SkuTouch Solutions' Return Merchandise Survey

Profile Survey for (Company Name): _____

Company Web Sites: _____ _____ _____

General Return Category: __Publications __Apparel __ Footwear ___ Electronic Media
__ Personal Electronics __ Tools __ Equipment
__ Other (Please specify)_____

Are you interested in:

___ SkuTouch return software suite installed at your facilities

___ SkuTouch return processing services

___ SkuTouch consulting services

Please note if you have checked only the "SkuTouch return software suite" (above) you have received the wrong profile survey. Please return this survey with the checked box and a SkuTouch representative will assist you with the proper profile survey.

General

Service Countries: __Canada __United States

Are returns confined to a region(s) of a country? ___Yes ___No
If you selected "Yes" in the previous question, please specify the state(s) and/or province(s) that the returns are limited to.

_____ _____ _____ _____ _____ _____

Seasonality

Please specify the percentage of yearly returns realized in the respective specified month:

January	___%	February	___%	March	___%
April	___%	May	___%	June	___%
July	___%	August	___%	September	___%
October	___%	November	___%	December	___%

Retrieval Carrier

Yearly Return Statistics
Specify the average number of yearly return shipments whose freight cost is paid by the shipper/customer.
_____ Canadian packages
_____ USA packages

Specify the average number of yearly return shipments whose freight costs are paid by you the merchant.
_____ Canadian packages
_____ USA packages

Preferred Collection Carrier(s): __USPS, __FedEx, __UPS
__DHL, ___CanPar, __LTL,
Other (Please specify) _____

Are you interested in SkuTouch assisting you with establishing a carrier discount program to retrieve the return merchandise and provide your customer base with return shipping label(s) or bill-of-lading(s)?
____ Yes ___ No

If you specified "No" to the previous question, please skip the following questions and proceed to the section labeled "**Customer return authorization"**.

Specify the weight of the lightest returnable merchandise.
____ Pound(s) ___ ounce(s)
Or specify ____ Kilogram(s)

Specify the weight of the heaviest returnable merchandise.
____ Pounds(s) ___ ounce(s)
Or specify ____ Kilogram(s)

Specify the average return package/ shipment weight.
____ Pounds(s) ___ ounce(s)
Or specify ____ Kilogram(s)

Customer return authorization

If you provide SkuTouch with order information, SkuTouch can validate your customer request and ensure the customer meets your minimum return policy for return acceptance by you the merchant. A portion of these validations include:

• Return requested in valid date window. • Product was purchased as a returnable item. • Merchandise purchased at merchant's site. (Requires Serial Code tracking)	• Merchandise condition allows for return. • Return quantity is not in excess of purchase quantity.

Are you interested in SkuTouch providing an on-line return authorization process for your customers?___Yes ___No

Inspection

Do you want SkuTouch to open packages/containers and inspect returned merchandise?
__ Yes __ No

If you have answered "No" to the previous question, please proceed to the next **bolded** section labeled "Consolidation".

Do any of your returned products require an inspection process that would take more than 15 seconds to evaluate if a given condition exists?___ Yes __ No

If you answered "Yes" (or you are unsure) to the previous question, briefly describe the inspection condition(s) being evaluated. For example, the condition of a battery "holding a charge" requires the battery to be charged and then monitored for the maintenance of that charge.

Policy Enforcement

Do you want SkuTouch to evaluate if the returned merchandise passes "returnable" criteria and if not send the failing merchandise back to the returning customer?
___ Yes __ No.

If you answered "No" to the previous question please skip the following questions and proceed to the subsection labeled "Product Sorting/Staging".
Select the method of returning unauthorized merchandise to a customer that best describes your company's approach.

___ Merchandise is immediately returned to sending address and we (merchant) pay for the return shipping.
___ Customer is contacted to provide both instruction and shipping for rejected merchandise.
___ Other (Please specify below)

_____

_____

Product Sorting/Staging

Do you want SkuTouch to properly dispose of unwanted merchandise through a destruction process___ Yes ___ No

If you have answered "Yes" to the previous question, are there any products or components of products that are labeled as a hazard to the environment (including items containing batteries)?___ Yes ___ No

If you have answered "Yes" to the previous question, please specify the products that are considered environmental hazards.
_____ _____ _____ _____ _____ _____

If your company has specific destruction requirements please provide a written copy of those requirements to SkuTouch for evaluation of unique processes that may need to be performed.

If available, please provide the percentage of all returns that are typically destroyed at the processing center._____%

Refurbish

Are you interested in SkuTouch providing light manufacturing services to restore product to enhance resale quality?___Yes ___No

Consolidation

To determine product staging requirements, please answer the following questions:

Specify the number of locations you will be using to receive the consolidated returned merchandise.___ location(s).
On average, for each receiving location, what is the number of containers/pallets that the product will be separated into for final receipt at the above specified locations?
___ Containers/pallets.

Return Center Location(s)

As part of SkuTouch's value proposition we try to optimize your transportation costs savings by balancing your inbound freight expense (from customer to processing center) with your outbound freight expense (from processing center to final destination). Based upon the answers you provide throughout this survey we have obtained general information on your return processing requirements. However, to make processing center location suggestions SkuTouch needs to better understand your return merchandise origins. To accomplish this, if available, please attach a summary of yearly return package/container counts by state/province or zip code/postal code.

Additional Information: