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

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

855.444.MINE | info@newmine.com
Chief Returns Officer transforms your data into Intelligent Action.

FULL PRODUCT LIFECYCLE BENEFITS

Returns
AI Powered Monitoring
Alert & Workflow
Timely Action

Trend & Plan
Project Inventory Volume & Return Rates
Product Assortment Analysis

Fulfill
Review & Respond
to Customer Feedback
Identify & Prevent Shipping Issues

Design & Source
Product & Vendor Performance
Evaluate Design
Aesthetic Customer Response

Market & Sell
Pricing & Promotional Marketing
Alerts to update Web Copy, Images

Sample, Test & Fit
Address Quality Issues
Evaluate Size/Fit & Construction

Receive & QC
Monitor high-risk products
Make informed decisions on QC Audit needs

Purchase Products
Source & Supplier Placement
Planning, Allocation Projections

Built by Retail Experts.
Powered by AI.

Cumulative Savings
Revenue: $250M  Current Return Rate: 25%

$6.25M
$4.2M
$2.5M

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

Learn More
CRO@newmine.com