

Returns Processing. Reimagined.

ReverseLogix Solves B2B's Biggest Returns Challenges

With B2B online sales projected to increase dramatically, B2B sellers are going to process more returns than they've ever handled before. Much like their B2C counterparts, B2B customers have come to expect fast and easy returns processes that can be managed from their mobile devices, desktops, or laptops, and that don't require a lot of heavy lifting on their part.

Online return deliveries cost companies **\$550 billion** annually

40% of customers buy items with the **intention of returning** some of them

68% of buyers review their suppliers' return policies before hitting "buy"

B2B returns are traditionally complicated and opaque. Using ReverseLogix's Returns Management System (RMS), companies can streamline returns processing and transform their returns approaches into a customer service opportunity.

Gain Full Control over the Returns Initiation Process

ReverseLogix's returns initiation lets customers return their products on their own terms and gives B2B sellers full control over the returns initiation process through:

- Views of Inbound RMAs
- Item Receiving (Scanning RMA Label)
- Inspection & Grading
- Image Capture
- Discrepancy Log
- Disposition Assignment
- Order Log/Timestamps
- Customer Notifications
- Queue Based Dashboards

Minimize the Revenue Impact of Returns

Stay on top of return discrepancies. Add rules at receiving for faster disposition. Provide different types of return entitlements to different customers, automatically. ReverseLogix's powerful B2B functionality has helped customers save millions of dollars per year by avoiding over-crediting and vendor policy abuse, and by optimizing a single partner's RMA process.

Customized Workflows for More Efficient Processing

The ability to create customized tasks and workflows for various types of returns helps you manage everything from basic returns and refunds to warranties and repairs. With ReverseLogix's B2B Returns Module, B2B companies get these key functionalities on a single, streamlined platform:

- B2B Portal
- Returns Reasons
- Warranty Checks
- View Account Policies
- ASN Upload
- RMA Initiation
- Product and Policy Validations
- Image Capture

Simplified, Reliable Returns for B2B Organizations

ReverseLogix facilitates, manages, and reports on the entire B2B returns lifecycle. It helps companies deliver a vastly superior customer experience, save employee time with faster workflows, and increase profits with 360° insight into returns data.

- Receive returned items with the ReverseLogix processing portal. Warehouse or receiving associates can quickly review a full list of all completed and incoming RMAs, then receive, inspect, grade, and put-away returns efficiently with no manual work required to log items in your system.
- Standardizing analytics, reporting, and processing across all locations streamlines the entire reverse logistics process, eliminating inefficiencies and reducing costs. ReverseLogix's centralized technology provides access for owned facilities and third-party partners to receive and process returns.
- Customer satisfaction is one of the most important metrics, so when discrepancies arise you need software that can help you effectively manage the returns without destroying customer confidence. ReverseLogix technology allows you to edit or put holds on RMAs while situations are resolved.

A Solution that Completes the End-to-End Logistics Ecosystem

B2B companies with ReverseLogix are delivering a dramatically superior returns process that increases their customers' satisfaction 15-25%, saves employee time with faster workflows, and increases profits up to 5% with total insight into returns data.

As the only provider offering an end-to-end RMS, ReverseLogix takes a holistic approach to your current operations and enhances those activities with advanced, AI-enabled technology.

Information sources:

<https://magnetoitsolutions.com/infographic/e-commerce-product-return-rate>