

# Managing Product Returns With ReverseLogix

## Returns Processing. Reimagined.

The rapid rise of e-commerce has come with a disproportionate increase in product returns. Roughly 30% of all items ordered online are returned, and about 8.9% of brick-and-mortar purchases are brought back to their sellers. A newer requirement that's being accelerated by the uptick in e-commerce sales, reverse logistics has become critical in a world where easy, free returns are a siren's song for customers who consider this option even before hitting the "buy" button.

In 2020, U.S. consumers returned about **\$428 billion** in merchandise to retailers.

For every \$1 billion in sales, the average retailer incurs **\$106 million** in merchandise returns.

Consumers returned roughly **\$102 billion** of the total \$565 billion in merchandise that they purchased online.

### Our Solution Touches the End-to-End Logistics Ecosystem

Whether B2B, B2C or hybrid, the ReverseLogix Returns Management System (RMS) facilitates, manages and reports on the entire returns lifecycle.

#### For Retailers

Exceed customer expectations and increase loyalty with a hassle-free returns process, including crediting the end customer for the return and getting the goods back into stock quickly.

#### For E-commerce Companies

Deliver a total branded returns experience that facilitates fast and easy returns, as well as automated notifications to keep customers informed of the return status.

#### For Manufacturers & Brands

Process returns and return-to-vendor items, perform repairs and refurbishments, and complete put-aways. Manage repairs, RTV items, even/uneven exchanges, in/out of warranty and all tax calculations.

#### For Logistics Providers

Add an entirely new revenue stream and differentiate your business from competitors that have yet to make this move.

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**The Most Innovative Brands Manage their Returns with ReverseLogix's RMS**



COLE HAAN



KOOKAI

PeakPerformance

reMarkable



Wilson

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**Unlock Dollars From Your Returns with our RMS**

ReverseLogix's Returns Management System (RMS) platform is:

- Highly configurable and role-based, allowing users to interact with the system based on their specific roles.
- Ready to handle both B2C and B2B returns across the full returns process, including shipping, receiving, triage, and returns.
- Built with a Repairs Module and WMS functionality (for those who need it).
- Supported by rich analytics and reports to provide deeper insight across the returns management process.

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**Taking Returns Management Off of Your Plate**

As the only RMS provider that offers a true end-to-end reverse logistics management system, ReverseLogix takes a holistic approach to your current operations and enhances those activities with advanced, AI-enabled technology.

You get:

- Easier returns process with a fully-branded returns experience
- Minimized reverse supply chain costs and a host of new sales opportunities
- A seamless, end-to-end, digital returns management process
- Real-time insights and visibility across the entire returns journey
- Enhanced customer experience with automatic return updates and notifications
- Improve speed to stock and resell opportunities

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## Our Returns Management System (RMS)

The returns journey is long. Disparate points systems, or manual processes cannot manage the complexity of today's customer-centric returns process. ReverseLogix takes a holistic approach to the returns journey with a single, end-to-end, centralized system that starts when the return is initiated and doesn't end until the return is fully processed. Our RMS helps companies increase customer satisfaction by anywhere from 15–25% thanks to easier returns processing, faster credits, and omnichannel capabilities.

### B2C Returns

Branded Portal, RMA Initiation, Reason Codes, Exchanges, Shipping Labels, Check Status, Notifications

### B2B Returns

Account Portals, RMA Initiation, Reason Codes, Validations, Approvals, History, Shipping, Check Status, Supporting Docs

### Returns Processing

Receiving, Inspection, Grading, Put-away, Discrepancy, Approvals, Tracking, Customer Communication, Reject Codes, Multi Role, Multi Location

### Repair Management

Warranty (IW/OW), Fault Analysis, ReSKU, Parts Consumption, Quote Approval, Safety Stock, Ticket Assignment

### Parcel Tracking

Automated Notifications, Text/Email, Track Packages (WISMO), Branded page, Carrier integrations, Customer Service

### In-Store Returns

Store App, Online Returns in Store, Customer Credits, In-store Inspection, Shipping Labels, Stock Transfer

### Return to Vendor (RTV)

RTV Initiation, Policy Validations, Manage Contracts & Entitlements, Consolidation, Aging, Approval Chain, Vendor Portals, Smart Disposition

### Warehouse Management (WMS)

On-Demand/Pop-Up Warehouse, Intakes, Rapid Order Fulfillment, Graphical Location System, Kit & Consolidation, Invoicing, Transfer Out

## About ReverseLogix

ReverseLogix is the only end-to-end, centralized and fully integrated returns management system built specifically for retail, ecommerce, manufacturing and 3PL organizations. Whether B2B, B2C or hybrid, the ReverseLogix platform facilitates, manages and reports on the entire returns lifecycle. Organizations that rely on ReverseLogix deliver a vastly superior customer returns experience, save employee time with faster workflows, and increase profits with 360° insight into returns data.

**For more information, visit [www.reverselogix.com](http://www.reverselogix.com)**

#### Information sources:

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