



ReturnPro

Case study

6 Million of idle inventory turned to cash

Industry
Retail

Solution
SaaS, Supply Chain, ReCommerce

Why ReturnPro

Rapid, data driven monetization of aged stock with end to end visibility—in weeks, not months.

Challenge

Large retailer had aged inventory scattered across stores, distribution centers and return centers in quantities that were too small to send to stores.

- One of the world's top retailers with over one million SKUs had millions of dollars in idle inventory, taking up valuable space at store level and throughout its supply chain.
- The store level write-down process was slow and failed to get adequate sales velocity even after **in-store 75% markdowns**.
- Approximately **10% of all store inventory required some repricing**, leading to a huge administrative effort.
- Much of the inventory in the distribution centers and return centers was awaiting some sort of write down process or had already been written down and did not appear on managements inventory radar. Most of this inventory was sold through B2B channels at extremely low recoveries or continued to age.

ReturnPro's Solution

ReturnPro's implementation team analyzed and designed a custom software solution to:

- Utilize ReturnPro's Returns SaaS and data gathering to instantly list items from store level, distribution center and return center. The sales channels were chosen to drive sell-through by reaching the largest number of potential buyers for every item, while not interfering with the company's core sales strategy.

- Provide dynamic pricing and re-pricing through ReturnPro's intelligent disposition engine; fully automated in real-time.
- Incorporate all active company UPCs into the 5 million ReturnPro UPC database

A Project Plan with a Strict Rollout Schedule

- Built the support, monitoring and mentoring infrastructure custom to partners needs
- Implemented the ReturnPro's Returns SaaS software solution to manage all aspects of non-productive inventory to provide:



Visibility of
all inventory



Process clarity
and accountability
by location and
process step



The ability to sell store
level, distribution
center or return
center product on
e-commerce channels

The Results

Speed of Implementation

The ReturnPro UPC library contained full data for all the company's products. The customer was able to scan slow-moving items at stores and return center. The items were instantly and simultaneously listed across **22 marketplaces**. Sourcing of scanners, store level training and active selling began in just two weeks for over **500 stores**.

Superior Sales Velocity and Net Recovery

A competitive vendor had implemented a similar program six months earlier. The ReturnPro solution achieved higher net margins and sell-through in the first week. **After three months, the net margin remained 10% higher**; sales velocity was triple the competitive vendor.

Store-level **product was sold** earlier in the write-down process and **much faster** than through the historical store process. Shelf space was freed up to better sell highest value productive inventory.

Product at the return center was sold B2C **generating margins 7–12 times higher** than the historical B2B process.

22 days

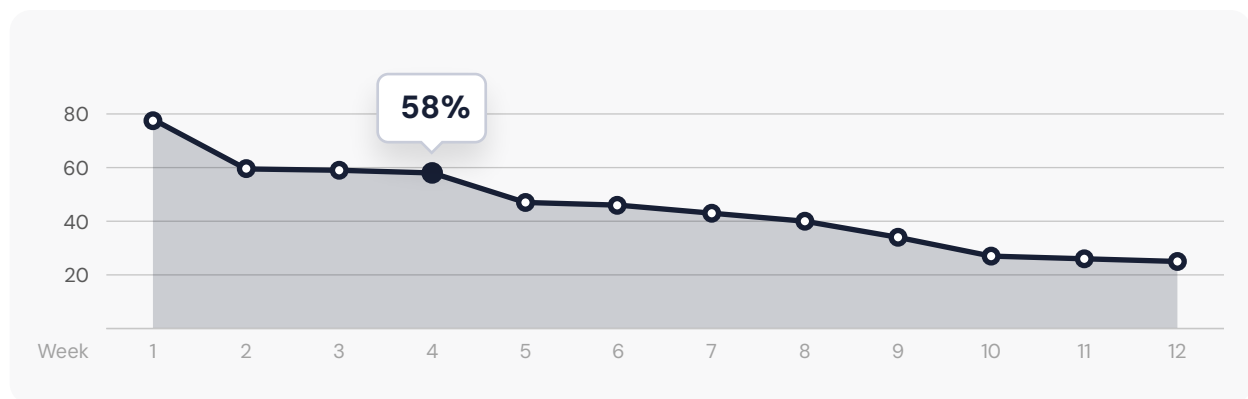
Inventory
(days on hand)

\$599 (49%)

Sales velocity

+6.6pts (58.1%)

Net margin



Everyday ease and efficiency of execution

The versatility of ReturnPro's **Returns SaaS software shipping model** allowed the customer to list, sell and ship large items LTL.

Visibility throughout the supply chain was realized with a simple scan, **distribution centers freed up space**, store level product was sold before incurring freight to the return center.

Marketplace channel controls allowed private-label items to be sold only on the customer's proprietary marketplace.

Your partner for intelligent returns management solutions

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