



# Optimize Warehouse and Transportation Efficiency with Returns Management

Improve the performance of your reverse supply chain by optimizing returns journeys and processing returns consistently and most efficiently.

## Business Trends

Retailers and third-party logistics providers (3PLs) are managing a rising tide of returned goods. You're under pressure to handle returns sustainably, at the lowest possible cost, while maximizing the value of returned items. On top of that, you must also ensure that there's still a convenient customer experience with rapid refunds – but you can't afford to take valuable labor resources away from critical operations to achieve all this. These goals simply can't be achieved without the right technology.

## The Blue Yonder Solution

A one-size-fits-all approach to returns management risks disappointing customers, wasting inventory, incurring unnecessary costs and driving unnecessary miles. Blue Yonder Returns Management automatically orchestrates every return journey, using data about the product, customer, location and more in combination with your customized rules, to ensure the right outcome for any return, every time.

That might mean optimizing where to send a return to, and how fast, or guiding the best way to disposition each item in the warehouse. Blue Yonder uses customizable decisioning rules to reduce the costs and resource requirements of handling returns while ensuring revenue is maximized.

Connecting Returns Management to your other technology allows for a single view of inventory that factors in returning items to stock available for resale and creates inventory in the warehouse management system (WMS) for effective management and fulfillment.



• **30%**

Reduced cost of returns

• **1-5%**

Improved margin

• **30%**

Improved efficiency

• **5-20%**

Reduced fulfillment cost

Maximum impact, actual results may vary by implementation.

## Blue Yonder Returns Management

### Returns Processing

Returns Processing services provide staff with an intuitive processing system to manage returns quickly and efficiently in the warehouse or in-store.

Using our returns application, staff can quickly scan in, manage, store and scan out returns. As items are scanned, the solution connects to pre-sort data, removing the need for manual data entry and allowing staff to quickly sort and distribute items based on return reason, item type and more.

Staff know exactly what each item should be, what to check for and what the next action is, automating decision-making and reducing processing time.

Warehousing teams can also prioritize items that are most likely to be resold, increasing revenue recovery.

### Returns Orchestration

Returns Orchestration uses data to handle returns in the best way for each item to improve financial performance, boost customer experience and reduce wastage. Orchestration rules determine the speed, method and location of the returned item based on the size, weight, returns reason, SKU, consumer, value and inventory strategy.

## The Blue Yonder Advantage



### Revenue protection

Increase resale rates by turning around stock more quickly and restocking while it's a current line.



### Visibility of returns

Gain greater visibility of incoming returned stock and plan resourcing appropriately.



### Sustainable operations

Reduce waste by always reselling, reconditioning or recycling returned inventory.



### Consistent outcomes

Instead of manual, subjective and potentially inaccurate dispositioning of returned stock, returns are managed with less resource, less cost and less wastage.



### Inventory management

Update warehouse management systems to create inventory and issue instructions for sort and store, ensuring that returns are managed all the way up to return to stock and reducing the time taken to re-sell returned inventory.