

Unlock Profitable Growth Through Smarter Returns Management

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CONTINUUM

GoContinuum.ai



HISTORY
Return History

Status	Vendor Return Status
Under Review 422134	Vendor Return Requested 422134
Authorized 422134	Vendor Authorized 422134
Authorized 422134	Vendor Under Review 422134
Under Review 422134	Vendor Credited 422134

Hartfield Manufacturing

Vendor Credit Approved!

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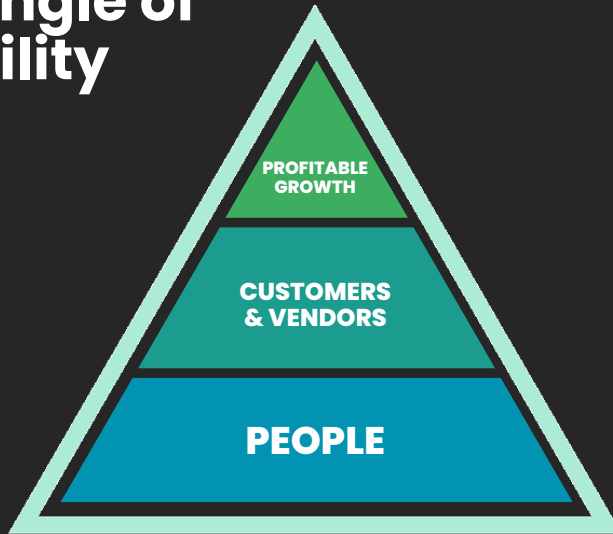


24 Hot startups to Watch In 2024



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The Triangle of Profitability



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The Cost of Returns

By the Numbers

8-10X

The cost of fulfillment

\$33-\$176

Manual labor per return



*2024 State of Distributor Product Returns Annual Report by Distribution Strategy Group

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The Old Way is Broken



Creates Customer AR Disputes

Manual processes lead to frequent disputes, draining time and resources.



Leads to Missed Vendor Credits

Excessive inventory write-offs occur due to missed vendor credits and poor tracking.



Relies on Email and Phone Based Processes

Errors and lost returns are common due to outdated communication methods.



Lacks Coordination Between Departments

Lack of coordination results in inefficiencies and delays across the supply chain.

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The Opportunity



Impact Customer Experience



Eliminate Manual Labor



Boosts Profitability and Cash Recognition

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TURNING **COST** CENTERS INTO PROFIT PRODUCERS

Challenge: Traditional returns management is often a significant cost center.

Opportunity: AI can transform returns management into a profit center.

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The Current State

MANUFACTURERS

Manufacturers have to handle vendor RMA's on a one-off basis, requiring information like original purchase date, defective issue, and end user information.

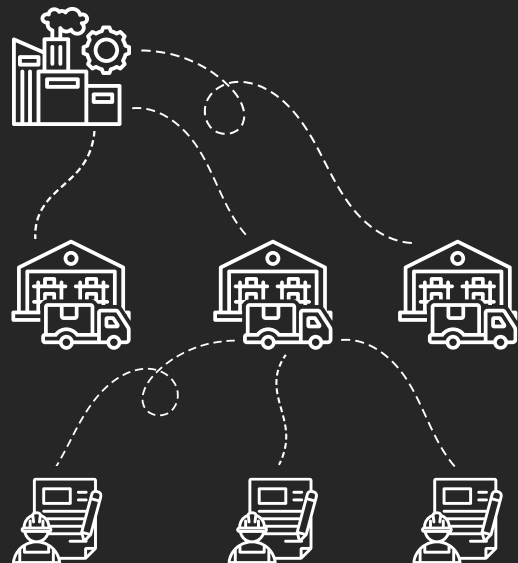
DISTRIBUTORS

70% of the time distributors do not auto-approve returns due to manufacturer defect and not wanting credit customers if they will not receive manufacturer credit.

- AR Invoices not being paid
- Crediting customers without credit from vendor
- **Costing up to \$177 of manual labor per RMA**

END-USERS

End User (Contractors, MRO, Manufacturers)
Requests Return via phone or email



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The Future State

END-USERS

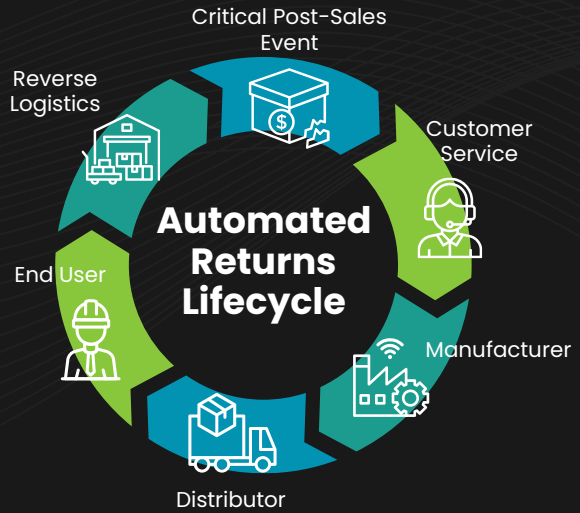
- Return policies are clearly communicated
- Customers initiate returns via Return Portal
- All information for RMA creation is provided
- Streamlined resolution and better experience

DISTRIBUTORS

- Automatically accept or reject returns based on pre-configured business rules
- Manual communication is replaced by automated updates on return status
- Credits are applied accurately and efficiently

MANUFACTURERS

- Receive RMA with all necessary information
- Ensure compliance with brand standards
- Faster reconciliation and credit approvals



CONTINUUM
Real-World Examples
 GoContinuum.ai
 YouTube Facebook LinkedIn

Reference #	Customer Ref #	Company Name	Assigned To	Created	Return Type	Next Act.	Status
Return-00000	000-0000	00-000-0000	Product Return	00/00/2024	Elect		Open
Return-00000	000-0000	000-0000	Product Return	00/00/2024	Replacement		Open
Return-00000	000-0000	000-0000	Product Return	00/00/2024	Replacement		Open
Return-00000	000-0000	000-0000	Product Return	00/00/2024	Replacement		Open
Return-00000	000-0000	000-0000	Product Return	00/00/2024	Replacement		Open



A Better Customer Experience

FASTER, EASIER WAREHOUSE RECEIVING

REAL-WORLD EXAMPLES

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Mitigate Financial Impacts

ELIMINATING AR INVOICE DISPUTES

REAL-WORLD EXAMPLES

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Reduce Manual Labor

IMPROVING VENDOR RETURNS – PROFITABILITY

REAL-WORLD EXAMPLES

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The graphic features the Continuum logo at the top center, which is a stylized globe made of interconnected nodes. Below the logo is the text "CONTINUUM" in a large, bold, sans-serif font, and "B2B RETURNS MADE EASY" in a smaller font below it. The graphic is divided into four vertical sections, each featuring a person and a circular icon. From left to right: 1. A woman in a white shirt talking on a headset, with a blue circular icon containing a checkmark and a gear. 2. A man in a white hard hat and yellow safety vest, with a teal circular icon containing a box and a circular arrow. 3. A woman in a grey blazer, with a green circular icon containing a dollar sign and a gear. 4. A man in a light blue shirt and tie, with a light green circular icon containing a gear and a handshake.

Customer Service Hub

Warehouse & Receiving Hub

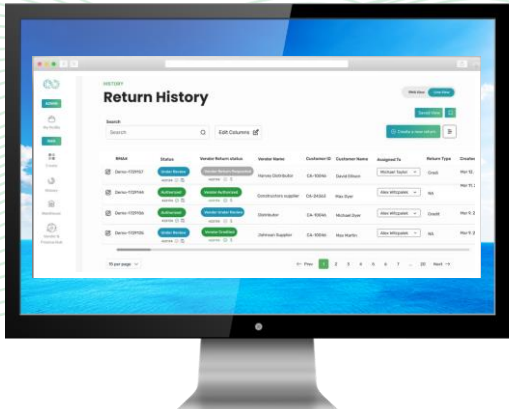
Vendor & Finance Hub

Manufacturer Warranty Hub

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VENDOR & FINANCE HUB

Eliminate Missed Vendor Credits



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Return History

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The New Way is Better



Delights Customers

Automated processing, proactive updates, and complete visibility ensure a smooth and satisfying customer experience.



Seamless ERP Integration

Easily sync product information, inventory, customer, and vendor accounts for accurate reconciliation and bookkeeping.



Empowers Your Team Members

Employees can concentrate on high-value activities, eliminating the need for multi-department emails to track return status.



Boosts Profitability

Close books faster, enhance accountability, and drive higher profitability with streamlined processes across multiple departments.

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