

Convert Returns into New Sales Opportunities In-store and Online

Reduce Risk and Recoup Lost Revenue
with a Robust Omnichannel Returns Solution

Ecommerce Growth is Negatively Impacting Profitability

30% YoY growth of ecommerce sales makes the cost of online returns more important than ever.

- Online returns are double that of in-store
- Negative impact of free shipping and returns on profitability
- Blind spots on shopper activity due to siloed in-store and online sales transaction data
- Increased risks for abusive behavior and fraud as bad actors game the system

Returns should no longer simply be written off as a "cost of doing business".

Our Engage solution enables retailers to treat all return transactions similarly. It leverages powerful data models and transaction data from online and in-store channels to predict shopper behavior based on shopper history. The result? **Less risk and more opportunities to turn returns into new sales opportunities.**

Key benefits:

1. Consistency

- Each customer is treated with a consistent response across channels
- Engage integrates with existing retailer systems
- A holistic view of the consumer's transaction history informs decisioning

2. Simplicity

- One solution for all channels
- AI data handles all of the return decisioning
- Transparency eases call center operations

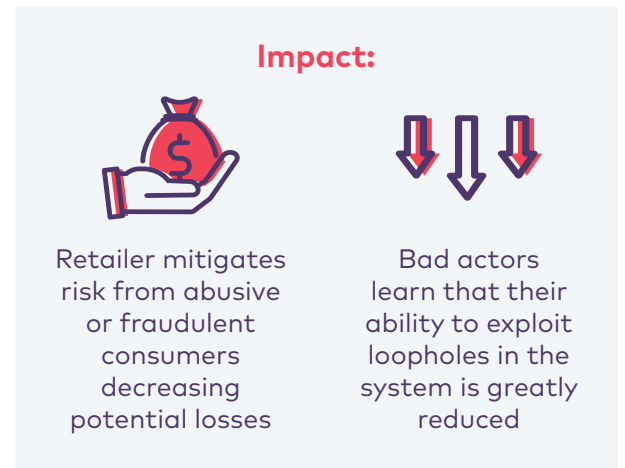
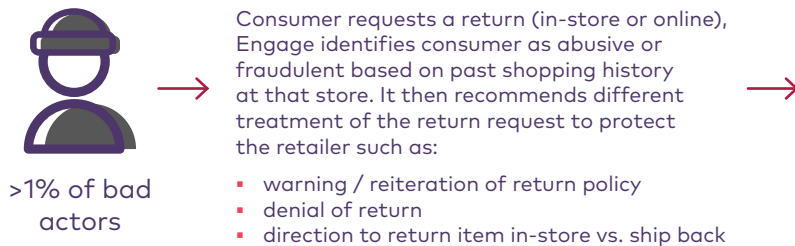
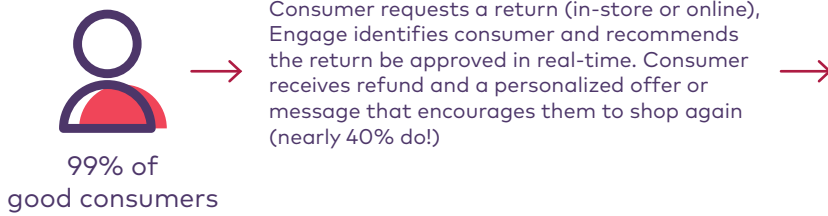
3. Profitability

- Risk mitigation at the point of return request
- Reduction in return shipping, re-shipments and claims
- Post return offers incentivize consumers to re-purchase right away



See Engage in Action:

Engage integrates seamlessly with retailer store and ecommerce systems. It enables a consistent, consolidated view of omnichannel consumer transactions to validate return requests and provide the retailer with real-time RMA decisioning.



Want to know how Engage could impact your omnichannel returns?
Check out our Engage calculator at apprissretail.com/engage-calculator

Change the way you think about returns and contact your Appriss Sales Representative for a demo.