



# Connecting Bricks to Clicks



## Reverse Logistics: It's Better on the Edge

Consumers return more than one trillion dollars' worth of products annually to online and store-based retailers worldwide.<sup>1</sup> Easy return policies drive sales but create substantial risks.

Reverse logistics solutions are the linchpin of successful returns. Some solutions instantly refund customers their money but take an inordinate amount of time to get inventory back and available for sale, which significantly impacts sales margins and turns.

On average, retailers are waiting 15 days to get returned items available for resale, and those items are selling for less than half of full price.<sup>2</sup> Using existing order fulfillment infrastructure to manage reverse logistics contributes to delays and higher costs.

91% of logistics companies acknowledge that retail customers are now asking for end-to-end logistics services handled by a single provider  
- Accenture (2021)



### Closer to Your Customers

Fillogic leverages underutilized space in shopping malls to create tech-enabled micro distribution hubs. Each location can provide full-service localized logistics for the middle and last mile of retail supply chains.

Strategic partnerships with the country's premier mall operators give Fillogic exclusive access to more than

450 convenient retail locations nationwide for customer drop-offs, inventory consolidation and returns processing.

By contrast, most logistics providers rely on parcel carriers to deliver product returns to consolidation points, and then ship items to retail distribution centers that process returns.



### The Power of Localized Logistics

Fillogic's end-to-end logistics services guarantee product returns will be available for resale in 7 days or less.

Our locations can serve as convenient drop-off points for returns, where we also provide:

- Quality Assurance (QA) to route products for resale, return to vendor (RTV) or disposition.
- Repair, cleaning, tagging, and bagging capabilities
- Technology solutions that provide full visibility of returned products, from receipt to storage and re-fulfillment.

#### Our reverse logistics process has three components:

<p><b>Drop-off or ship returns to a local Fillogic Hub</b></p> <p>1</p>	<p><b>Item-level QA</b></p> <p>2</p>	<p><b>Real-time integration to update your systems</b> (WMS, WES, OMS, RES, POS)</p> <p>3</p>
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Our proprietary technology delivers total visibility of your returns process and a single view of inventory available to sell.

**Other benefits of using Fillogic's enterprise Logistics-as-a-Service platform include:**

- **Detailed status updates** for items returned and real-time inventory visibility.
- **Increased speed and productivity** by fulfilling new orders from the same facility that manages returns.
- **Rapid, scalable growth** from seamless integration with our nationwide logistics network.

The Fillogic platform is available to eCommerce and Brick and Mortar Retailers for no upfront costs through a scalable, transaction-based pricing model.

**Sources:**

1. Finding a fix for retail's trillion-dollar problem: Returns (cnbc.com)
2. Gartner Research

**“ On average, retailers are waiting 15 days to get returned items available for resale. ”**



## About Fillogic

Fillogic is an experienced team of retail and logistics professionals, technologists, serial entrepreneurs and creative problem solvers with over 160 years of combined experience. We are driven by a mission to help our partners decipher the writing on the wall as technology continues to rapidly transform the retail landscape.

**Fillogic**

[fillogic.com](https://fillogic.com)