

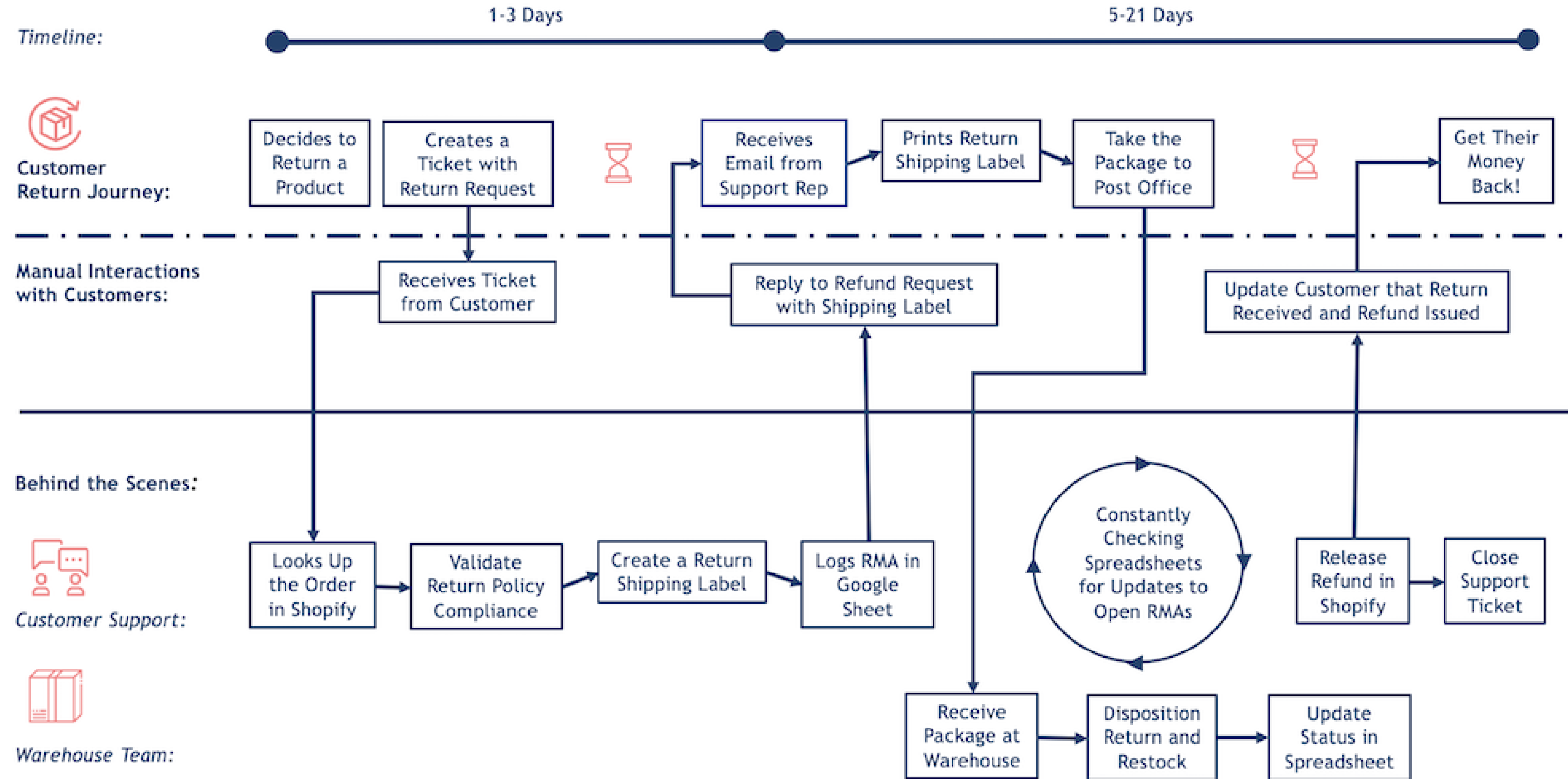


Returns Optimization 101

Episode 3: Streamlining Your Returns Workflow



Returns Workflow



Visibility into Returns Enables You to:

- Identify any hold-ups or bottlenecks
- Drive accountability across teams
- Improve your returns process over time



Returns Status Summary

| Authorized | In Transit | Delivered | Received | Complete |
|---|--------------------------------------|--------------------------------------|-----------------------------------|---|
| 4,757 RMAs 5,504 Units \$329,579.53 | 654 RMAs 776 Units \$46,411.62 | 738 RMAs 886 Units \$54,558.30 | 13 RMAs 19 Units \$1,031.93 | 44,249 RMAs 54,683 Units \$3,123,533.54 |

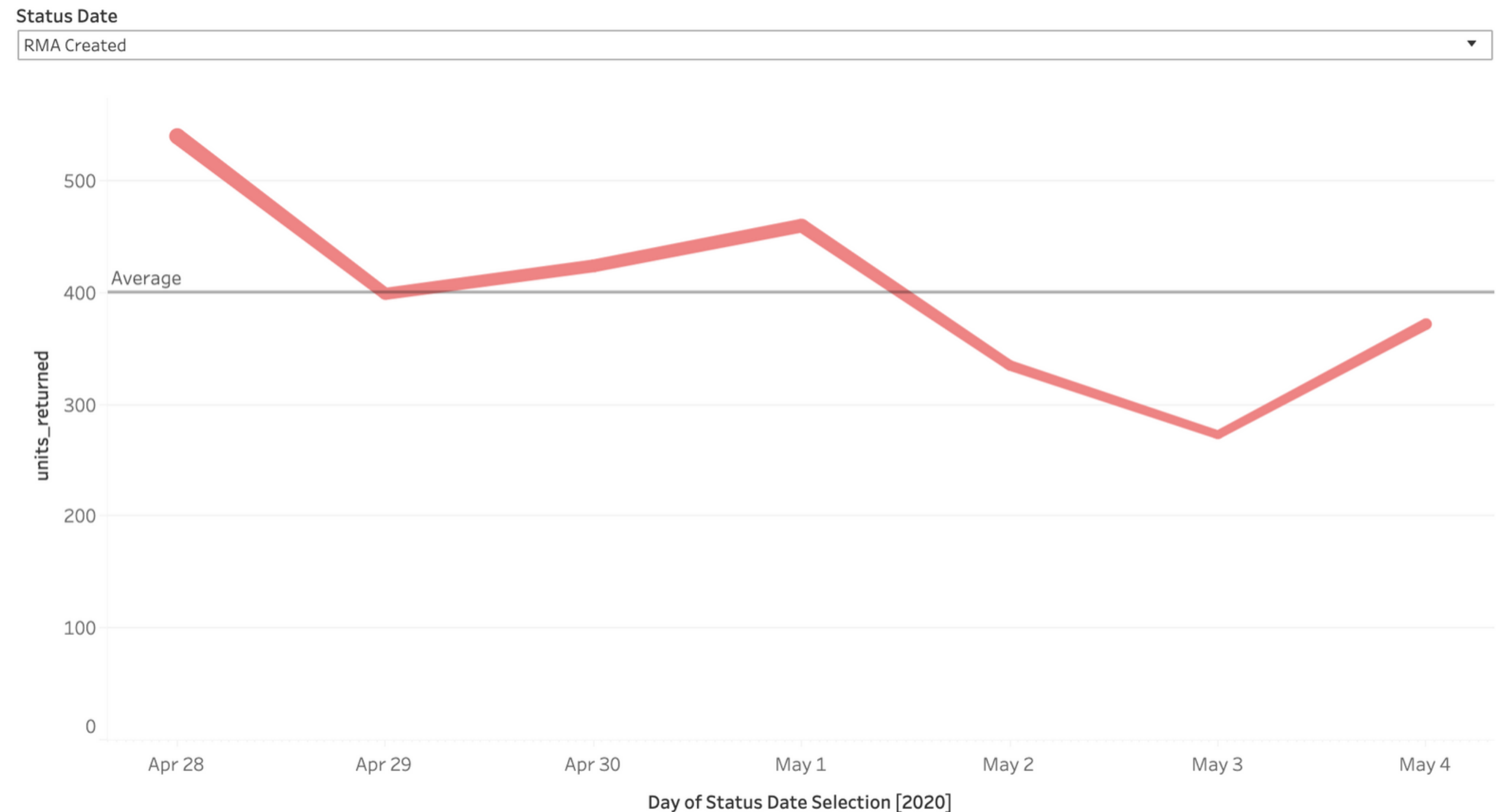
Snapshot of the quantity of returns at each stage in the returns process at any given time



Statuses over Time

Tells you the quantity of returns to reach any given status, over time

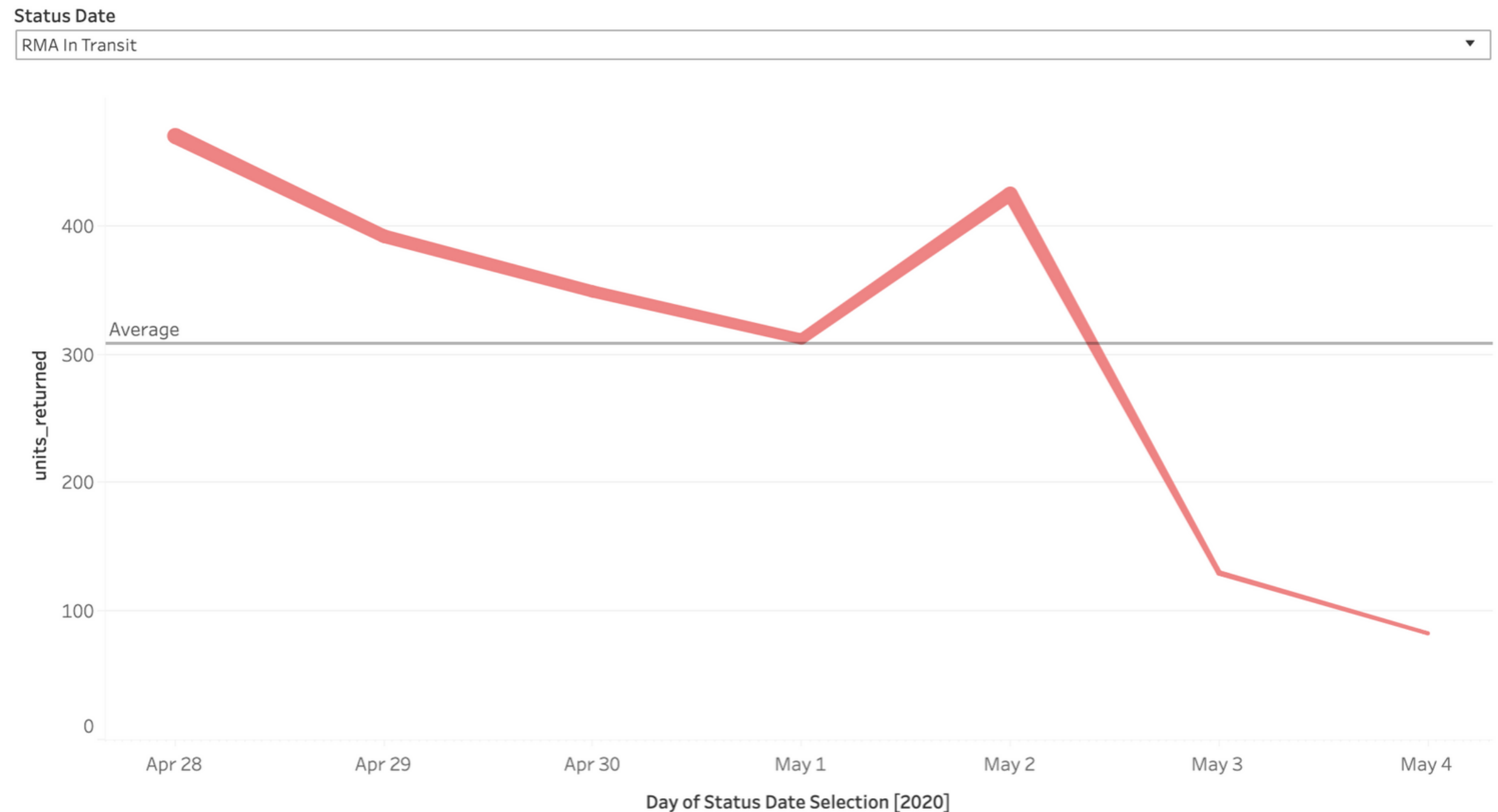
“RMA Created” Status



Statuses over Time

Tells you the quantity of returns to reach any given status, over time

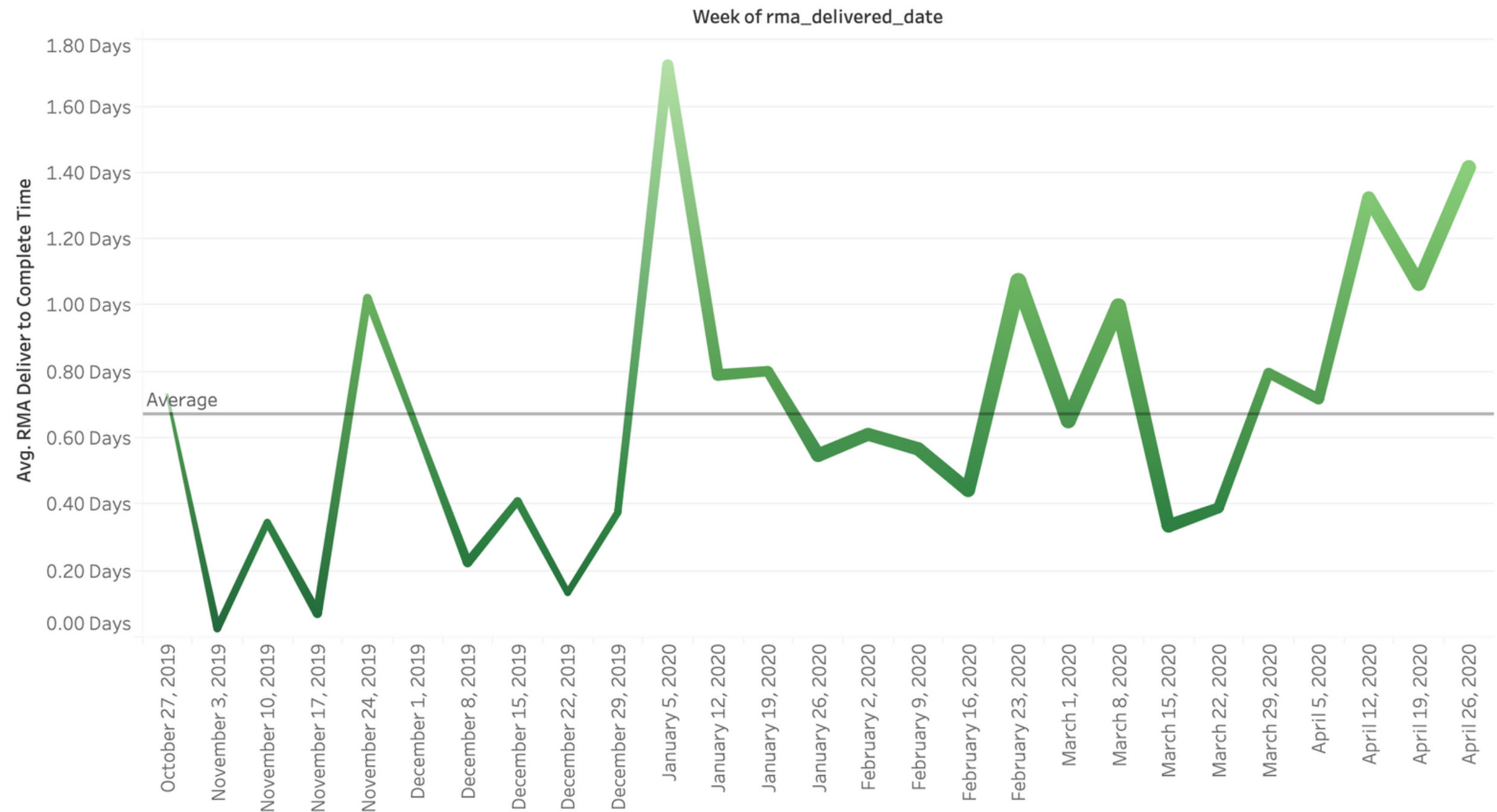
“RMA In Transit” Status



Operational Efficiency

Shows the average duration of time from one stage to another, over time

“RMA Delivered” to
“RMA Completed”



Key Takeaways

Effective operations are the foundation of the customer experience, and a profitable ecommerce business

Visibility into returns enables you to:

- Identify any hold-ups or bottlenecks
- Drive accountability across teams
- Improve your returns process over time



Related Resources



7 Reports to Streamline
Your Ecommerce
Operations Using
Returns Data



JOLYN

JOLYN Cuts Return
Processing Time by 900%,
Increased Store Credit
Requests to 30%, and
Slashes Customer Support
Emails in Less Than 90 Days




GUNAS
NEW YORK

GUNAS Cuts Return
Processing Time from 14.
Days to Just 3 Days
Using ReturnLogic





Returns optimization begins here.