

# The costly affair of **Retail Returns**

**ReSOLVE.ReSTOCK.ReSELL**



**How to recoup  
the most value  
from returns?**

# Return policies impact the customer loyalty

**92% of consumers** will buy something again, if returns are easy

**89% of shoppers** will be less likely to shop if they have a negative return experience

Free returns could **boost consumer spending by 5x**

Source: Logiwa

## But...

Poorly planned and inefficient return handling,

**can reduce profit by**

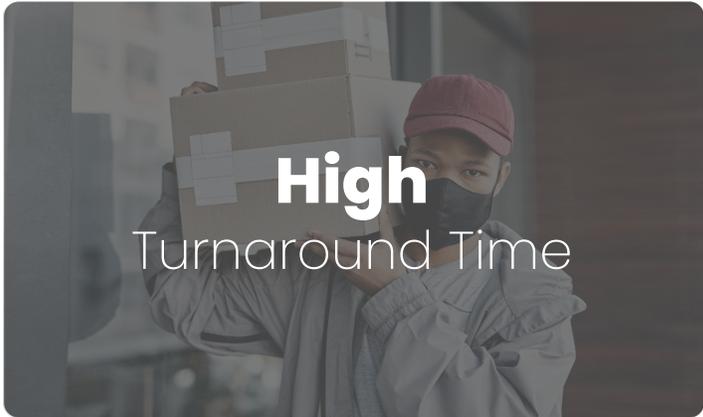
# 30%



# Challenges



Reverse logistics is a complicated process and can cost up to **48% of total revenue for growing SMBs**



**41% of customers** purchase products with the intent of returning the product, which means it becomes crucial to make the qualified items available back for sale for the right customers, in right time.

During holidays, the returns volume of fashion & electronics spike to **40% or more**



**Different SKUs demand different process flows** to recoup the most value



# Solution

# 1

## Quick Inbound Sortation (with flexible workflows)

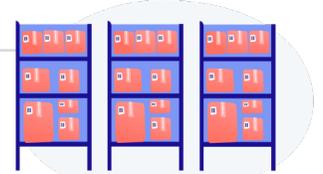
Flexible process flow to sort high volume of returned goods basis multiple attributes like SKU profiling, suppliers etc.



# 3

## Optimized Storage

Using specially designed storage and allowing SKU mixing ensures high storage efficiency



# 2

## Fast Putaway (of returned items)

With user directed put away and specially designed return stations, the return items can be put away into inventory faster



# 4

## Returned Picking Prioritization

To ensure return items are picked on priority for order fulfilment



# Recoup value from Returns

With GreyOrange  
**Return Management  
Solution**

Flexible | Modular | Scalable  
**Inbound Sortation &  
Smart transportation system**



**Returned Item:**  
Pell Laptop x12

**Reason Code:**  
NW15386

**Seller:**  
Pell Inc.

87 896 5669 4663

Send to QC

Powered by GreyMatter FOS

# Benefits

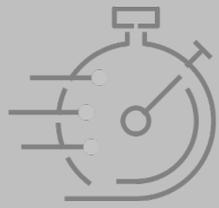
## Speed to Fulfill

### **Fast Induction**

Fast inbound sortation and put-away of the returned item

### **Minimal Lead-Time**

GreyMatter allows seamless integration with minimal lead time and provides an end-to-end VAS enablement platform for handling different flows



## Margin to Fulfill

### **Flexible Workflows**

Configure process flows on the fly based on business attributes

### **Modular and Scalable Solution**

Easily scale up and down for changing business needs



## Ability to Fulfill

### **Handle high Volume**

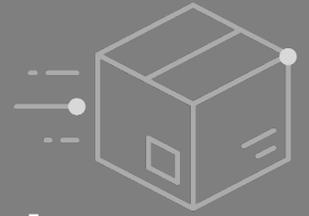
Easily handle peak season high volume returns

### **Handle a variety of SKUs**

Supports a variety of inventory for general merchandise, consumer electronics, fashion, toys & games, home & living etc.

### **Worker Safety**

The ergonomically designed solution ensures worker safety and socially distant environment



Next steps:

# What **works for you** works for us

## Have a Deeper Conversation

Let's set up a call or virtual conference to explore more specifically how we can help you achieve your goals

## Connect Us

Introduce our experts to those on your team who might want to know more

## Show Us Your Site

We'll come to your DC to evaluate how you can improve operations with us



## Worldwide Presence

**5** Regional Offices

**3** R&D Centers

**70+** Installations



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