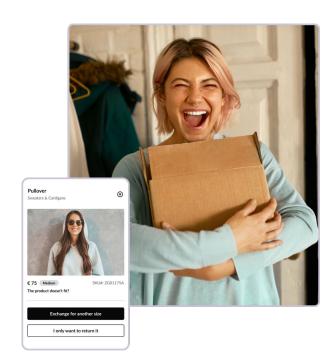
All-in-one return solution

Looking for a solution for your return problem? Well, you're in luck! The Internet is full with return platforms, return management platforms, return portals and all-in-one return solutions. But, do you know the difference? And more important, do you know what your organization needs to be able to solve the problem? Probably not. That is why we've created this checklist. Here you'll find key features and criteria for your perfect solution.

Checklist





All-in-one

Before we start, let's introduce the concept of 'all-in-one'. At the moment there are several so-called 'single point of solutions' available. At Returnista, we believe in the power of one solution for the complete return problem. That is why this checklist provides you with all the features that match the all-in-one return solution.



Returns platform

One place where you oversee, manage and monitor all your returns.



Return portal

Portal where consumers register their returns and /or make exchanges instead.



Logistics

Offer your consumers an (inter)national return experience without borders.



Support

Get off to a good start with the right support, integrations and advice.





Return Management Platform

Feature	Criteria	
Access	User can login 24/7 on every device Send a magic link if consumers forget their order number	
UI/UX	The return management system is user friendly The platform is available in multiple languages	
Integrations	Integrates with Warehouse Management Systems (WMS) Custom integrations are possible Enables integrations with e-commerce platform Return data available via API endpoint	
Data	Insights in return orders Insights in return value Insights in exchanges Insights in returned exchanges Insights in retained value (EUR) Insights in saved revenue by exchanges (EUR) Export data to .csv and .xmls Platform shows all orders that are within the returning time	

Scorecard					
Returnista	Company name	Company name			



Return Management Platform

Feature	Criteria
	Enables you to create your own return reasons
	Possible to exclude product types/categories from the return portal
	Possibility to create return labels
Returns	Possibility to create pick ups
Returns	Possibility to create QR-code/printless labels
	Set up return and grace period
	Possibility to create multiple packages
	Apply additional pricing depending on the return reason
	Offer the possibility to exchange items for a different size
Exchanges	Possibility to offer a free exchange (no return costs for the consumer)
	Offer coupons once returning an item that can be used for another purchase
	Enables you to create your own return reasons
	Possible to exclude product types/categories from the return portal
Refunds	Possibility to create return labels
	Possibility to create pick ups
	Possibility to create QR-code/printless labels

Scorecard					
Returnista	Company name	Company name			



Return Management Platform

Feature	Criteria	Scorecard				
		Returnista	Company name	Company name		
	Possibility of showing an alert via Pop Up in the portal to the consumer					
 Communication 	Interrupt the process with a pop up to do a certain action Possible to send e-mails to consumers throughout the process					
Admins	Adding team members Blacklist consumers					
Overall score Return Ma	nagement Platform					



Return Portal

Feature Criteria			Scorecard				
Consumers can easily register a return Consumers can register a return online Consumers can register their return 24/7 on every device	Returnista	Company name	Company name				
Portal	Easy login through zip code, e-mail, magic link, order number Possible to customize the portal (copy, logo, image, fonts, language						
Overall score Return Portal							



Logistics

Feature	Criteria		Scorecard				
		Returnista	Company name	Company name			
	Enable local returns Enable returns within Europe						
Demographics	Enable world wide returns Allow returns to be sent to a specific return address/warehouse in each country						
Contracts	Create labels using own carrier contract Use Returnista's contracts						
Overall score Logistics							



Support

	eature Criteria		Scorecard				
•	Assistance	Help during implementation of the platform and portal Help during adoption of the platform and portal Success reviews to get the maximum out of your return dedicated contact person	Returnista	Company name	Company name		
	Customer support	Outsourcing your customer service on returning is possible					
	Overall score Support						

Overall score

Feature		Scorecard			
	Returnista	Company name	Company name		
Overall score Return Management Platform					
Overall score Return Portal					
Overall score Logistics					
Overall score Support					
OVERALL SCORE					

The road to zero returns

At Returnista, we believe that the e-commerce companies that provide an optimal customer experience are the winners. And we understand, better than anyone, that the returns process plays a crucial role in that customer journey.

That's why we offer a return management platform that helps webshops optimize and automate the entire returns process. This way, the return process does not become a tedious and loss-making process, but instead an opportunity to reduce the number of returns, retain more revenue and guarantee an optimal customer experience.

Book a demo

