

PEAK SEASON RETURNS

Discover how to return products more quickly to stock – reducing inventory carrying costs, the need for markdowns, and the productivity dips that accompany post-peak returns

US retail forecasts high growth in **ecommerce sales**

What's your fulfillment strategy for same-day delivery?



Customer sites:



dafiti



Return policies impact 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



During holidays, fashion and electronics return volumes spike

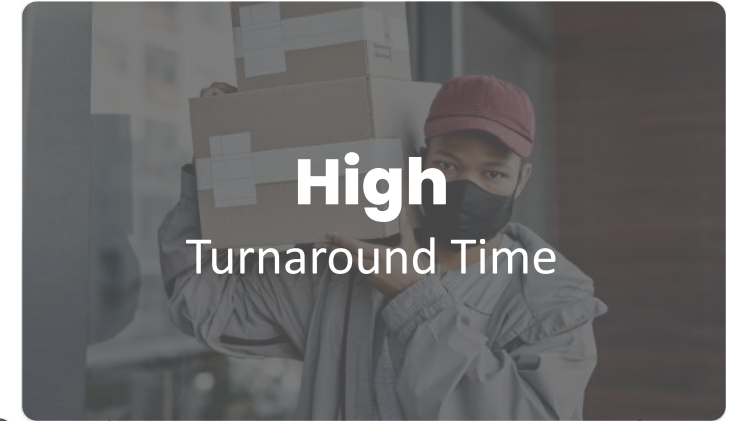
>40%



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



Different SKUs demand different process flows to recoup the most value



41% of customers purchase a product with the intent of returning it, so it's essential to ensure that the appropriate items are restocked and available for sale as quickly as possible

RETURNS MANAGEMENT

AI + Robotics + People

1. Quick Inbound Sortation

2. Flexible VAS

3. Fast Putaway

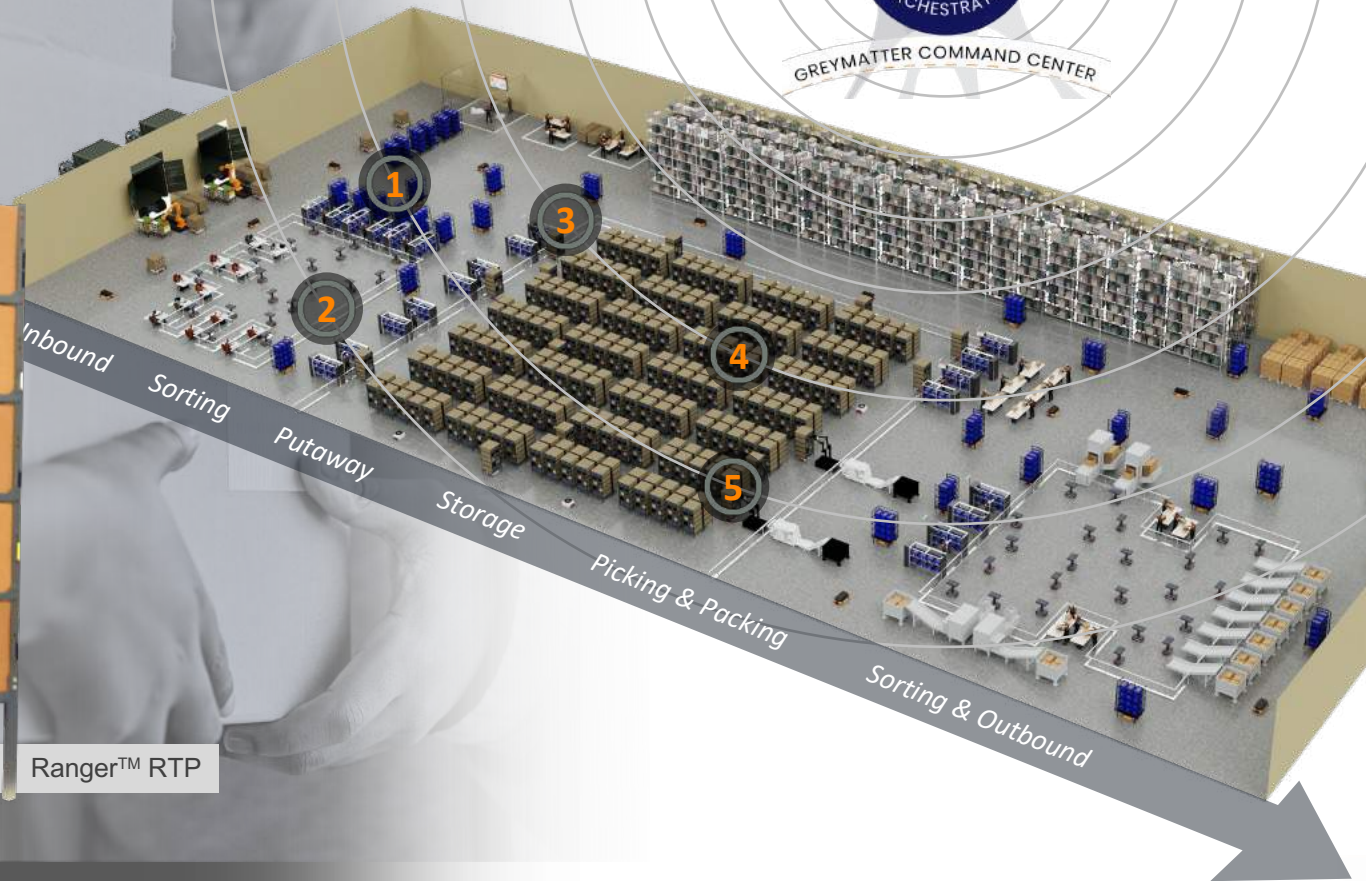
4. Optimized Storage

5. Priority Picking

Ranger™ MoveSmart



Ranger™ RTP



1. Quick Inbound Sortation

Items are quickly style sorted and tagged before moving to the next process step using GreyMatter™ inventory tagging.



The Ranger™ MoveSmart sorts high volumes of returned goods based on multiple attributes like return reason, SKU profile, suppliers etc.

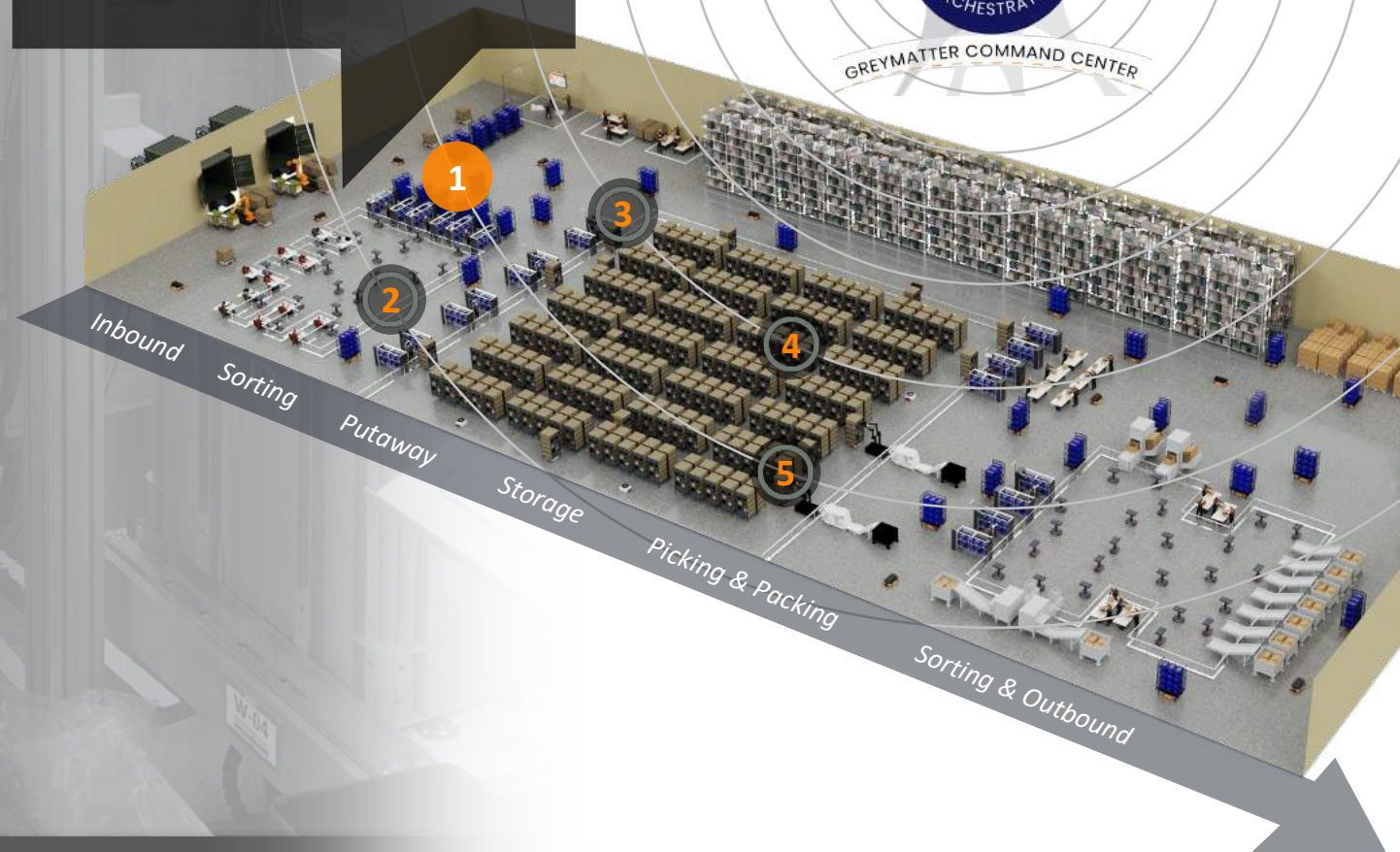
Portable | Modular | Scalable

System to meet the needs of today and tomorrow



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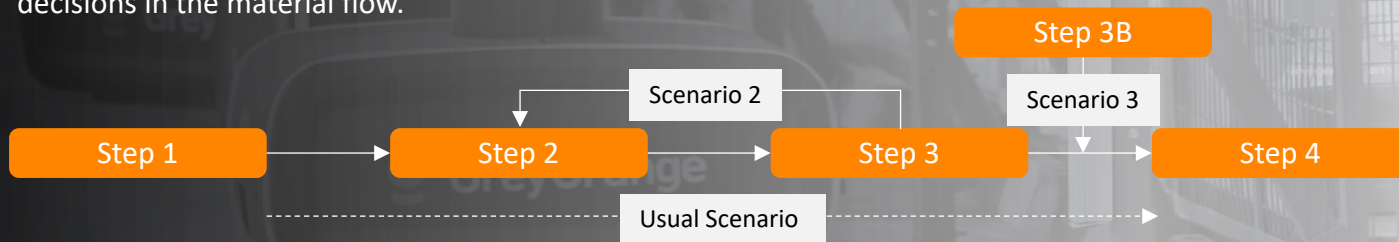


2. Flexible VAS

Configure **flexible workflows** to handle a variety of returned inventory processes.

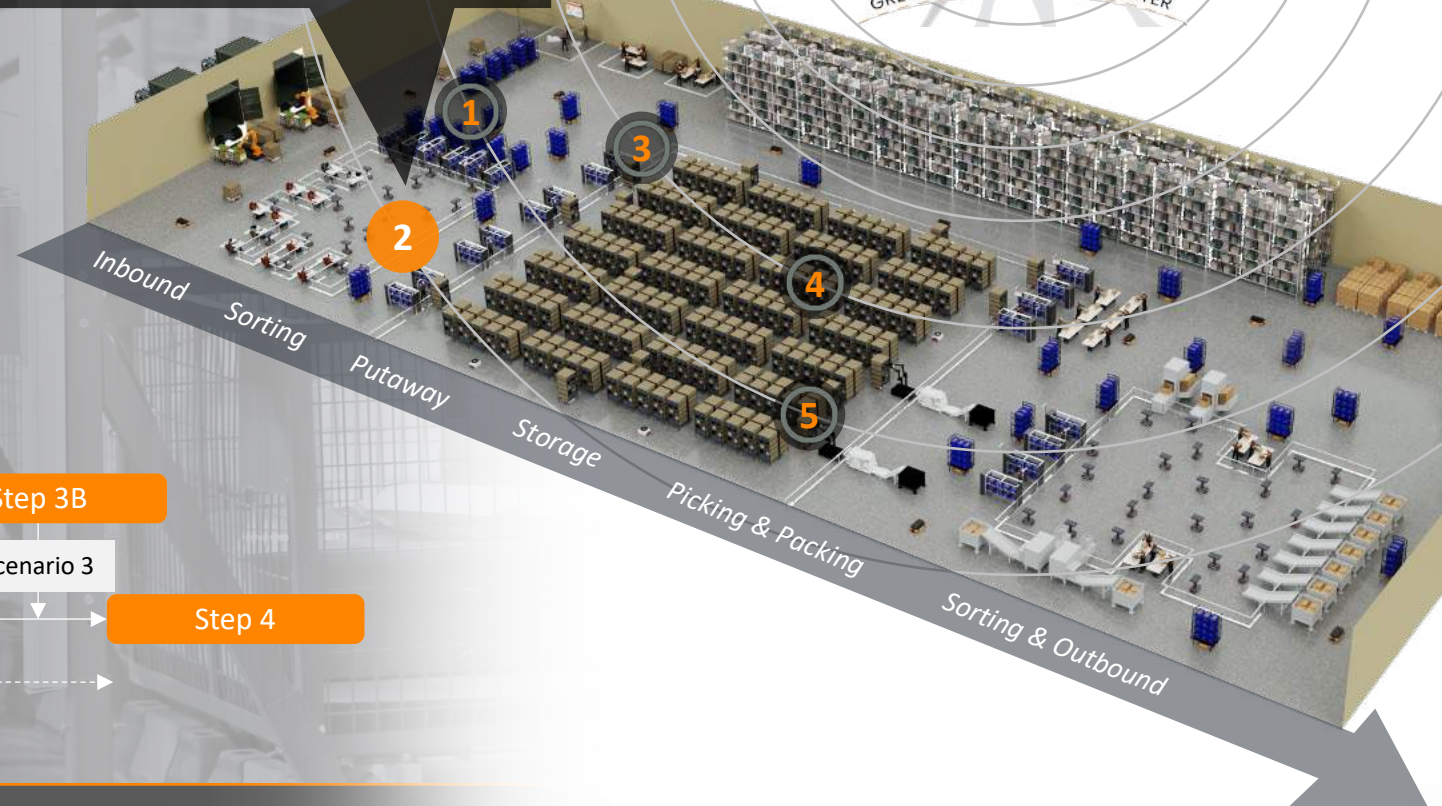


With smart conveying and sortation, Ranger™ MoveSmart flexibly transfers returned goods to multiple VAS stations before they are ready for restock. The processes can be modified without changing the whole system. This single system handles multiple process flows in the warehouse, supporting both automated and human-directed decisions in the material flow.



Flexible Process Flows to handle a variety of returned inventory processes

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



3. Fast Putaway

The sorted returns are pre-staged for fast putaway through specially designed stations. Fast-moving items are prioritized for putaway and stored closer to the picking stations.



The GreyMatter™ putaway algorithm orchestrates fast bulk stocking of returned items and system-directed putaway for SKU mixing and high storage density.

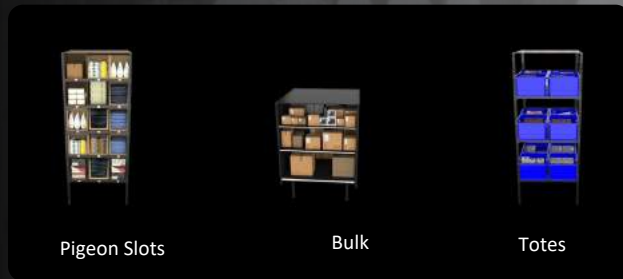


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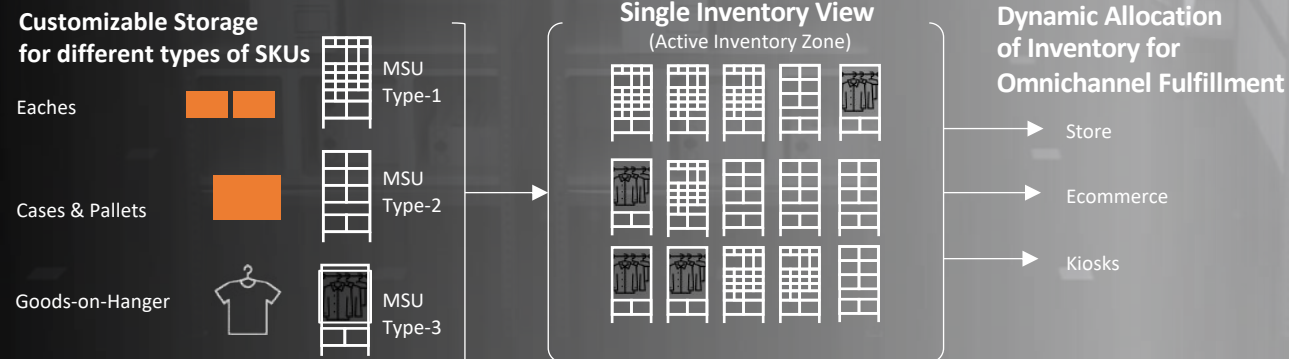


4. Optimized Storage

GreyMatter™ Enhanced Storage utilization control helps customers stock eaches/smaller items in bulk in specially designed MSUs with smaller slots for better storage utilization. Items needing refurbishment or designated for vendor return are sorted and kept farther away from the picking stations.

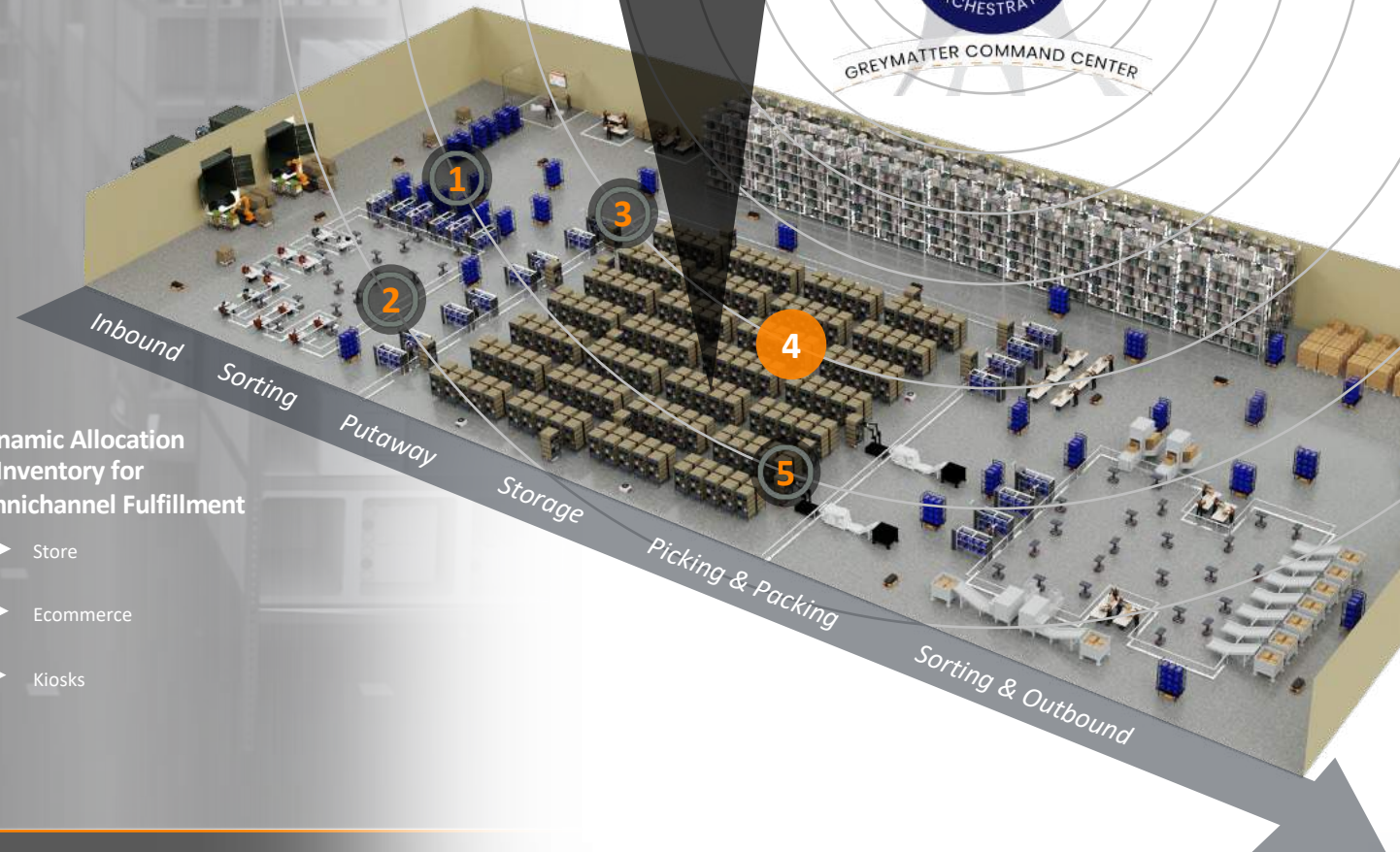


Storage strategies for all goals



OMNICHANNEL APPEAL: BUYER-CENTRIC, PERSONAL

Customers want to try before they buy any product, via any channel, at any time. That requires varied return SKUs to be restocked quickly and optimally.



5. Priority Pick

Returned items are prioritized for picking.
GreyMatter™ picking algorithm allows configurable picking rules based on inventory attributes.



System-directed picking ensures speed and accuracy.

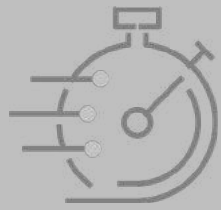


Returns management – Expert Talk



Benefits

Speed to Fulfill



Fast Induction

Fast inbound sortation and putaway 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



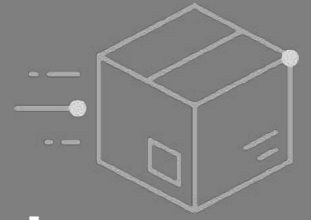
Flexible Workflows

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 video conference to explore how GreyOrange can help you achieve your goals.

Connect with Us

We'll introduce our experts to those on your team who 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



Sales: 833-997-6268

[greyorange.com](https://www.greyorange.com)

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