

OUTSOURCING SERVICES



**REVERSE
LOGISTICS
ASSOCIATION™**

**RL Quote Helps OEMs and Retailers
Find the Best Returns Solutions**

TABLE OF CONTENTS

Introduction

OEM Section

- Introduction
 - RL Quote for OEMs and Retailers
 - Outsourcing Advantages
- Detailed OEM Process
- Sample Feedback from RL Quote Services

3PSP Section

- Detailed 3PSP Process
- RL Quote is the Best Marketing Investment a 3PSP can make.

Sample Released RFI page

OEM SECTION

INTRODUCTION

RL Quote for OEMs and Retailers

RL Quote provides OEMs, ODMs and Retailers a way to connect with 3PSPs. With RL Quote a manufacturer or retailer can send out RFIs anonymously to our worldwide database of service providers, screen through the 3PSP responses and narrow down the prospects.

Outsourcing Advantages

FREE Industry Expertise – The RFI responses from RL Quote come from the top executives at 3PSPs who are on the frontlines of the industry everyday. These executives implement several projects each year that combine NEW problems with NEW Technologies. The 3PSP Executives can write SOW "Statement Of Work", that can save both time and money. And best of all, the SOW and responses are FREE to the OEM.

Anonymity – During the RL Quote process, The OEM identity is kept confidential. This prevents the OEM from being bombarded with sales calls by unqualified 3PSPs.

Wider Selection – You can contact many more vendors for your RFI Selection process at NO COST. This process is an ADDITION to your own resources.

New Technologies – The technologies for Reverse Logistics are evolving everyday. The best way to stay ahead of the technology curve is to allow the industry experts to evaluate your objectives and offer alternative solutions.

Using RL Quote is simply a better way to outsource for Reverse Logistics Services.

When you consider the power of RL Quote, you might expect to pay thousands of dollars for the outsourcing information alone, not to mention access to a network of qualified service providers and locations. But, finding service providers with RL Quote is free for OEMs . . . **ABSOLUTELY FREE**. There are no "gotchas" or transaction fees.

Simply sign the OEM agreement and complete the information necessary to find the right 3PSPs. You'll be on your way to experiencing the revolutionary power of finding service providers with RL Quote.

Manufacturers and Retailers

Company's using RL Quote are typically Original Equipment Manufacturers (OEM's) and retailers, requiring the services of Third Party Service Providers. The Reverse Logistics Association supports over 100 Reverse Logistics processes including: Repair, Refurbishing, Testing, Screening, Recycling, Destruction Certification, Asset Management, Extended Service Contracts, Resellers, Brokers, IT Management Software, Help Desk, Call Center Support, 3PL (Third Party Logistics), Fulfillment and Kitting Companies, Warehousing, Test and Repair Equipment, End of Life Manufacturing, Contract Manufacturing, Consultants, and Research and Marketing Firms.

DISCLOSURE

Even though the RL Quote process is free for OEMs and retailers, the participating 3PSPs have already agreed to pay the Reverse Logistics Association a fee of 0.5% of the net paid invoice amount from any leads generated through RL Quote. RL Quote ONLY collects a fee, AFTER an invoice has been paid by the OEM, or Retailer. See paragraph 3 in both the OEM and 3PSP agreement.

COMPLETE PRIVACY

The OEMs and Retailers identities are kept confidential until the time they have selected a 3PSP. OEMs and Retailers will not be bombarded with sales calls from hundreds of organizations. They will be able to review each 3PSP response, and provide feedback when they have made a decision.

DETAILED OEM PROCESS



1. Sign OEM Retailer Agreement

– The OEM Retailer agreement engages RLA to provide information about 3PSP for their particular needs. The agreement states the requirements from the OEM or Retailer that RLA needs to find the best service solution.

2. Submit Required Information

- The information required from the OEM or Retailer is listed in the OEM Retailer agreement.

3. Posted and Emailed to 3PSPs

- RLA will post the proper information on the RLA Website and Publications. The RLA will e-mail our eligible members, and contact thousands of 3PSPs in RLA worldwide database.

4. Receive Responses from 3PSPs

- The OEM or Retailer identity is kept completely confidential through the process, so they are not bombarded with sales calls. RLA will forward responses from Gold and Silver Members to the OEM or Retailer.

5. Give Feedback to 3PSPs

- OEMs are NOT obligated to select one of the service providers who participate in the bid. We also require the OEMs to perform a formal interview of why the selected 3PSP was chosen for the contract.

OEM Retailer Requirements

A) To provide RLA the appropriate information to help find the desired third party service provider (3PSP). The information will include at a minimum.

- 1) Estimated Service Contract Value,
- 2) Start, End, and Questions dates,
- 3) Estimated length of Service,
- 4) General Description of Service,
- 5) Any specific 3PSPs that the OEM or Retailer wants to participate

B) To complete the interview process after a 3PSP is chosen. The OEM or Retailer will answer interview questions for the reviewed 3PSP responses,

- 1) What three things did you like about the 3PSP response and,
- 2) What area do they need improvement.
- 3) Which 3PSP was awarded the service contract and why

Sample Feedback For RL Quote Services

OEM Comments on RL Quote service.

Give three Positive Points of the Service or Presentation

- 1 - Expeditious generation of short list was on target
- 2 - Meeting logistics and accommodations
- 3 - Meeting in general. Good mix of industry representatives

OEM Comments on 3PSPs

(OEM are Instructed to give three positive points to selected 3PSPs)

3PSP one

- 1 - Technical Certification Program
- 2 - Integrated Resale Programs
- 3 - Real time web based data
- 4 - Focused on current capability
- 5 - Experience

3PSP two

- 1 - Focused on repairs and returns management (20yrs)
- 2 - Systems capability
- 3 - Well described operational steps, requirements and controls
- 4 - Good quality focus

3PSP three

- 1 - Large Volumes
- 2 - 4 yr. view of metrics
- 3 - Web based access for statistics and reporting

3PSP four

- 1 - Offer to brainstorm
- 2 - Stressed they were not in the parts sales business
- 3 - International capability

3PSP Five

- 1 - Aligned capabilities with OEM requirements
- 2 - Volume repair
- 3 - Flat organization
- 4 - Each person expertly contributed to the presentation

3PSP SECTION

You're good at what you do!

We're good at connecting you with OEMs who need your services . . . right now.

You will meet customers at the exact moment they need the services you provide. It is the difference between cold calls and hot prospects. Just imagine what a portfolio of the right customers could do for your bottom line!

RLA provides you the opportunity to participate in RFIs that can lead to more revenue for your business. You will respond to RFIs collaborate with OEMs, and provide information with complete confidentiality, all online.

Let us help you grow your sales and, most importantly, profits.

DETAILED 3PSP PROCESS



1. Become a Silver and Gold Member

- Only Silver and Gold members are eligible to receive invitations for request for information for service contracts.

2. Sign 3PSP Agreement

- The agreement is for a commission to RLA for awarded contracts, the 3PSP shall pay a gross commission equivalent to one-half percent (0.5%) of the "Net Paid Invoice Amount" of each "Service Business" generated by RLA for the duration of 2 years or a maximum of \$50,000.

3. Receive E-mails for RFI

- Gold and Silver members will receive e-mails to respond to RFIs, and send the appropriate responses to RL Quote.

4. Provide Responses to RFIs

- 3PSPs will answer the questions in the RFI in the appropriate format, then e-mail the document to RL Quote. 3PSPs will be notified by RLA, OEM, or Retailer on whether they were selected for the service contract, or notified as to why the other 3PSPs were selected.

5. Receive OEM Feedback

- OEMs are NOT obligated to select any of the service providers who participate in the process. RLA also requires OEMs to perform an informal interview of why the 3PSPs were chosen.

RL QUOTE IS THE BEST MARKETING INVESTMENT A 3PSP CAN MAKE.

Silver and Gold Membership

This membership allows unlimited access and responses for bids from RL Quote for a year

Benefits

- 3PSP will have all other services that go with a normal Silver or Gold membership
- 3PSP will have access on all RFIs RL Quote Generates
- 3PSP will get feedback from OEMs on reason why 3PSP were chosen

Requirements

- 3PSP buys one-year membership of a Silver or Gold membership
- Pays a 0.5% commission of revenue generated through an RL Quote Service contract, for 2 years or a total of \$50,000, whichever is first?
- Commission payable within 30 days of the net paid invoice.

Other Benefits to 3PSPs

1. Direct contact with OEMs who are sourcing for the services you provide right now. *Today, it is nearly impossible to get through the front door of most OEMs. Like you, they have to do more with less, and that means their time is more valuable than ever. RL Quote removes the front door and takes you right to the decision maker.*


2. RL Quote is not an auction, a quote process. You compete with other participants just as you would normally based on your company information. *Unlike other systems that encourage (perhaps unknowingly, but still encourage all the same) a race to the bottom—a reverse auction—RL Quote truly mirrors the traditional OEM / 3PSP model. Your information and your communication are only visible to the OEM.*

3. Build lasting relationships with new OEMs and continue to reap the benefits for years to come. *The most profound value of RL Quote is that the investment is capable of producing returns for years to come. If a 3PSP makes the connection with just one solid OEM, the potential for repeat business alone justifies the RL Quote fee, which is just a fraction 0.5% of the total revenue. That is powerful. That is what RL Quote is all about.*


Sample Release RFI Page as of July 9, 2007

Get the current RFIs at

at <http://www.reverselogisticstrends.com/quotefuturerfq.php>


User: rlmarketplace

OEMs and
Third Party Service Providers
Connect
at
RL Quote



RL Quote

HOME
COMPANY
INDUSTRY COMMITTEES
PUBLICATIONS
RL QUOTE
RL FORUM
MEMBERSHIPS
EVENTS
Google Site Search

RL Quote

- [Released RFIs](#)
- [Worldwide 3PSP Database](#)
- [OEMs Find 3PSP Free!](#)
- [3PSP Receive Bids from OEMs Now!](#)
- [Recalls](#)
- [Outsourcing Advantages](#)
- [Download RL Quote OEM Agreement](#)
- [Download RL Quote 3PSP Agreement](#)
- [Download RL Quote Whitepaper](#)

RFI ID 91 - Indonesia - Major Computer OEM is seeking field service 3PSP for Indonesia

Estimated Annual Volume / Revenue: \$TBD

Length of Service: 24 months

Date Posted: June 20, 2007

Responses Due By: July 13, 2007

Request for Information:

Major Computer OEM is seeking field service 3PSP for Indonesia.

Computer OEM is looking for service providers to execute on site service for customer in which the service provider has dispatched qualified and trained technician/engineer to the customer's location. Perform and restore the customers' system to proper operation condition in accordance to the proper steps. Return a working operating system to customer's location; in the case of

Please submit your response to [RFI ID 91](#) so it can be forwarded to the originator of this RFI.

RFI ID 90 - North America - Wireless/Telecommunications OEM is seeking In-Field Scrap and Recycling Program 3PSP

Estimated Annual Volume / Revenue: \$TBD

Length of Service: 24 months

Date Posted: June 5, 2007