

REDUCE RETURNS WITH CHIEF RETURNS OFFICER®

The Returns Reduction Platform

from  newmine



The challenge of rising product returns has become an enterprise-class problem, demanding a new and creative approach to achieving a holistic returns management strategy.

While there is a mature and growing ecosystem of partners focused on returns handling, reverse logistics, and product remarketing, there has been one big piece of the puzzle missing:
How can a retailer reduce returns rather than just handle them?

Chief Returns Officer®. A SaaS Returns Reduction Platform.

- AI-Driven Technology
- In-Season Intelligence and Predictive Analytics
- Voice of the Customer to drive Root Cause Determination
- Evaluate performance of Products, Suppliers, and Customers with KeepScore™
- Supports the entire product lifecycle across the retail value chain
- Transforms your team into a Returns Reduction Task Force

“Returns are the Ticking Time Bomb of Multichannel Retailing”

- Gartner

Gartner
COOL
VENDOR
2019

RETURNS IMPACT THE HEALTH OF YOUR BUSINESS

Increased Operating Cost



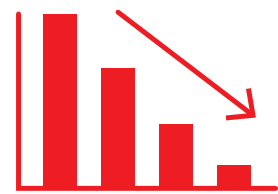
Processing returns can cost
20%–65% of COGS

Customer Churn



1st-time customers that have to return will
NEVER SHOP AGAIN*
**with that retailer*

Loss in Net Revenue



**Every \$1M in returns
reduces your bottom line
by \$0.5M**

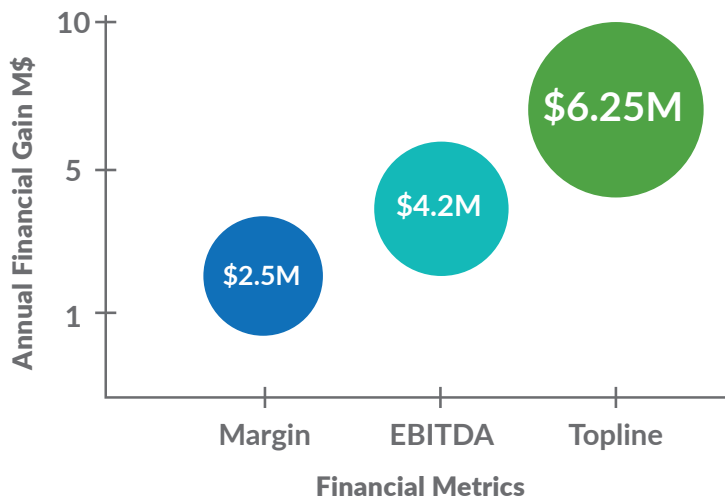
Chief Returns Officer transforms your data into Intelligent Action.

FULL PRODUCT LIFECYCLE BENEFITS



Cumulative Savings

Revenue: \$250M Current Return Rate: 25%



Coresight Research Says Newmine is Solving Retail's Most Expensive Problem with AI-Powered Returns Reduction.

[Learn More CRO@newmine.com](https://newmine.com)