

Report: Successful Reverse Logistics for e-Commerce Retailers

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If you run an e-Commerce retail store, product returns are unavoidable. Reverse logistics in an e-tail environment is a challenging part of your business. Customer service is essential to getting and keeping your on-line customers. The handling of your customer product returns is an essential component of your customer service program.

In order to effectively deal with product returns you need to ensure you are addressing not only the needs of your customers, but also the needs of your company to ensure you are minimizing the cost and impact of the returns on your company since they can have a very significant impact on your profits.

The goal of this report is to help you to assess and improve your e-Commerce Reverse Logistics. To assist you to better understand e-Commerce Reverse Logistics, this report starts by outlining some key e-Commerce Reverse Logistics facts and findings. The report then outlines an e-Commerce Reverse Logistics Framework you can use to assess and analyze your operations. Each key item of the framework is discussed in detail to outline the key issues and review some best practices examples from some of the best know e-Commerce companies.

Select the link below to view the PDF of this in-depth report:

[Successful Reverse_Logistics_for_e-Commerce_Retailers](#)