

Key Insights to Dominate Returns in 2016



Is it Time to Change Your Return Policy?



According to the NRF, total merchandise returns in 2015 amounted to...

\$260.5 Billion

Roughly 25% of the \$260.5 billion happen during the holidays. (\$63 billion)

“67% review a retailer’s return policy before making a purchase...”

What Does Your Return Policy Say?

66%



Want Free Return Shipping

58%



Want a Hassle-Free, "No Questions Asked" Policy

47%



Want an Easy-to-Print Return Label

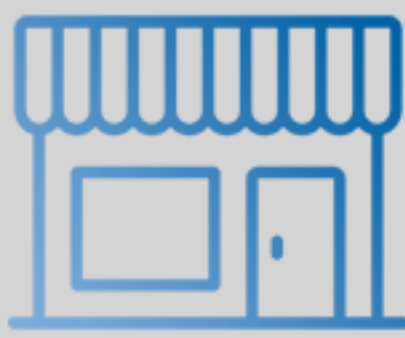
UPS and comScore, "Empowered Consumers Changing the Future of Retail"

BATTLING RETURNS

What Happens During the Returns Process?

“70% purchase an additional item when making an in-store return, compared to 42% who make a new purchase while processing an online return.”

-UPS Online Shopping Study



“Annual merchandise return fraud and abuse is estimated between \$9.1 and \$15.9 billion for the U.S. retail industry.”

-NRF Study

How can you avoid stock outs, eliminate fraud and provide the fastest delivery time possible?

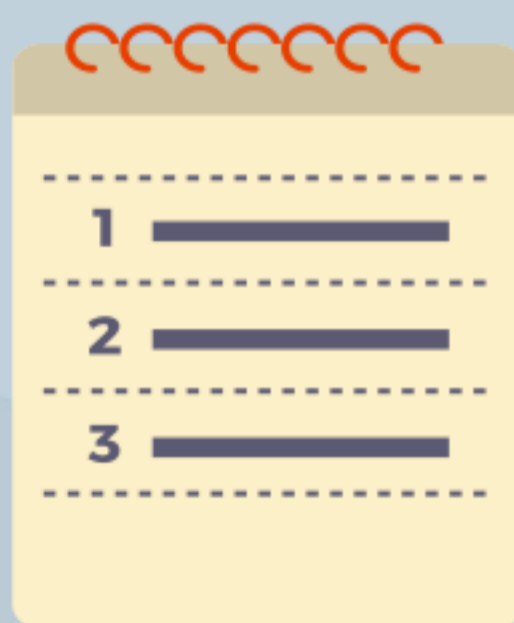
Consider These Questions...

Where are you returns processed?

Where exactly are your items returned?

How long does it take for a return to be processed and do you offer store credit?

How long until the customer receives credit back?



Are you utilizing omnichannel returns?

Are you prepared to sort out return bins and charge for shipping?

What are the reason codes available to you?

Do you have both the customer and supplier side ready?

Are You Fully Prepared to Handle Returns in 2016?

Sources: UPS, comScore NRF Research UPS and comScore, "Empowered Consumers Changing the Future of Retail"

