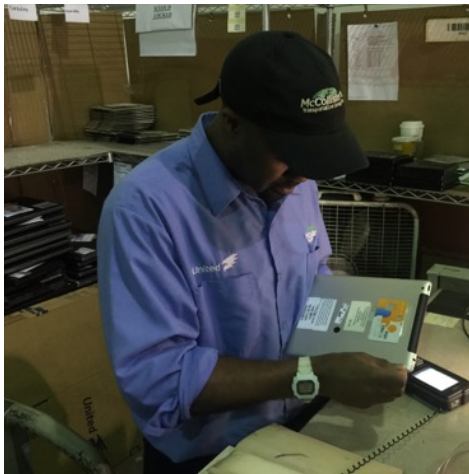## DID YOU KNOW?

April 15th 2015

# McCollister's is in the Reverse Logistics Business



McCollister's was called on by a major client to open and man a 10,000 sq/ft Computer Return Center in Memphis, TN. The Return Center was set up to manage the portfolio of assets for their field technician's and call centers. The return process begins with sending out a return kit to the employees for each asset coming off lease.

The assets are then returned to the McCollister's Returns Center in Memphis. Upon arrival the assets are inspected for damage, and wiped of all data. The assets are then consolidated and returned to a lease holder facility, in truck load quantities. Quality is paramount when working with the client. In order to maintain the highest level of quality possible, all the Return Center's processes and procedures are documented and the Five-S (Sort, Straighten, Shine, Standardize and Sustain) philosophy of quality management is strictly adhered to.

The data tracking and tracing for this project is managed by McCollister's NetView Warehouse Management System. NetView was custom configured to manage the detailed tracking of 14 data fields for each asset. The asset serial numbers are preloaded into the warehouse management system so when the equipment is received the bar code is validated. The accurate tracking of serial numbers, inspection process and consolidation of shipments has saved our client significant time, effort and dollars! Thank you to all our team members involved!

McCollister's
Transportation Group, Inc.
Excellence Delivered Every Day