GreyOrange

Returns Automation CHECKLIST

for Big-Box Retailers

In 2023, 14.5% of sales were returned in the US for a total value of $743 billion.[1]

To meet this challenge, retailers use advanced robotic automation systems to handle product returns and streamline various facets of reverse logistics.

Is your **returns automation system** up to the task, or does it leave you (and your customers) wishing there was a returns process for it, too? **Let's find out!**

Simply answer yes/no to the following questions. A 'yes' gives you 1 point. At the end, add up your points to see where you should go from here.

A Returns Handling Infrastructure

1. Are the current capacity and efficiency of your existing returns handling area sufficient to manage incoming volumes effectively?

☐ Yes   ☐ No

2. Do you have a robotic system in place to handle returns?

☐ Yes   ☐ No

3. Does your returns process integrate well with your robotic automation system (if you answered yes to the last question)?

☐ Yes   ☐ No

C Scalability and Flexibility

6. Does your system adapt to varying return volumes (e.g., during peak seasons), and is it able to handle different types of products and packaging?

☐ Yes   ☐ No

E Solution Analysis

8. Does your vendor conduct a cost-benefit analysis comparing the investment in automation to potential savings in labor and operational costs?

☐ Yes   ☐ No

G Support and Training

12. Does your solution vendor offer support and training programs?

☐ Yes   ☐ No

13. Does your vendor ensure there is a reliable customer support system for maintenance and troubleshooting?

☐ Yes   ☐ No

B Item Identification and Sorting

4. Does your system accurately identify returned items?

☐ Yes   ☐ No

5. Does your system have the ability to track and sort items based on business rules like return reasons (e.g., damaged items, wrong size, customer dissatisfaction)?

☐ Yes   ☐ No

D Integration with ERP and Inventory Systems

7. Is your current returns process able to capture real-time data and synchronization for accurate stock levels and reporting?

☐ Yes   ☐ No

F Data Analysis

9. Can your system gauge the volume of returns in real time?

☐ Yes   ☐ No

10. Does your system categorize returns by type (e.g., damaged, wrong size, quality issue)?

☐ Yes   ☐ No

**11.** Can your system perform real-time inventory tracking?

☐ Yes   ☐ No

H Continuous Improvement

14. Does your system monitor, learn and update itself continuously?

☐ Yes   ☐ No

15. Are there protocols established for regular updates, maintenance and technological advancements?

☐ Yes   ☐ No

Automation Scale

This scale provides a clear way to assess the level of automation needed based on your responses, making it easier to determine the appropriate course of action for your retail operation.

- <8 You should probably reevaluate your returns management system. Connect with one of our experts to learn how you can improve it.
- 8-11 Your returns management system is okay, but could be better.
- >11 Looking good! If you'd like to know more or perform a more thorough evaluation, we can help with that too.

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15
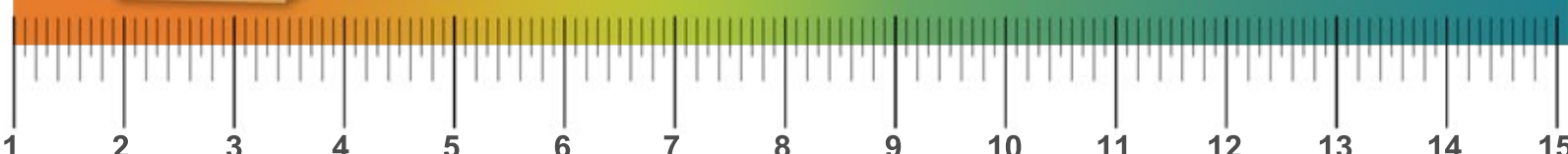
If you're looking to tailor reverse logistics to your return goals and optimize operations, let's talk. It's time to say goodbye to unresolved returns draining resources during peak seasons. Real-time processing offers instant visibility and tracking, up to 4x faster. And priority picking can accelerate picking of returned inventory for resale by 2x-4x.

Get in touch with us

1. https://www.insiderintelligence.com/press-releases/retail-returns-will-surpass-620-billion-in-2023/#:~:text=In%202022%2C%20total%20retail%20returns,8.5%25%20of%20total%20retail%20sales.