

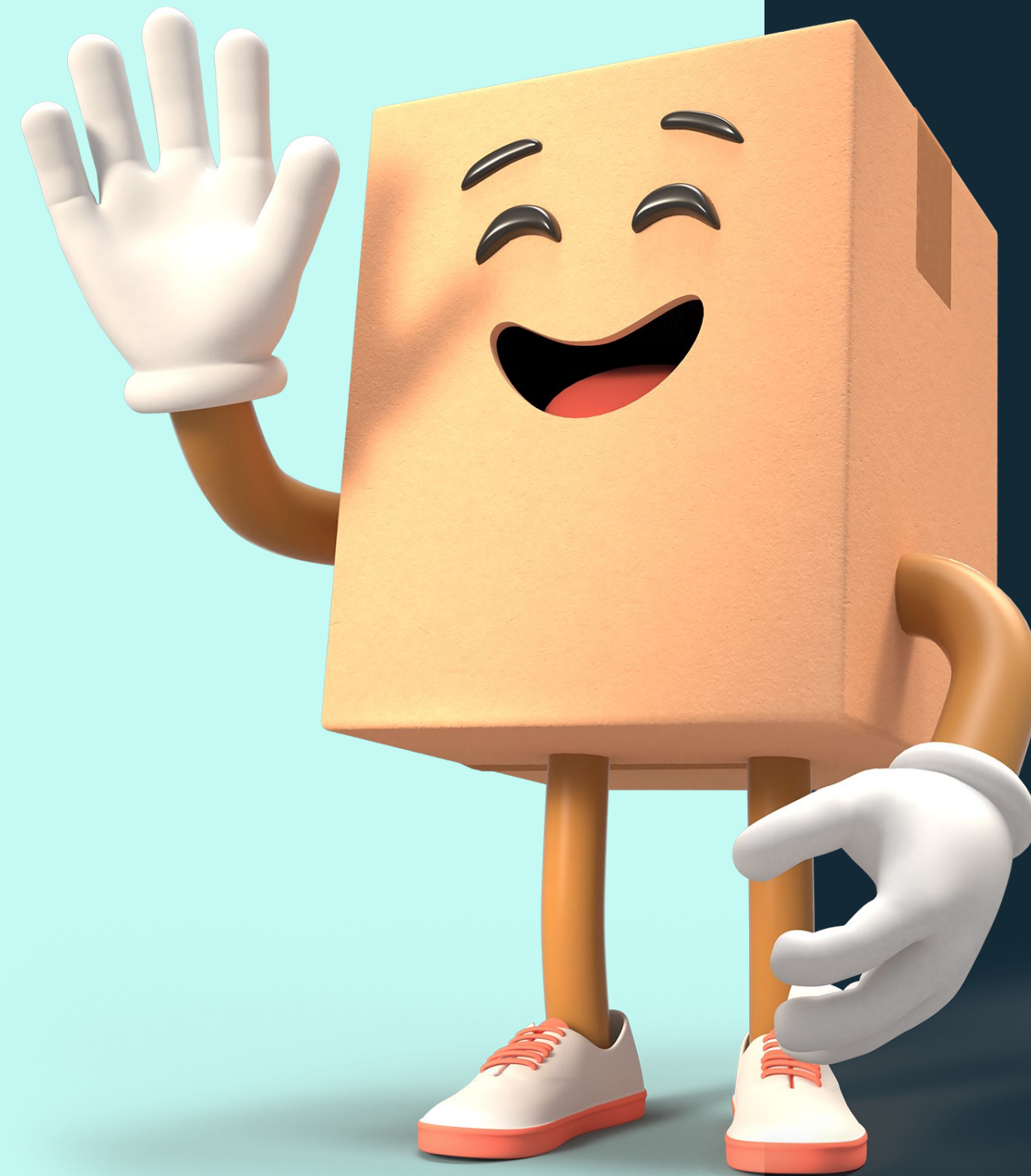
Reverse Logistics and Claims Management

Inline with local regulation within
the FMCG & Pharma Industry



Agenda

- ✓ The need for returns and claims management
- ✓ Returns Management - Key Challenges
- ✓ Returns as a competitive advantage
- ✓ Effortless Returns, powered by FarEye



Why Returns Management is Critical

FMCG

PHARMA

~15

Cents

Loss per Rand due to inefficient handling of returns

>30%

Non-compliance with SAPHRA, poor handling

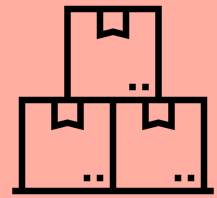
>15%

Current average rate of return in FMCG

~12%

Revenue loss due to expired/damaged products

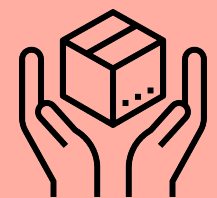
Returns Management - Key Challenges



High Return Volumes, low-margins - upto ~30% of products returned

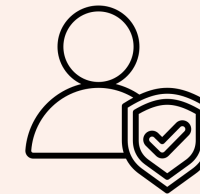


Large dedicated manpower and space for handling returns

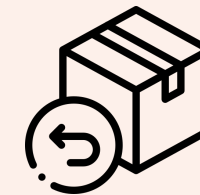


Complex handling of perishables in case of food and beverages with limited shelf life

PHARMA



Regulatory Compliance: Strict returns guidelines to ensure consumer safety (SAPHRA)



Poor returns management can increase counterfeit / expired drug market re-entry



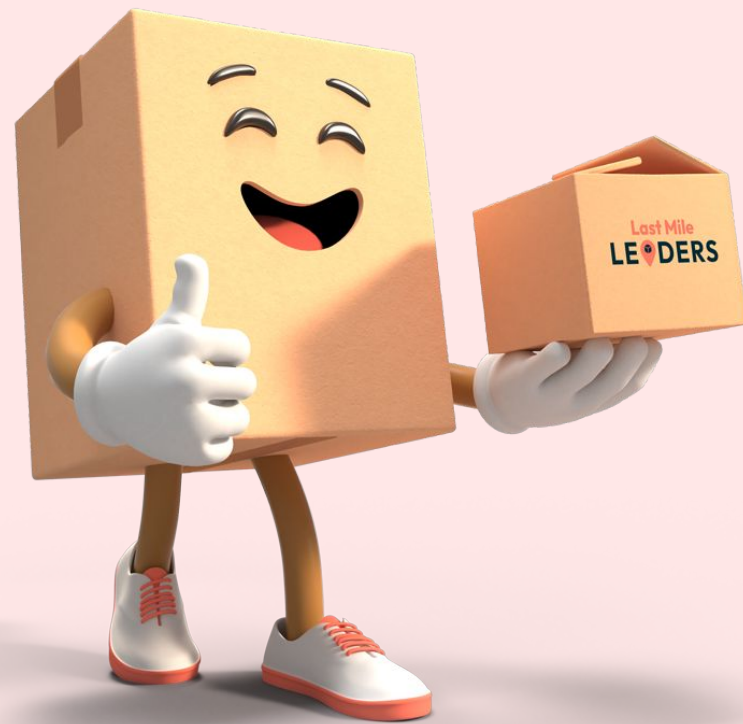
Processing of claims, damaged goods/recalls is a manual. Expensive & time-consuming process

Source: [Grand View Research](#)

Reverse Logistics strategies - Critical Success Factors

Strategies were identified by an independent study to have a major impact on a firm's competitiveness in the South Africa Market

Source: [Research Gate - South Africa](#)



Technology

Integration of forward & reverse logistics

Implementing new technology

Firm Policy

Alliances with strategic reverse logistics partners

Outsourcing reverse logistics

Sustainability and Regulation

Sharing of reverse logistics processes

Adherence to environmental policies & Regulations

Eco-compatibility of products - Recycle/Reuse

Value recovery through recycling & repackaging

Transforming Returns Experience - Challenges into

Optimize Returns, Minimize Costs, and Elevate Customer Experiences with Intelligent Logistics
opportunities



Drive customer delight (NPS / CSAT) with streamlined returns

- Branded and flexible returns portal to schedule and process returns



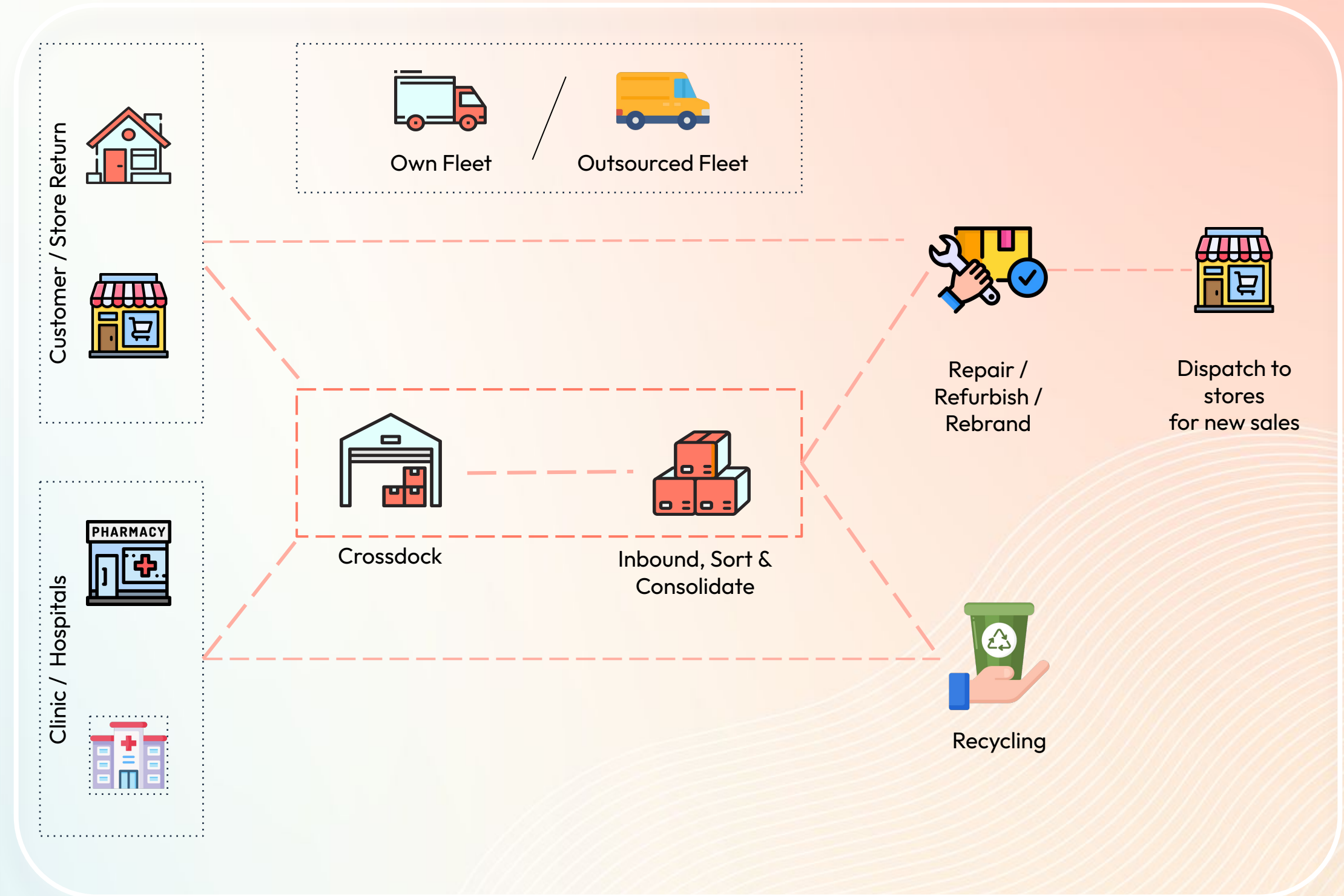
Decrease return cycle time and returns cost per unit

- Dynamic planning for own fleet or by carriers



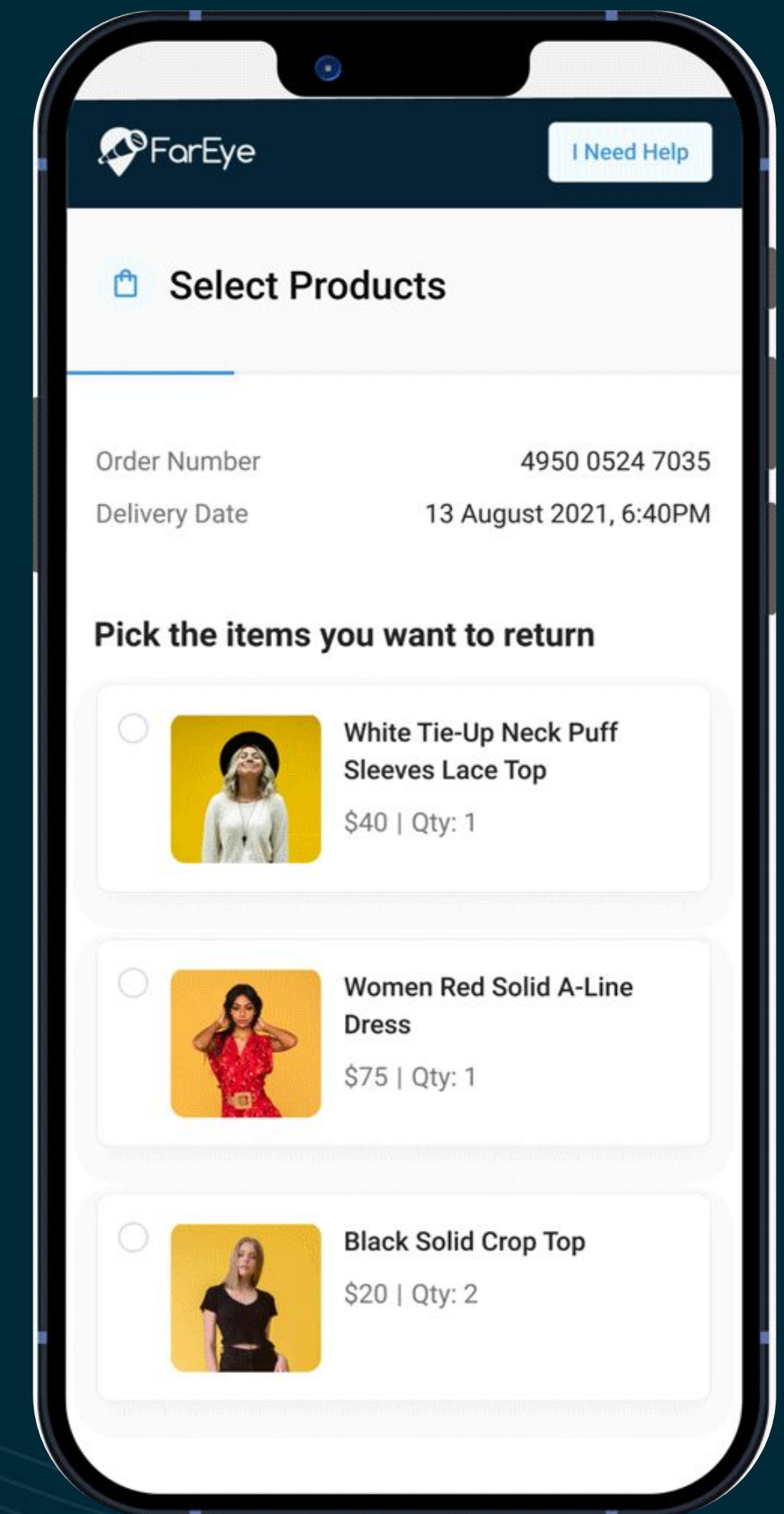
Increase turnover rate for returned goods

- Flexible workflow management engine to digitise processes



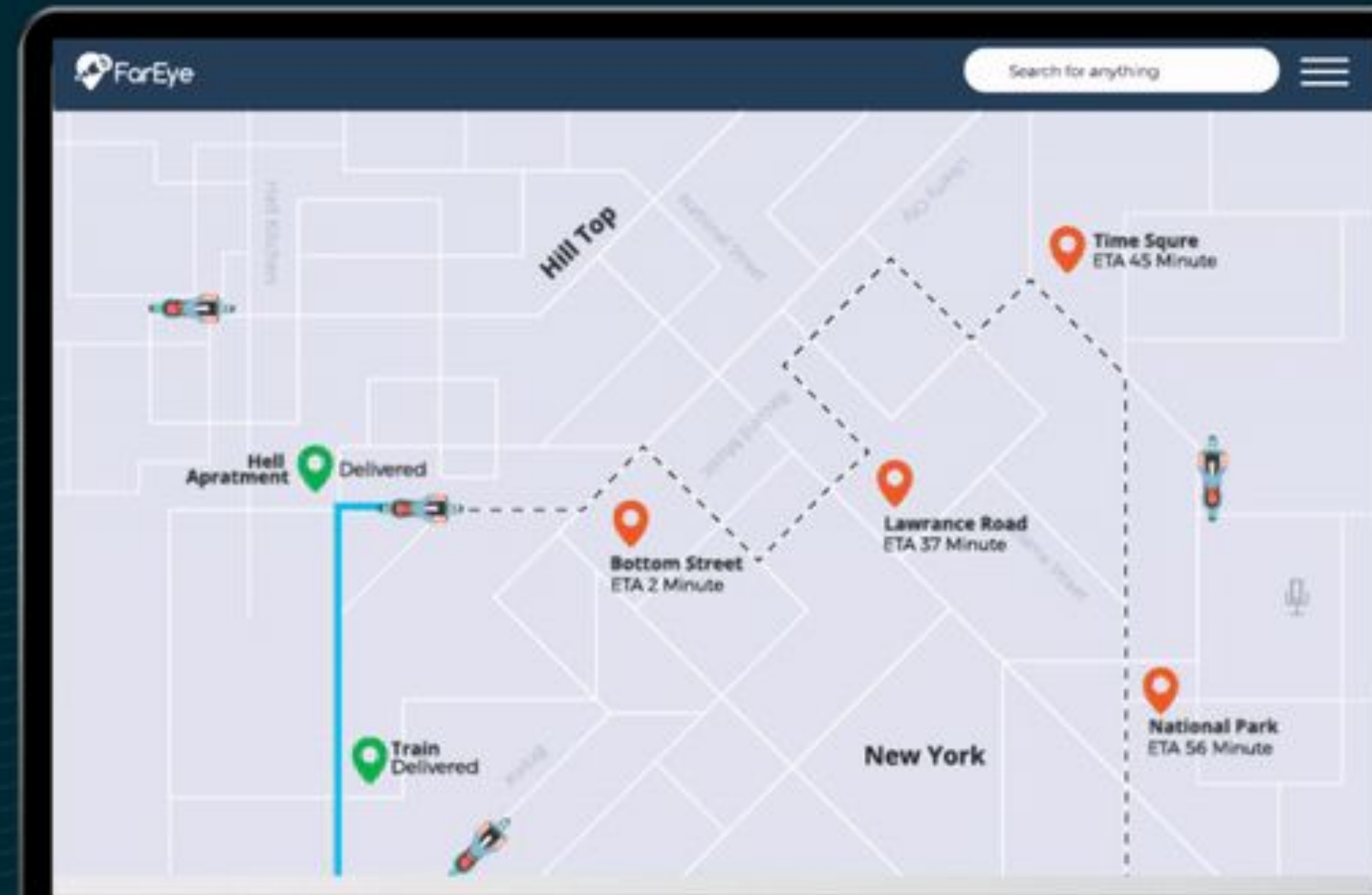
Flexible returns - Schedule, Manage and Track returns

Drive customer experience
with a flexible returns
management engine



Dynamic Route Optimization for Instant Returns Processing

Achieve quicker, more precise pickups with automated route planning



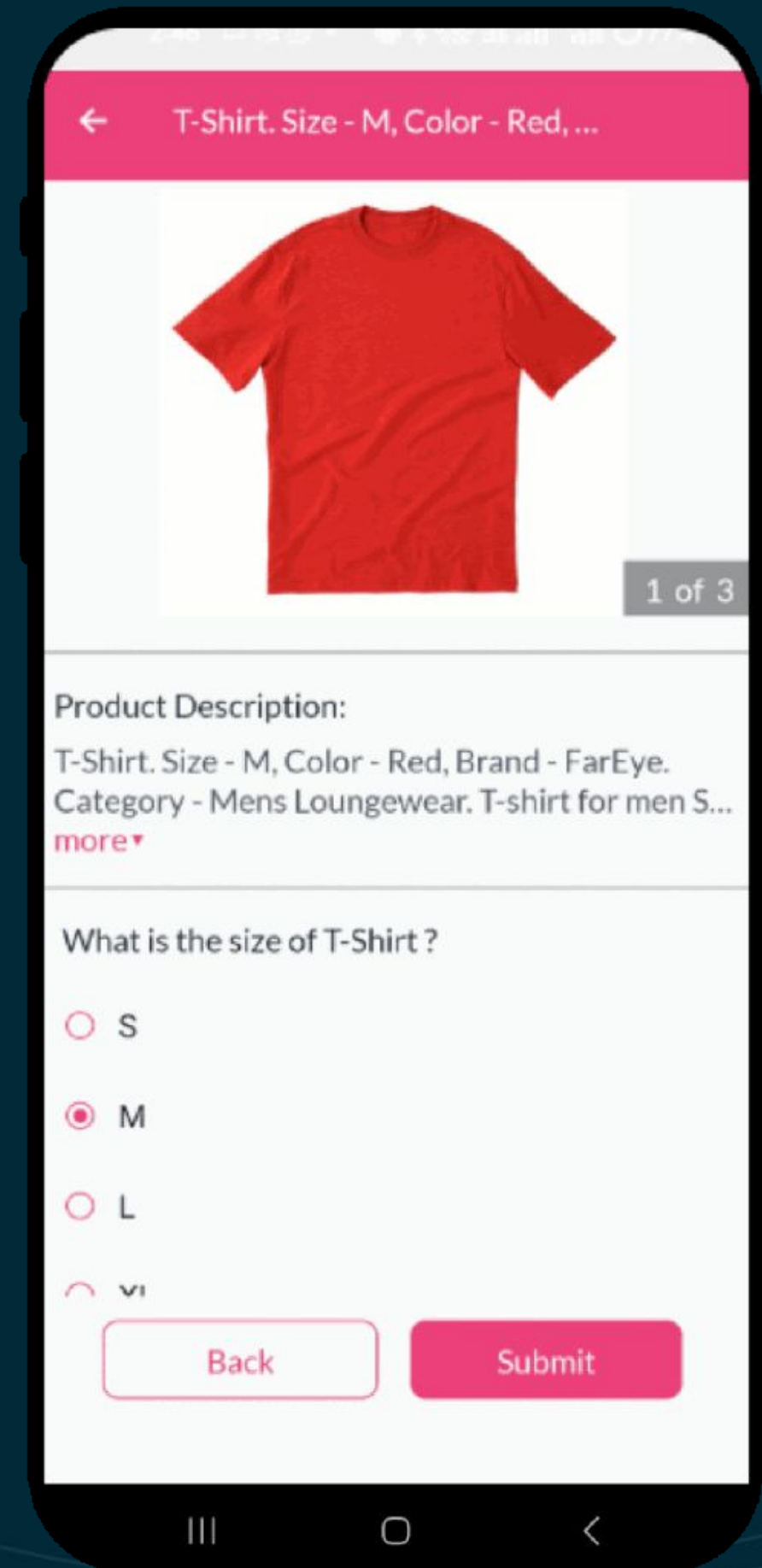
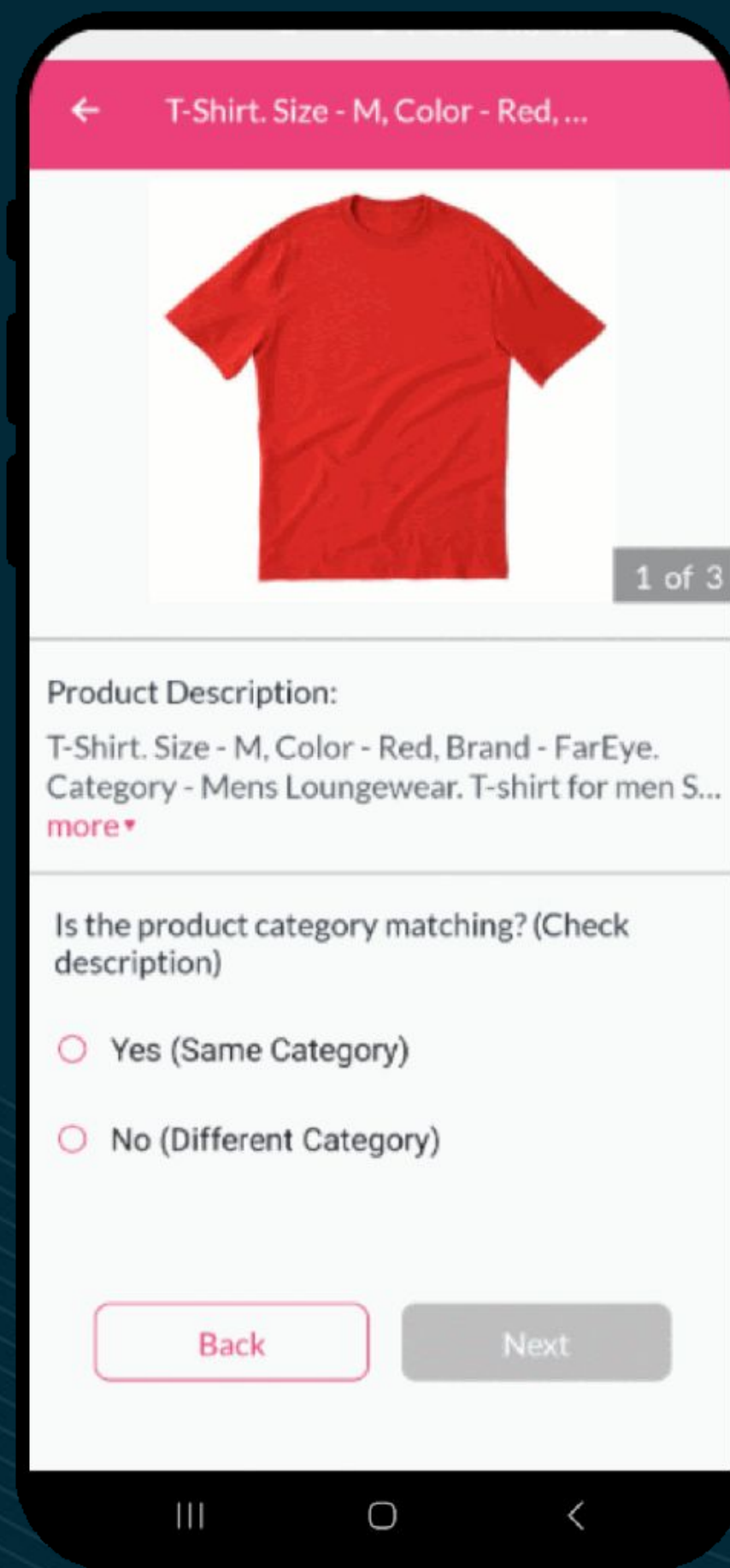
AI-Powered Carrier Selection for Seamless Delivery

Achieve quicker, more precise
pickups with automated 3PL
allocation



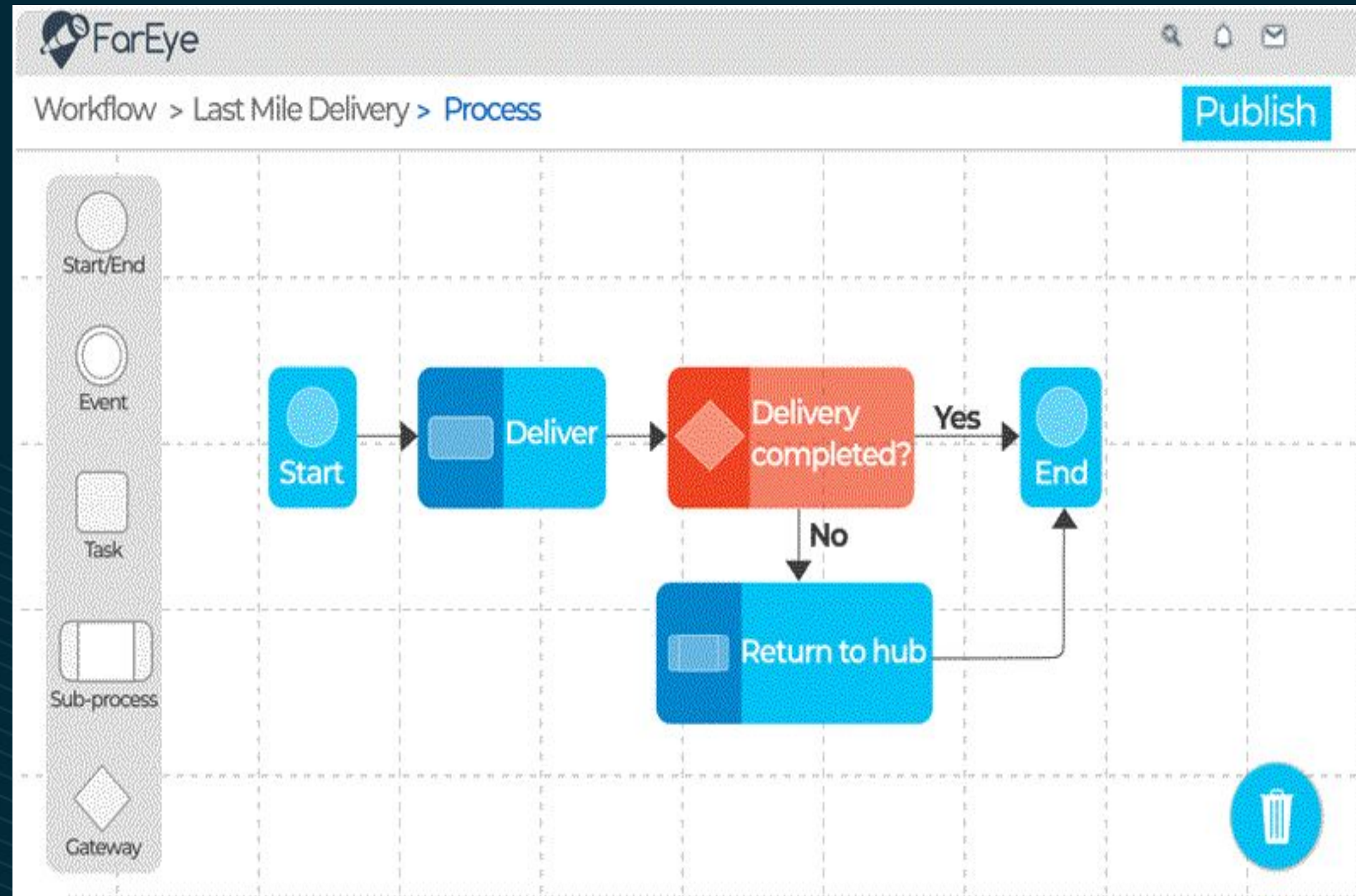
Smart quality check for accurate returns

- Pickup the right item at the first attempt
- Identify recycle/refurbish state before the product is received at the warehouse



Power Your Execution with Dynamic Workflow Solutions

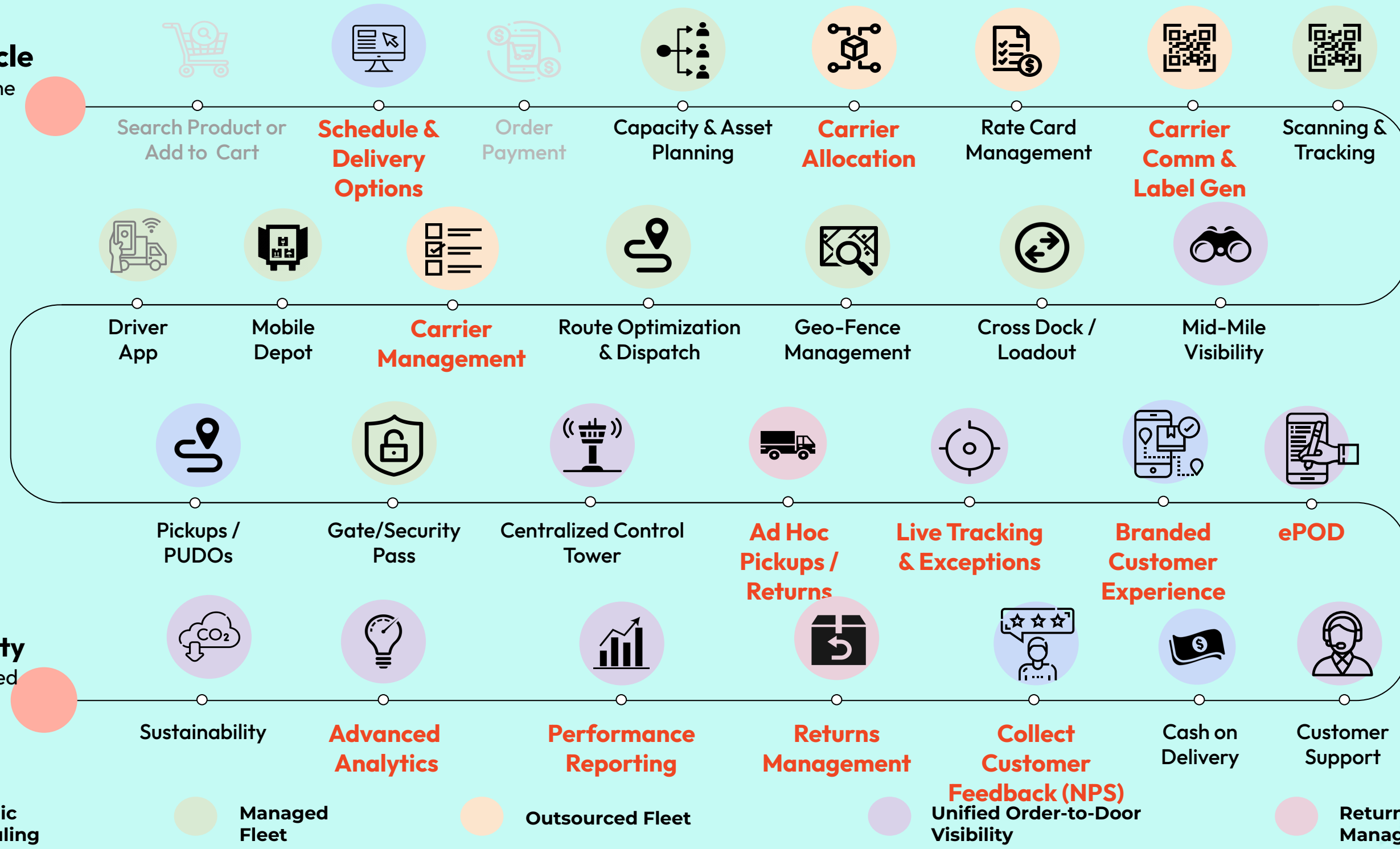
Create flexible workflows that adapt to every retailer's unique needs



End to End Omnichannel Experience

Delivery Lifecycle

Delight customers at the lowest cost



Integrations:

- WMS Integration
- OMS Integration
- POS Integration
- ERP Integration
- CRM Integration
- Carrier Integration / Label Generation



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