create RMA</li> <li>Search Customers &amp; with one click Create RMA</li> <li>RMA Request Handling</li> <li>Create a quote feature</li> <li>Knowledge Base building</li> <li>Reporting</li> </ul>	 <ul style="list-style-type: none"> <li>Ability for your service team to track and manage all RMA Requests</li> <li>Ability for the service team to add articles in the knowledge base</li> <li>All menu-driven and easy to navigate interface, with full online help</li> </ul>
<p><b>Easy Administration for:</b></p> <ul style="list-style-type: none"> <li>Defining Topics &amp; Categories and Visibilities</li> <li>Managing User Accounts</li> <li>Managing Specific Groups</li> <li>Defining RMA Service Rep Permissions – including RMA process viewing permissions (i.e. CSRs can be restricted to see processes they handle)</li> <li>Defining &amp; Managing RMA Request Types</li> <li>Defining custom workflow around multiple RMA processes</li> <li>Easy System Configuration</li> </ul>	 <ul style="list-style-type: none"> <li>Ability to define and manage topics &amp; categories in the knowledge base</li> <li>Ability to create and manage customer and staff accounts</li> <li>Ability to define specific groups of users for granting visibility into specific RMA process types and to have automatic communications to a group.</li> <li>Ability to control permissions of service reps</li> <li>Ability to define any number of RMA process types - each one having its own custom data, states, state events &amp; email actions (including multiple items under 1 RMA number).</li> <li>Ability to set custom screens, reports, forms, views, filters, escalations, &amp; field groups</li> <li>Ability to manage RMA workflow improving communication &amp; productivity</li> <li>All menu-driven and easy to navigate interface, with full context sensitive help</li> </ul>
<p><b>Scalability</b></p>	<ul style="list-style-type: none"> <li>Extremely cost effective RMA processing with low monthly pricing</li> <li>Reduces demand on current RMA support methods (phone &amp;; e-mail) resulting in much lower operational costs</li> <li>Can handle any number of RMA processes with full configurability</li> <li>Improved ROI (Return on Investment) for each customer served</li> </ul>
<p><b>ASP Hosted on Our Servers or hosted on your own servers</b></p>	<ul style="list-style-type: none"> <li>ASP hosting allows clients to inexpensively and quickly set up an automated RMA on their websites. No software to buy or install; no hardware to buy; IT resource needed.</li> <li>FrontLines Returns can also be hosted on your own servers</li> </ul>