



A Peak Season Check List for Returns Management

eCommerce is growing in volume and complexity for both B2C and B2B enterprises.

Ecommerce sales in the United States have been steadily increasing for over a decade, hitting a record high of **\$1.12 trillion** in 2023. Today with over **33%** of the world's population shopping online, eCommerce is now a **\$6** trillion industry and will reach the **\$8** trillion mark by 2027.

These shifts have led to **sky-high** return volumes coming in by mail, by stores, and through third-party locations. Most sellers aren't equipped to manage them. The results are **inefficient and costly** returns for operations, and burdensome experiences for customers.





Preparing for the Peak Season

January is typically the peak time for product returns; it's when items come flooding in and your employees are racing to get them inspected, exchanged, recycled, repaired, re-sold, or thrown out. Inefficiencies and extra costs that were ignored in the slow times suddenly become glaring obstacles in the peak times.

To prepare for the next peak returns season – **and make it smoother than the last one** – follow this check list.



Identify your returns goals

Knowing that you'll soon be swamped with returns, what are your goals for handling them?



Do you want to lower costs?

Most companies say the cost for processing returns is too high. Use purpose-built returns technology (not a WMS!) to streamline processes, train employees, and – **most importantly** – identify ways you can reduce returns before they happen.



Are you managing returns from marketplaces?

If product returns are coming from a third-party marketplace, your technology infrastructure must efficiently and accurately manage that complexity. Structure disposition rules and standardize processes to increase the value of returned inventory.



Is sustainability a priority?

Supply chains are under pressure to improve waste and emissions. The reverse supply chain is no exception. Know how to align returns management with sustainability, and do better by your customers and the planet.





□ Help out employees with tools and automation

Employees must be equipped with tools that guide them through tasks, reducing manual labor and time. Use automated intake checklists to improve accuracy; configure and automate workflows; and set up policies that automatically approve, reject or flag returns.

□ Help out customers with a clear returns policy

Get a [fair returns policy in place](#) so customers know what to expect. Review your current policy and update language, timelines or costs. Make sure key points like deadlines or restocking fees are clearly stated. Return policies are one of the first things customers look at before a purchase, so put the policy on your site where it's easy to find.



OMS

- Order orchestration
- Order updates
- Order fulfillment routing
- Back orders & cancellations
- Payment processing



WMS

- Order receiving
- Inventory tracking
- Warehouse design & layout
- Picking & order fulfillment
- Dispatching goods

RMS: A Key Piece of a Supply Chain Tech Stack

RMS

- Returns initiation
- Returns processing
- Receive, inspect, grade
- Repairs management
- Restock, recycle, remarket



TMS

- Carrier management
- Load & route optimization
- Freight execution
- Freight settlement
- Audit & payment



Key benefits of an RMS:

Peak Season and Beyond

- ✓ Fully manage all aspects of return processes, end to end.
- ✓ Reduce costs, minimize waste, reduce human error, and win back time.
- ✓ Create rules that streamline or throttle returns decisions, and enforce policies consistently.
- ✓ Centralize and analyze returns data to unlock efficiencies and identify problems proactively.
- ✓ Improve customer service with portals for quick and easy returns initiation, as well as real-time tracking and notifications.
- ✓ Set rules for, manage, and report on inspection, processing, repairs, recycling, re-sale, after-sales care and more.
- ✓ Understand recovery costs and connect returns to the right channels (including marketplaces) to reduce environmental impact and retain value.

✗ Before ReverseLogix, a manufacturer of high-end suitcases and bags couldn't finish processing holiday returns and repairs **until April.**

✓ With ReverseLogix automation and efficiency, the entire season is now completed in **two weeks.**

Prepare **NOW** for the Peak Season!

Get a Demo of ReverseLogix Returns Management Technology.

GET A DEMO