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.**”

<table>
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<tr>
<th>CAPABILITY</th>
<th>BENEFITS</th>
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| **Robotic Package Sortation with Identification** | • 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. |
| 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. | |
| **Robotic Shuttle Put Walls** | • 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%. |
| Automated put wall systems streamline sorting of individual items for fast restocking and other dispensation. | |
| **Solution Design and Delivery** | • 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. |
| Design and delivery services to architect complete workflows that include receiving, inspecting, sorting and final dispensation. | |

BG Intelligent Robotics Can Help Automate the Reverse Logistics Process

![Diagram showing the process of receive, inspect, sort, and resell with benefits](image)

- **25%**: Accelerate resale of returned goods by reducing processing time up to 25%.
- **35%**: Reduce processing costs by improving labor handling efficiency up to 35%.

**BG Robotic Package Sortation & Identification**  
Sortation of Returned Packages

**BG Robotic Shuttle Put Wall**  
Returned Item Sortation for Restock