

## Chapter 1 : Reverse Logistics | C.H. Robinson - C.H. Robinson

*Reverse logistics is for all operations related to the reuse of products and materials. It is "the process of moving goods from their typical final destination for the purpose of capturing value, or proper disposal.*

These returns can result in both financial losses as well as potential negative environmental impact such as waste. With the increase in online shopping, return rates have increased exponentially. As painful as it is for retailers, returns have been absorbed as a cost of doing business and until recently, the environmental impacts have been ignored. Reverse logistics is used to describe the way a company handles products that get shipped backward through the supply chain. Customer returns are a form of reverse logistics, but so is the unsold merchandise sent back from a store. The challenge is that reverse logistics is complex and unpredictable. Items come back to the retailer in an assortment of conditions and retailers have little information about which products will be returned or become overstock. Numerous retailers still use a manual system to track and manage returns. Without physical and operational capacity, the majority of returned products are liquidated, returned to the manufacturer or discarded. It is not uncommon for a manufacturer to instruct retailers to dispose of a returned product on-site for cost or brand protection reasons. New innovative technology offers retailers a solution. There is inventory management technology that can determine the best channel for an item once it returns to the warehouse. Additionally, the inventory management technology allows retailers to quickly process and track merchandise, boosting efficiency and helping to keep items out of landfills. With the inventory management technology, one channel that can be utilized by companies is to donate returns and overstock products to charitable intermediaries. It is typically more cost-effective for companies to donate the products instead of liquidating or disposal. Donations of returns and overstock provide invaluable assistance to those in need. A charitable intermediary is a nonprofit organization that collects donated products from corporations and disperses them to qualified charities in need. Charitable intermediaries specialize in handling every aspect of product donations, including providing a set of professional services that make the entire process as easy as possible for the corporate donor. The IRS e tax code allows corporations to receive significant tax benefits by donating goods to qualified nonprofit organizations including charitable intermediaries. In many cases, the enhanced deduction is double when compared to disposal. Corporations that are embracing both green initiatives and charitable initiatives often experience added esteem by customers and society. Reverse logistics is a lot like recycling. It allows companies to resell, refurbish or repurpose products. Reverse logistics keeps more goods out of the landfills and in circulation to help organizations and communities in need among many other benefits. WIN accepts bulk donations and does not charge donors a processing, storage or handling fee for corporate contributions. For more information, contact Travis at This email address is being protected from spambots. You need JavaScript enabled to view it.

## Chapter 2 : DHL | Reverse Logistics | English

*What is Reverse Logistics? Many organizations and individuals have tried to define Reverse Logistics. We refer to the term "reverse logistics" as all activity associated with a product/service after the point of sale, the ultimate goal to optimize or make more efficient aftermarket activity, thus saving money and environmental resources.*

Stay tuned over the next weeks for this great series, and become an expert! What is Reverse Logistics? Reverse logistics stands for all operations related to the reuse of products and materials. More precisely, reverse logistics is the process of moving goods from their typical final destination for the purpose of capturing value, or proper disposal. Remanufacturing and refurbishing activities also may be included in the definition of reverse logistics. Normally, logistics deal with events that bring the product towards the customer. In the case of reverse logistics, the resource goes at least one step back in the supply chain. For instance, goods move from the customer to the distributor or to the manufacturer. Any process or management after the sale of the product involves reverse logistics. If the product is defective, the customer would return the product. The manufacturing firm would then have to organise shipping of the defective product, testing the product, dismantling, repairing, recycling or disposing the product. The product would travel in reverse through the supply chain network in order to retain any use from the defective product. The logistics for such matters is reverse logistics. The Ultimate Guide to Transportation Reverse Logistics Download White Paper An Introduction to the Landscape of What is Reverse Logistics Reuse of products and materials is not a new phenomenon, waste paper recycling, deposit systems for soft drink bottles, and metal scrap brokers are all examples that have been around for a long time. However, reverse logistics as a research field is relatively new. Such a lack of attention on reverse logistics is hard to understand. Effective reverse logistics is believed to result in direct benefits, including improved customer satisfaction, decreased resource investment levels, and reductions in storage and distribution costs. The amount of returned goods going backwards along the supply chain from the end point customers is usually much more than people normally think. Surprisingly, for the traditional bricks-and-mortar retail operations, returns are 3 to 4 times more expensive than forward outbound shipments. What is Reverse Logistics Flow vs. For reference, the traditional logistics flow is defined by the Council of Supply Chain Management Professionals glossary , as: The below figure is a traditional logistics flow: Traditional Logistics Flow Sales forecast is used to project sale requirement, when certain amount product is required, they will be shipped to the DC distribution center and then shipped to the retail stores from DC. At every single level of the supply chain, ASNs Advanced Shipping Notices will be assisting the useful information as the products flow. Reverse logistics flow, however, is a different story. Shippers generally do not initiate reverse logistics activity as a result of planning and decision making on the part of the firm, but in response to actions by consumers or downstream channel members. Here is the figure outlining what is reverse logistics flow: Reverse Logistics Flow When a return occurs, the returned product will be collected in many different ways and sent to the distribution center. Do you currently have a reverse logistics program? Let us know in the comments below! Adam Robinson Adam Robinson oversees the overall marketing strategy for Cerasis including website development, social media and content marketing, trade show marketing, email campaigns, and webinar marketing. Robinson works with the business development department to create messaging that attracts the right decision makers, gaining inbound leads and increasing brand awareness all while shortening sales cycles, the time it takes to gain sales appointments and set proper sales and execution expectations.

*Maximizing value from returned products. Often viewed as an inevitable cost of doing business, returns can be complicated and costly. But if managed efficiently, your returns operations can foster customer loyalty, strengthen your brand's identity and enhance profitability for your business.*

Reverse Logistics That Reduce Costs and Improve Customer Satisfaction Reverse Logistics Hollingsworth is your partner for reverse logistics and return management, delivering efficiency, timeliness, and accuracy. We handle over 20, SKUs and more than 2 million parts annually, supporting our services with extensive experience and a proven track record of excellence. Getting products repaired or restocked is a necessary step, keeping your inventory levels balanced and maintaining the positivity of your client relationships. When the wrong product or an incomplete package ships out, or when the product is defective or damaged, you must re-integrate it into the supply chain. Reverse logistics then come into play. By partnering with Hollingsworth to manage your reverse logistics, you will enjoy full-service support with return management, inventory control, and repackaging. Return Management Return Management: Returns and recalls are an unfortunate, yet inevitable part of the supply chain. Hollingsworth is the ideal return management partner to help minimize the costs of reverse logistics and ensure the best possible customer experience. We provide all services associated with aftermarket activity to preserve environmental resources and optimize savings. Inventory Control Inventory Control: The efficient management of inventory is the lynchpin of effective reverse logistics. Delays, inaccuracies, and poor tracking techniques and technologies can cause serious problems, and may even lead to loss of business. Hollingsworth ensures best-in-class inventory control with quality inspections, precise sorting methods, and state-of-the art tracking technology. Our inventory control services have a proven success rate of Reverse logistics calls for repackaging when the returning inventory is missing parts or when the inventory must be disassembled for reintegration into the warehouse. Our high-technology systems support effective, streamlined repackaging to allow for greater flexibility, speed, and accuracy. Why Outsource Reverse Logistics? Reverse logistics is quite complex, and experience has a significant impact on its success. Outsourcing this critical service is perhaps the easiest way to ensure optimal efficiency and ongoing accuracy, and is actually quite cost effective in the long run. Some of the reasons to outsource reverse logistics include: Access to a larger, more expedient shipping network speeds up returns and replacement shipments. High-tech management eliminates or minimizes errors. Advantages of Partnering With Hollingsworth Hollingsworth is your ideal partner for reverse logistics and return management. Here are just a few of the benefits of choosing Hollingsworth to be your reverse logistics partner: We have a dedicated customer service department with on-site call centers. All returned products receive an in-depth quality inspection before re-integration in the supply chain. Our inventory control expertise is unmatched, at We effectively manage 20, SKUs and growing and handle more than 2 million parts each year. We are a low-cost, high-technology operation that can customize any IT solution in-house. Our processes are computer-based, which allows images of expected results, reducing the learning curve and errors. Hollingsworth logistics managers and customer service representatives have a refined attention to detail. The SAP programming operations system provides improved accuracy and efficiency. Features Our return management, inventory control, and repackaging reverse logistics have some notable features: Experienced knowledge of a variety of industries , including automotive, retail, ecommerce, manufacturing, and more Highly trained in-house workforce for skilled execution of reverse logistics Great reputation and track record with customer service and satisfaction Multiple strategically located fulfillment centers for increased shipping speed and efficiency Integration of SAP with your EDI feed A barcode labeling system that provides accurate and real-time tracking and visibility with automated order status updates Download Our Whitepaper: Reshaping Retail Fulfillment with Robotics Download Whitepaper Contact us to learn how a partnership with Hollingsworth will optimize your order and inventory management, improve customer satisfaction, and grow your business. Call us at or send us an email. You can also fill out our online contact form to tell us about your project needs.

## Chapter 4 : Reverse Logistics Solutions | Hollingsworth

*What is Reverse Logistics?* by Karen Hawks, VP Supply Chain Practice, Navesink Reverse Logistics Magazine, Winter/Spring Logistics is defined by The Council of Logistics Management as: The process of planning, implementing, and controlling the efficient, cost effective flow of raw materials, in-process inventory, finished goods and related information from the point of origin to the point.

Closing the Supply Chain Loop: Reverse logistics is the backward flow of what we all wish would be a forward-only process. If you expect zero product returns in your supply chain, you are living in dreamland. Given the growth of online shopping, direct-to-store shipments, direct-to-home shipments, and the complexity of global sourcing, delivery mistakes are increasing exponentially. Thus, reverse logistics is becoming more important. Reverse logistics has not always been in the forefront of enterprise planning. It is a case where everyone loses—your customer who sends the product back dissatisfied, your supplier who gets your parts back, and the manufacturer who wasted enterprise resources creating and distributing products that are unneeded or unwanted. The hope is that somewhere out there lies a solution to all those disappointments and their attendant costs. Recently, however, the tide has turned and reverse logistics is beginning to receive proper attention. When supply chain professionals consider reverse logistics, they will reap not only the direct rewards of rationalizing return product flow, but also the corollary benefit of optimizing the business process. The model designates eight specific return points: Two return points at the manufacturing company level. Tough Economy or Good Business Practice? Is the increasing importance of returns a reflection of a tough economy, or is it just downright good business practice? In hard times, companies tend to search for resources in areas they overlook—such as rejected and returned products. Visit a large retailer after Christmas and the return lines are often longer than the checkout lines. The length of the returns line may also be a function of the complexity of the forward product delivery process, even for simple consumer items. But it also reflects the complexity of the reverse logistics process: Those returns may appear to affect just the retail business. But remember, the products being returned reach all the way back to manufacturers and raw materials suppliers across the country and around the world. It makes sense, then, that the latest SCOR model, as well as industry experts, place such an emphasis on reverse logistics. An Emerging Practice "The practice of reverse logistics has been growing rapidly in the past few years," says Donald Maltby, executive vice president of logistics, Hub Group. Once it arrives, the product may not be exactly what they wanted, so they return it. Despite an increasing number of returned products, many companies have typically pushed aside the issue of returns, preferring to focus only on the forward flow, or on practicing inbound logistics—matching demand signals to their supply. Who wants to draw attention to the screw-ups and incorrect decisions that returns represent when improvements can be made in other places? Your mistake is staring you in the face. Real Returns, Real Costs "Returns play an important role because real costs are tied to them, which affects the profitability of the enterprise," says Wascher. If the experience of returning product is overwhelmingly negative, all the forward logistics customer service is overridden and the manufacturer may lose future orders. When goods come into a return center, they should be assessed. Disposition options around asset recovery include repair, upgrade, refurbish including repackaging , remanufacture, demanufacture parts reclamation , and recycle particularly pallets and containers. Disposition logistics also includes channel or routing logic, which means the returned items and components can be sent back to the customer, routed to a warehouse, or sold in secondary markets. Another reverse logistics consideration is brand protection. In these cases, the policy is product disposal. Therefore, it makes sense that in order for companies to benefit from reverse logistics, they must have plans, systems, and people in place to optimize the reverse logistics process. The Bottom Line "Regardless of the specifics, reverse logistics is all about costs," says Mitchell. Those industries will often eat the costs to send the products back for repair in order to provide excellent customer service. For example, Dell Computer has about five percent of its B2C computers returned vs. The agents can often walk consumers through setup and early usage issues, in effect, talking them out of returning the computers. Banker offers the following suggestions drawn on the successful experiences of companies that have attacked the reverse logistics

challenge: All logistics activities are supply chain activities. That also applies to reverse logistics. Cross-functional participation is needed to achieve better capabilities. Outsourcing reverse logistics may be an option, due to its complexity. In most cases, reverse logistics should be done in a specially designed returns center rather than a distribution center. New technology solutions providers can help with the unique challenges of reverse logistics in general, and e-business returns specifically. Intelligent gatekeepingâ€™return merchandise authorization RMA â€™can help reduce returns. Reverse logistics programs should also include provisions for product recall. Several WMS suppliers offer returns processing modules that contain disposition logic. But disposition logic is not enough. More advanced capabilities will contain tracking codes that specify the reason why goods are returned, contain Internet messaging features that help ensure customer satisfaction, and contain features that assign an estimated financial value to returned goods. Reverse logistics should not be dismissed as the latest business fad, and it should not be undertaken on a corporate whim or in half-measures. It would be nice to live in a world where there were no returned products, or the need for them. But that world does not exist, and even with the best supply chain management systems in place, will never exist. Any reverse logistics initiative should reduce real costs while better satisfying customers, and, as Steve Banker suggests, play a part in building sales.

## Chapter 5 : Understanding the Difference between Reverse Logistics and Forward Logistics

*Reverse Logistics can be defined as activities associated with a product after a point of sale. This article examines the elements of reverse logistics.*

Recalls and disposition FedEx Returns Technology The first step to creating a successful returns strategy is making sure you have the right systems in place. FedEx Returns Technology makes it easy to integrate returns with your website, view the status of a return shipment and identify opportunities to improve returns processes. Increase the efficiency of your returns management while improving the customer experience with: Business visibility Use one platform to access your entire reverse logistics process including in-transit returns. Process management Achieve greater overall efficiency when your business rules are integrated into the system, automatically governing how returns are processed. Operational reporting and analytics Identify areas where your returns process can be improved with easy-to-use analytics. Download white paper Returns processing Every return is an opportunity to enhance customer loyalty and minimize losses. For brick-and-mortar stores, an efficient returns process also means you can focus on merchandising new product, rather than spending energy and space on returned goods. FedEx Supply Chain understands reverse logistics channels and can tailor a reverse logistics strategy for your business. As a leader of innovations in the field, we will: Design and operate returns centers Build trust with customers and vendors by precisely accepting, evaluating and processing incoming returns. Process returned inventory Maximize value from like-new products, efficiently moving returns through the disposition process to reallocate them back into stock and use them to fulfill incoming orders. Oversee return-to-vendor programs Simplify vendor returns by using us as a single point of contact for coordinating your returns process and managing the requirements of your multiple-vendor network. Process hazardous materials Be confident that hazardous materials are properly handled and disposed of with specially designed tracking solutions. Provide data visibility and reporting Accurately measure the effectiveness and efficiency of your program, while ensuring visibility for regulators and stakeholders. Gain a competitive advantage with strategic returns An efficient returns process helps reduce business expenses and a simple policy creates a positive customer experience than can increase loyalty. In certain categories, as much as 30 percent of e-commerce sales are returned. Discounted or discarded returns cost retailers 4. An experienced recommerce, liquidation and final-product-disposition provider, FedEx Supply Chain considers the broader view of returned products and uncovers all of your options to identify the channel that makes the most sense. Turn to us to: Test, repair and refurbish Recover more value from goods by testing, servicing, refurbishing and repackaging returned product to make it suitable for resale. De-brand and repackage returned goods Protect your brand in secondary marketplaces by de-branding and repackaging returns. Harvest and recycle parts and raw materials Recover any remaining value in unsaleable goods by sorting and disassembling products for the purpose of reusing or selling component parts and raw materials. Redeploy product Ensure products are placed appropriately to optimize sale potential. Unsaleable goods and damage research Understanding why products are returned is imperative to improving your manufacturing and logistics operations. Complications such as manufacturing defects, multiple touchpoints and poorly designed packaging can increase return rates. The experienced analysts at FedEx Supply Chain apply a scientific approach to identifying causes and minimizing unsaleable returns by performing: Supply chain analysis and damage research Identify root causes that lead to unsaleables and damaged products by applying our structured research process. Collaboration with trading partners Resolve problems related to damaged and expired products by working with FedEx Supply Chain as an intermediary. Consultation on reimbursement policies Protect vendor and partner relationships with fair, clear and equitable guidelines regarding financial responsibility for unsaleable goods. With insights gained through our experience in the retail, healthcare, technology and consumer goods industries, FedEx Supply Chain helps your business through this challenge by implementing: Product recall management Protect customers and your brand with our proactive and efficient recall services “ from first notification to final disposition. Product intake and processing Quickly and effectively coordinate excessive returns in critical situations using our proven processes and resources.

Reimbursement of customers Satisfy customers with timely, accurate reimbursements and product exchanges. Testing and disposal Gain insight into the recall through testing, and efficiently close the loop when we dispose of items using environmentally conscious procedures. Secure destruction of regulated goods Ensure strict adherence to regulations for disposal of pharmaceuticals, medical devices and hazardous materials. What else can we help you find? The best way to understand our capabilities is to connect with our team.

### Chapter 6 : Reverse Logistics | R+L Global Logistics

*Reverse logistics stands for all operations related to the reuse of products and materials. It is "the process of planning, implementing, and controlling the efficient, cost effective flow of raw materials, in-process inventory, finished goods and related information from the point of consumption.*

### Chapter 7 : Reverse Logistics Association - Supply Chain 24/7 Company

*DHL's reverse logistics services provide significant cost savings and improved efficiencies to retailers in any market. Because we are a leader in supply chain management, you can rely on our experience in product handling, inventory and transportation to protect your high-value products and customer relationships, to an unparalleled degree.*

### Chapter 8 : Reverse Logistics - Supply Chain 24/7 Topic

*Reverse Logistics News and Resources. "Circular Economy" was the theme addressed by The Reverse Logistics Association's (RLA) at its annual conference and expo in Las Vegas last week.*

### Chapter 9 : Reverse Logistics - Supply Chain Management Basics | Datex Corp

*Flow of surplus or unwanted material, goods, or equipment back to the firm, through its logistics chain, for reuse, recycling, or disposal.*