



Berkshire Grey Reverse Logistics

Streamline and automate returns processing to accelerate the resale of returned goods.

BY THE NUMBERS



\$120B

of holiday purchases will be returned this season.



59%

more expensive than last year to process returns due to increased shipping costs and labor scarcity.



\$20–\$45

average cost of an eCommerce return.

Sources: [CNN](#) | [CBRE](#)

Industry Challenges

- Retailers are experiencing increasing levels of consumer returns as they grow their online businesses.
- Cost of returns are increasing due to supply chain issues as well as discounting and liquidation losses.

Berkshire Grey Reverse Logistics Solution Helps eCommerce Retailers

- Accelerate the resale of returned goods by reducing the processing time by up to 25%.
- Reduce markdowns by improving restock times.
- Reduce processing costs by improving labor handling efficiency by up to 35%.

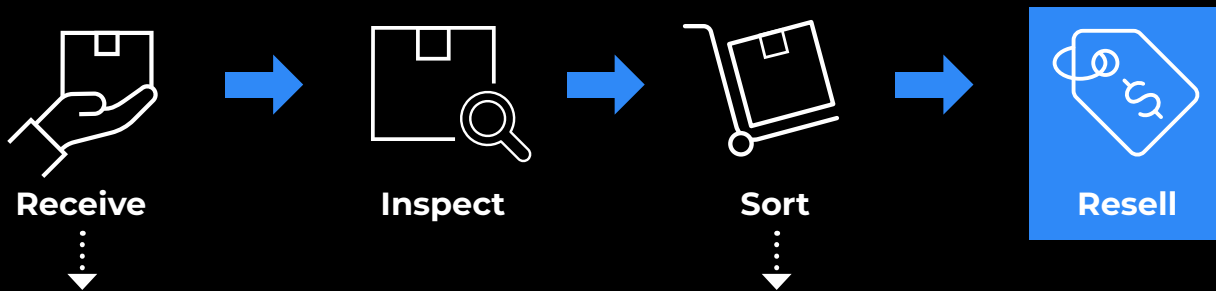
“A great reverse logistics supply chain can be a valuable profit contributor to a retail company through its ability to optimize the resale of returned merchandise at full price.”

— Tom Enright (Gartner), “The Contemporary Guide to Retail Supply Chain Excellence: Part 3 – Returns and Recommerce”

Gartner

CAPABILITY	BENEFITS
Robotic Package Sortation with Identification	
<p>Autonomous systems robotically pick, identify, sort, and containerize small packages, including polybags, tubes, padded mailers, boxes, and envelopes to pre-sort returns packages prior to inspection.</p>	<ul style="list-style-type: none"> • Trigger return package receipt confirmation without touching individual packages. • Move returns faster from receiving to inspection. • Make inspection more efficient by processing containers of returned packages that have already been sorted by brand, category, etc.
Robotic Shuttle Put Walls	
<p>Automated put wall systems streamline sorting of individual items for fast restocking and other dispensation.</p>	<ul style="list-style-type: none"> • Reduce sorting labor by up to 70%. • Improve individual item sorting throughput by up to 3X. • Shorten the time to re-stock re-sellable items by up to 25%.
Solution Design and Delivery	
<p>Design and delivery services to architect complete workflows that include receiving, inspecting, sorting and final dispensation.</p>	<ul style="list-style-type: none"> • Optimize returns processing by integrating automation and non-automated process steps. • Minimize exception handling. • Ensure solution performance and ROI is predictable based on in-depth financial modeling. • Quickly and accurately implement and commission systems by relying on proven professional resources and methodologies.

BG Intelligent Robotics Can Help Automate the Reverse Logistics Process



BG Robotic Package Sortation & Identification
Sortation of Returned Packages



BG Robotic Shuttle Put Wall
Returned Item Sortation for Restock

<p>25% Accelerate resale of returned goods by reducing processing time up to 25%.</p>	<p>35% Reduce processing costs by improving labor handling efficiency up to 35%.</p>
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