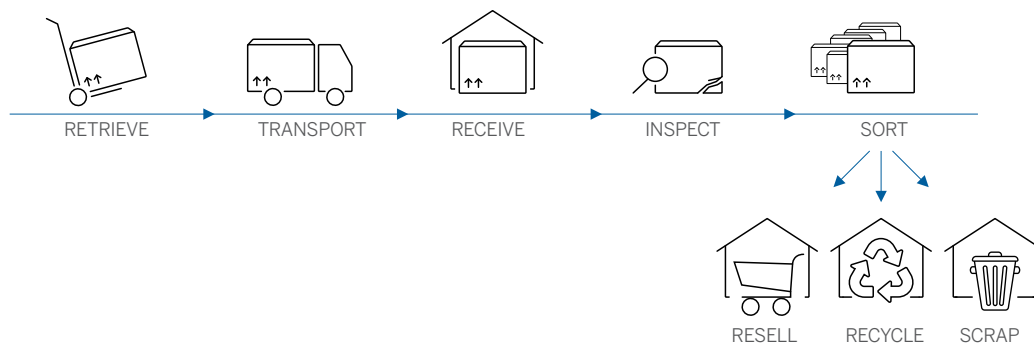




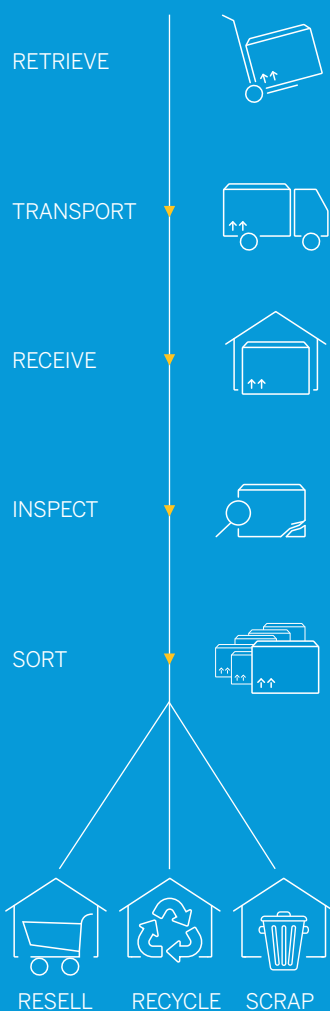
Returns & reversed logistics



Solution brief – a software solution for Post, Parcels and pallets



Trimble Smartdelivery – providing a smooth way to manage reversed logistics and returns



Growing returns

Returns volumes are increasing year by year. This is as a result of fast-growing e-commerce. To create trust and make people buy things without seeing and touching them, the Online commerce has created generous return policies. Nowadays consumers assume that it is both easy and free to return the goods they do not want to keep. A common behaviour is to order more than wanted. Different sizes, colours and shapes to try at home before deciding. Sometimes half of the goods are returned. This means both new business opportunities but also challenges to meet new requirements.

Reversed logistics

Reverse logistics is not just about picking up returning products and bringing them back. It is a very complex procedure, due to the extent of operational focus required in streamlining the process.

Returns unlike in traditional hub-spoke logistics, often start at many places and end up in one place. It is difficult to predict, when, where and who will return or the origin of return. This makes forecasting budgets, logistics or revenue difficult to predict. Additionally, there are high requirements on customer experience, fast turnaround and low cost.

Succeeding in reverse logistics with these approaches requires extensive coordination, visibility, and data analytics capabilities. All these requirements can only be fulfilled by using cognitive technology- and data-driven tools. With the entire e-commerce landscape gearing up to conquer the challenges of relaxed returns policies through intelligent technology and business models, it is something that the logistics community cannot ignore.



Key solution requirements for efficient reversed logistics

What do you need to effectively manage this advanced type of logistics?

► **Ability to manage Ad hoc pickups**

Since many of the returns, by their nature, cannot be planned in a good way, the driver must be able to handle new, unplanned pickups during his route

► **Option to create manifest**

Sometimes the return Track and trace label is not properly filed in the backend system. For the driver to still accept the pickup, he must be able to create a new manifest on the spot.

► **Collection of data and statistics**

To understand customer behaviour regarding returns is very important for further optimisation. By collecting data about the position, date and time for different event, you will be able to retrieve valuable analytics.

► **Recording of deviations**

If the return item is broken or damaged, the driver should be able to report this directly at the pickup. With timely and proper data about the condition and any kind of deviations, it will become easier to handle the returned goods. Some items might be redirected to liquidation directly, while others are sent for resale.

► **Geofencing to simplify**

Geofencing with proper rules is a powerful tool. For example, pickup of returns may be auto dispatched to a certain driver once he approaches a specific Service Point.

► **Sorting at pickup**

With guidance from the software, the driver may be able to do a first sorting already at pickup of the return. Such an action can simplify process when the return is received back at the terminal.

► **Special instructions**

Sometimes the driver needs to follow specific instructions when picking up the return item. For example, he may need to pack the goods with specific wrapping or in a box

► **ETA notifications**

If the return is pickup at home or a specific point, a very important thing is to notify the sender of return item when you are arriving for the pickup. This also gives the return sender an opportunity to change the preferences for time of the pickup.

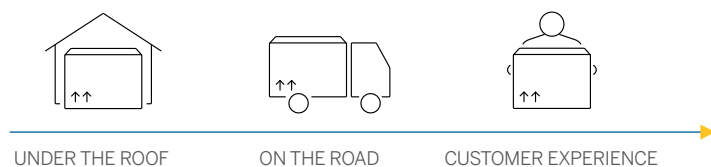


Trimble Smartdelivery

Advance your Delivery, Collection and Returns by leveraging purpose designed software

Boost your performance

Smartdelivery is our software for logistics companies of all sizes. It will allow your drivers and terminal workers to effectively manage the delivery, collection and return processes.



In the depot, sortation and scanning compliance allows each driver to leave on time to maximize road time. When being on-the-road, information and decision tools will ensure that first time delivery, collection and return rates are optimised. Smooth ETA communication in real time will ultimately drive customer satisfaction. Happy receivers will consequently mean better motivated drivers.

BENEFITS

- ▶ **Drive Business Intelligence**
Barcode scanning, Event data, GPS-position and other key data from the software will give you accurate and timely information
- ▶ **Improve 1st time delivery rates**
With transparent information and communication the driver will know if what is required
- ▶ **Create smiling customers**
As a receiver, I want to know when my package arrives. Timely ETA notifications will help
- ▶ **Empower your drivers**
Less hassle and more interesting assignments will keep your drivers motivated
- ▶ **Sharpen city deliveries**
Sustainability and volume management is key to managing the crowded urban logistics





Why Trimble Smartdelivery?

► Out of the box

Short time to market, with pre-configured logistics workflows and functionality, based on industry best practice.

► Designed to fit

An extensive and configurable platform, enabling a close fit to existing processes and swift deployment for new concepts.

► Field proven

A global experience, with more than 170,000 active users, spread across a secure infrastructure, reducing the risk.

► Easy integration

Extensive and intuitive integration options, including pre-built integrations to existing partner software and services.

► Intuitive user experience

A mature and refined mobile user experience, which has evolved to ensure reduced training times for all users.

► Scalable

Supporting your business growth through powerful software add-on capabilities, and a vast partner network for hardware.

Purpose built for courier, express and parcel

Powerful add-on modules:

Navigation – Turn-by-turn truck navigation, ETA calculation and route optimisation

Customer interaction – Notification to recipients, interaction and driver instructions

Advanced route optimisation – Ability for the dispatcher or route planner to assign stops to routes, making operations as efficient as possible

Reporting and dashboards – Business analytics to understand and measure organisational KPIs, such as unsuccessful deliveries, route statistics and more

Key features



Enterprise class

Scalable, compatible, robust and secure



Purpose-built

Designed for optimising logistics businesses



Configurable

Configure work steps, business rules and dynamic forms



Extendable

Seamlessly incorporate third-party applications, maps, sensors and more ...



Visit smartdelivery.trimble.com for more information

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