

## News details

### **iForce implements efulfilment and returns operation for Sainsbury's** 19/Aug/2009

iForce, a leading multi-channel logistics specialist, has implemented its efulfilment and multi-channel returns service for retailer Sainsbury's new non-food website.

The service iForce is providing is a first for the UK fulfilment sector as it combines online fulfilment, online returns and retail returns processing for Sainsbury's non-food goods at a 250,000 sq ft depot in Corby, Northamptonshire. The website will initially offer 4,500 non-food products rising to 8,000 by September 2009.

The multi-channel returns processing service consolidates returns of non-food products bought from retail stores and online. Using another in-house system, iForce manages the dispersal of the returns via routing perfect condition goods straight back to stock in Corby or the onward sale of raw returns and discounted lines via its Buy-Force platform, which sells single and bulk pallets of all types of customer returns to B2B customers and the general public. iForce will also recycle obsolete items in accordance with the WEEE Directive to all but eliminate waste going to landfill.

David James, Head of Sainsbury's Logistics Non Food commented: "We are very pleased to be working in partnership with iForce on this new and exciting venture for Sainsbury's. They have helped us develop an effective and efficient e-fulfilment operation that is fully customer focused and also accommodates our returns operation."

**Source: iForce**

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