

RETURNS & REVERSED LOGISTICS

Solution brief – a software solution for Post, Parcels and pallets

Reverse Logistics Process



PreCom Logistics – providing a smooth way to manage reversed logistics and returns

Growing returns

Returns volumes are increasing year by year. This is as a result of fast-growing e-commerce. To create trust and make people buy things without seeing and touching them, the Online commerce has created generous return policies. Nowadays consumers assume that it is both easy and free to return the goods they do not want to keep. A common behaviour is to order more than wanted. Different sizes, colours and shapes to try at home before deciding. Sometimes half of the goods are returned. This means both new business opportunities but also challenges to meet new requirements.

Reversed logistics

Reverse logistics is not just about picking up returning products and bringing them back. It is a very complex procedure, due to the extent of operational focus required in streamlining the process.

Returns unlike in traditional hub-spoke logistics, often start at many places and end up in one place. It is difficult to predict, when, where and who will return or the origin of return. This makes forecasting budgets, logistics or revenue difficult to predict. Additionally, there are high requirements on customer experience, fast turnaround and low cost.

Succeeding in reverse logistics with these approaches requires extensive coordination, visibility, and data analytics capabilities. All these requirements can only be fulfilled by using cognitive technology- and data-driven tools. With the entire e-commerce landscape gearing up to conquer the challenges of relaxed returns policies through intelligent technology and business models, it is something that the logistics community cannot ignore.

WHAT DO YOU NEED?

Key solution requirements for efficient reversed logistics



What do you need to effectively manage this advanced type of logistics?

■ Ability to manage Ad hoc pickups

Since many of the returns, by their nature, cannot be planned in a good way, the driver must be able to handle new, unplanned pickups during his route

■ Option to create manifest

Sometimes the return Track and trace label is not properly filed in the backend system. For the driver to still accept the pickup, he must be able to create a new manifest on the spot.

■ Collection of data and statistics

To understand customer behaviour regarding returns is very important for further optimisation. By collecting data about the position, date and time for different event, you will be able to retrieve valuable analytics.

■ Recording of deviations

If the return item is broken or damaged, the driver should be able to report this directly at the pickup. With timely and proper data about the condition and any kind of deviations, it will become easier to handle the returned goods. Some items might be redirected to liquidation directly, while others are sent for resale.

■ Geofencing to simplify

Geofencing with proper rules is a powerful tool. For example, pickup of returns may be auto dispatched to a certain driver once he approaches a specific Service Point.

■ Sorting at pickup

With guidance from the software, the driver may be able to do a first sorting already at pickup of the return. Such an action can simplify process when the return is received back at the terminal.

■ Special instructions

Sometimes the driver needs to follow specific instructions when picking up the return item. For example, he may need to pack the goods with specific wrapping or in a box

■ ETA notifications

If the return is pickup at home or a specific point, a very important thing is to notify the sender of return item when you are arriving for the pickup. This also gives the return sender an opportunity to change the preferences for time of the pickup.

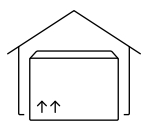
PRECOM LOGISTICS

Advance your Delivery, Collection and Returns by leveraging purpose designed software

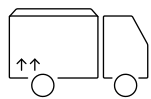


Boost your performance

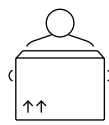
PreCom Logistics is our software for Post, Parcel and Pallet companies of all sizes. It will allow your drivers and terminal workers to effectively manage the delivery, collection and return processes.



UNDER THE ROOF



ON THE ROAD



CUSTOMER EXPERIENCE

In the depot, sortation and scanning compliance allows each driver to leave on time to maximize road time. When being on-the-road, information and decision tools will ensure that first time delivery, collection and return rates are optimised. Smooth ETA communication in real time will ultimately drive customer satisfaction. Happy receivers will consequently mean better motivated drivers.

BENEFITS

- **Drive Business Intelligence**
Barcode scanning, Event data, GPS-position and other key data from the software will give you accurate and timely information
- **Improve 1st time delivery rates**
With transparent information and communication the driver will know if what is required
- **Create smiling customers**
As a receiver, I want to know when my package arrives. Timely ETA notifications will help
- **Empower your drivers**
Less hassle and more interesting assignments will keep your drivers motivated
- **Sharpen city deliveries**
Sustainability and volume management is key to managing the crowded urban logistics

The right package for you!

PreCom Logistics Fix

A package for Less-than-load or other transportation companies, who want to increase efficiency, accuracy and quality.

PreCom Logistics Mix

For Logistics service providers that works in dynamic and fast changing environment, where SLA reporting and efficiency is required. For example Direct-Store-Deliveries or Business-to-Business deliveries.

PreCom Logistics Max

Aimed for advanced deliveries where customer experience is of significant importance. Typical use-cases may involve home delivery, instant and same-day-delivery or postal operations.

FIX	MIX	MAX	
●	●	●	TRACK & TRACE ESSENTIALS Electronic manifest Pickup & delivery workflows POD Returns Deviations Messaging
	●	●	IN-DEPOT WORKFLOWS Containerization Sorting Load Handover to customer Unload
	●	●	INFORMATION TOOLS COD payments Vehicle Check and accident report Work shift Summary Turn-by-turn navigation Fit for duty check Bulk handling Pallet tracking Asset tracking Dynamic forms
	●	●	OFFICE ACCESS Web access Dashboard and reporting Dispatch Event search Historical and real time maps User admin
		●	CUSTOMER INTERACTION Geofence Pin-code Authority to Leave (ATL) ETA notifications Consumer web Route optimisation Logo on sign on glass

CORE FEATURES

Out of the box

Ready to use for Delivery, Collection and Returns



Sort from day one

Sortation, Under The Roof functions and Peak compliant from day one



On demand delivery

Packaged SAAS offering to ensure entry level requirements are met with minimal work



Easy integration

Services are packaged to take care of integration in a controlled manner



Simple price model

Per user price model to ensure benefit realization and/or ROI



Strong user base

Used by 175 000+ users delivering millions of parcels every day


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