CASE STUDY: REVERSE LOGISTICS & RETURNS PROCESSING

RETURN PROCESS OVERHAULED AND RETURNS DATA CAPTURED
FOR THE FIRST TIME IN A DECADE

CLIENT

A performance sportswear company with a global presence that designs and markets running shoes and sports clothing.

CHALLENGE

This client had worked with our team before on another special project and knew our proven process. They were struggling to maintain an effective returns process. Their team had no way of capturing or tracking information from any returned merchandise. Their system lacked the ability to show the status of the return or whether it was the correct product. This resulted in many returns were processed blindly, leading to inaccurate data and lost revenue. With peak season approaching, they contacted the SIMOS team for help

STRATEGY

The SIMOS team started by learning the unique returns problems the client was facing. Our team identified the gaps in their return operation and developed a new scanning and data capture process. With the help of our Stafftrack technology team, we built a proprietary returns processing software for a complete data capture and management system. Because our system is now in place, the client is able to correctly issue credit for valid returns, without the risk of over-crediting for damaged or missing products. The client is also able to maintain balance in their inventory system, which allows them to potentially resell eligible products and eliminate discrepancies. Overall, the SIMOS team has helped the client achieve 100% returns accountability and capture returns data for the first time in 10 years.

RESULTS

Captured returns data for the **first time in 10 years**

100% of their returns are accounted for

Over **375,000** return units processed in 2021

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A TRUEBLUE COMPANY