

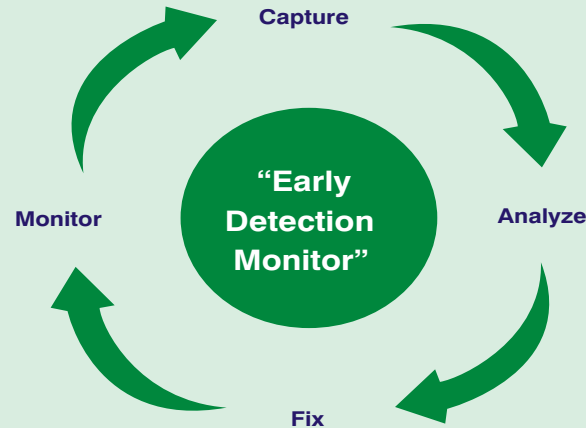
DefectNo	Manufacturer	Product Type	Model No	SerialNo	Description	Status	Date&Time
DEA123	Manufacturer X	LCD TV	XYZ28ABC13	12345	Picturetube	Open	12/21/2006 05:00AM
DEA002	Panasonic	LCD TV	XYZ33ABC46	12345	Display	Open	12/21/2006 07:00AM
DEA003	Panasonic	Plasma TV	XYZ55ABC53	64345	Power	Confirmed	12/21/2006 10:00AM
DEA023	Panasonic	DLP	XYZ58ABC43	23578	Board problem	Reviewed	12/21/2006 10:20AM
DEA016	Sony	LCD TV	XYZ53ABC32	64345	Switch	Confirmed	12/21/2006 11:00PM
DEA106	Sony	Plasma TV	XYZ42ABC46	23578	Display Problem	Reviewed	12/21/2006 11:35PM
DEA007	Sony	DLP	XYZ70ABC43	64345	Switch	Confirmed	12/21/2006 05:00PM
DEA008	Sony	LCD TV	XYZ48ABC53	23578	Picturetube	Reviewed	12/21/2006 06:00PM

Features

- Captures information necessary to allow manufacturers to identify potential product defects and their sources at the earliest possible time (while the equipment is running on the dealer's floor, waiting to be sold). This information includes model number, serial number, current location, date, description of the problem, and contact information of the person finding the problem.
- Provide Manufacturers the opportunity to send an Engineering / Service Swat team to the site of the reported failures and/or have defective product immediately returned via next day shipping to analyze the defect at the internal production / Engineering Facility
- Captures information necessary to allow manufacturers to identify potential product defects and their source at a more detailed level by utilizing a select group of the top Independent Service Centers to assist Manufacturers in pinpointing specific Problems to board/component level.
- Secure portal access to dealers, service centers, call center(s), refurbishing center(s) and manufacturer's own technical support, QC, Manufacturing and Engineering departments.
- Extensive Reporting for manufacturers to analyze various real time failures



The quality of products sold by Dealer's not only impacts the Manufacturer's reputation but also the Dealer's reputation!



85, Lincoln Highway
Edison, NJ 08820

Phone: 732-549-9770

Fax : 732-767-6644

Email: info@zslinc.com

Web Site: www.zslinc.com

Early Detection Monitor Software

Learn about problems in first 3 months



Benefits

The true costs of returns are never fully recovered by the retail dealers. These costs include both tangible and intangible costs associated with the return, including:

TANGIBLE COSTS

Exchange of defective product with New Product

- Loss of inventory available to sell
- Monetary cost of transporting large Product (TV) to consumer's home and retrieving defective large Product from consumer
- Monetary cost to repackage and process returned product back to manufacturer
- Potential shipping cost back to Manufacturer and risk of further damage in transit, resulting in non-acceptance by manufacturer

INTANGIBLE COSTS

- Reduction in Customer confidence in Dealers
- Reduced levels of customer satisfaction
- Loss of Customers
- Potential Loss of business from customers family, friends and associates

The screenshot shows the 'Early Detection Monitor' web application. At the top, there's a navigation menu with 'Home', 'Defects', 'Reports', and 'Sign Out'. Below that, there are links for 'New Defect', 'Advanced Search', 'Change Password', and 'Login user : Dealer'. The main content area is titled 'Welcome Dealer' and features a 'Defect Search' box on the left with a 'Defect ID' input field and a 'GO' button. To the right of the search box is a 'Choose the Brand' section with a grid of brand logos: Brand X, AKAI, HITACHI, JVC, KENWOOD, LG, MITSUBISHI, Panasonic, PHILIPS, Pioneer, SAMSUNG, SANYO, SHARP, SONY, and THOMSON.

Benefits

The costs of defective products due to product failure or catastrophic failure of products sold by dealers are never fully recoverable. These costs include both tangible and intangible costs associated with the defect or catastrophic failure, including:

TANGIBLE COSTS

Exchange of defective product with New Product

- Administrative costs associated with consumer's interaction including call center, service call dispatching, and maintaining contacts with consumers throughout the repair process.
- Facility and human resource costs to maintain internal repair centers or to support external, out sourced repair services.
- Adequate inventory of parts to support a quick TAT repair multiplied by the number of manufacturer's products, models, etc. sold by the retail dealer.
- Warehousing and depreciation associated with parts inventory.

- Scraps of unused parts inventory not returnable to Manufacturer
- Limited reimbursement of warranty expenses to typically flat rate labor and actual parts cost for repair of any given product.

INTANGIBLE COSTS

- Reduction in Customer confidence in Dealer
- Reduced levels of customers satisfaction if TAT is too long and service call is not a positive memorable experience
- Loss of Customers
- Potential Loss of business from customers family, friends and associates

"EDM helps the dealers to avoid the above mentioned costs and improve their bottom line"