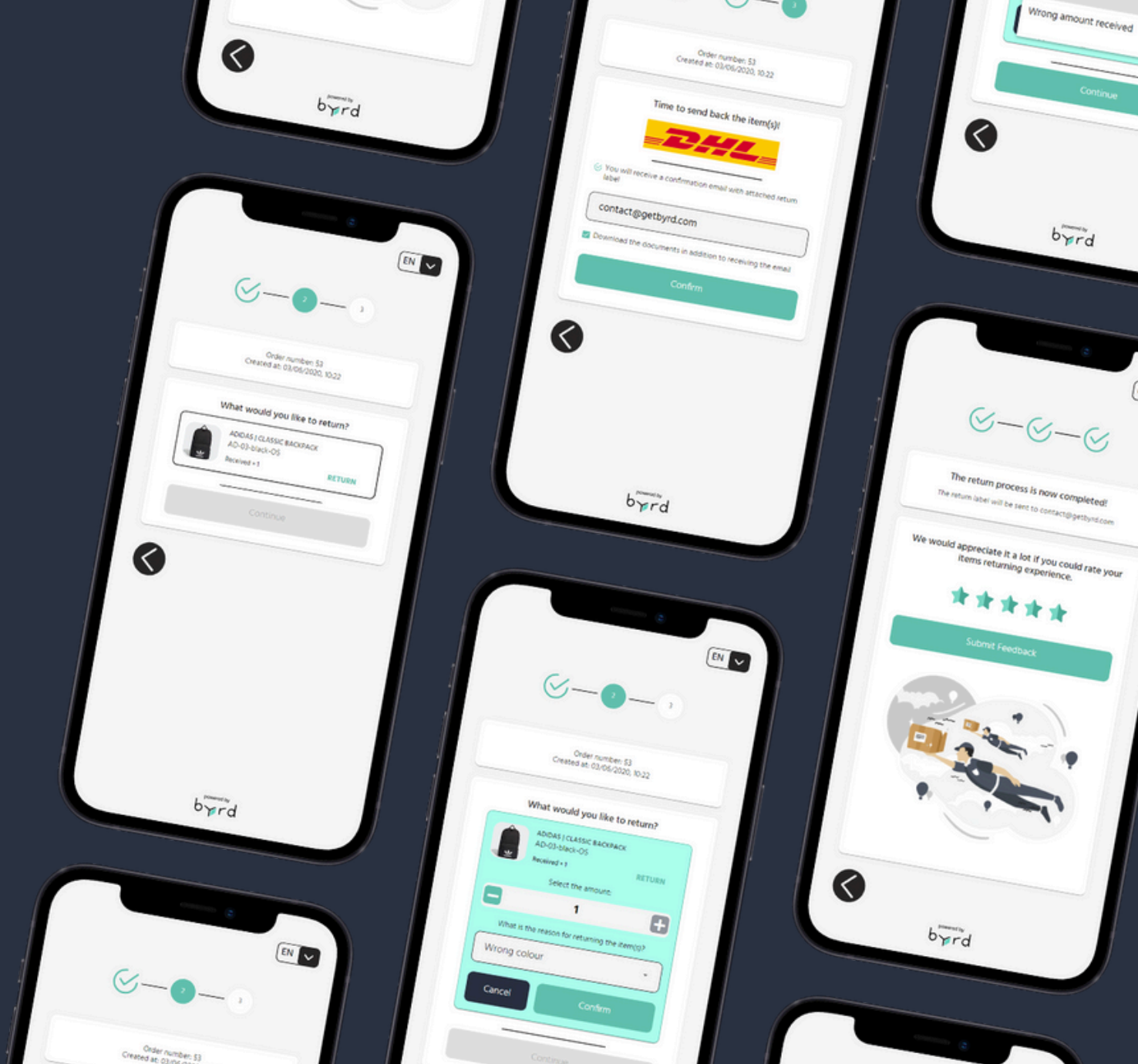# byrd

FULFILL YOUR POTENTIAL

RETURNS PORTAL

Reduce costs. Simplify the process.
Deliver customer enthusiasm.

Returns portal by byrd

Returns, refunds, and exchanges are all a part of doing business online. However, we know managing your reverse supply chain can be a time-consuming process, and without a proper system for handling requests, these requests can eat up a lot of time, energy, and money with hours spent on customer service emails and spikes in handling returned products.

Most importantly, research indicates that 84% of shoppers won't come back to a retailer if they've had a poor returns experience. Therefore, a good customer experience for the return management process is par- amount for customer satisfaction and loyalty.

With byrd's returns portal, you save valuable time by enabling your customers to initiate their own returns. **Think of it as a self-service return portal.**
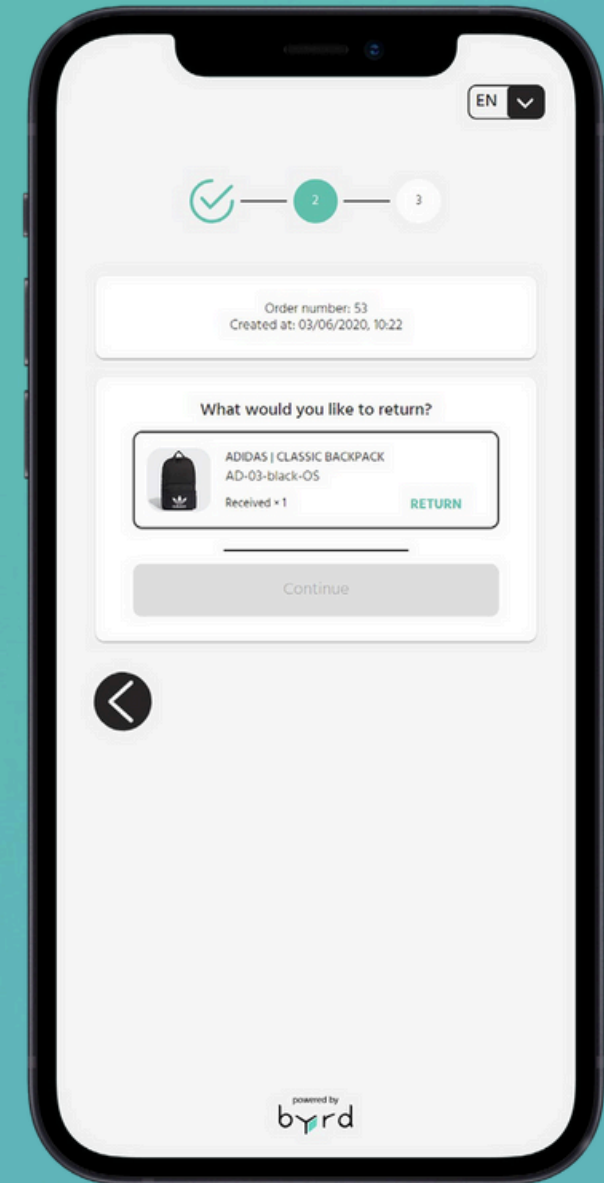
Benefits at a glance

Reduce pressure on customer support

Save your time and resources by turning the return process into customer self-service.

Full transparency for all parties involved

Customers benefit from a customer-friendly procedure for declaring returns and you get to know which items are coming back, well in advance.

Save money with on-demand return labels

By moving away from the costly box-included return labels, you are improving the unboxing experience and saving money.

Digitally capture the reason for return

Get valuable insights into customer's exact reasons why they are returning an item by using the fully customizable set of return reasons for your items.

Drive customer loyalty

The self-service return process is a better experience for your customers. They'll remember that the next time they shop online for your products.

byrd

Seamless self-service returns portal

Step 1:

Customers can opt to find their order by entering the order number and email address used, or alternatively, by entering the shipment number and zip code.
To further optimize the returns process, a customized link can be sent to the customer directly via email, passing up the first step of searching for the order in the returns portal.
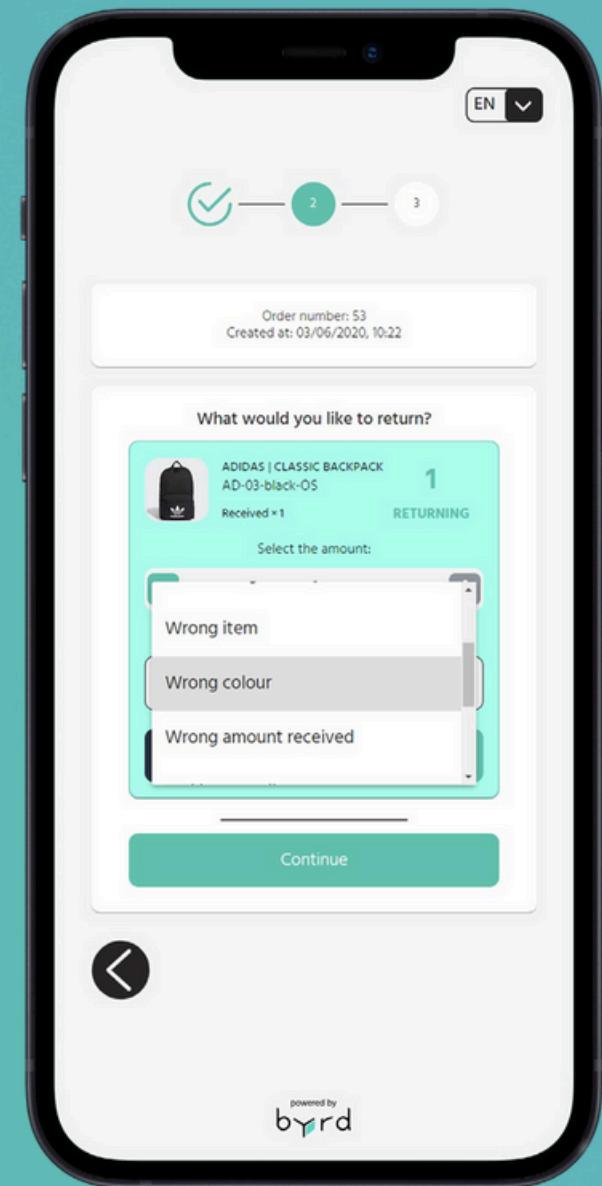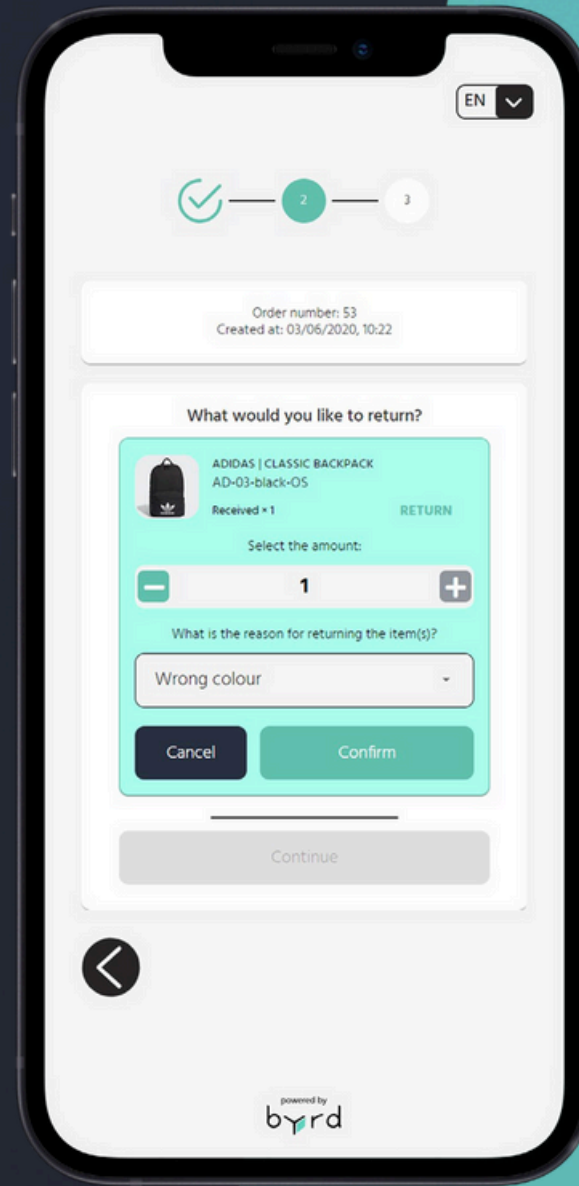
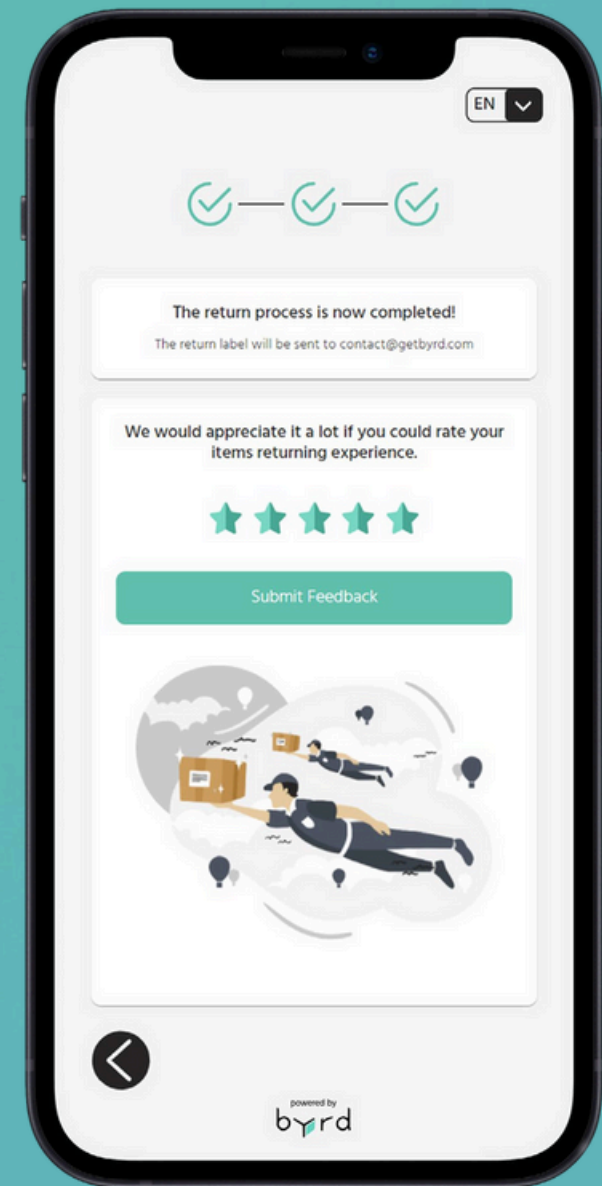# Seamless self-service returns portal

Step 2:

Customers can select which items they would like to return, select the amount, and give the reason for return. The return reasons are fully customizable and can be further personalized to match the category of an item.

byrd

Seamless self-service returns portal

Step 3:

In the third step, the customer can confirm the return in order to generate the return label within seconds, ready-made for printing. The return label will also be included in the confirmation mail which is sent to the customer. In addition, the returns portal supports using virtual return labels. Customers can use generated QR code to return the package 24/7 via Packstation (applicable for DHL in Germany). This green alternative is especially attractive for environmentally-conscious customers.
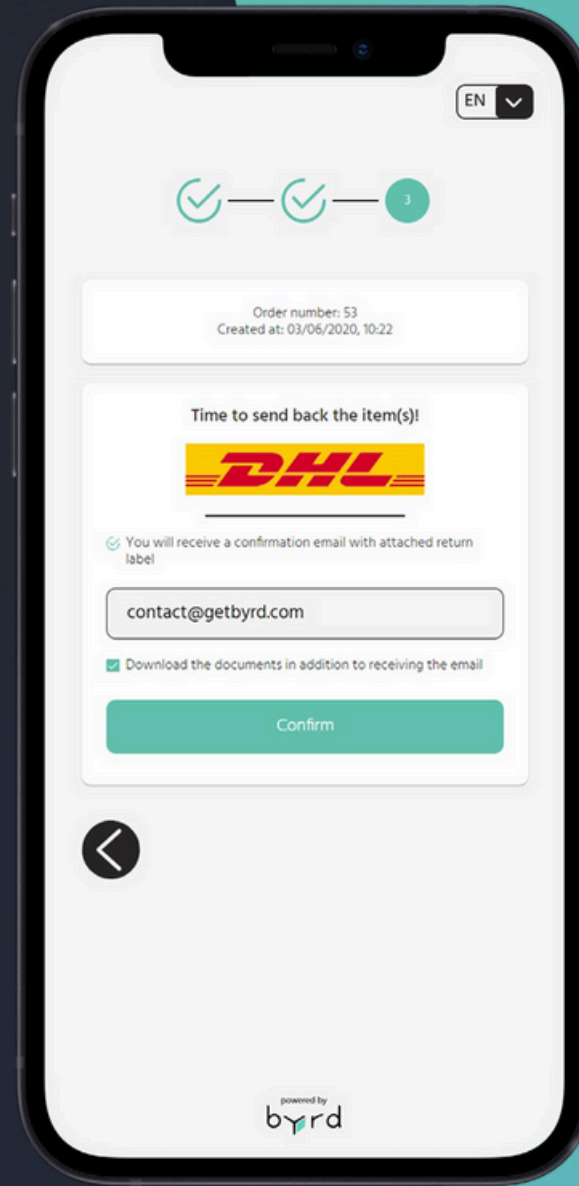
Seamless self-service returns portal

Step 4:

After completing the returns request process, the customer receives a confirmation mail with a summary of their returns request with an attached return label. When the shipment is successfully delivered back to the warehouse, the customer receives another email, notifying them about the completion and information about the refund status.
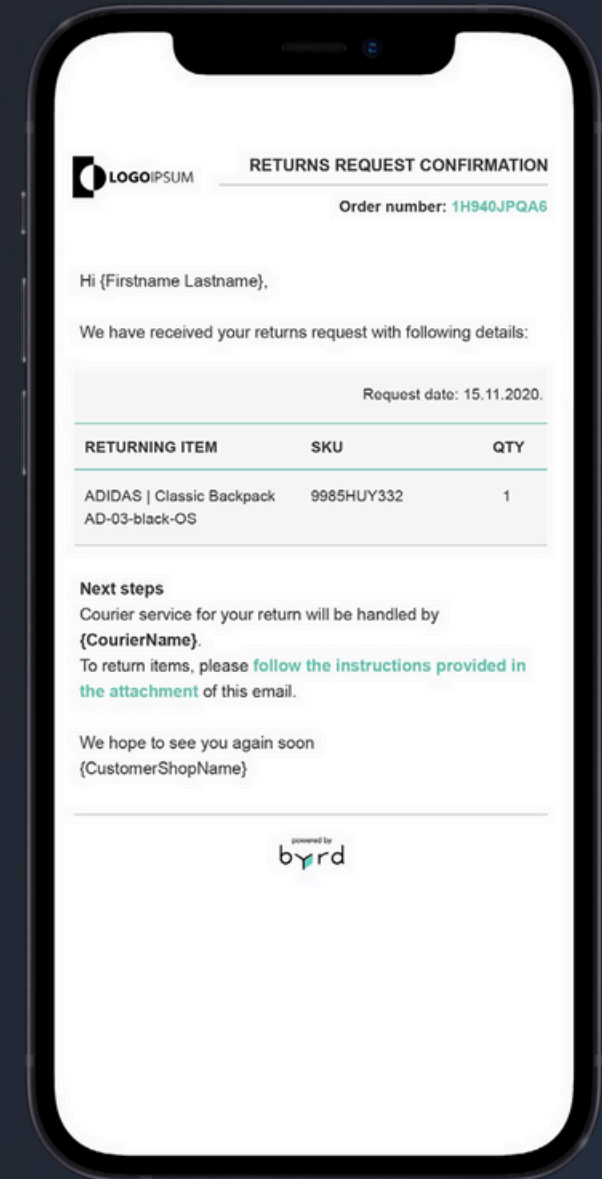
1 → **2** → **3**

Receive a returns request process confirmation email with the return label.

Attach the return label on the package and send it back.

Receive a final confirmation email and refund information.

LOGOIPSUM
RETURNS REQUEST CONFIRMATION
Order number: **1H940JPQA6**

Hi {Firstname Lastname},

We have received your returns request with following details:

Request date: 15.11.2020.

RETURNING ITEM	SKU	QTY
ADIDAS	Classic Backpack AD-03-black-OS	9985HUY332	1

Next steps
Courier service for your return will be handled by {CourierName}.
To return items, please follow the instructions provided in the attachment of this email.

We hope to see you again soon
{CustomerShopName}

powered by byrd

byrd

Customizable branding

With customizability and branding options, we empower you to create an engaging and memorable return experience for your customers, fostering customer confidence in your brand. You can easily customize your returns portal directly in the Customer Dashboard with an intuitive and user-friendly interface that enables quick and hassle-free adjustments to match your branding preferences.
Make returns portal your own; the magic is in your hands.
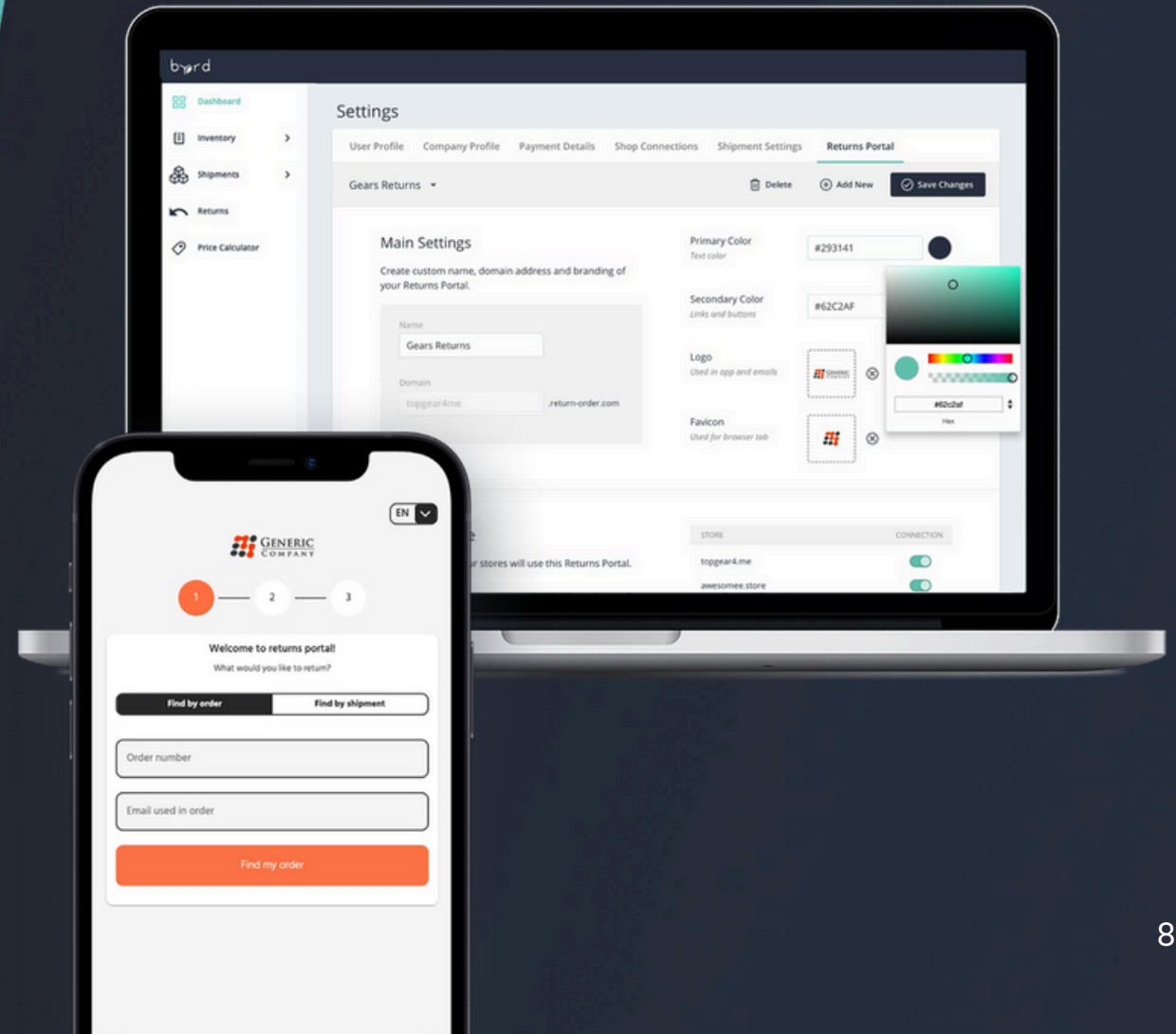
Our Shipping Options

At the moment, our returns portal is available in Germany via DHL, the United Kingdom via DPD and Royal Mail, France via Colissimo, and Austria via Austrian Post. To learn more from which countries your customers can return their orders via our returns portal, **please click here.**

byrd

FULFILL YOUR POTENTIAL