

PROBLEM SOLVING PARTNERS

solvup™ is an industry-wide platform that assists the handling of apparently faulty goods through retail stores, online or over the phone. It is designed to ensure the best customer service and sustainability outcomes while minimising supply chain costs.

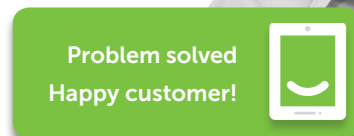
Drawing on a global network of vendors and repairers, solvup provides both you and your customers with the best, most sustainable way to repair or replace products. It also gives you access to valuable, timely data that will help you make more informed sourcing choices in the future.

Using the solvup software platform, your staff are empowered to confidently move returned products through a troubleshooting, repair or replace system. This streamlined process reduces unnecessary product returns, products piling up back of house, claims paper work and administration calls, while at the same time delivering a very positive outcome for your customers.



Retailers use solvup to...

- Immediately solve customers' problems with troubleshooting
- Ensure customers get the most appropriate outcome, every time
- Seamlessly apply appropriate consumer law, product, and individual warranty guidelines
- Automatically direct the product for repair or return



Cost Saving

solvup empowers your retail staff to troubleshoot problems at front of store.

It also allows you to access data that explains the reason for the product returns, providing you with valuable product and consumer insight. With these insights, you are able to make better, more informed decisions on your future product sourcing.

According to consumers, the most important attribute of a successful customer service professional is the ability to answer questions or handle transactions quickly – followed by being empowered to handle requests without transfers or escalations.

Source: Ebiquity- 2014 Global Customer Service Barometer

Customer Experience

The solvup trouble shooting and repair platform means product issues can be resolved for customers quickly, efficiently and consistently. If a product is found to be faulty, solvup's integrated platform can book a courier, schedule an appointment with the nearest authorised repairer, and have the whole process tracked and monitored by both your staff and your customers.

With solvup, your customers walk away with a positive view of your business, and are more likely to return and recommend you to others.

Sustainability

Unlike traditional retail return models, solvup trouble shooting and repair processing reduces unnecessary product replacement, transit and waste, allowing products to be efficiently repaired and returned to the customer where possible. This means products that are able to be fixed are given an extended lifecycle, instead of being discarded and replaced.

The integrated approach of solvup creates the opportunity to turn potentially disgruntled customers into lifetime fans, and inspire your staff to become the brand ambassadors and product experts that your customers expect.

**Returned Product
+ solvup platform
= data, clarity,
insights & better
sourcing decisions**



TROUBLESHOOT



REPLACE



REPAIR



Contact the solvup Team

Email: retailer.support@solvup.com

Phone: 1800 653 299 – select option 9



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