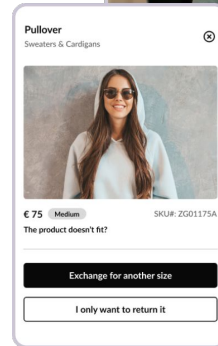
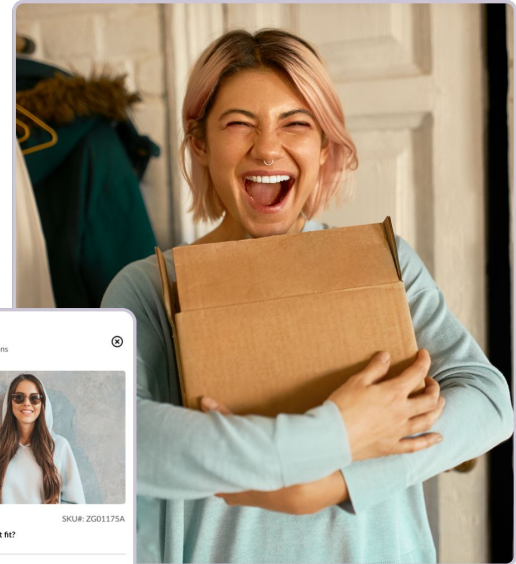


All-in-one return solution

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
• Communication	Possibility of showing an alert via Pop Up in the portal to the consumer 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

Scorecard		
Returnista	Company name	Company name
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

• Overall score Return Management Platform

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------



Return Portal

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

Scorecard		
Returnista	Company name	Company name
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

• Overall score Return Portal



Logistics

Feature	Criteria
● Demographics	Enable local returns Enable returns within Europe 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

Scorecard		
Returnista	Company name	Company name
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

● **Overall score Logistics**



Support

Feature	Criteria
• 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
• Customer support	Outsourcing your customer service on returning is possible

Scorecard		
Returnista	Company name	Company name
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

• Overall score Support

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------

Overall score

Feature

- Overall score Return Management Platform
 - Overall score Return Portal
 - Overall score Logistics
 - Overall score Support
-
-
- OVERALL SCORE

Scorecard

Returnista

Company name

Company name

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](#)

