

the
Reverse Logistics Association
Announces a New
Focus Committee
on the

Cell Phone/Wireless Communication's Industry

Larry Maye – Chairperson

- Provide a Standing Forum for RL Industry Professionals to;
 - Meet on a Regional & Global Basis
 - Discuss Common Reverse Logistics Issues at RLTS Conferences

- Form Sub-Committees to Educate Industry on RL's:
 - "best practices"
 - Regulations on a Worldwide & Regional Basis
 - Consumer Satisfaction Issues
 - Processes that can reduced cost for;
 - Carriers
 - OEMs
 - 3PSPs
 - Consumers

- Chairperson – Larry Maye
 - To be Chosen by Consensus Vote Annually at a RLTS Conference
 - Must be Employed in the Cell Phone Industry (Carrier, OEM or 3PSP)
 - Manages subjects at RLTS Conferences & gives General Direction on
 - Presentations, Discussion Panels & Moderators (Cell Phone/Wireless Track)
 - www.RLTShows.com/v06_event.php
 - Organizes Sub-Committees as needed

- Sub-Committees Chairs:
 - Regulations on a Worldwide & Regional Basis
 - “best practices” of RL Collection & Service Locations
 - Asset Identify Tracking - Lifecycle Tracking and Accountability
 - RL Shared Costs Between Carriers & Manufacturers
 - Remote Device Management
 - Environmental Regulations on Asset Disposition
 - Channel Returns & Asset Management

- **RLTS Conference Tracks;**
 - A Forum that Brings Together Senior Management from;
 - Carriers, OEMs & 3PSPs (3 each year)
 - Americas, February 7 & 8th, '06 (RLTS Las Vegas)
 - Europe (EMEA), Last Week in June, '06 (RLTS Amsterdam)
 - Asia (APAC), Last Week in October, '06 (RLTS Singapore)
- **Symposiums;**
 - Working Sessions that provides Understanding Between Members
 - To Develop “white papers” for General Distribution to Members
 - Held on an “As Needed Basis”
- **Workshops;**
 - To Educate & Train Members on Specific Practices & Processes
 - Held on an “As Needed Basis”

- Industry Analysis on the RL Market Size
- Remote Device Management. (Software over the air, remote downloads, remote asset management, virus protection)
- Predictive Analytics in Support of Improved Quality
- Management of 3PL/3PSPs
- Asset Management Technology
- Environmental Regulations on Asset Disposition
- Channel Returns & Asset Management
- Impact of Service Quality on RL
- Standardization of Parts and Practices
- Consolidation of RL

- Total Integrated Solutions of Return Management
- “best practices” of RL Collection & Service Locations
- Consumer Returns Issues
- Measurement of RL Cost Against Future Sales
- RL Operational Strategies for New Product Launches
- Call Center RL “best practices”
- Asset Identify Tracking - Lifecycle Tracking and Accountability
- RL Shared Costs Between Carriers & Manufacturers
- Reducing Cost through RL “best practices”
- Open Mobile Service Interface Forum (OMSIF)

- Possible White Paper Publication – Cell Phone Industry
 - This white paper could be used to inform “C” Level Management at the Carriers, OEMs and 3PSPs on the following topics;
 - Standardization of cell phone connectors
 - Why “Free” handset policies have significant RL cost consequences
 - Consolidation of RL, how many RL touch points; Carrier, OEM or 3PSP
 - Can or should accessory interfaces be standardized
 - Content that can be provided by 3PSPs