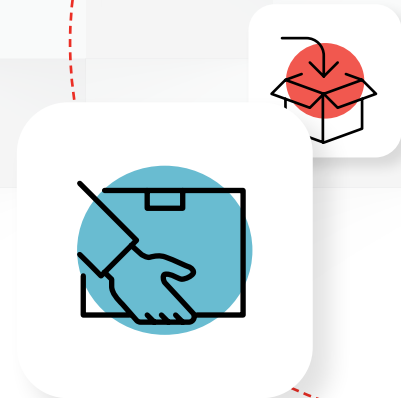# ReverseLogix

Managing Product Returns With ReverseLogix

The rapid rise of both B2C and B2B online purchases has included a dramatic increase in product returns. The total average rate of returns for online and in-person purchases is 16.6%. Online returns average 20.8% and some product categories approach 30%.

In a world where easy, free returns are a siren's song for customers, the growing complexity and costliness is a threat for enterprises.

U.S. online sales reached $1.050 trillion in 2021. Approximately $218 billion was returned, with 10.6% deemed fraudulent. (National Retail Federation)

Fewer than 1/3 of retailers said they have visibility into the costs of loss in inventory value in storage. (Gartner)

By 2025, 80% of all B2B interactions between suppliers and buyers will take place on digital channels. (DHL)

Each return costs money and time, eating into your bottom line. Therefore, it's critical for both B2C and B2B enterprises to understand not only what customers want out of a product, but why a return didn't meet expectations. Knowing the "why" of returns – while factoring industry standards and customer needs – will help you uncover patterns and actionable steps for addressing those problems.

A Returns Management System Transforms the Returns Journey

An efficient, flexible returns management system (RMS) manages the entire returns journey. It coordinates and streamlines every aspect of returns and after-sales care management.

Organizations with an RMS report...

15-25%
increase in customer satisfaction

5%
increase in profitability

ReverseLogix Reaches the End-to-End Returns Ecosystem

ReverseLogix is the only end-to-end RMS that serves B2B, B2C or hybrid environments. With advanced AI-enabled technology, it 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.

Game-changing advantages for any enterprise

- Cut cost on labor and operations with an intuitive RMS platform
- No more patchwork of systems; rely on one solution that integrates into your tech stack for total returns visibility
- Flexible rules engine for multiple product types and return processes (B2B, B2C or hybrid)
- Valuable business intelligence, analytics and reporting dashboards for actionable insights
- Totally open API and two-way integration with existing systems
- Improved speed to stock and resell opportunities
- Minimize returns-related waste and drive eco-friendly processing for a greener supply chain

For B2C environments

- Enhanced customer interactions with a fully branded returns experience
- Credit the customer more quickly and get the goods back in stock
- Automated notifications keep customers informed, facilitating fast and easy returns or exchanges

For B2B environments

- 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

Revenue opportunity for 3PLs

The benefits of returns management extend beyond providing new services; it adds an entirely new revenue stream that differentiates your 3PL.

- Orchestrate every aspect of returns, repairs and after-sales care
- Deliver a high-value service that most customers haven't mastered themselves...but are willing to pay for
- Capture value-added reverse logistics services as they occur in real-time for the best results

ReverseLogix Key Features:
A Closer Look

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

Easy Exchanges

Enable customers to immediately repurchase or exchange an item, quickly source inventory, recommend replacements, and process exchanges to maximize customer retention.

Order 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 Capabilities

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

ReverseLogix's RMS is Used by Leading Organizations and 3PLs

Electrolux

FedEx®

Samsonite

SUUNTO

AMER SPORTS

Wilson®

The **ReverseLogix returns management system (RMS)** is the industry's only end-to-end, purpose-built RMS with configurable and flexible workflows that serve B2B, B2C and hybrid environments.

Contact us to learn more about what ReverseLogix can do for you!

ReverseLogix

reverselogix.com