

E-commerce Return Logistics



Customer Profile

Our customer combines typical vintage fashion and Asian inspired elements with an unmistakably European style while placing the highest value on quality. Thanks to its uniqueness, the TOP 5 fashion retailer enjoys a growing exclusivity and popularity and can count international stars among its followers.

With >500 outlets in 40+ countries, the fashion brand has a strong and growing international presence. Customer is also offering secure online shopping via multiple international websites and sells its products in over 100 countries. In addition to fast and reliable delivery, the customer offers excellent customer service and aims for an efficient return process.

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Customer Challenge

The customer has identified an inefficient return management process as key challenge to respond to the increasing customer requirements and growth targets in the fashion industry. Therefore, our customer was seeking for a partner, able to provide an integrated solution to efficiently manage the complex return process from a non-EU country in combination with E2E visibility across the entire supply chain including but not limited to:

- Management of daily customer returns
- Handling of customs documentation
- Quantity check and barcode scanning
- Physical return of goods to European DC
- EDI connectivity
- End 2 End visibility

This had to be implemented under a tight deadline and without compromising the autumn and winter season.

Agility Solution

In an open partnership approach, we jointly developed a tailored process to establish end-to-end visibility using Agility Connects for customers transports as well as warehousing activities. To implement the new processes & system, Agility has put at disposal a dedicated implementation team, which orchestrated all activities with internal & external stakeholders in order to guarantee the ambitious go-live date from decision to go-live.

Agility's solution consists of the following elements:

- Transport process for daily collection Sunday – Thursday to guarantee daily next day arrival in central DC / Basel
- Customs clearance setup
 - E-data setup for an efficient handling >100 HC's codes and multiple origins
 - Processing of transit document (T-2 with collection on Sunday) & securing customs documents flow (invoices, packing list, certificate of origin)
- Logistics process
 - Daily goods receipt of returned packages incl. check by using the return slip (Article, #, reason code)
 - Tailored report of received goods & inventory via Agility Connects – 24/7 access
 - Transport to consignee incl. data transfer to customer ERP / web shop

The partnership has since evolved and Agility is jointly working with the customer to continuously develop and further adjust and upgrade the process to a consistently changing growing E-commerce market.

Agility Retail Services at a glance

- Dedicated implementation and key account management team
- Control tower setup, consisting of senior experts from transport, logistics & customs sector
- State of the art WMS and track & trace portal – 24/7 access to Agility webportal (Agility Connects)
- State of the art customs process, integration and visibility
- Quantity check and barcode scanning
- EDI connectivity
- Integration into the existing transportation network & customs service offering

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