

REVERSE LOGISTICS ASSOCIATION™

CONFERENCE & EXPO SINGAPORE

Le **MERIDIEN**
SINGAPORE



Tuesday October 2 - Thursday October 4, 2007
Le Meridien Singapore

Companies from Asia, South Pacific, Europe and many other international delegates will be in attendance.

ODMs, OEMs, Branded Companies and Retailers will be looking for 3PSPs that can manage Reverse Logistics in North America and Europe, along with identifying Reverse Logistics solutions for the Far-East.

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Conference Program Sponsored by



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CONFERENCE SCHEDULE

TUESDAY - OCTOBER 2, 2007

- 8:00AM Reverse Logistics Association - Advisory Board Meeting
- 8:30AM Continental Breakfast
- 9:00AM-4:15PM **PRE-CONFERENCE WORKSHOPS**
Andrew Katcher, CEO, Rapid Results, Inc.
Melvin Simpson, Director of RL Quote, RLA
Kok Huan Tan, Senior Service Program Manager, Dell
- 6:00-8:00PM RLTS Reception for Event Exhibitors, Sponsors and Speakers, Exhibit Hall

WEDNESDAY - OCTOBER 3, 2007

- 8:30AM **EXHIBIT HALL OPENS**
- 10:30AM **RLTS Singapore 2007 Welcome - Gailen Vick**, President & CEO, Reverse Logistics Trends, Inc. - Industry Overview Size and Forecast
- 11:00AM **Industry Keynote Address**
Kerry Mok, Senior Vice President for Strategy & Marketing and Service Logistics, DHL Exel Supply Chain, Asia Pacific - Major Challenges Facing Reverse Logistics

12:00PM-1:30PM BUFFET LUNCH - EXHIBIT HALL

TRACK A PANEL

Harry Lagad, Logistics Director Asia Pacific, NOKIA

1:30PM **Supply Chain and Leadership in Today's Market**

TRACK B

Dr.Yoon Seok Chang, PhD, Assistant Professor, Korea Aerospace University

Design and Implementation of RFID based Product Lifecycle Tracking (Focused on Claims Tracking and Management)

TRACK A PANEL

Gopal Mudivedu, Sr. Manager, Technical Operations, Juniper Networks

2:30PM **Challenges in Business and Technical Operations Associated with Global Support**

TRACK B

Jeroen Weers, Product Assistant RML, Spring

Thinking Forward in Reverse Logistics

3:30PM-4:00PM INTERMISSION - REFRESHMENTS - EXHIBIT HALL

TRACK A PANEL

Moderator - Andrew Katcher, CEO, Rapid Results, Inc.
 Fan Chiew Chan, Reverse Logistics Manager, Palm, Inc.
 Ron Kula, VP Supply Chain Solutions, Data Exchange Corp
 Dr Mark Goh, Associate Professor, National University of Singapore
 Melvin Simpson, Director RL Quote, Reverse Logistics Association
 Dr Yoon Seok Chang, Assistant Professor & Director, Korea Aerospace University

4:00PM **Methods of Outsourcing**

TRACK B

Dr Rajesh Piplani, Director & Associate Professor, Center for CSM - NTU

Creating Value from Returns - The Design of Service Networks

5:00PM-7:00PM **ROUND TABLE DISCUSSIONS (HOSTED BY SPEAKERS) - HORS D'OEUVRES/REFRESHMENTS** Don't miss this opportunity to talk directly with the RLA conference speakers and also your RL colleagues to determine the best solutions to your RL challenges.

RT #1

Harry Lagad, Logistics Director Asia Pacific, Nokia
 Kerry Mok, Senior VP for Strategy & Marketing and Service Logistics, DHL Exel Supply Chain, Asia Pacific
 Dr.Yoon Seok Chang, Assistant Professor & Director, Korea Aerospace University
 Gailen Vick, President & CEO, Reverse Logistics Association

RT #2

Gopal Mudivedu, Senior Manager Technical Operations, Juniper Networks
 Dr. Mark Goh, Associate Professor, National University of Singapore
 Michelle Warner, Speaker - Event Coordinator, Reverse Logistics Association

RT #3

Fan Chiew Chan, Reverse Logistics Manager, Palm, Inc.
 Dr. Rajesh Piplani, Assoc. Professor & Director, Center for CSM, Nanyang Technological University
 Dave Whitley, Media Marketing Manager, Reverse Logistics Association
 Christine Morrow, Editor, Reverse Logistics Magazine

RT #4

Angela Chan, Reverse Logistics Program Manager, Cisco
 Andrew Katcher, CEO, Rapid Results, Inc.
 Melvin Simpson, Director RL Quote, Reverse Logistics Association

RT #5

Kok Huan Tan, Senior Service Program Manager, DELL
 Justina Liow, Director, Europhia Consulting
 Jeremy Vick, Director of World Wide Sales, Reverse Logistics Association

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THURSDAY - OCTOBER 4, 2007

8:30AM **EXHIBIT HALL OPENS**

TRACK A PANEL

Angela Chan - Director, Cisco Systems

9:00AM **Unlocking Value in Reverse Logistics**

TRACK B

Robert Gallagher, Consultant, Li Tong Group

Final Disposition of Assets in the Global Reverse Logistics Supply Chain

10:00AM **INTERMISSION - REFRESHMENTS - EXHIBIT HALL**

TRACK A PANEL

Moderator - Justina Liow, Director, Europhia Consulting
 Wim de Rooij, Sales Manager CAG
 Kok Huan Tan, Sr Service Program Manager
 Stephen Barnett, Business Manager, RGL
 Shima Adyorough, Sr. Operations Business Analyst

11:00AM **New Ways to Streamline Operations, Drive Profits, and Delight Customers**

TRACK B

John Mehrmann, Regional Director

Evolve or Become Extinct! A RL Model to Deliver Expanded Shareholder Value

12:00PM **BUFFET LUNCH - EXHIBIT HALL**

TRACK A PANEL

Ray Martin, Director Solutions Management, ClickCommerce

Reverse Logistics: Extended Enterprise Perspectives

1:30PM

TRACK B

Gary Bothmann, VP Business Development

Cradle to Cradle; Product Re-birth, The True Goal of Recycling

TRACK A PANEL

Moderator - Dave Whitley, Media Marketing Manager, RLA
 Dan DeBello, Senior Director of Business Development
 Carlos Booker, Sr Director Business Development, Li Tong Group
 Al Manaois, Customer Service Engineer, AVC Asia Vital Components

2:30PM **Increasing Customer Loyalty and Managing Environmental Challenges**

TRACK B

Scott Ermeti, VP Marketing & Intl Business Development, Pelican Products

How Repeat-Use Packaging Solutions Can Reduce Costs and Enhance RL Practices

3:30PM **CLOSING REMARKS**

4:00PM **LUCKY DRAWING** - External Hard Drives, Palm Treo 680, Blackberry Phones, Logitech mm50 iPod speakers, Digital Cameras (you must be present during the drawing to win)



5th Annual RLA Las Vegas Conference and Expo 2008

America's Premiere Reverse Logistics Event

Planet Hollywood Resort & Casino

February 4-6, 2008



Over 100 Exhibitors – More than 1500 RL Professionals Attending

Make plans now to join us for the 5th Annual Reverse Logistics Conference and Expo on February 4-6, 2008 in Las Vegas, Nevada.

Monday offers Workshops and the RLA conference kicks off on Tuesday with the keynote address, followed by sessions presented by RL professionals, leading academics and also includes panel discussions.

Be sure to visit the Expo where 3PSPs will be showcasing their RL services and solutions.



REVERSE LOGISTICS
ASSOCIATION™

CONFERENCE & EXPO



If you are a Reverse Logistics professional – don't miss this event!

More information available at: www.RLTShows.com



Reverse Logistics Seminars

The RL Seminars are highly attended one-day events held around the world. These events are offered in key industry locations creating easy access for everyone interested in the aftermarket business segment. A typical event covers topics that are pertinent to Branded Companies, OEMs, ODMs, Retailers and Third Party Service Providers.

Take a look at the schedule to find a RL Seminar near you!

October 17, 2007 - Austin, TX
November 13, 2007 - Columbus, OH
December 5, 2007 - Laredo, TX
March 5, 2008 - San Jose, CA
April 9, 2008 - Hong Kong

May 7, 2008 - Chicago, IL
July 9, 2008 - Toronto
August 6, 2008 - Seattle, WA
September 10, 2008 - Detroit, MI
November 5, 2008 - Boston, MA
December 2, 2008 - London



Wednesday October 3, 2007 - 10:30 AM



Gailen Vick - President & CEO, Reverse Logistics Association
Speaker - "Welcome Address"

Gailen has over 25 years of experience in engineering development and marketing of high technology products. His experience as a speaker at several trade conferences and his years of working arm-and-arm with many of today's Executive Management has made Gailen a resource to those colleagues.

Prior to founding Reverse Logistics Trends, Gailen had served on the executive staff of several third party service providers. Gailen has a strong background in computer and telecommunications related technologies. He entered the Service Industry on January 1996 after the Disk Drive Industry became driven by the consumer market. The Service sector was just evolving into a formal industry at that time. His first position was as a sales director at Sequel (acquired by Solectron), and then he was recruited at PCS as their VP of Sales & Marketing. Later Gailen was recruited by Magnetic Data Technologies, LLC where he led the business development of all global customers as VP of Strategic Accounts. Most recently he was the focal point that worked jointly with UPS to supplement their repair services and was part of the management team that positioned MDT for sell to Solectron Global Services. While in the service industry he has secured contracts with Toshiba, Iomega, Sun Microsystems, Hitachi, Panasonic, Apple, Mitsubishi, Imation, Gateway, 3Com, Compal, UPS, Kinpo, Bizcom and many others.

11:00 AM



Kerry Mok - SVP, Strategy & Marketing and Service Logistics, Asia Pacific, DHL Exel Supply Chain
Speaker - Keynote Address - "Major Challenges Facing Reverse Logistics"

Kerry Mok is the Senior Vice President for Strategy & Marketing and Service Logistics for DHL Exel Supply Chain, Asia Pacific and a member of the DHL Exel Supply Chain Asia Pacific Management Board.

Kerry joined Exel in March 2004 as Regional Strategy Director for the Asia Pacific region responsible for strategic planning, mergers and acquisitions and marketing functions. Prior to joining Exel, Kerry spent two years with DHL's Asia Pacific Regional Office where his last held position was that of Consultancy Group Manager for DHL's Global Customer Solutions Business Unit in the region; making him responsible for developing supply chain solutions for the top 100 global customers of DHL.

Kerry began his career with Accenture as a management consultant, where he developed a keen interest in supply chain management and was involved in several supply chain management related projects for Global MNCs, ranging from system implementations to developing e-Commerce and logistics outsourcing strategies.

Kerry has a First Class Honours Degree in Accounting from Monash University, Melbourne, Australia.

1:30PM



Harry Lagad - Logistics Director Asia Pacific, NOKIA
Speaker - "Supply Chain and Leadership in Today's Market"

With a career spanning over 30 years

and an Industry experience of 22 years, Harry Lagad brings a blend of western and asian business practices and experiences. Working on the high seas in his early Naval career, Harry migrated to business management in the early eighties. His work experience spans across the five continents and as many varied industries covering a blend of general management, business development, manufacturing and supply chain. He has worked with such astute organizations as Pacific Dunlop, Kodak, Tech Pacific, TNT and currently with Nokia. As Logistics Director of APAC for Nokia, Harry is responsible for the total Front end operations of Nokia's business in APAC. His knowledge of products and practices cover the Footwear and Apparel industries, Sporting goods, Photographic materials, Plastics, Timber, IT distribution, third party logistics and telecom. Harry specializes in Leadership across Business Management and Supply Chain.



Dr. Yoon Seok Chang - Assistant Professor, Korea Aerospace University
Speaker - "Design and Implementation of RFID based Product Lifecycle Tracking (Focused on Claims Tracking and Management)"

Dr Yoon Seok Chang is an Assistant Professor in the School of Air Transport, Transportation and Logistics, Korea Aerospace University, Korea. Dr Chang is also a director of Ubiquitous Technology Application Research Center, at Korea Aerospace University. Prior to his current position, he had been a Senior Research Associate at Auto-ID center, University of Cambridge, UK. He had also been a senior software engineer and senior consultant at i2 technologies, USA, from 1998-2001. He was honoured twice by i2 for the excellence in the supply-chain management projects.

During 1997-1998, he had been with Arizona State University, Tempe, USA, as a Visiting Assistant Professor of the Department of Industrial Engineering. Dr Chang is the co-editor of the book Evolution of Supply Chain Management: Symbiosis of Adaptive Value Networks and ICT (Kluwer Academic, USA). He got his PhD degree from Imperial College, Science, Technology and Medicine, UK, in 1997 with a specialization in Manufacturing System.

2:30PM



Gopal Mudivedu - Sr. Manager, Technical Operations, Juniper Networks
Speaker - "Challenges in Business and Technical Operations Associated with Global Support"

Gopal Mudivedu is the Sr. Technical Operations Manager in Customer Service at Juniper Networks inc., USA and has close to 30 years of experience in high technology industry spanning development, manufacturing and customer service arenas. He has been associated actively on several aspects of reverse logistics in the past 12 years in networking equipment companies in the Silicon Valley.

Currently Gopal is responsible at Juniper Networks for providing technical support to customer facing global support personnel as well as to third party repair and refurbishment vendors. Gopal has been serving in this capacity at Juniper Networks for the past 7 years. Prior to joining Juniper, he was with Bay / Nortel Networks for 5 years in an identical role.



Jeroen Weers - Product Manager Reversed Mail Logistics, Spring Global Mail
Speaker - "Thinking Forward in Reverse Logistics"

Jeroen Weers is Development manager RML for Spring Global Mail. Jeroen has over seven years of hands-on marketing and sales experience. For 1.5 years, Jeroen is managing the development of Spring's global Reverse Logistics solutions and is creating new innovative products that best suit the requirements of the market.

Spring Global Mail is a cross border mail company offering forward and reverse mail solutions to companies operating around the world. Spring makes it easy for companies that need to have products returned from their customer base in Europe with Reversed Mail Logistics (RML for short). This innovative product offers access to the extensive European postal network of over 100,000 drop off points, making it easy for consumers to return broken or warranty products at their own convenience and free of charge. Multinationals are using RML for more than a decade to improve their customer service and to save costs at the same time. In the Aspac region Spring is present as well, reverse logistics is perceived as an area to grow. Spring partners with Singapore Post and TNT, to work on the best solutions fitting your needs.

4:00PM



Andrew Katcher - CEO, Rapid Results, Inc.
Moderator - "Methods of Outsourcing"

Mr. Katcher blends financial, supply chain and systems skills with international experience in high-technology on virtually every continent. He is currently CEO of Rapid Results, a supply chain management consulting company, specializing in Asia-based forward and reverse logistics solutions and supply chain-focused Sarbanes-Oxley compliance programs. Prior to Rapid Results, Mr. Katcher was with 3Com Corporation for twelve years, most recently as Director of WorldWide Returns. He has held division-level controller positions in Israel and Europe and Supply Chain management positions in Japan, Korea, Australia, Singapore and the US. Mr. Katcher has over 20 years of operations and consulting experience with Spectra-Physics, 3Com and SanDisk and other Fortune 500 companies. He has been a frequent presenter at Interlog on the topic of Reverse Logistics and Returns Management.

Mr. Katcher has a Bachelors of Science from UC Santa Cruz in Geology/Geophysics and an MBA from UCLA's Anderson School of Management. He is also a Certified Internal Auditor and Certified Information Systems Auditor (CIA and CISA). Away from the office, Mr. Katcher is an avid endurance sports enthusiast, participating in triathlons, marathons and century rides (100 plus mile bike events), mostly in support of the Leukemia and Lymphoma Society (Team in Training).



Fan Chiew Chan - Reverse Logistics Manager Asia Pacific, Palm, Inc.
Panelist - "Methods of Outsourcing"

Fan Chiew is the Reverse Logistics Manager for Palm in Asia Pacific. He has over 20 years experience in the IT/Service industry. He joined Palm Singapore in 2002 to manage and oversee the repair operations in Asia Pacific. He developed and implemented strategies for both smart

phones and handheld products for existing and newly developed markets. Prior to Palm, Fan Chiew was with Hewlett-Packard Singapore.

Fan Chiew has a Master of Business Administration from Imperial College London.



Ron Kula - Vice President of Supply Chain Solutions, DEX
Panelist - "Methods of Outsourcing"

Ron Kula is DEX's Vice President of Supply Chain Solutions and has been working with DEX's clients for the past

eight year to develop streamlined Supply Chain Solutions, including customized Reverse Logistics programs, including high volume channel returns, integrated partner alliance programs, as well as advanced exchange and depot repair. In this role, he has developed programs that have lowered the overall cost of the total reverse logistic program for DEX clients.

Ron earned his BA and MBA from Southern New Hampshire University where he also taught Operations Management as a member of the adjunct faculty. During his 16 year career at Digital Equipment Corporation (DEC), Ron held various managerial positions in repair materials management, distribution and service functions. Ron also spent 5 years at Cerplex, developing and implementing reverse logistics programs, while creating alliances to expand the company's service offerings.



Dr. Mark Goh - Assistant Professor, National University of Singapore
Panelist - "Methods of Outsourcing"

Dr. Mark Goh is a member of the National University of Singapore. A faculty of the Business School, he holds the appointments of Director (Industry Research) at TLI - Asia Pacific, a joint venture with Georgia Tech, USA; and a Principal Researcher at the Centre for Transportation Research. He was a Program Director of the Penn-State NUS Logistics Management Program. He was also Director of Supply Chain Solutions for Asia/Middle East with APL Logistics, responsible for crafting logistics engineering solutions for major MNCs in this part of the world.



Melvin Simpson - Director of RL Quote, Reverse Logistics Association
Panelist - "Methods of Outsourcing"

Melvin joins RLA with a background in Marketing and Quality for Reverse Logistics. He leads and directs RL Quote™ - service that connects OEMs with 3PSPs for reverse logistics services, while facilitating collaboration, due diligence, and process analysis. RL Quote also provides high-level expertise and information on new technologies in Reverse Logistics Services.

Melvin has a strong Quality background that includes a Bachelor's in Business Administration with a minor In Quality Assurance; and CQM, CQT, CMI, quality certification from the American Society For Quality. He has implemented and registration ISO 9001:2000 for corporate offices and several remote facilities. Through ISO 9001 implementation, process improvements, and cost savings programs, he has helped companies improve profit margins and increases revenue



Dr. Rajesh Piplani - Director, Center for Supply Chain Management - NTU
Speaker - "Creating Value from Returns - The Design of Service Networks"

Dr. Rajesh Piplani is the director of the Center for Supply Chain Management in the school of Mechanical and Aerospace Engineering at NTU. He obtained his M.S. in Industrial Engineering from Arizona State University in 1990, and his Ph. D. from Purdue University in 1995. Dr. Piplani is listed in Marquis Who is Who in Science and Engineering in USA (1998-1999).

Dr. Piplani has over seven years of industry experience in India and USA in the areas of Supply-chain management and production planning of power plant equipment and semiconductor fabrication facilities. Since 1998, he has been on the faculty of NTU. As deputy Director of the M. Sc. Logistics program, he has designed and taught courses in the area of procurement planning, simulation modeling, inventory and supply-chain management. He is also an associate faculty with the Nanyang Business School, and teaches courses on Supply-chain planning in the MBA program.

Thursday October 4, 2007 - 9:00AM



Angela Chan - Reverse Logistics Program Manager - APJ, VVV Reverse Logistics, Cisco Systems
Speaker - "Operations - Managing Locally Today Whilst Building Globally For Tomorrow..."

Joining Cisco in May 2007, Angela is responsible for the Inbound/Outbound logistics and 3rd Party Warehouse Management for Reverse Logistics processes for the APAC theatre. She operates within the overall World Wide Reverse Logistics organization, a relatively new team within Cisco with responsibility of the end-to-end processing of Cisco returns - from Asset recovery, pick up/receipt, re-use, to safe and environmentally sound disposal of Cisco products.

Angela has gained comprehensive experience in reverse logistics arena working in RMA management, OEM repair management and service parts depot operations from her previous logistics positions with Polycom, Menlo Forwarding and Jabil Circuit.



Robert Gallagher - Consultant, Li Tong Group
Speaker - "Final Disposition of Assets in the Global Reverse Logistics Supply Chain"

Robert Gallagher is a consultant in global reverse logistics for the consumer electronics and computer markets. Mr. Gallagher provides business strategy, organizational transformation, tactical and strategic direction for both national and global business development.

His diverse experience and organizational skills enable him to provide strong business development leadership and direction. Providing a strong knowledge of OEM, service provider, corporate and government reverse logistics, recycling, remanufacturing, remarketing and the global regulations, and laws governing them.

11:00AM



Justina Liow - Director, Euophia Consulting
Moderator - "New Ways to Streamline Operations, Drive Profits, and Delight Customers"

Justina Liow has 10 years of experience working in various warehouse management, business solutions and executive sales roles within Asia Pacific. Her forte lies in designing and implementing reverse supply chain solutions in Asia Pacific for global hi-tech companies, to improve their customer service levels and turn their spare parts operations from a cost activity into a revenue stream. Her other area of expertise is in establishing and implementing a number of innovative supply chain concepts with consumer electronics clients. Having worked with multiple clients in various countries in Asia Pacific, Justina has established a wide network of industry contacts with different expertise with supply chain management.



Kok Huan Tan - Senior Service Program Manager, DELL Global BV
Panelist - "New Ways to Streamline Operations, Drive Profits, and Delight Customers"

KH Tan is currently serves as Senior Service Program Manager of DELL Global BV in Singapore Branch. At DELL, Mr. Tan work direct involve in global service program for the laser products. Prior to DELL, Mr. Tan was with 3M Asia Pacific Pte. Ltd. where he is responsible to set-up, develop and manage the after sales service infrastructure for display commodities in the Asia Pacific region. During his time with Apple Computer Ltd., Singapore Branch, he worked as a Display Test Development Engineer for the monitor products, which include global service program.

Dell Inc. is a trusted and diversified information-technology supplier and partner, and sells a comprehensive portfolio of products and services directly to customers worldwide. Dell's climb to market leadership is the result of a persistent focus on delivering the best possible customer experience by directly selling standards-based computing products and services. Revenue for the last four quarters totaled \$52.8 billion and the company employs approximately 61,400 team members around the globe.



Wim de Rooij - Sales Manager Corporate Accounts, Spring Global Mail
Panelist - "New Ways to Streamline Operations, Drive Profits, and Delight Customers"

Wim de Rooij has been working in the postal business for 30 years. He worked for TNT International Mail when that unit became part of Spring in 2001. Wim has held various sales positions. In his current role as sales manager for the corporate accounts group he is responsible for several customers that benefit from Spring's Reversed Mail Logistics product.

Spring is the biggest provider of Return logistics in Europe. Spring has over 10 years of experience in the Reverse Logistics market. Large global corporations are making use of our innovative mail solutions, while we have proven concepts for large volumes, and are therefore able to offer the best prices. As an advantage over our competition we are able to offer forward logistics solutions as well. Being a Joint Venture with TNT, Royal Mail and Singapore Post, we are truly a global company, that has all eyes for your global business needs.



Stephen Barnett - Business Manager, RGL
 Panelist - "New Ways to Streamline Operations, Drive Profits, and Delight Customers"

Stephen has over 20 years experience in the Telecommunications industry, including 15 years management experience. Stephen has been an active member of 'Association for Services Management International' (AFSMI) since 1991 and is also an executive member of the 'Supply Chain Association of NZ' (ESCANZ). In his current role he is responsible for managing and developing relationships with new and existing customers, primarily international customers.



Shima Adyorough - Sr. Operations Business Analyst
 Panelist - "New Ways to Streamline Operations, Drive Profits, and Delight Customers"



John Mehrmann - Regional Director, DEX (Data Exchange Corporation)
 Speaker - "Evolve or Become Extinct! A RL Model to Deliver Expanded Shareholder Value"

John Mehrmann has more than 20 years of management experience that spans logistics, operations, e-commerce, accounting, customer service, marketing and training. Prior to his role of Regional Director at DEX, he worked for Toshiba America Information Systems, Inc, Toshiba Imaging Systems Division, Toshiba America Consumer Products, and SatisFusion. Additionally, Mr. Mehrmann has managed international service organizations, participated in providing organized solutions to Fortune 500 accounts, and successfully supported C-level executives at enterprise customer accounts. Among the many measured accomplishments of these activities, he helped to design programs that generated \$4.5 million increase in revenue over a six-month period. Additionally, he assisted with design

With over 25 years experience in developing customer supply chain solutions in technology, retailing, manufacturing, distribution and transportation, Gary provides a broad base of knowledge and expertise to the Electronic Recycling and Trading (ERT) team. As VP of Business Development, Gary is responsible for client expansion, strategic planning and solution design.

Based in Austin, ERT (www.ertinc.net) provides a one stop solution in the disposition of materials and assets with zero impact to landfills and reduction or elimination of recycling costs. ERT listens to your needs and responds with a custom-tailored electronics recycling management program, and provide the turn-key solutions you require. Prior to joining ERT in May 2007, Gary has worked with NAL Worldwide, Ingram Micro Logistics, Alorica, Newgistics and Tandy Corporation. He is an active member of the local roundtable for the Council of Supply Chain Management Professionals (CSCMP), serving in numerous capabilities including Track Chair as well as roundtable President. He earned his bachelor degree from Illinois State University in finance, economics and computer science.

Environmental Compliance Management. Over the past 16 years, Carlos has worked for Li Tong Group in developing Strategic Business Alliances and Key Business Relationships worldwide with OEMs, EMS/CEM, Third Party Logistics, After-Sales Warranty Repair Companies.



Al Manaois - Customer Service Engineer, AVC Asia Vital Components
 Panelist - "Increasing Customer Loyalty and Managing Environmental Challenges"



Scott Ermeti - VP International Business, Pelican Products
 Speaker - "How Repeat-Use Packaging Solutions Can Reduce Costs and Enhance RL Practices"

Scott has more than 20 years of international business development, strategic marketing, sales and executive management experience. He is responsible for leading Pelican's international business which includes EMEA (Barcelona, Spain) Asia Pacific (Tokyo, Japan Shanghai, China & Adelaide, Australia) and Canadian (Edmonton, Canada) business units. He is also responsible for all global marketing, advertising and new business initiatives.

Previously he served as Managing Director and VP of Pelican's European Operations ("Peli Products" - Barcelona, Spain) where he founded the company, led it to record sales and profits each year, built a powerful brand in more than forty countries and implemented a world-class distribution system. Scott began his career at Pelican as Director of Sales (USA) where he led the company's commercial division to record sales and profits during his five-year tenure. Prior to joining Pelican, he worked as the Sales and Marketing Manager for Bata Limited, one of the world's oldest and largest manufacturers and marketers of footwear.

2:30PM



Dave Whitley - Media Marketing Manager, Reverse Logistics Association
 Moderator - "Increasing Customer Loyalty and Managing Environmental Challenges"

David brings a combination of marketing experience and journalism background to the Reverse Logistics Association. He has worked for small companies as well as Fortune 500 companies such as Safeco Corporation. He holds a BA from Brigham Young University and an MBA from the University of Oregon.



Dan DeBello - Senior Director of Business Development, Jabil Global Services
 Panelist - "Increasing Customer Loyalty and Managing Environmental Challenges"

Dan DeBello is currently Senior Director of Business Development for Jabil Global Services, Inc. (JGS), a wholly-owned subsidiary of Jabil Circuit. Jabil Circuit, Inc. is a top-tier global Contract Electronics Manufacturer (CEM).

1:30PM



Ray Martin - Director Solutions Management, ClickCommerce
 Speaker - "Reverse Logistics: Extended Enterprise Perspectives"

Raymond Martin, Director, Solutions Management, Click Commerce Supply Chain Group, has more than 12 years of experience assisting Fortune 1000 companies in the redesign of their supply chain processes for dramatic improvements in productivity, cost and customer services. Mr. Martin's areas of expertise include reverse logistics, warehouse and transportation management, order fulfillment, inventory management, and supplier collaboration.

In 1993 he joined Circuit Test, Inc. (CTI) and through several promotions became Regional Sales Manager in 1995. When CTI was acquired by EFTC Corporation in 1997 he was made the Director of Sales for New Business Development for EFTC Services. EFTC Services was acquired in 1999 by Jabil Circuit, Inc. Dan was promoted to Senior Director in 2002. Dan is a member of the Council of Supply Chain Management Professionals (CSCMP).



Carlos Booker - Sr Director Business Development, Li Tong Group
 Panelist - "Increasing Customer Loyalty and Managing Environmental Challenges"

Carlos Booker has over 20 years of experience in the Wireless and Electronics Industry, he has broad base of knowledge and expertise in all aspects of Electronics Manufacturing, Supply Chain Services, Aftermarket Warranty Repair, Electronics Recycling, End-of-Life Product Take-back and



We provide a comprehensive range of information management services and logistics solutions for ICT vendors, resellers and distributors across the world.

- Infinet provides services in three areas:**
- Lead Logistics
 - Service Solutions for ICT and consumer electronics
 - Information Management Services

www.infinetsolutions.com.au/

Reverse Logistics Association Focus & Industry Committees

Focus Sub-committees were set up to provide a standing forum for Reverse Logistics Professionals to meet on a regional and global basis and discuss. Focus Sub-Committees educate the industry on reverse logistics:

- “best practices”
- Regulations on a Worldwide & Regional Basis
- Consumer Satisfaction Issues

Industries we currently monitor are:

Standards Committee

Acting Chairperson - Ken Jacobsen, Connexus

Information Technology Solutions

Chairperson - Lee Norman, ClearOrbit

Service Parts Management Committee

Chairperson - Mike Shelor, Shelor Consulting Inc.

Food and Beverage Committee

Chairperson - Don Rombach, GENCO

Retail Consumer Product Committee

Chairperson - Christopher F. Fabian,
Professional Service Solutions, LLC

Aviation Committee

Chairperson - Bernie Gagnon, Kuehne+Nagel

High Technology - Wireless/ Telecommunications

Chairperson - Larry Maye, Palm, Inc.

High Technology - Data Storage

Reverse Logistics issues at the RLTS
Conferences.

Chairperson - Ed Inal, Western Digital

China Chapter

Chairperson - Haozhe Chen, - East Carolina
University

India Chapter

Chairperson - Sanjeev Kakar, RT Outsourcing
Service Limited, India

Some Sights to See while in Singapore

The Night Safari
Changi Village
Arab St
Bukit Nature Reserve
Jurong Town
Little India
Colonial District
Raffles Hotel

Strategic Partnerships Now Available at the Touch of a Button

RL Quote empowers manufacturers and retailers in search of the right partner.

- Send RFIs anonymously to our worldwide database of suppliers
- Screen your 3PSP responses
- Find the right partner

Free Industry Expertise – The RFI responses from RL Quote come from the top executives at 3PSPs who are on the frontlines of the industry everyday.

Anonymity – During the RL Quote process, your company's identity is kept confidential so you maintain control over who you allow to contact you.

Wider Selection – RL Quote allows you to broaden your search at no cost and is a perfect companion to your usual resources.

New Technologies – The technologies for Reverse Logistics are evolving everyday. The best way to stay ahead of the technology curve is to allow the industry experts to evaluate your objectives and offer alternative solutions.

For more information visit RL Quote at www.rlquote.com

POST RFI

 **REVERSE LOGISTICS**
ASSOCIATION™

RLTS Amsterdam

Europe's Premiere Reverse Logistics Event

At the Dorint Hotel Amsterdam Airport

June 16-18, 2008

Around 500 RL Professional Attendees and 35 Exhibitors

Reverse Logistics Association is offering three full days of RL immersion starting with RL Workshops followed by two days of sessions and exhibition.

Workshops are offered on Monday, June 16 on a variety of topics including Successful Outsourcing—RFQs, Contracts and SOW and Marketing & Selling Service Logistics. For more information on workshops, visit: http://www.rltshows.com/a08_pre_event.php

The RLA conference kicks off on Tuesday followed by sessions presented by RL professionals, leading academics and also includes panel discussions. A highlight of this Conference will be on the subject of "green and regulatory laws," particularly on WEEE & RoHS.

Session topics include field service, RMA, support and help desk/call centers. A wide range of Reverse Logistics companies are in attendance from repair/refurbishing to recycling/e-waste and transportation logistics.

Be sure to visit the Exhibition Hall where ODMs and OEMs will be looking for Third Party Service Providers (3PSPs) that can manage Reverse Logistics in Europe, along with identifying solutions for Asia and the Americas. There will be many exhibitors showcasing their Reverse Logistics services and solutions. This is a rich opportunity for OEMs and Branded companies to identify future service partners.

If you are a Reverse Logistics professional – don't miss this event!

For more information and complete details, visit www.RLTShows.com. Attendees may register online for workshops, conference and hotel. Exhibitors can purchase exhibit space as well.



Board of Advisors

A Board of Advisors comprised of industry experts has been set up to monitor and assist the Reverse Logistics Association management team in making informed decisions. Advisors include:



Jose Garcia— Microsoft Corporation

Jose Garcia is Director - Repair and Refurbishing at Microsoft Corporation. Jose joined Microsoft 4 years ago

to establish World Wide repair of X-box console from the ground up. Building a world class team he integrated systems, processes and partnerships with expert service partners.



Chuck Johnston — WAL-MART Stores, Inc.

Chuck Johnston is General Manager at the Bentonville Return Center, WAL-MART Stores, Inc. Chuck has been

with Wal-Mart for the past 13 years and his responsibilities include Returns, Imports, Exports, Tires and Printing and Mailing Distribution.



Dan DeBello — Jabil Global Services

Dan DeBello is currently Senior Director of Business Development for Jabil Global Services, Inc. (JGS),

a wholly-owned subsidiary of Jabil Circuit. Jabil Circuit, Inc. is a top-tier global Contract Electronics Manufacturer (CEM). In 1993 he joined Circuit Test, Inc. (CTI) and through several promotions became Regional Sales Manager in 1995. When CTI was acquired by EFTC Corporation in 1997 he was made the Director of Sales for New Business Development for EFTC Services. EFTC Services was acquired in 1999 by Jabil Circuit, Inc. Dan was promoted to Senior Director in 2002. Dan is a member of the Council of Supply Chain Management Professionals (CSCMP).



Steve Jones - Managing Director Supply Chain Services & Reverse Logistics, FedEx Corporation

Steve is a 22-year veteran of the transportation industry, with extensive experience in sales and sales management of transportation and logistics services to corporate accounts. Steve was selected to lead the Supply Chain Services and Reverse Logistics sales organization with responsibility for new business development, base business growth and supply chain integration across all the FedEx operating companies.



John Benardino — Hewlett-Packard, Inc.

John Benardino is currently a Director of Reverse Logistics for HP's Imaging and Printing Group. In his position, John is responsible for credit issuance, engineering, remanufacturing, and all return related costs. His product responsibilities cover printing, digital imaging, supplies, scanners, and shared printing.



Howard Rosenberg — eBay, Inc.

Howard has been with eBay for over 4 years and runs the Company's Trading Platforms business serving companies interested in maximizing their recovery rates on excess and refurbished inventory through the Reseller Marketplace or through their own, private-label auction marketplaces. He has 14 years of experience in various capacities, including operating, advising and investing in, companies in the consumer product, consumer services and business services sectors.



Dan Gilbert— Cisco Systems

Dan Gilbert is Vice President of Worldwide Reverse Logistics at Cisco Systems, Inc. His charter when joining

Cisco in 2005 was to define and create a world-class reverse logistics organization. Dan's global team is responsible for driving excellence in product recovery, receiving, inventory, and recycling operations, and for transforming returned product into value for Cisco shareholders.



Tony Sciarrotta — Philips Consumer Electronics

Tony is Director of Returns Management at Philips Consumer Electronics North America. In this position,

Tony leads returns reduction and entitlement initiatives for mainstream consumer electronics, and is also currently concerned with further driving the implementation of electronic registration for Philips products at leading retailers. Working with Philips Sales, Service, Marketing, and the Philips Business Excellence Group, Tony is helping drive several teams to improve the consumer experience and subsequently reduce the high rates of products returned with no defect found.

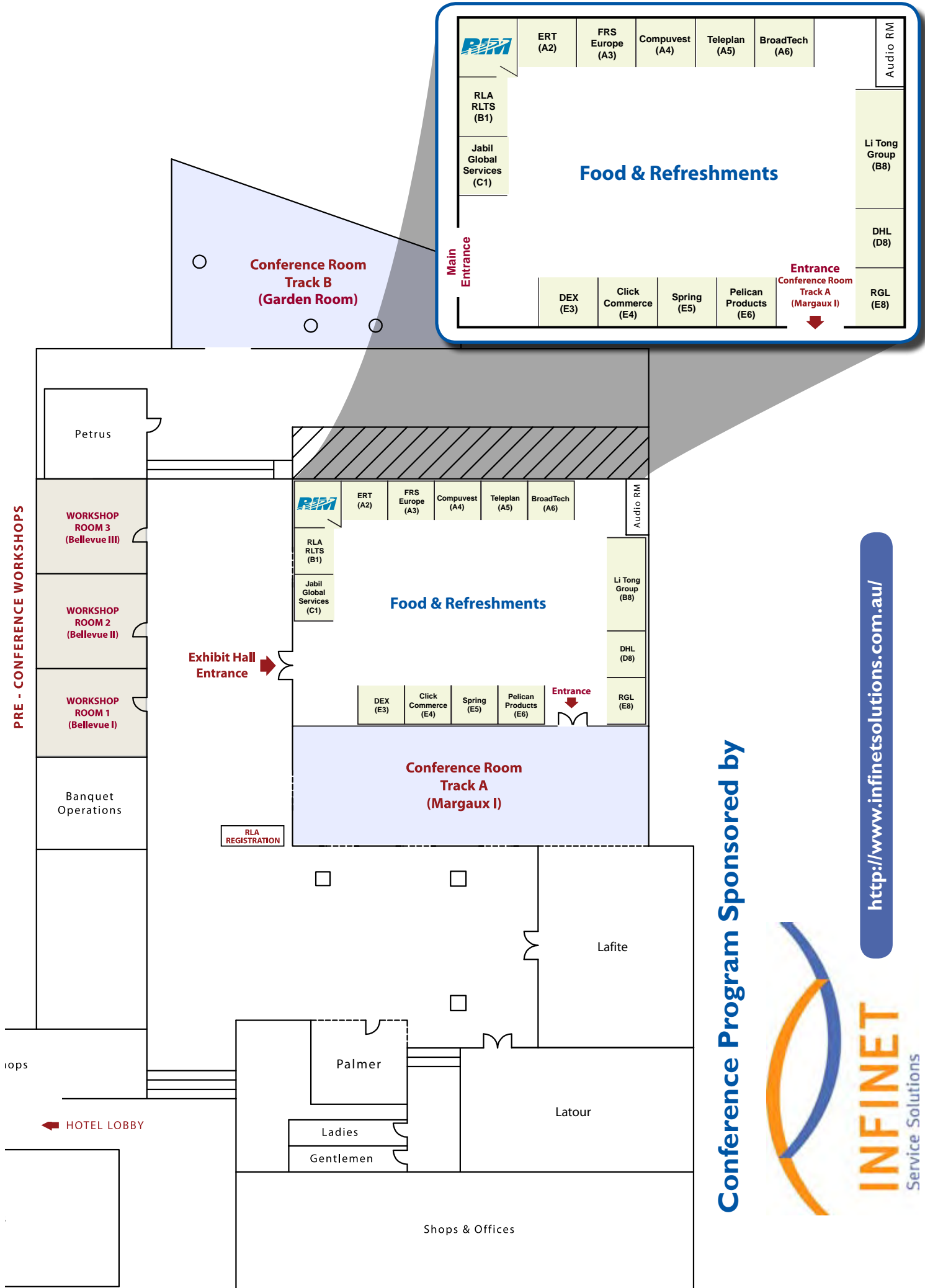


Larry Maye — Palm Global

Larry Maye is currently serving as the Sr. Director of Palm Global Reverse Logistics. In this capacity

he is responsible for the global repair and logistics for Palm to include repair operations, customer service fulfillment, vendor management, returns processing and global strategy.

Complete biographies of Advisory Board Members are available from the RLA site at http://www.reverselogisticstrends.com/company_advisory.php.



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