

TRADE- IN SOLUTIONS

REWARD END USERS WITH TRADE-IN PROGRAMS

The CCI Trade-In solution simplifies the administration of incentive programs requiring a physical return of merchandise in advance of reward issuance. The often elusive returns process can be managed through a single system from Return Merchandise Authorization (RMA) request through reward reimbursement. CCI's end-to-end solution supports essential audit steps including receipt validation by administrators for trade-in items.

Key features of our Trade-In solution allow you define and deploy the unique processes of your trade-in programs with increased controls, quicker turnaround and reduced indirect channel support costs.

- Highly configurable program design ensures that business rules for the are met, including product eligibility, purchase criteria, trade-in value, and approval process.
- The automated RMA application process assigns reward value based product eligibility.
- Return agent administration may be assigned to anyone in your organization or a designated third-party organization, offering you the flexibility to manage the workflow and returns volume as needed.
- Detailed reporting is provided on products purchased, as well as trade-in activity, throughout your partner base, highlighting both program and partner performance.

CCI's Trade-In solutions are part of a comprehensive channel management suite, designed to optimize your strategy throughout the demand chain. Whether supporting one or multiple programs, CCI solutions are configured to address the unique communication and financial controls required for each, while maximizing ROI and efficiencies.

FULL SERVICE SOLUTIONS FROM CCI PROVIDE EVERYTHING YOU NEED TO MANAGE, MEASURE AND OPTIMIZE YOUR CHANNEL PROGRAMS

ON DEMAND SOFTWARE

CCI applications are SOX, GAAP and FASB compliant and provide multi-tier data security, real-time reporting, branded interface, and multi-lingual/multi-currency capabilities. Applications exchange data real time to provide you with complete information on marketing spend, claims, payments and partners.

PROFESSIONAL SERVICES

CCI Professional Services partners with you throughout the life of your programs, collaborating with you on design, configuration, launch, and ongoing analysis.

PROGRAM MANAGEMENT

CCI provides program management services to support you and your partners, including prior approval management, compliance auditing, payment and fulfillment services and call center support.