

SAVEDcompany millions of dollars
through outsourcing**200**nationwide locations now
use TradePort's training**ITEM-BY-ITEM**reporting back
to retailer

TradePort has a decade-long relationship with this \$11 Billion retailer. With close to 200 nationwide locations and more than 20,000 employees, this national flagship carries more than 7,000 brand names, ranging from supermarket and lawn and garden goods to consumer electronics.

With their robust product volume, this retailer needed a way to outsource consumer electronics customer returns, overstocked items and floor samples. They made a strategic decision to focus on their core business rather than being experts in product repair issues. Their executive team engaged TradePort to help clear the decks for saleable new product and eliminate returned, overstocked or damaged products, while recovering the maximum possible ROI.

From a supply-chain standpoint, the buyers are able to purchase product in bulk from manufacturers, gaining the maximum volume discount and optimal return privileges.

**SOLUTION**

Through TradePort's Reverse Logistics Program, Reverse Synergistics™, the retailer has made TradePort an integral part of their value chain and an extension of their national operations. Operations personnel are trained to comeingle and palletize all consumer electronics and send them directly to TradePort.

Once TradePort receives the pallets, we carefully unpack each item and enter them into our inventory system for tracking and audit. From there, the items are entered into our 4-point evaluation process for re-marketing, or are responsibly recycled. The ROI is delivered monthly, based on fixed terms.

From a supply-chain standpoint, the buyers are able to purchase product in bulk from manufacturers, gaining the maximum volume discount and optimal return privileges. Any products that have exceeded warranty or have been returned by the customer can be handled by TradePort.

Outsourcing this work to TradePort has saved this company millions of dollars, while providing a healthy return on investment to shareholders and honoring a commitment to environmental sustainability.

**RESULTS**

- The retailer has a trusted partner for returns, overstock, open-box and damaged items.
- A process has been established so all national retail locations, in addition to distribution centers, inventory, track, palletize and ship items to TradePort on a continual basis.
- TradePort provides item-by-item reporting back to the retailer, and two-way reporting via the retailer's web portal and inventory system.
- TradePort provides training and shipping documentation to operations personnel, reducing the amount of damage in shipping and increasing the ROI.
- TradePort is on a first-name basis with management at retail locations nationwide, fielding calls with questions whenever necessary. In addition, TradePort's leadership meets with and reports to executive leadership.