


E-Commerce: Easy Returns Start Here


UPS Returns® Manager makes the returns process more efficient and cost-effective for merchants while making it easier for shoppers.



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of online shoppers **review a retailer's return policy** before making a purchase¹

75%  of avid online shoppers have **shipped returns back to the retailer**¹

At least **30%**  of all e-commerce orders are returned, compared with **less than 9% of brick-and-mortar sales**²

HOW IT WORKS: Merchants

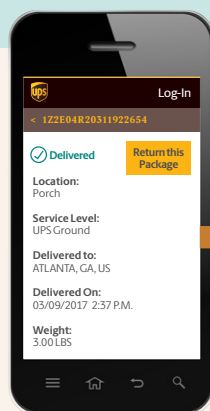
E-commerce merchants can go to **ups.com** to administer return policies, manage service levels, set reasons for returns and view reporting on return shipments.



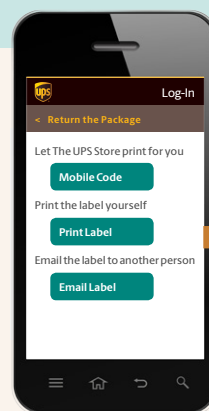
- Gain the ability to **authorize returns shipments** for specified accounts
- **Provide a controlled, consumer-friendly returns process** similar to those at large retail sites without the effort or cost of integrating technology
- **Gain business intelligence** and other insights about returns
- **Earn increased customer loyalty** due to hassle-free returns

HOW IT WORKS: Consumers

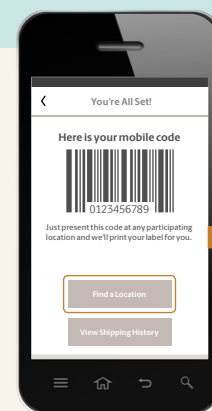
Consumers can print their own return labels directly from **ups.com**, **Quantum View™ Manage**, and **UPS My Choice™ services** using any UPS tracking results page. Users without a printer will be able to print labels on printers at a The UPS Store® location.



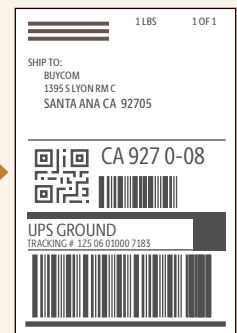
Select "Return this Package" from Tracking



Select Printing Option



Receive Mobile Code (for printing at The UPS Store® only)



Print Return Label

1st  to market solution of its kind



Rollout in **44** countries and territories beginning August 14, 2017



For more information on UPS Returns® Manager, visit www.ups.com/us/en/services/returns/returns-manager.page

¹2017 UPS Pulse of the Online Shopper™ Study. ²Data collected and published by Invesp in 2015.

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