

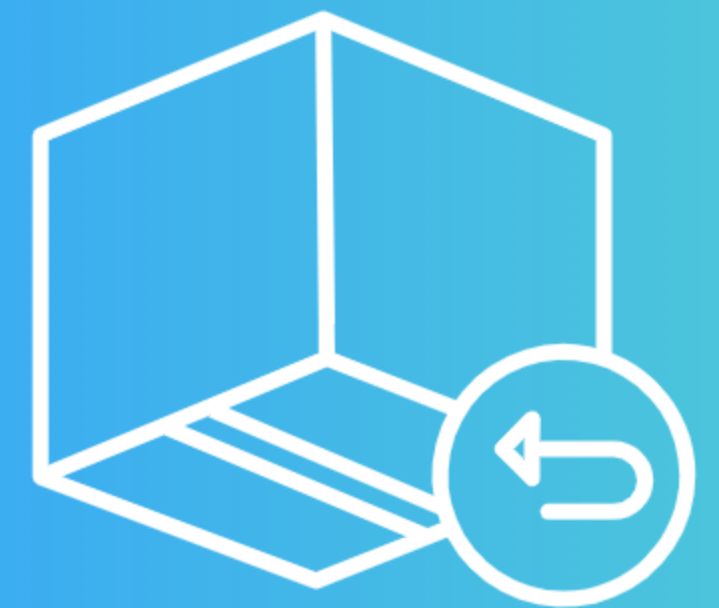
deliVerea

Product feature

Returns Web Portal

Returns Web Portal

Returns Web Portal allows for **processing returns** to customers independently, following a set of criteria previously set in the **optimization algorithm**.



Return management is a costly, manual and bureaucratic procedure in which the customer must contact the merchant, **impairing agility, time and resources.**



Does not consider special cases



Reduced customer satisfaction



CS department overload



Slows down your operations

Our solution

Deliverera has developed a proprietary return portal that makes it possible to:

- Define **specific rules** that accept or reject a return based on your business context.
- Customize the portal based on **your brand image** to offer an immersive customer experience.
- Add **different return systems** (home, in-store or convenient point) depending on the shipment characteristics or geographical variables.

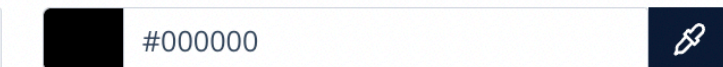
RETURN NOTIFICATIONS AND WEB-PORTAL APPEARANCE CONFIGURATION

PICTURE



Only images up to 5MB are allowed

COLOUR



RETURNS WEB PORTAL RULES

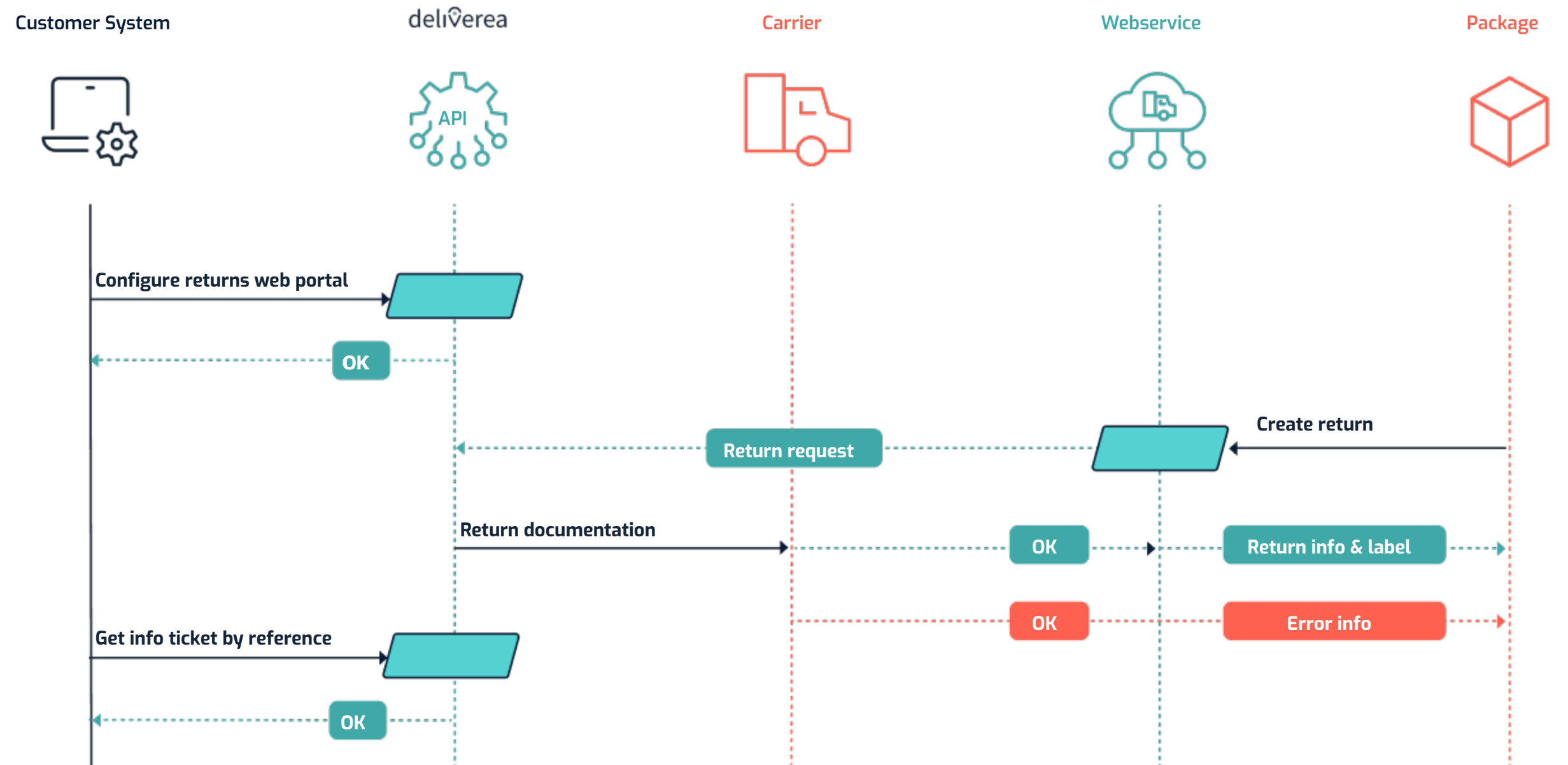
List of rules used by the return web portal.

- | | | |
|-------------------------------------|-------------------------|---|
| <input checked="" type="checkbox"/> | Drop point default rule | Priority: 900
Modified: 31-05-2022 17:58 |
| <input checked="" type="checkbox"/> | Pickup default rule | Priority: 920
Modified: 31-05-2022 17:18 |

[View all rules](#)

deliverea

Technical flow





Customers in the fashion industry

The percentage of returns made in the fashion and footwear industry is around 20%. This sector cannot afford to carry out reverse logistics processes manually.



Customers with international outreach

In these cases, the carrier providing the service may vary depending on the shipment's origin/destination country. This aspect requires a single flow with the possibility to customize options based on geographic criteria.



Carrier automation

Customers who, for operational reasons, work with a specific carrier depending on the product, destination, weight or other characteristics.

Contact us

deliv^{er}erea

Product Department



[See our Roadmap](#)



[Make suggestions](#)



sales@deliverea.com