

Return Robin

Community based return system

Return Robin How it works



Return Robin is a neighborhood consolidation returns solution.



We collect returns directly from your customer's door, bringing the label with us and deliver them back to you in 2 working days.



Return Robin collects multiple returns on behalf of many retailers using a single vehicle per area. This eco-conscious approach reduces fuel consumption and the number of journeys made, while also reducing the cost of each return.



Your Return Robin returns will be delivered back to your chosen location alongside your Collect+ returns.

Socially Distanced Returns

- Return Robin has been created to help the UK economy in response to Covid-19. It allows people to return products without having to leave their homes and is part funded by Innovate UK.
- Future proof your business by having Return Robin available to your customers, minimizing the potential impact of a second spike.
- Give customers the confidence to buy and return online from the comfort and safety of their own home.
- We are aiming to have this product live by September, facilitating socially distanced collections.

High Success Rate



Engaging communication

Messaging before, during and after collection keeping customers informed and in control.



Easy to use

Our portal is easy to use with no need to print labels or wait around all day for collection.



Customer control

Your customer can select a date suitable for them and if unhappy with the collection window offered, they can change the date to work around their own schedule.



Additional instructions

Your customer can leave additional information like “parcel at reception” or “left with a neighbour” to simplify collections. This can be updated at any time.

Benefits to Your Customers

- Return Robin allows your customers to easily arrange collections from any UK address using our portal.
- Through the portal, your customers can manage all their collections and returns. By simplifying the return process, we encourage customers to use Return Robin time and time again.
- No more 12-hour collection window; Return Robin provides a 2-hour collection window by text on the morning of collection.
- The evening before collection, a notification will be sent to your customer giving them the option to reschedule. This is to ensure minimal failed returns.
- The driver brings pre-printed labels making it easier for your customer to access the service.
- Your customer can also leave additional instructions to simplify collection “parcel left at reception” or “left with a neighbour”.
- 67% of online shoppers check the returns page before purchase. At home, no label needed, and a 2-hour collection window is a very attractive option.
- 92% of consumers will purchase again from a retailer if their returns process was easy.

Customer Journey



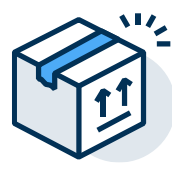
Customer Logs Return

- Order No
- Email Address
- Products being returned
- Return Reason



Customer selects collection date

- Monday-Saturday up to 2 weeks in advance



Collection slot notification

- 2-hour collection window
- Ability to cancel



Parcel collected by driver

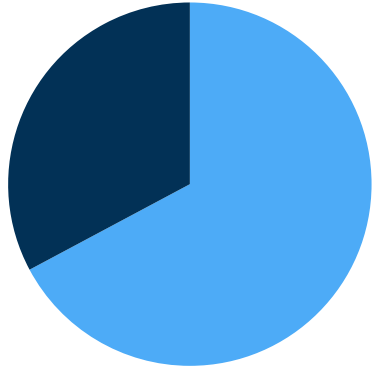
- Driver brings label with them



Return Information

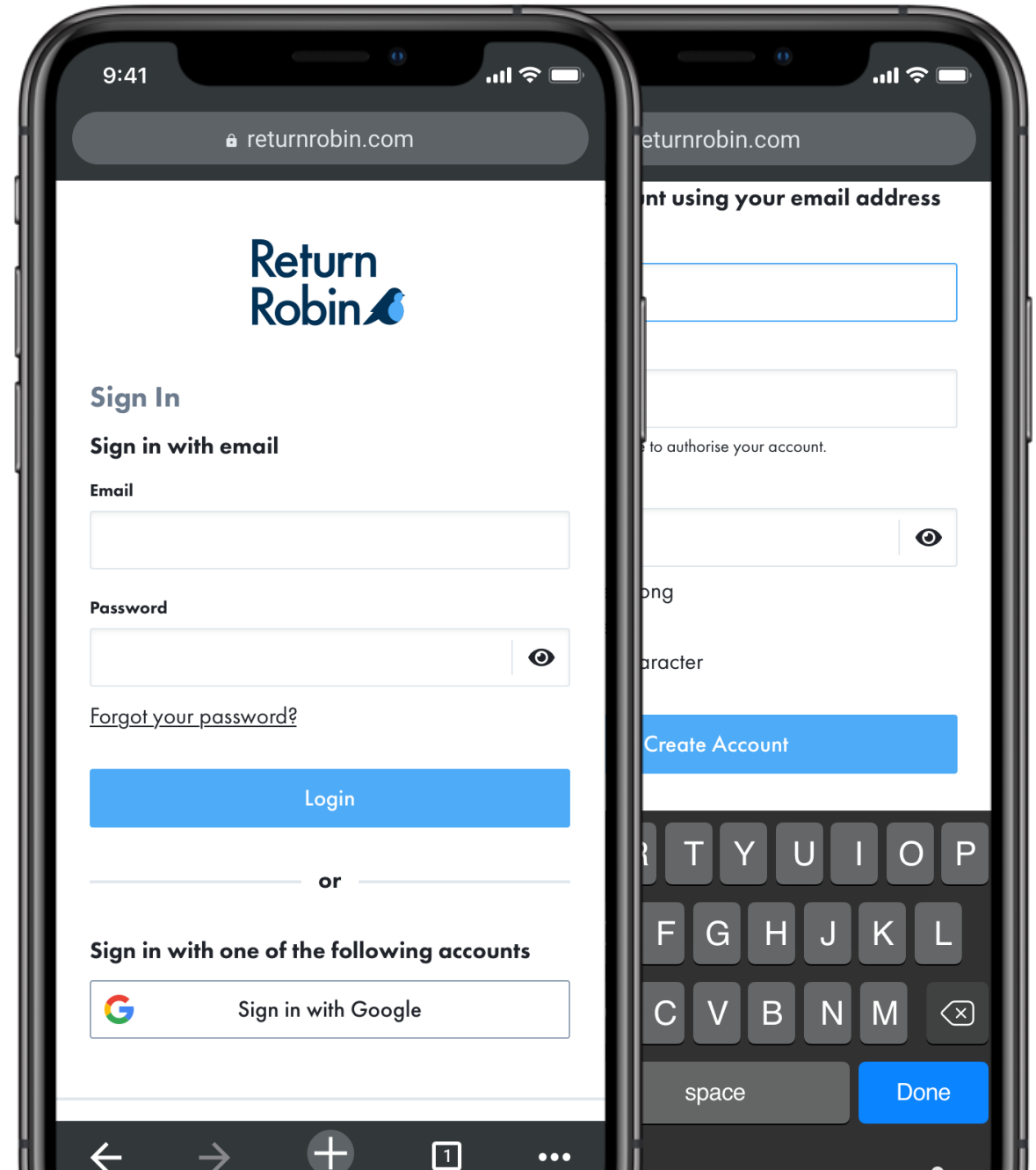
- Notification that return has been received back and is being processed

Mobile First Approach



67.2% of online shoppers engage using a mobile device.

With that in mind, Return Robin has been specifically designed and optimized for mobile users



Return Robin Scoring

- To prevent misuse and reduce costs, each Return Robin customer will be given a Return Robin score.
- Positive interactions will be reflected in a good score.
- Continuous negative interactions such as unsuccessful collections or dishonest activity will result in a poor score.
- Based on a customer's history, you can set which services you would like to offer them.



Return Robin Score 90+
Instantly Approved



Return Robin Score 80-90
Manually Approved

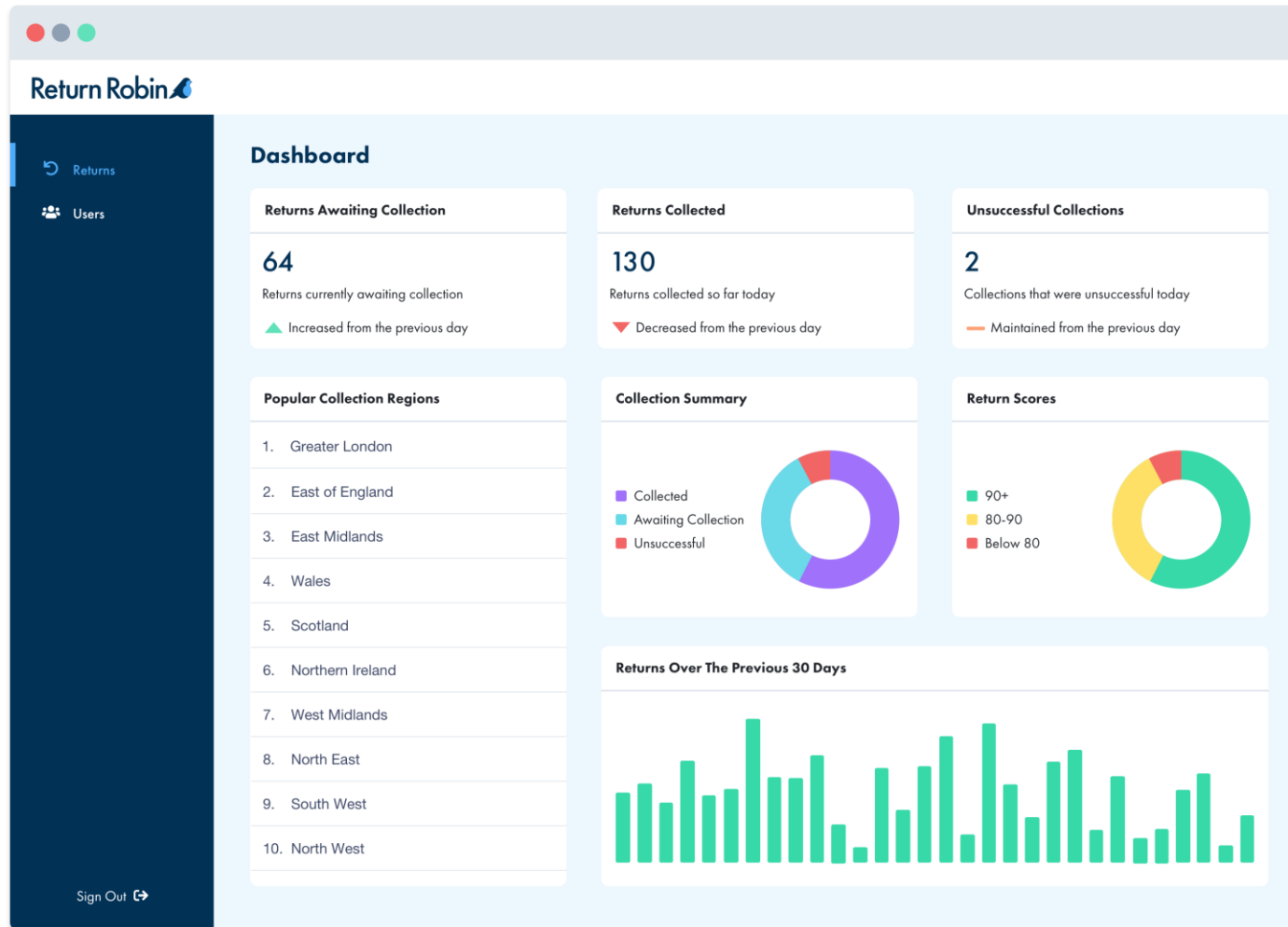


Return Robin Score Lower Than 80
Instantly Rejected

Return Management

- Option to integrate with your systems to validate returns
- Set up your Return Policy to automate return validation
- Manage what qualifies for free returns based on customer's return reason
- Control alternative return services offered (e.g. Collect+) or redirect customers to a webpage of your choice
- Manage all returns using the Return Robin Management platform which has in-depth information on each return as well as tracking

Return Robin Management Platform



Tracking



Live Tracking

Live tracking is available on all returns with multiple scans throughout the journey. We track returns from customers door to your chosen location.



Informed Customer Service

By scanning every step of the way; visibility, control and problem solving are all easily achieved raising the level of your customer service with easy to understand and action information.



Multiple Scan Points

Scan points include; at collection, in-transit and conformation of delivery to your return location.

Yodel's Partnership with Selazar

Return Robin  is proud to partner with **YODEL** for this service.

- Return Robin can offer high collection success rates unlike other providers which see regular collection failure due to drivers unattendance. This is achieved thanks to our robust systems and unique partnership with Yodel.
- Yodel is known for accurate and reliable deliveries boasting a 95% collection success rate alongside the “best peak period courier in the UK”. Last Christmas, Yodel successfully delivered more parcels than any other courier in the UK.

Consumption-Based Pricing

- Our pricing model is simple and is calculated using a flat fee per return.




Per Return £ (POA)



Setup & API Integration

API is not mandatory, quote available upon request and is dependent on work involved.

Return
Robin 

Thank you for listening, any questions?