

Process returns with the speed and ease of outbound fulfillment

Improve margins from returns by accelerating processing and optimizing decisionmaking

With an average US retail return rate of 17% in 2024, returns have shifted from a nuisance into a major cost center — eroding margins by 50% according to Gartner. Savvy retailers know that using the right software to manage their returns reduces costs and unlock growth. They know that Warehouse Management Systems (WMS) aren't built to handle the complexity of returns.

Blue Yonder Warehouse Returns uses Optoro's purpose-built software to reduce costs and drive revenue by identifying the most profitable outcomes for your returned inventory.

- Your warehouse associates efficiently receive returns and disposition them to the most profitable, next-best sales channel
- We integrate with retailer systems (e.g. WMS, OMS, ERP) to trigger shopper refunds and inventory movements
- Retailers have full control over disposition logic and full visibility to returns outcomes

Trusted by leading brands and retailers



STEVE MADDEN

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Accelerate Processing

\$15B+ apparel retailer saves over \$5M annually on labor by streamlining returns receiving

- Before Optoro: avg. 30 units per hour in Manhattan WMS
- With Optoro: avg. 50 units per hour

Optimize Decision Making

\$30B+ apparel retailer generates an additional \$30M in annual revenue via self-service channel management and disposition intelligence

- Before Optoro: All non-new returns were sent to donation or destruction
- With Optoro: Retailer sets custom rules to choose from 10+ channels (refurbish, recommerce, outlet, etc.)