

Growing Your Business By Managing In Reverse

Train

Reports

Developer

About Returngoods

Returngoods.com, Inc. is a leading Collaborative Reverse Commerce solution provider. Our mission is to help our customers grow by managing their returns and reverse supply chain efficiently.

Most companies view their forward logistics as a critical aspect of growing and optimizing their profit. Investment in forward logistics systems have helped many companies acquired the competitive advantage. Your business can gain even more competitive advantage by efficiently managing the reverse logistics process. As your market becomes more competitive, you must position your business to take full advantage of every competitive gain you can incorporate.

Managing Reverse Logistics = Growing Your Business

* Retaining Customers

Study has shown that it cost 10 times as much to get a new customer than to retain one. Your customers' ability to return their goods for repair, credit, stock rotation, lease returns, or replacement easily and comprehensively has strategic impact on your ability to retain your customers. Allowing your customers to view the status of their returns through their web browsers will provide the instant information, enabling your customers to be more efficient and productive. By enabling your customers to do business easily, your customers will return for repeat business and referrals.

* Shorten Cycle Time

How long is it taking you to respond to your customer for a product return request? You will gain a competitive advantage if your response to your customer is quicker than your competitors. Returngoods.com will provide the ability for you to shorten your cycle time by enabling you to respond to your customers quickly.

* Reduce Operating Cost

Do you know how much is it costing you in your reverse logistics process? How much is it costing you to store your returned inventory? How much is it costing you to manage this process? Unmanaged or inefficient managed processes demand more labor and incur opportunity cost.

* Recover Lost Asset

Do you know how much value is in your reverse logistics channel? Without a proper tracking system, you would not be able to track your assets within this channel. Having the visibility through out this channel provide you the ability to identify your assets and take appropriate actions to recover these lost assets.

* Return/Failure Analysis Feedback

Do you know why your products are coming into your reverse channel? Having the ability to identify them give you the competitive edge and a feedback mechanism to improve on your product and the process.

* Time-To-Remarket

The inventory in your reverse channel is as valuable to your business as your finished goods. Allowing your reverse channel inventory to sit in your warehouse costs you money and lost revenue opportunity, especially for the inventory with short product lifecycle. Your ability to quickly remarket these inventories provides you with another revenue opportunity and adds dollars to your bottom line.