



Import

Export

Distribution

Warehousing

3PL

Fulfillment

# KW SERVICES



## 3rd Party Logistics

By outsourcing logistics, warehousing, distribution, or all of those, your company can focus on what you do best; you have fewer people to manage, lower overhead, and more time and resources to focus on growing your company. KW can give you all the benefits of having a full-service logistics company at your fingertip.

### Save Cost

No capital expenditures and administrative headaches; you only pay for what you use.

### Increase Efficiency

Stay more efficient, competitive with highly-qualified people with the latest technology.

### Instantly Operational

Your backend system is already setup and is operational in the US market with minimal expense in almost no time.

### Workforce Management

Hassle-free employment, training, and workforce management for permanent and temporary human resources.

## Warehousing & Distribution

We can ship any product, regardless of size, shape or weight, to any location - to a consumer or a service center via any shipping mode: LTL, FCL, express or ground carrier shipping.

### Electronic Data Interchange (EDI)

KW is ready to handle high volumes of orders through all media with advanced order-processing system via Electronic Data Interchange (EDI) transmissions. There is no need for you to invest in the systems and personnel to meet the shipping requirements for national and regional retailers.

### Storage and Inventory Management

Our Inventory Management Team will maintain in the system an accurate record of exactly what is stored in each location within the warehouse. In addition, what shows on the system will be consistently checked for validity and accuracy.

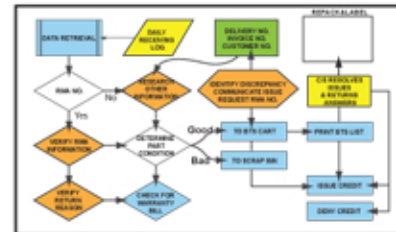
### Outbound Transportation Management

As an expert logistics company, we are able to find the best transportation mode and optimize routing plan based on distribution data from your customers, reducing shipping costs even further.

## Return Goods Management

### Process and Data Control

When returns are received, the goods are inspected thoroughly and quickly for condition and completeness. We provide the returned status in real-time; information you need to make disposition decisions - whether it's to restock and repackage for later sale, or to return the item(s) to the manufacturer.



### Enhance Customer Service Quality

Serve your customer better with knowledgeable representatives who will directly answer customer questions and handle product returns, replacements, and refund.

## Home Delivery & Product Exchange Service

Little things can make the biggest impact on a company's image. KW will go extra miles to satisfy customers' needs with its industry-leading White Glove Service coverage.

### For New Product Delivery

Place RFID on each unit  
Delivery appointment with each DC or Consumer  
Place unit in consumer's room of choice  
Unpack and debris removal  
Basic Setup (Plug in for power verification)



### For Defective Product Return

Pickup appointment with each DC or Consumer  
Pickup unit from ANY room in the house  
Repack unit for safe transportation  
Place RFID on each unit

### For Exchange Process

Real time status update  
Shipping information notice to each consumer  
return process Data control (Returned Product)

## Marketing Support & Call Center Operation



### Order Receiving & Process

- Receive orders through EDI.
- Take over 'Customer Service' aspect from the time of receiving orders.
- All consumer calls are responded by KW call center during the delivery.

### Making Appointments for Pickup & Delivery

- Make delivery appointments with DCs or consumers.
- Update appointment time in tracking system and share data with customer.
- Appointment status will be viewable by the customer by system integration.

### End-user Level Tracking

- Consumers can log onto our website and track units with their telephone number.

## Advanced Information Technology

We customize solutions to each customer's specific process & needs to give the most competitive return to the customer.

### Data Sharing & System Integration

KW can engineer system integration (via Web Service or other EDI) with Customer's system to share data from Service Request to posting Billing Information. Upon Customer's request, KW will also work with Customer's authorized vendors for system integration for active data sharing.

### Document Imaging & Retrieval

KW features a centralized Document Scan Center that can image all shipment-related documents and store them digitally for paperless archiving. These documents are available online for viewing and printing for all authorized users.

### RFID for Unit Tracking & Inventory

Radio-frequency Identification (RFID) is an automatic identification method, relying on storing and remotely retrieving data using devices called RFID tags.



### Intelligent Route Planning & Optimization

A truly user-friendly Traffic Management System efficiently manages all incoming and outgoing shipments with great precision. It handles all alerts that require action to prevent shipment delays or missed shipments.

### Real-time Tracking and Status Report

Track packages in real-time on our website with tracking number, reference number or even telephone number. Also can find tracking logs in details and related documents such as Packing List, Freight Bill and POD.

## Customer Focused Strategy

### Collaboration

We see our future in the customer's future and want to build a one-of-a-kind operation by working as a team with the customer.

### Customized Process

It is essential to know the specific goals and needs of the customer in order to build a successful operation. We do not simply sell service products we already have with our customer, we build a team of experts to develop detailed plans for system integration and implementation, operation review metrics, nationwide service network, employee training, and other service aspects.



## Customer Support & Status Management Team

Monitoring Order Status and update progress in real-time. Post any issues and alert unexpected situations in Tracking System. Answer consumer and Customer Call Center's tracking inquiries.



### Service Tracking & KPI Report

Visualized KPI reports per customer's needs along with downloadable raw data. Customized tracking and monitoring based on customer's service type.

### Exception & EDI Feedback

Close monitoring and handling for exception packages. Report any exception in real-time back to customer through EDI.

# KW STRENGTHS



## Factors of Efficiency

We will strengthen your global competitiveness by increasing the efficiency of Product Distribution and Customer SVC with our Advanced Logistics System.

### Cost

Most value-added service for the most competitive price.

### On-time

On-time performance on service call response, pickup and delivery.

### Visibility

Real-time visibility throughout the entire process.

### Safety

Transport all shipments safely without loss or damage.

# FULL SCOPE OF KW SERVICES



Forward Logistics

After Sale Support

Reverse Logistics

Warehousing & Fulfillment

Returns Management

Recycling Management

Supply Chain Consulting

## **[Forward Logistics]**

- Ocean, air, LTL, truckload, inter-modal transportation management
- Customs brokerage services
- Web-Tracking integrated into carrier's tracking system
- On-line bill of lading, packing list, commercial invoice
- Centralized billing and payment
- Claims management
- Customized reporting and data analysis

## **[After Sale Support]**

- Customer call response center
- Service call response
- Multiple language capabilities
- Continuous training and knowledge sharing
- Customer service data collection and reporting
- Service bulletin mailing and call follow-up
- Customer relations call

## **[Reverse Logistics]**

- Returns pickup and delivery
- Transportation scheduling and optimization
- Proprietary routing guide system
- Returns consolidation and bulk transportation
- Barcode/RFID labeling for optimized asset tracking
- Warranty history/repair history tracing and retention
- Centralized billing, payment, and claim services
- Buffer stock inventory and distribution
- Customized reporting and data retention
- Full inventory visibility through web-based solutions
- Scalable, electronic data interchange
- System customization integration with existing systems
- Freight cost analysis and electronic billing

## **[Warehousing & Fulfillment]**

- Kitting, re-packing, labeling service
- Inventory management system
- Parts & Accessory fulfillment
- Electronic data interchange (EDI)
- Advanced shipment notification (ASN)
- State-of-the-art equipments and certified drivers
- Stock location management
- Re-work management
- Labor management

## **[Returns Management]**

- RA authorization
- Return routing
- Returns receiving and data collection
- In-house return management system
- Precise inventory control
- Web-based access
- RA discrepancy handling
- Light-touch inspection and information collection
- RA reconciliation and credit processing
- Repairable parts sorting and routing
- Scrap parts management

## **[Recycling Management]**

- Remanufacturing referral
- End-of-life disposal management
- Recycling management
- Electronics and appliances salvaging
- Liquidation sales and marketing
- Disposition data collection and reporting
- Commodity management through EPA-licensed 3PSP
- E-recycle and recovery through 3PSP

## **[Supply Chain Consulting]**

- Customer-specific strategy development
- Audit and analysis of current operations
- Benchmarking against industry standards for warehousing, transportation, and inventory costs
- Create recommendations and designs for alternative operation model
- Suggest process innovation and efficiency improvement ideas
- Develop transportation cost reduction strategies and methods
- Interconnect with leading 3PSPs to gain maximum asset recovery
- Customized system development for process improvement

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