Oracle Depot Repair

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E-BUSINESS SUITE

The Depot Repair application helps businesses profitably repair, re-use and recycle old or broken products and parts. The application manages repair center operations as well as the reverse logistics between the customer and repair center, third party partner collaboration and service parts logistics to make repairs faster and cheaper. Out-of-box integration with Oracle Financials and Supply Chain Management apps enables seamless information flow across the enterprise while embedded business intelligence enables better decisions at every process step.

KEY BUSINESS BENEFITS
• Faster and cheaper repairs
• Smarter decisions
• Integrated Financials & Supply Chain

Key Benefits at a Glance

Repair, recycling, asset recovery and reverse logistics often aren't the top priority in the IT budget, which means systems often aren't in place to measure and control cost and efficiency for these functions. Many businesses support these functions with minimalist custom systems, spreadsheets or nothing at all. These businesses generally don't know the true costs of repairs, don't know where the inefficiencies are and don't have the information needed to make improvements. Data for costing, accounting, spare parts demand, breakage and usage are all trapped in silos in the repair center. The Depot Repair application breaks down these silos to enable faster, cheaper, smarter and more integrated repairs.

KEY BUSINESS FLOWS
• Repair & Return
• Exchange / Advance Exchange
• Replacement
• Refurbishment / Remanufacture
• Parts Harvesting
• Return for Credit / Core Credit
• Return for Recycling
• Scrap & Hazmat Management
• Testing & Calibration
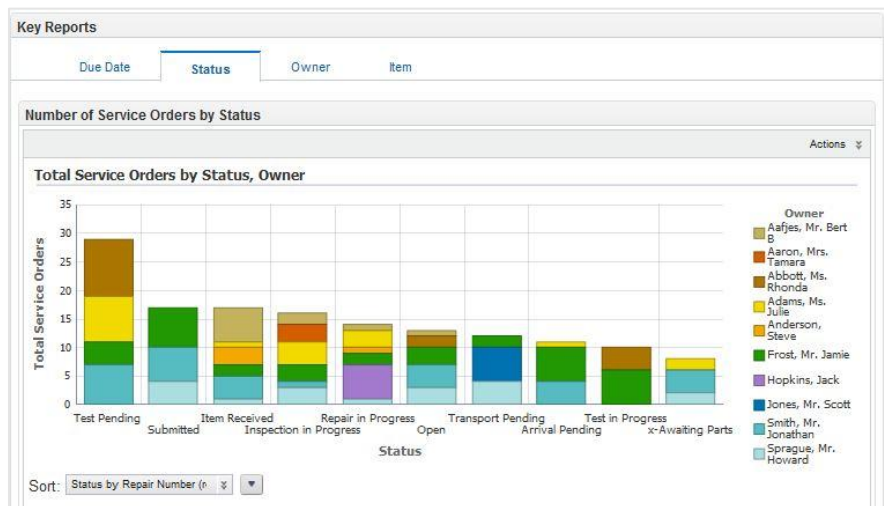• Recall Management
• Outsourced Repair Management

Figure 1. Key Report: Number of Service Orders by Status

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- Customer Returns Web Portal
- Storefront Portal
- Partner Portal
- Service Order Workbench
- Returns Receiving Module
- Internal Moves Module
- Technician Portal
- Logistics Module
- Manager Portal
- Recalls Module
- Supplier Warranty Module
- Environmental Impact Dashboard

KEY FEATURES

- Omni-channel Returns Management
- Receive, Inspect, Tag and Sort
- Internal Moves
- Repair and Test
- Quote, Invoice and Manage Claims
- Shipping
- Procure Parts and Services
- Service Order Management

The Depot Repair application enables:

- **Faster and cheaper repairs.** Repairs are slowed by part shortages, approval delays, return discrepancies, lost orders, rework, insufficient knowledge and insufficient resources. Unnecessary costs arise from over-fixing, overpaying for parts, assigning the wrong tech, returning to the wrong depot, SLA penalties, free fixes out of warranty and unclaimed supplier warranties. The Depot app smoothes out these inefficiencies with a 360 degree view of the reverse supply chain, a rules engine to automate best routing and assignment decisions, event tracking and alerts.

- **Smarter decisions.** Making good decisions requires knowing both the current as well as the historical situation in the depot and across the supply chain, understanding trends, patterns, what works well and what doesn't and knowing the real costs at each step of the repair process. The Depot app enables smarter decisions with real-time information on status, condition and availability, embedded repair intelligence, aggregated historical data, cost estimation and rules-driven recommendation tools.

- **Integrated Financials & Supply Chain.** Transactions in the repair center generate invoices, payables and receivables and must be accounted for in the general ledger. Repair operations require purchasing, inventory, internal moves, and parts planning. The Depot app provides out-of-box integration with Oracle's Financials and Supply Chain apps to take advantage of the full suite of ERP functionality, automated accounting and costing of transactions, best-in-class parts planning and logistics tools as well as a closed-loop with quality and product development to build better products based on lessons learned from breakage and usage data.

Key Features at a Glance

The Depot Repair application orchestrates the flow of products, parts and information between the end customer, seller, manufacturer, suppliers and third party service providers. It provides numerous features and functions through user-specific modules targeted to each of the key roles in the depot flow: customers, service agents, receivers, technicians, logistics admins, 3rd party partners and service managers.
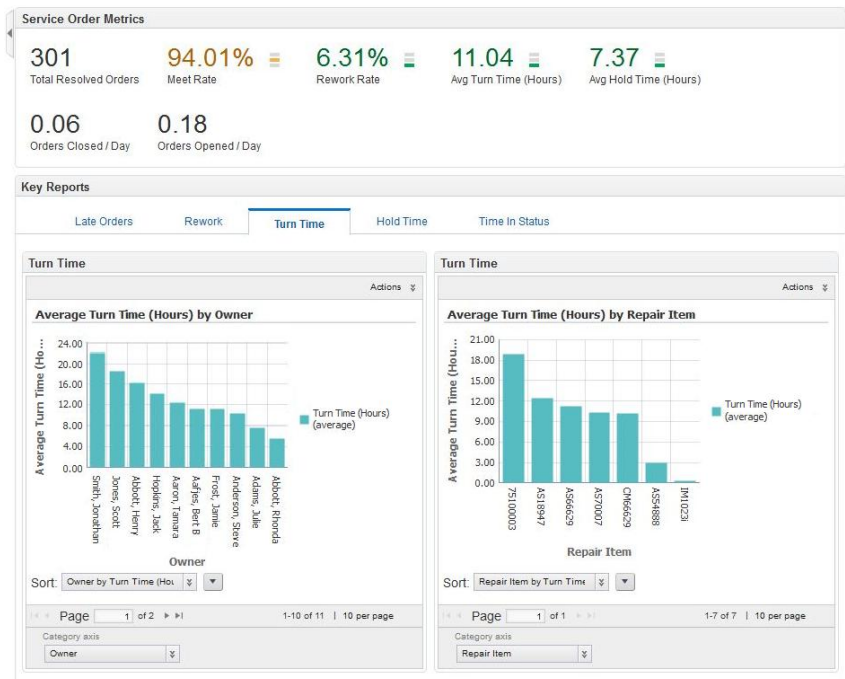

Figure 2. Service Order Dashboard

The Depot modules provide the following features and functions:

- **Omni-channel Returns Management.** Web portals enable fast, easy return requests from customers, partners, storefronts and field service agents, and the service order workbench and workflow engine help expedite and automate the approval process. Context-specific knowledge and checklists at the point of return prevent unnecessary returns, while the disposition rules engine ensures the most efficient and effective remediation, routing and assignment of the problem.

- **Receive, Inspect, Tag and Sort.** Process returns at the dock door fast. Scan serial numbers to automatically match them to the appropriate RMA and quickly capture included accessories. Inspection checklists support quality control while automated discrepancy management tools track missing or unplanned receipts. Print bar-coded traveler documents at the point of receipt with system-determined putaway location.

- **Internal Moves.** Move products and parts from one internal location to another with a fast and simple user interface that enables serial number and location tracking.

- **Repair and Test.** Embedded intelligence assists with trouble diagnosis, how to fix the problem and what parts to use. Work estimates generate customer quotes. Integrated quality plans eliminate rework and provide priceless intelligence to the product team. Completed repairs can generate customer invoices and supplier warranty claims.

- **Quote, Invoice and Manage Claims.** Parts-and-labor quotes can be generated from work estimates, and flat-rate quotes can be calculated using the advanced pricing engine. Invoices can be generated from completed repairs with contract entitlements automatically applied. Warranty repair claims can be submitted by partners online and supplier warranty claims linked to repair jobs.

- **Shipping.** RMA and shipping lines are auto-created based on defaulting rules, ensuring serial tracking in and out of the depot and to and from customers and partners. Parts and accessories are quickly and accurately shipped and received.

- **Procure Parts and Services.** Technicians can easily request parts or trigger outside processing, and requisition rules auto-generate all the necessary system documents.

- **Service Order Management.** Dashboards provide a complete view of the entire service supply chain, as well as the status, location, direction, priority, owner and due date of each product in the chain.

These features provide the tools and insight to enable best-in-class reverse logistics, operations and service supply chains. Together with the out-of-box integration with Oracle ERP, Supply Chain and Financial applications, the Depot Repair application empowers faster, cheaper and smarter repairs.

CONTACT US

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