

REVERSE LOGISTICS

CTI Reverse Logistic Solutions, tailored to suit your needs. Companies often mistakenly believe that outbound operations can also handle returns by running everything in reverse. However, reverse operations must manage a number of unique functions that are not included in outbound operations. It is also the case that the more complex the product, the higher the percentage of returns due to several factors including more variables that can go wrong, greater numbers of unqualified operators, often regulated end-of-life disposition.

With the proper strategies and metrics in place, reverse logistics should be part of the larger product and customer lifecycle strategies and can serve as a foundation for establishing customer loyalties and increasing market share.

Reverse Logistics and Returns Management Services

- **Warranty Returns**
- **Lease Returns**
- **Refurbishment**
- **Test and Debug**
- **Repackaging**
- **Disposal (remarketing, recycling)**
- **CTiX Inquiry, Reporting and Control**

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