Logistics Solutions
That Really Deliver

Reverse Logistics, a component of the Micro 2000 After Sales Service Platform, manages the entire electronic devices return process to ensure that your devices return to their working capacity in the earliest possible time frame. It is just like the device never ever left you in the first place and you can carry about your daily routine or focus your attention on running your core business.

Activists have fervently advocated "Going Green" in recent years, with many consumers choosing to use products only from businesses/ companies that have a sustainability model in place. Businesses realize that adopting environmentally friendly approaches have a positive correlation to the appeal of their branding and seek to only engage managing business partners that share the same beliefs and delve in green supply chain management practices.

Micro 2000 take pride in staying up to date on the latest knowledge and ecologically responsible best practices to apply in our work processes. Interfacing directly with the supply chain, our services in this sector help to streamline how devices move along the service cycle from the immediate pick--up of the device all the way through to our other services in recovery or disposal to the final designated pick--up by the end consumer. Our reverse logistics solutions provide seamless integration for your business. All these processes are linked to our Enterprise Resource Planning (ERP) system, which tracks the orders and inventories (e.g. monitoring of Goods Received Notes (GRN) for collection and delivery).

Overview

Micro 2000's full spectrum of reverse logistics offerings encompass remanufacturing and refurbishing activities to retain the functionality of any defective products, product testing, product dismantling, repairing, recycling and in cases where preserving the use of a product will generate more costs, disposal of it on top of the common collection, shipping and drop--off services. Micro 2000 has invested in skilled personnel, the necessary equipment and space to shorten the turnaround time and make the reverse logistic process efficient and cost effective with assurance of accuracy and timeliness for any companies that engage its services.

Our team has been trained to try to recover significant assets from devices and economically re--use them if a device is classified as beyond repair. We try to refurbish as many devices as technically able and ensure that all recycled devices that are returned, match our high professional standards. We only dispose off devices when the maximum possible use of the product is expended and any further deliberation will only result in unwarranted costs. We also have in place systematic procedures that can cleanly remove assets from the supply chain.

Micro 2000 has invested in the necessary equipment and skilled personnel to ensure that an efficient return experience is catered for your customers. We have a fleet of vehicles ranging from trucks to vans that provide delivery, collection and drop off services. We also have three warehouses in Singapore with a total floor area of 25,000 square feet that can accommodate various types of goods and materials. Our extensive experience in the after sales and reverse logistics market, has granted us the flexibility and ability to develop bespoke reverse logistics solutions to enhance aspects of customer experience, quality and turnaround time. We are perhaps one of the very few industry players who find value in using electronic waste in our repair architecture.

Features

Screening and classification of devices
Our processes include the sorting, screening and classification of incoming devices. Our dedicated integrated systems provide geographical tools to control and measure performance that interface with other elements of the processing framework.

Customisable For any business
Our wide spectrum of service offerings allows any form of configuration that best suits our customers' business needs/demands.

Availability of skilled personnel and specialised equipment
Fully equipped with the necessary equipment, architecture and personnel, Micro 2000 is able to manage all logistics on the back-end proficiently. Providing the assurance that all repaired devices are delivered on time and in its best state.

Sustainability
- Devices are refurbished and reused to the best of its functional time life
- Recover significant assets from the product and reuse them economically
- Handling of electronic waste sensibly
- Efficiently removing assets from the supply chain without impacting the environment

Benefits

Environmental friendliness
Share our customers' sustainability pursuits through the adoption of green management practices with returns processing that maximize the potential of de¬vices through environmentally viable methods such as refurbishing, reusing, recovering and as a last resort disposal while reducing electronic waste.

Service quality consistency and tracking
As an end-to-end service provider, there is greater consistency in our service offerings. Our integrated ERP and CRM system also allow better control and tracking of your devices at every stage.

Enhanced customer experiences
We are focused on enhancing our customer experiences through our honed business processes that bring about faster turnaround time.

Lower return costs
Micro 2000 excels in extracting value through seemingly beyond repair devices. Coupled with our ability to bundle return operations with other custo¬mers on our shared services platform, cost savings in the form of processing speed, channels of delivery and value creation is derived.