Solution Overview

Returns Management

Minimize Returns, Maximize Recovery: Reverse Logistics Made Easy and Simple

Make returns a strategic advantage for your retail or consumer goods organization.

Cognizant

Reverse logistics is an opportunity to recapture value.

Retailers have worked hard to improve supply-chain agility, but merchandise and inventory returns are skyrocketing, spurred on by soaring e-commerce sales and "buy anywhere, anytime" practices. Online returns in some categories are nearing 30%.

Cognizant Returns Management Platform helps minimize the volume of returns and maximize value recovery.

With our platform, your organization can tackle the returns-related complexities of item files and vendor agreements as well as financial accounting and compliance with organizations such as DOT and EPA.

Whether your organization is large or small, it needs to invest wisely in managing reverse logistics. Our supply chain practice is dedicated to making that happen. From assessment and design to implementation and support, your returns processes benefit from the full breadth of Cognizant's retail and consumer goods experience.

Benefits for your organization

Cognizant is ready to partner with you at every stage of your returns management process. No matter the size of your organization, whether you're all-digital or a combination of online and in-store, you can benefit from our portfolio of solutions.

Our portfolio of solutions is designed to work as individual modules and as a comprehensive end-to end platform. Choose the implementation that's right for your organization.

Our solution is built on IBM's scalable and flexible Business Process Management (BPM) platform, which enables process owners and business users to engage directly in the improvement of their business processes.

End-to-end returns processing

You can process merchandise from wherever returns originate, whether online or in-store. Receipts can be scanned, product condition and reason for returns can be captured, and credits can be processed in an intuitive manner.

Equally important, you can track returned merchandise as it moves to backroom storage and to return centers and final dispositioning. You can determine whether items are sellable to customers as new or open boxes. Your organization benefits from coordination among departments. Moreover, start-to-finish tracking is an essential component of new compliance and regulatory changes.

Minimize returns

You gather return-related information through each step of the process, from buying to disposition. At your customer service desk, for example, you capture data on the condition of item and the reason for return.

The result for your organization is the all-important ability to perform return analyses and to detect patterns that help you better manage product, pricing, planning and disposition.

Maximize value recovery

- **Item dispositioning.** You gain the flexibility to determine the disposition of items at the store level and at the return center. To determine the final disposition, the rules engine takes into account the vendor terms and the item information captured at various stages.
- **Integrate with auction platforms.** Automate your organization's liquidation process by integrating with online auction platforms. We use custom algorithms that let you maximize recovery, whether you sell by the truckload, pallet, or individual item. You can optimize the mix of a pallet and identify the ideal secondary market provider for your mix.
- **Optimize stock transfer and fulfillment capabilities.** Quickly identify the most profitable, highest value option for the merchandise at the point of return, whether it's stock to stock, store to store, or fulfilling from the returns center.

Our Solution

Vision for Returns Management System

Our best in class Returns Management Solution is based on the major driving factors of maximizing the value recovery from returns while minimizing the returns.

Reverse Logistics Solution Functional Overview

Why Cognizant?

Our teams have partnered with leading retail clients to assess, design and implement reverse-logistics solutions. Our solutions manage the complexities of compliance, warranty management, and end-to-end returns processing. We tailor the platform to each client's specific situation and need.

Ensure that your returns are managed as carefully as your forward logistics. Talk to Cognizant today about conducting a returns assessment for your retailer or consumer goods company. Find out more about how our team's experience with returns and reverse logistics can develop a cost effective, comprehensive solution for your business.

In addition, read our 2-part report, Reverse Logistics: The Way Forward. Part 1 covers the rise of channel-agnostic shopping and its impact on reverse logistics. Part 2 examines the role of data analytics.

ABOUT COGNIZANT

Cognizant (NASDAQ-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 205 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at www.cognizant.com or follow us @Cognizant.

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