MAKØR ERP ™
DRIVING ITAD, RESALE AND E-WASTE

30 FUNCTIONS YOUR ITAD BUSINESS MUST HAVE TO COMPETE IN 2017

BROWSE, BUILD YOUR SYSTEM, AND/OR DREAM A LITTLE :)

INTRODUCTION

The first big step towards growth for an ITAD, Resale or eWaste business is to realize it can be better!

With demanding customers and compliance regulations, managing and growing a successful ITAD, resale or eWaste recycling business is not easy. If not agile enough, your systems can hold you back and leave you with high processing cost, low control and limited ability to expand.

The Makor ERP™ platform has eight core modules that work together to remove the most common pain points companies in your space face each day: lack of productivity; inaccurate inventory; inconsistent level of service; delayed time to cash.

Makor ERP™ understands. Makor ERP™ is here to help.

We know the obstacles you face because we are presented with them daily. We work closely with our extensive customer base of smaller, nimble, start-ups to larger, established, multi-national organizations to address these challenges via an effective interplay of process adjustment and software.

Our team of developers and strategic consultants are continuously working to evolve our powerful software solution, honing in on best practices and delivering competitive advantage.

The Secret is to Improve Processes, Connect, and Automate

Expanding your ITAD, resale or eWaste business hinges on your ability to do what you currently do…better. This is accomplished by fine tuning processes, connecting all key business units to a single data flow and introducing automation where appropriate. Relying on a patchwork of unrelated applications or old systems to do what they weren't originally designed to do is a major obstacle to growth.

Go Ahead…Dream!

But where do you start? Nothing happens magically. The first step though is to dream… "What would it be like if only…".

Because this might sound overwhelming, we've put this outline together for you to see many benefits that exist when your company runs on a single connected platform with the functionality in place to support your growth ambitions.

We've also gone ahead and listed a number of the features available in the Makor ERP™. Go ahead and select the ones that you feel are needed to help you advance your business goals. It's like a features and capabilities buffet – have as much or as little as you want. We can use this as the basis for our project kick-off and plans for growth!

Join the ranks of our customer base that experience up to a 200 percent throughput increase by engaging our services.

PROSPECTING &
CUSTOMER
MANAGEMENT

MAKØR ERP

INFUSE CUSTOMER SERVICE WITH TRANSPARENCY, ACCURACY, AND DEPENDABILITY

benefits ——

A CRM built for your industry! The CRM is exactly what your ITAD, Reseller or E-waste company needs to better manage your leads and customers.

✓ Drive Efficient and Accurate Handling of All Material

✓ Automate Financial Settlement of Each Order

✓ Know Exactly What is Going On and Everything You've Done Per Customer

✓ Gain Full Understanding of the Profitability of Each of Your Customers

✓ Motivate Your Sales Team with Real-time Revenue Reporting

✓ Improve Customer Service with Automated Notifications and Portal Access

Prospecting

- Activity Tracking
- Integrated Web Site Lead Generation
- Pipeline Reporting

Quotes

- Generate Quotes
- Review and Validate Delivered Equipment

Customer Management

- Provide Customers with Portal Access
- Setup Automated System Notifications
- Email Automated Order Reports
- Manage Document Libraries
- Set Financial Preferences

Contract Management

- Set-up Enforced Services
- Establish Pricing to Automate Settlement
- Processing Instructions
- Enforced Disposition and Processing Rules

Status/Reporting

- Order Status
- Tracking of All Account Activity
- Real-time Sales Commissions Reporting

PROSPECTING & CUSTOMER MANAGEMENT

MAKØR ERP

PROVEN SUCCESS:

"The Makor ERP™ is a huge source of confidence for our prospects moving forward with us. We market it hard to our accounts to demonstrate capabilities. We show how the Makor ERP™ allows us to enforce what needs to get done, track what was done and open it up to our customers via the portal. There are still a lot of our competitors operating like we used to and not able to promise this. Our prospects see how we will deliver."

GEORGE HINKLE
ARCOA GROUP
PRESIDENT

LOGISTICS &
CHAIN OF
CUSTODY

MAKØR ERP
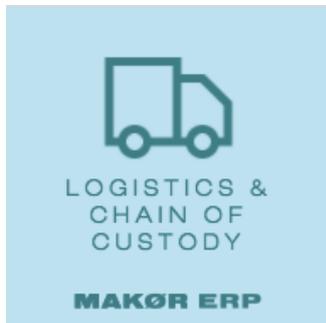
TRANSFORM LOGISTICS INTO A KEY DIFFERENTIATOR (AND REVENUE GENERATOR)

benefits——

The Makor ERP™ provides the tools needed to both optimize logistics execution as well as provide the transparency and paper trail needed for secure chain of custody management.

✓   Real-time Chain of Custody Transfer Management

✓   Clearly See What's Set to Arrive…and Leave the Warehouse(s)

✓   Always Know Which Drivers and Resources are Available

✓   Ensure Pick-ups Are at Capacity

✓   Automate Pickup Document Creation (BOL/Manifests)

✓   Generate New Revenue Via Logistics Tracked Services

Logistic Tools

Logistic Tools	NEED IT!	INTERESTED	NO THANKS
‣ Makor ERP E-Pickup App	◯	◯	◯
‣ Manage Schedules of Trucks and Resources	◯	◯	◯
‣ Calendars to View Available Trucks and/or Resources	◯	◯	◯
‣ Third-party Carrier Management	◯	◯	◯
‣ Generate Bar Code Labels for Pickup	◯	◯	◯
‣ Automatic BOL Generation	◯	◯	◯
‣ Pickup Manifest Generation	◯	◯	◯
‣ Vicinity Pickup Optimization	◯	◯	◯
‣ Automated Customer Notification After Pickup	◯	◯	◯
‣ Manage Multiple Pickups Per Order	◯	◯	◯
‣ Custom Logistics Services	◯	◯	◯

LOGISTICS & CHAIN OF CUSTODY

MAKØR ERP

PROVEN SUCCESS:

"By implementing the Makor ERP™ we have a tool now that the big guys have – a tool to manage the full chain of custody with accurate reporting. Even though we are a small organization the Makor ERP™ allows us to play at a high-level."

CHARLES BRENNICK
INTERCONNECTION
PRESIDENT

PRODUCTION
LIFECYCLE
MANAGMENT

MAKØR ERP
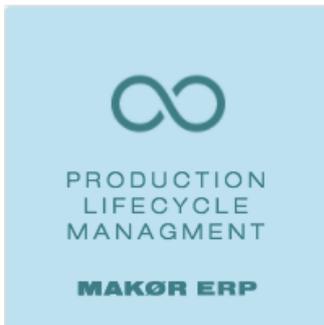
INCREASE THROUGHPUT AND GUARANTEE INVENTORY ACCURACY

The Makor ERP™ can be implemented to match and improve your processes for managing the inbound flow of IT Assets and eWaste through to its final disposition.

✓ Increase Throughput by 50% or More*

✓ Enforce and Track Services Performed

✓ Guarantee the Accuracy of Inventory Data

✓ Automate Reporting and Data Analysis

✓ Reduce Reliance on Staff to Gain Throughput and Deliver as Promised

Receiving

- ‣ R2/E-Stewards Mass Balance Tracking ○ ○ ○
- ‣ Bar Coded Temporary Storage ○ ○ ○
- ‣ Receipts and Certificate Generation ○ ○ ○
- ‣ Scale Integration ○ ○ ○

Sorting

- ‣ Fast-Tracked & Accurate Serialization ○ ○ ○
- ‣ Data Security Processing ○ ○ ○
- ‣ Manual and Automated Disposition Routing ○ ○ ○
- ‣ Received Material Validation ○ ○ ○
- ‣ Asset Bar Coding ○ ○ ○
- ‣ High Value Part Sorting ○ ○ ○

Testing/Repair/Upgrade

- ‣ Process Driven Testing/Repair ○ ○ ○
- ‣ Data Security Processing ○ ○ ○
- ‣ Tracked Upgrade/Harvest ○ ○ ○
- ‣ Fully Configurable Testing Work Benches ○ ○ ○
- ‣ R2/E-Stewards Compliance Plug-ins ○ ○ ○
- ‣ BIOS Reader Integration ○ ○ ○
- ‣ Automated Grading & Disposition Tools ○ ○ ○
- ‣ Automated Pricing Engine ○ ○ ○
- ‣ Pallet Tracking ○ ○ ○

Part Harvesting/Part Teardown

- ‣ Precise Tracking of Parts Harvested ○ ○ ○
- ‣ Work Queue Management for Part Check-in Experts ○ ○ ○

Teardown/Shred Management

- ‣ Visibility to Teardown, Shred, and Bale Thresholds ○ ○ ○
- ‣ Productivity Tracking of All Recycling Employees ○ ○ ○
- ‣ Real-Time Certificates of Recycling ○ ○ ○

PRODUCTION
LIFECYCLE
MANAGMENT

MAKØR ERP

Automated Order Specific Report Generation

NEED IT!   INTERESTED   NO THANKS

- Receiving/Receipt/Weighmaster ◯ ◯ ◯
- Serialization ◯ ◯ ◯
- Detailed Audit ◯ ◯ ◯
- Data Security ◯ ◯ ◯
- Lot Mass Balance ◯ ◯ ◯
- Certificates: COR, COD, COS ◯ ◯ ◯
- Settlement ◯ ◯ ◯
- Detailed Transaction Summary ◯ ◯ ◯

PROVEN SUCCESS:

"Implementing the Makor ERP™ has given us the ability to more easily track and complete projects end-to-end in a timely fashion. By using the platform while introducing some physical process changes, we have been able to consistently increase initial inventorying of assets by 50%, and in some cases more than double the throughput."

JEFF BROOKS
SYNETIC TECHNOLOGIES
BUSINESS ANALYST

DATA SECURITY MANAGEMENT

MAKØR ERP

SELL CONFIDENCE... DELIVER SECURITY

benefits ——

The data security management system within the Makor ERP™ is a supplement to in-house data erasure software systems such as SoftThinks or Blancco. This process driven system is integrated with your inventorying process and implemented to elevate the level of data destruction/sanitization services and advance sales and marketing efforts.

✓ Prevent IT Assets Being Inventoried Without Proper Data Wipe/Destruction Services

✓ Ensure Proper Data Security Services Get Performed

✓ Provide Advanced Reporting and Transparency on All Data Security Services

✓ Easier to Obtain NAID AAA Certification and Remain Compliant with Less Hassle

✓ Advance Marketing and Sales Efforts by Demonstrating Full Security Processes

✓ Reduce Reliance on Staff to Ensure Quality Control of Security Processes

Customer Agreement Management

NEED IT!   INTERESTED   NO THANKS

- ‣ Enforce Execution of Proper Data Security Services ○ ○ ○
- ‣ Enforce Specific Data Collection Requirements ○ ○ ○
- ‣ Setup and Automate Service Fee Invoicing ○ ○ ○

Process Improvement

- ‣ Auto-routing of Data Bearing Devices to Secure Area ○ ○ ○
- ‣ Optimize Data Collection & Security Service Assigning ○ ○ ○
- ‣ Track Service Status of EVERY Hard Drive Received ○ ○ ○
- ‣ Integration with 3rd Party Diagnostic & Datasan Tools ○ ○ ○
- ‣ Prevent Units Not Sanitized From Being Inventoried ○ ○ ○
- ‣ Make Compliance Standards Easier to Enforce ○ ○ ○
- ‣ 3rd Party Wipe Validation Tool Integration ○ ○ ○

Data Security Service Reporting

- ‣ Data Security Audit Report ○ ○ ○
- ‣ Certificate of Destruction (COD) ○ ○ ○
- ‣ Certificate of Sanitization (COS) ○ ○ ○
- ‣ Customer Portal Access ○ ○ ○

DATA SECURITY MANAGEMENT

MAKØR ERP

PROVEN SUCCESS:

"The tight integration the Makor ERP™ has with BIOS/Data Erasure tools such as Blancco is hugely important for our data security commitments. The auto-populating of data greatly increases the rate at which data bearing assets can be processed. The security and accuracy gains are immeasurable!"

AMANDA SHEPHERD
SAGE SUSTAINABLE ELECTRONICS
RENO FACILITY MANAGER

INVENTORY & WAREHOUSE MANAGEMENT

MAKØR ERP

KNOW EXACTLY WHAT INVENTORY YOU HAVE... AND WHERE IT IS

benefits ——

Gain control of your inventory. By connecting the inventory and warehouse management tools listed below to the production life cycle management process, and order management systems the Makor ERP™ allows to manage inventory instead of chaos.

✓   Significantly Improve Inventory Data Accuracy

✓   Shorten the Time of Inventorying IT Assets and Parts

✓   Sell Quicker by Expanding Visibility and Connecting to Multiple Channels

✓   Expedite Maintenance and Fulfillment by Knowing Where Material Is

✓   Gain Efficiencies with Simple and Flexible Bar Coding Systems

✓   Succinctly Manage Multiple Warehouses

Inventory Management Tools

- ‣ SKU Management ○ ○ ○
- ‣ Inventory Aging Tracking and Management ○ ○ ○
- ‣ Channel Assignment ○ ○ ○
- ‣ Optimized Inventory Pricing Options ○ ○ ○
- ‣ Precise Bid List Generation ○ ○ ○
- ‣ Part Upgrade/Harvest Tracking ○ ○ ○
- ‣ Cradle to grave tracking and Reporting ○ ○ ○
- ‣ Reports and Dashboards ○ ○ ○

INVENTORY &
WAREHOUSE
MANAGEMENT

MAKØR ERP

Channel Management

- ‣ Fully Integrated into eBay ○ ○ ○
- ‣ Omni-Channel Integrated ○ ○ ○
- ‣ Lease Hold, Donation, Legal Hold Management ○ ○ ○
- ‣ Redeployment / Customer Inventory Management ○ ○ ○

Warehouse Management Tools

- ‣ Bar Coded Shelf/Floor/Rack Storage Management ○ ○ ○
- ‣ Wireless Pallet Building ○ ○ ○
- ‣ Smart, Rule-Based Pallet Building ○ ○ ○
- ‣ Reconciliation Toolset ○ ○ ○
- ‣ Cycle Count Support ○ ○ ○
- ‣ Reports ○ ○ ○

PROVEN SUCCESS:

"The advanced parts inventory functionality (and associated reporting) available in the
Makor ERP™ was hugely important to standing up our business."

MIKE LEONARD
SAGE SUSTAINABLE ELECTRONICS
PARTS MANAGER

ORDER
MANAGEMENT

MAKØR ERP

SELL BETTER...
AND FASTER

benefits ───────────────────────────────

Processing and selling electronics is the lifeline of your ITAD or electronics recycling business. The Makor ERP is complete with the tools you need to advance sales.

✓ Reduce the Time From Order-to-cash with Automated Data Entry Eliminating Bottlenecks and Errors

✓ Eliminate Billing Errors with Seamless Transition From Quote to Order Approval, Fulfillment and Invoicing

✓ Drive Fulfillment Accuracy and Efficiency by Connecting the Production Life Cycle, Inventory, Sales, Finance and Fulfillment Teams

✓ Start Selling Sooner as Visibility to Data Becomes Available Earlier in Process

✓ Increase Visibility Publishing to Multiple Channels

Inbound Sales Management

‣ Easy Order Setup to Schedule Material Pickups/Drop-offs   ○ ○ ○
‣ Establish Services, Pricing, Instructions, Material Routing   ○ ○ ○
‣ Auto-generation of BOL and Other Documentation   ○ ○ ○
‣ Automated Customer Service Notifications   ○ ○ ○
‣ Customer Portal Scheduling   ○ ○ ○
‣ Initiates Chain of Custody Transfer Process   ○ ○ ○
‣ Generates Logistics Queue for Additional Scheduling   ○ ○ ○
‣ Detailed Commission Tracking   ○ ○ ○

ORDER
MANAGEMENT

MAKØR ERP

Downstream Sales Management

‣ Inventory Sales: Assets, Parts & Scrap   ○ ○ ○
‣ Custom Bid List Generation   ○ ○ ○
‣ Integrated POS   ○ ○ ○
‣ Wholesale Order Generation   ○ ○ ○
‣ Omni-channel and eBay Integration   ○ ○ ○
‣ Integrated Consignment Tracking   ○ ○ ○
‣ Fulfillment Services   ○ ○ ○
‣ Detailed Commission Tracking   ○ ○ ○
‣ RMA Management   ○ ○ ○

Fulfillment Tools

‣ Pick/Pack Reports   ○ ○ ○
‣ Efficient Location Based Order Picking   ○ ○ ○
‣ Real-time Pick Status Updates   ○ ○ ○
‣ Validation to Ensure Proper Material in Order   ○ ○ ○
‣ Managed Substitutions   ○ ○ ○
‣ Package Management   ○ ○ ○
‣ Fraudulent RMA Protection   ○ ○ ○
‣ Fulfillment services tracking & Billing   ○ ○ ○
‣ Real-time Inventory Storage Updates   ○ ○ ○
‣ Fulfillment Services Engine   ○ ○ ○

Shipping Tools

- Shipment Creation
- Carrier Management
- BOL Generation
- Full UPS/Fed-Ex Integration
- eBay Shipping Status Integration
- International Shipping Documentation
- Historical Shipping Records

PROVEN SUCCESS:

"The system has helped us manage downstream sales as we have grown from selling a few items a day on eBay to selling hundreds a day across four e-commerce platforms and a retail operation."

STEVEN KAUFMAN
URBAN MINING
CEO

FINANCIAL MANAGEMENT

MAKØR ERP

DELIVER ON SLA'S, REDUCE TIME TO CASH, AND CREATE NEW REVENUE STREAMS

benefits————————————————————————————————————

By running your customer management and production life cycle processes (receiving, sort, test) through the Makor ERP™ your billing and reporting will simply become a process of review, adjust, and communicate.

✓   Cut the Time it Takes to Invoice by Almost 75%**

✓   Track and Deliver on SLA Agreements

✓   Win New Business by Offering Higher Value with Consignment (Even on Parts)

✓   Automate Complex Billing and Reporting for Hard to Track Services

✓   Mine More Useful Data

Financial Tools

‣ Automated Invoicing ○ ○ ○
‣ Billing Status Management ○ ○ ○
‣ SLA Management ○ ○ ○
‣ Bulk Invoicing Tools ○ ○ ○
‣ High Volume Consignment of Assets, Parts and Scrap ○ ○ ○
‣ Billing/Reporting Requirements Management ○ ○ ○
‣ Inventory Order Approvals and Adjustments ○ ○ ○

FINANCIAL
MANAGEMENT

MAKØR ERP

Ledger Integration

‣ QuickBooks ○ ○ ○
‣ Great Plains ○ ○ ○
‣ Navision ○ ○ ○
‣ More on Request ○ ○ ○

Management Reporting & Dashboards

‣ Customer P&L's ○ ○ ○
‣ Automated Commission Reporting ○ ○ ○
‣ Inventory, Sales and Performance Analysis Reports ○ ○ ○

Automated Order Specific Report Generation

‣ Lot Mass Balance ○ ○ ○
‣ Certificates: COR, COD, COS ○ ○ ○
‣ Settlement/Invoice/Credit Memo/PO ○ ○ ○
‣ Detailed Transaction Summary ○ ○ ○

PROVEN SUCCESS:

"We used to spend hours a day generating settlements only to hope that our calculations were correct and that we got the pricing right. With the implementation of the Makor ERP™, billing has been automated and accurate. It has eliminated an entire job and has opened up resources to manage other priorities for our company."

KELLY SMITH
ARCOA GROUP
OPERATIONS MANAGER

DASHBOARDS AND REPORTS

MAKØR ERP

BRING DATA TO LIFE TO FACILITATE A NEW LEVEL OF DECISION MAKING CAPABILITIES

benefits ——

Useful data can be used to create meaningful reports and dashboards. The Makor ERP™ facilitates both. By connecting each key business unit to the life cycle of a job, the Makor ERP™ collects clean, relevant data each step of the way to create vast, accurate and mine-able reports. These new reports bring the data to life facilitating a new level of decision making capabilities. How profitable is customer X? How productive is employee Y? How much do we have in stock of material Z? The accurate answer to these questions and many more are now at your fingertips. Given that each organization has its unique needs, the ability to create custom reports and dashboards is built in, either by you or by Makor Solutions.

✓   Make Better Decisions

✓   Measure Staff Performance

Standard Reporting

- Management
- Financial
- Production Lifecycle
- Inventory
- Upstream Sales
- Downstream Sales
- Fulfillment/Shipping

DASHBOARDS AND REPORTS

MAKØR ERP

Dashboards

- Production Lifecycle Snapshots
- Sales Snapshots
- Profitability

Self-Service Reporting Module (SSRM)

- Choose Data From Multiple Data Sources for Analysis
- Create & Organize Visualizations & Formatted Reports
- Share Insights with Everyone in the Organization

Custom Reporting

- Custom Development Upon Request
- Training to Write Own Reports

PROVEN SUCCESS:

"Since implementing the Makor ERP™, we can tell exactly what our teardown line and technicians are producing. Every week we run accurate production numbers to help us make better staffing decisions moving forward. The reporting capabilities of the Makor ERP™ has also helped the senior leadership team come up with better budgets since we know what revenue is being generated from which sources. Our fees as a result are very specific as opposed to just guesswork."

GEORGE HINKLE
ARCOA GROUP
PRESIDENT