



# We Think Inside the Box.



**encompass**<sup>SM</sup>  
SIMPLY PARTS<sup>TM</sup>

Distribution • 3PL • 4PL • Depot Repair

# Extensive Services for Any Logistics Pain Point



## Planning & Procurement

- Industry-seasoned Purchasing team
- Advanced systems to source and stock sufficient inventory



## Inventory Warehousing

- Strategically-located, scalable facilities
- 24/7 security with strong stock controls



## Pick/Pack/Ship

- Warehouse layout designed to maximize efficiency
- 1- 2-day ground delivery to most of U.S.



## Ecommerce

- Robust website with comprehensive user resources
- Customized portals with client-specific inventory



## Accounts Receivable

- Invoicing, collections, AR risk



## Returns Processing

- Bulk and individual returns
- RMAs based on client business rules



## Asset Recovery

- Multiple options to extract maximum value from obsolete and defective goods



## Depot Repair

- Certified technicians
- Diagnostic testing and failure data capture



## Customer Support

- Highly-trained team, A+ BBB rating
- Client-customized greetings



## Technology

- Flexible integration capabilities
- Comprehensive KPI tracking and reporting



## Training Center

- Complimentary usage for business partners
- Encompass-hosted industry training

# Simply Parts

## STREAMLINED AFTERSALES SUPPORT

Formed in 1953, Encompass is one of the country's largest suppliers of repair parts and accessories for products throughout the home. We also offer parts supply chain management, 3PL service, depot repair and reverse logistics.

While we provide all-encompassing solutions, just about everything we do involves a part in some way: from fulfilling orders for ice maker assemblies and powerhead covers to repairing laptops and printers. So, while everyone else is trying to "think outside the box," Encompass is laser focused on everything inside the box.

Encompass is backed by a dedicated team of seasoned industry professionals, custom technology and optimized infrastructure. Our customers rely on our expertise to make their jobs easier.

### Proven Logistics Capabilities

Leveraging East and West Coast distribution centers, Encompass delivers world-class warehousing and logistics services for parts and finished goods. We support 200+ world-leading manufacturers across multiple product categories, including Consumer Electronics, Major Appliance, HVAC, Pool & Spa, Computing and many more.

With such diverse inventory, Encompass serves as a convenient single source of goods covering everything from the front yard to the back. Our robust ecommerce website **encompass.com** features access to 8M+ original parts SKUs, along with an array of helpful tools like exploded views, service manuals, bulletins and how-to videos. We also create and host complimentary client-branded web portals for faster access to specific inventory.

Inventory management and pick/pack/ship are Encompass' core competencies. Encompass facilities in Georgia, Florida and Nevada are equipped with automated functionality and designed to enhance efficiency and expedite throughput. With these strategic locales, we can ship to most of the country in two days or less through economical ground transportation.

Encompass also offers extensive value-added services, enabling customers to outsource any segment of the supply chain that is impacting profits and resources or distracting from other key business.



Our goal is to simplify and streamline the customer experience.



- Distribution, 3PL, 4PL options
- State-of-the-art warehouse management system
  - Instant access to inventory, order confirmation and tracking in real time
- Automated inventory routing to speed delivery
- Receiving process <24 hours
  - P.O. to receipt validation and discrepancy reporting
- Bulk inventory packing
- Quality control with order accuracy to 99.9%
- Partnerships with multiple carriers and volume pricing
- Fast, efficient returns processing
- Customized core management
- Flexible technology interfacing
  - Real-time order management
  - Automated backorder sourcing
- Conventional will call service
- Comprehensive performance reporting



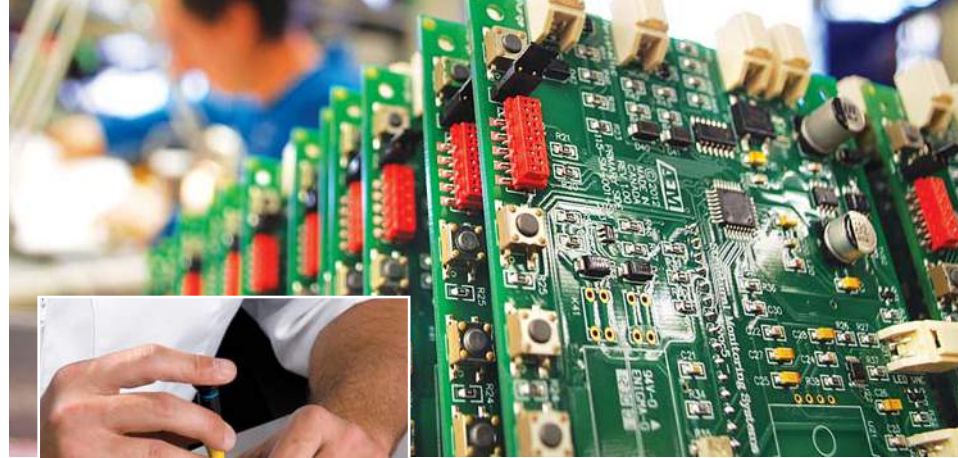
## Maximizing Product Value

Encompass can help your business maximize the value of obsolete and defective products through our asset management solutions. We offer an array of value recovery services – from readying returned goods for resale through alternate channels to liquidating end-of-life products.

## Technical Expertise

With highly-skilled certified technicians, Encompass delivers top quality repair service using the latest diagnostic tools and technology. We are one of the only repair centers in the industry with on-site parts supply, which helps reduce turn times.

- Board-Level & Depot Repair
- Advance Exchange
- Diagnostic Testing & Failure Analysis
- Consumer & Dealer Technical Support
- Custom Packaging & Distribution



*Encompass can help your business maximize the value of obsolete and defective products*



## Training Center

As part of our commitment to helping strengthen the skill sets of repair techs, Encompass periodically hosts hands-on training covering a variety of topics integral to the industry. Industry partners are welcome to use our Training Center – located at Encompass' Lawrenceville, GA headquarters – for their own training or other business purposes.





## Performance Reporting

One of Encompass' major strengths is our ability to report on all key performance indicators, which are developed with our clients. All our programs are rigorously tracked and measured to specific metrics with full visibility to ensure we are meeting and exceeding client expectations.



Encompass supplies world-leading manufacturer brands:



SAMSUNG

SONY

Electrolux

Panasonic

PHILIPS

SHARP



Fisher & Paykel

Haier

Blomberg



Danby



Lenovo

brother



HITACHI

TOSHIBA



beko

PHILIPS  
sonicare

PHILIPS  
NORELCO

Saeco

BRAUN



Proud partners with:



CompTIA





# Solutions for Customers

THROUGHOUT THE SUPPLY CHAIN

## Manufacturers

More and more manufacturers are opting to partner with Encompass to manage their parts supply chain. We take care of their customers after the sale so they can focus on innovative product design.

### Advantages for Manufacturers

- Strategically-located distribution and repair facilities
- Elimination of parts obsolescence
- In-house board rebuilding
- Customized technology interfacing and web hosting
- Strengthened consumer brand loyalty, enhancing Net Promoter® scores
- Integrated claims management
- Flexible outsourcing options
- Fixed vs. variable costs
- Core management
- Customized performance reporting

## Property Management

Controlling MRO spend across numerous properties is challenging. Encompass offers centralized solutions to manage parts supply for everything from pool and spa to major appliance products.

- One stop for parts across multiple categories
  - Integration with Ops Tech and Yardi for easy ordering
  - Reporting on purchasing, fill rate, delivery time and more
- Extensive capabilities to save repairs vs. costly replacements
- Improved repair turnaround time, enhancing resident satisfaction
- Tailored, complimentary ecommerce

## Retailers

Encompass serves many of the country's largest national retailers with a focus on quickly and efficiently handling any issues their customers may experience with their products.

### Advantages for Retailers

- End-to-end turnkey capabilities
- Fast resolution of product issues
- Consumer Call Center support
- Disposition of unrepairable products
- PARTner Profits revenue sharing program
- Customized reporting

## Warranty

Encompass helps warranty providers preserve their reserves by enabling more repairs and minimizing buyouts.

We partner with the country's largest warranty providers to help expedite consumer claims.

### Advantages for Warranty Providers

- Focus on maximizing repairs
- Consumer Call Center support
- Return authorization management
- Web-based, real-time reporting
- Comprehensive asset management programs
- Extensive part research and validation tools
- Integrated parts support with ServiceBench & ServicePower
- High quality depot repair

## Service Providers

Thousands of professional repair servicers rely on Encompass to quickly and accurately deliver OEM replacement parts, installation supplies and service aids for world-leading manufacturer brands.

### Advantages for Service Providers

- Convenient 1-stop source for 200+ manufacturer brands
- Advanced ecommerce site with access to 8+ million genuine parts SKUs
- Best-in-class product data, BOM research, photos
- Online account management, returns processing, core management
- Technical training and resources





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