

# e-PAQ Returns

asendia

by asendia®

Global, reliable, sustainable returns

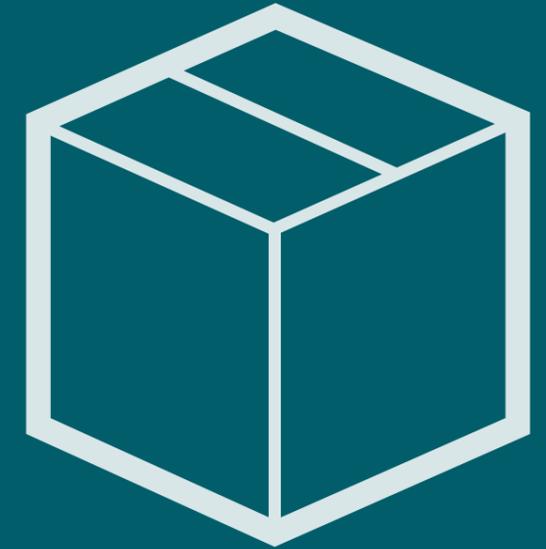


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PART OF THE ASENDIA GROUP

THE WORLD IS  
YOUR ADDRESS

# **e-PAQ Returns** is your end-to-end returns platform, backed by an extensive global reverse logistics network and ESW technology.



Your shoppers expect a returns process that's easy and convenient. Speedy refunds and sustainable methods of delivery ensures customers will want to shop with you again and an effective returns process will save you time, money and hassle, too.

e-PAQ Returns gives e-commerce retailers the power of an end-to-end global returns solution. From first-mile to being returned to your chosen destination, Asendia takes care of every step of your returns process.

## **e-PAQ Returns** delivers:

A simple returns solutions with intuitive online portals for shoppers and retailers

An improved shopper returns experience that drives sales and customer retention

Live tracking, scanning, \*inspection and grading that make it easier to process refunds

A personalized returns management dashboard, reporting and insights

100% carbon neutral returns, offset against Asendia's sustainability projects

Returns management dashboard and reporting for smart supply chain management

Worldwide customs expertise that helps retailers increase profitability

Efficient processing, consolidating and routing for greater cost effectiveness

\*See our Add-On Solutions for more information.

# The e-PAQ Returns journey



## FINISH

Packages are consolidated and shipped back to your chosen address

Returns label is affixed to parcel with original order and return number

Refund is sent to shopper

Parcel is checked (based on e-PAQ level) and status is provided

Returned parcel arrives at Asendia's Return Center

## START

Shopper wishes to return an item

They log onto the returns portal using email and order number

They submit their return, select items returning and add reason for return

Shopper chooses returns method from available options

Return is created, shopper receives QR code or label and parcel preparation instructions

Shopper injects parcel into carrier network using delivery method of their choosing





Why choose e-PAQ by Asendia?



## e-PAQ Returns: **benefits** for you...

### **Access our global logistics network**

We have a large network of first-mile partners worldwide providing you with reliability, speed and cost-efficiency.

### **Insights of return behavior**

Unlock customer behavior insights and manage returns in real time with a returns portal that reminds you to re-order, issue refunds and more.

### **Shopper communication**

With live tracking notifications and automated communications, shoppers are up-to-date with the stage of their refund, which reduces customer support requests.

### **Customs experts**

e-PAQ Returns handles re-exportation and options to re-import goods.  
\*Our experienced team can also support with duty drawback and Returned Goods Relief.

### **Sustainable solutions**

More and more consumers look for sustainable shipping methods when shopping online. With e-PAQ Returns, you can offer your shoppers 100% carbon neutral returns offset by Asendia.

### **Efficient resell**

Get your products back to your warehouses or back on the shelf more quickly, so they're ready to be sold again.

### **Flexible return locations**

Wherever you want your goods returned to, Asendia can deliver. Choose from dispatch points, reship within the country or EU locations. \*Destruction, resell, recycle, donation and liquidation are also available.

\*See our Add-On Solutions for more information.



Why choose e-PAQ by Asendia?

# ...and **benefits** for your shoppers

## Happier shoppers

A simple, hassle-free and paperless (if they prefer) returns process can increase conversions, decrease customer acquisition costs and keeps shoppers returning to your store.

## Returns to suit their needs

Give your shoppers the gift of choice with e-PAQ Returns' wide range of first-mile delivery carriers, label printing options and drop-off points designed for flexibility and convenience.

## Fewer queries

The customer portal makes it easy for shoppers to track their return, reducing pressure on your customer services teams.

## Branded returns portal

A mobile-friendly returns portal, in your store's branding, enables your shoppers to keep an eye on their returns progress with automatically synced order data.

## Live tracking

With complete visibility of their return parcel's journey as it progresses through the system, shoppers feel valued and informed, reducing queries and complaints.



# Choose your **e-PAQ Returns** solution



## Standard Solution:



### Software included

Our branded and configurable shopper returns portal and our retailer returns management portal including reporting features.



### First-mile options

Our comprehensive carrier network includes localized services - deliver to drop off points.



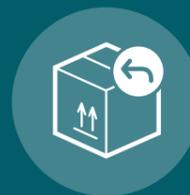
### Final-mile options

We provide linehaul return, export manifest and declaration.



### Retailer choice

Retailer paid or shopper paid returns.



### Return Centers

Using our software we scan in the item, check contents, consolidate and prepare items for their next step.

## Add-On Solutions:

e-PAQ Returns offers additional solutions which support retailers. These are built bespoke based on your requirements. Just ask our team for more information on any of the below.



### Connectivity

Integrate to platform via API to use your existing portal.



### Inspection & grading options

Items are inspected and graded on return, restricted items are removed before last-mile option.



### Customs options

Facilitating duty drawback and Returned Goods Relief. Where applicable.



### Disposal options

Certified destruction of goods, recycle/resell/donation of items. Liquidation services.

# We are **100% carbon neutral**

From 2022 we are committed to offset all emissions caused by our international transport worldwide, including those by our partners.

We also offset emissions from parcel returns, our buildings, machinery and business travel.

Our founding companies La Poste and Swiss Post were ahead of their time with sustainable initiatives and carbon offsetting. At Asendia, we are proudly continuing that heritage with sustainability as a core focus.

We are delighted that since 2021, our offset emissions are supporting another wind project in China, so we can continue to offset every carbon emission cause by our global logistics network.



**asendia**

100% CARBON NEUTRAL  
THROUGH OFFSETTING



# Supporting your business to grow globally

Formed in 2012 as a joint venture between La Poste and Swiss Post, Asendia is one of the world's leading international mail and parcel delivery providers, offering a diverse range of services aimed at empowering your business to grow across borders.

Our vision is to make global e-commerce easy, reliable and sustainable - worldwide.

At Asendia, we're here to help you with all your mailing and e-commerce delivery needs. With our experience and expertise in worldwide B2C distribution, you can count on us to provide swift, efficient and reliable services, whenever and wherever your organization needs it.

To find out more about e-PAQ Returns by Asendia,  
visit [asendia.com](https://www.asendia.com)

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