



Warehouse Returns Processing

Warehouse management built for the future

Evolve how you run the warehouse with cognitive capabilities for complex dynamic warehouse operations with endless adaptability and continuous improvement

Business context/challenge

Returns processing is a time-consuming activity, often viewed as an inconvenience requiring slow, manual processes that rely upon subjective and error-prone decision-making. The recent commercial expansion of generous return policies has increased return rates that further exacerbate the operational burden of reverse logistics on warehousing, increase inventory holding costs, and reduce inventory revenue potential.

With up to 40% of goods sold being returned, it's vital that businesses see returns as a strategic source of inventory and process them effectively to resell more products, at full price.

The Blue Yonder solution

Blue Yonder warehouse returns processing maximizes revenue yield, streamlines workflows, and reduces the holding cost of warehouse returns. Advanced notifications communicated from return merchandise authorizations (RMAs) and carrier events provide timely insights that enable proper planning and staffing for forthcoming returns. Comprehensive workflows and system-directed decisioning ensure thorough grading and reliable verification to determine the optimal disposition path for each returned item. An intuitive user-interface with guided navigation and supporting media streamline processing and increase productivity. Historical analysis of returns by warehouse, merchant, return reason, and time-frame provide valuable insights into root causes and potential corrective actions.



Metrics

• **30%**
Reduced cost of returns

• **30%**
Improved efficiency

• **5%–20%**
Reduced fulfillment cost

Maximum impact, actual results may vary by implementation

Warehouse Returns Processing highlights

Comprehensive system-directed returns processing

Efficiently conduct returns processing with data-driven, step-by-step workflows from identification through disposition. Ensure inventory accuracy and item integrity through verification and comparison to RMA details. User-friendly processing steps streamline data capture. The system directs item deposit according to appropriate disposition, creates the inventory record, closes the return order and directs to final outcome such as return-to-stock or liquidation.

Intelligent grading and disposition workflows

Established system-driven workflows to efficiently guide warehouse workers through a series of grading questions to properly qualify item status and condition to determine the optimal disposition path. The system then directs and confirms placement to the correct tote for stock, resell, liquidation, or repair.

Return visibility and analytics

Utilize visibility into RMAs to predict return volumes and plan shifts and labor for effective processing and labor utilization. Analyze return volumes across locations and time to obtain insights into workloads and trends. View in-transit return status updates through carrier tracking events, aggregated by merchant, to identify important distinctions. Analyze return volumes by SKU and return reason to identify cause and take prompt corrective actions.

Key features

- **Comprehensive decisioning:** Flexible decisioning based on customer, brand and product attributes
- **Embedded grading and dispositioning:** Preset workflows guide workers through grading questions to designate condition and status

- **Extensive visibility and analytics:** Analysis of returns by volume, date, facility, merchant, and return reason
- **Pre-integration with digital return portals:** Seamless returns journey and advanced insights from access to returns merchandise authorizations
- **Multi-brand experience:** Manage unique returns processes for multiple brands through single solution

Key benefits

- Improved inventory control, with returns being a strategic source of supply
- Increased resale revenues are enabled through fast processing, intelligent grading and dispositioning
- High accuracy and consistency are ensured through comprehensive workflows and embedded decision-trees
- Decreased returns inventory holding costs from timely and efficient processing and disposition
- Improved planning, labor utilization, and process efficiency are achieved through insight into forthcoming returns and system-directed decision workflows.

One solution for the entire warehouse

Warehouse Returns Processing is one of the many capabilities included in Blue Yonder Warehouse Management Solution.

Our next generation warehouse management solution builds on 25 years of proven, robust capabilities with paradigm shifting innovation to better predict, plan, adapt, and unify warehouse operations.

To learn more about building the warehouse for the future

Contact your solution representative or visit blueyonder.com