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**Tech makes returns welcome
 January 1st 2011**

With the right solution in place, a retailer can turn potential losses from a return into gains, says Mark Hewitt, CEO of iForce

For the last six years Tesco has received a visible and auditable returns processing service from iForce that swiftly removes returned products from its stores and processes them for its onward disposition.

When a return is brought to the customer service desk in a Tesco store, the till system feeds the data directly into iForce's inhouse developed returns management software, called ReSCU, fully integrated with Tesco. The product is scanned and documented and given a code according to the reason for its return. Human intervention is required to validate this but from then on it's an automatic process.

ReSCU provides a series of prompts to manage the return and then carries out operational assessments and load planning for the items being sent to the returns centre for processing, which gives the centre advanced warning, allowing it to be ready to deploy the resources required to deal with the profile of returned goods arriving.

iForce pre-programs ReSCU with rules regarding the correct disposition for each of its customers and all of their items. It is vital to agree with the retailer on how to deal with specific items and circumstances. The item might be returned to stock, repackaged, refurbished or scrapped. The route back to market could see it being restored to the original supplier, auctioned using iForce's own BuyForce site, sold to jobbers or fed back into the retail stream where revenue can be maximised, given that 25% of margin can be lost by selling through intermediaries. In 60% of cases when returned products are inspected, no fault is found. In many cases the only problem is with the packaging. Keeping returned packaging that is in good condition when the product inside is not, helps build up a stock of packing. Furthermore, many manufacturers will over order their packaging by a few percent to ensure they have spare stocks, which can be used to bring back returns to 'as new' standard. It is therefore possible to restore significant quantities of goods to the original supply chain, or at least to the supplier, often gaining high residual value.

More articles from iForce Limited:

[iForce to be reckoned with \(1st February 2011\)](#)

iForce dispatched 6 million orders, on behalf of its clients, valued at £500 million in 2010, continuing its significant year on year growth since 2005, when just 750,000 orders were sent out.

From [Distribution](#)

[iForce provides charity with fulfilment boost \(26th November 2010\)](#)

iForce has provided international charitable foundation Global Angels with a complimentary efulfilment service.

From [Newsletter Stories](#)

[One stop shop \(1st October 2009\)](#)

Mark Hewitt, CEO of specialist logistics company iForce, believes that combining multi-channel returns processing within the same centre as e-fulfilment will increase efficiency and is the next big step in returns management.

From [Distribution](#)

[Online & retail processing \(1st September 2009\)](#)

Multi-channel logistics specialist, iForce, went live to the general public on 25th July with its service for Sainsbury's new non-food online offering, following the national launch of the leading retail chain's new non

From [Industry update](#)

[Positive returns guaranteed \(1st December 2008\)](#)

iForce processes over 15,000 individual items per day at its returns centre in Saltley, near Birmingham. According to CEO, Mark Hewitt, it guarantees same-day processing, delivering cash flow via credit/disposition, and cur

From [Products](#)



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Online fulfilment (1st December 2006)

Online retail is easily the most healthy and vibrant part of the retail economy but it is absolutely dependent on the quality of the fulfilment services, says Mark Hewitt, chief executive officer of e-fulfilment and reverse l

From Products**iForce opens warehouse for Boots.com (1st June 2006)**

iForce, the e-fulfilment and reverse logistics specialist, has officially opened The Fort, a new 164,000ft² warehouse facility in Birmingham.

From Logistics distribution**iForce opens new warehouse for Boots.com (18th May 2006)**

iForce, the e-fulfilment and reverse logistics specialist, has officially opened The Fort, a new 164,000 sq ft warehouse facility in Birmingham. The site is handling the fulfilment requirements of Boots.com Direct.

From Newsletter Stories**Boots.com appoints iForce to handle e-fulfilment needs (6th February 2006)**

e-fulfilment and reverse logistics specialist, iForce, has signed a deal with Boots.com to manage the health and beauty retailer's e-fulfilment requirements for the next four years. The contract, which is one of the largest and most prestigious e-ful

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