

# Lexmark streamlines reverse logistics and solves a costly problem



No manufacturer likes to receive and process returned parts or product, commonly referred to as reverse logistics. When the receipt and processing of a return wastes paper, time and scarce warehouse floor space, it becomes even more painful—and more costly.

*“The old process required double the amount of work. Some days my job was very frustrating. But with the new process, I get a lot more done. I’m not always frustrated, so I enjoy my job much more”.*

**-Marsha Walden, processor**

Many distribution centers struggle with reverse logistics that lack the information required to efficiently receive and process returned items. When returns come back without a claim number, resources are spent tracking down the origin and determining whether the item is functional or defective. Meanwhile, two separate documents are required—a shipping label and a packing list—which require multiple types of printers, along with their associated supplies and maintenance costs.

**Many happy returns.** Lexmark laser technology, along with Lexmark Document Solutions Suite, enables you to expedite reverse logistics processes, reduce printing and increase workflow efficiency. The key is a single, integrated shipping/packing slip, complete with a barcode for linking claim numbers to parts and service. Lexmark’s solution also includes colorcoded peel-off stickers for easy part identification, defective parts information labels as well as an integrated label that automatically prints customized shipping documentation.

**The result?** Significant cost savings and productivity gains, plus improved operational efficiency. Lexmark’s own distribution center recently implemented this application and has seen impressive results so far:

- Parts returned to stock jumped to over 54 percent
- Savings in the first year were \$900,000 by eliminating the cost of testing new parts

[www.lexmark.com](http://www.lexmark.com)

Lexmark and Lexmark with diamond design are trademarks of Lexmark International, Inc. registered in the United States and/or other countries. All other trademarks are the property of their respective owners. © 2004 Lexmark International, Inc. 740 W. New Circle Rd., Lexington, KY 40550








## Returns Workflow Enhancement

Item No.	Item Description	COO	B/O	Shipped
99A0592	FUSER ASM 34 115V W/SUPP CARD	US	1.00	
99A0592	FUSER ASM 34 115V W/SUPP CARD	US	1.00	
99A0592	FUSER ASM 34 115V W/SUPP CARD	US	1.00	
99A0592	FUSER ASM 34 115V W/SUPP CARD	US	1.00	

# Streamlining Reverse Logistics reduces processing time by 83%.













## EXISTING PROCESS

8 painful steps: up to 4 weeks

- 1   Dispatch service call  
10 min.
- 2   Print pick list  
10 min.
- 3   Assemble/pick parts for service call  
20 min.
- 4   Print packing list  
10 min.
- 5   Print return shipping label  
10 min.
- 6   Ship parts to service technician  
1 day
- 7   After service call completed, pack and return parts  
3 days
- 8   Process returned parts at return warehouse  
20 days

## LEXMARK SOLUTION

6 easy steps: less than 5 days

- 1   Dispatch service call  
10 min.
- 2   Print integrated form with labels and parts list  
5 min.
- 3   Assemble/pick parts for service call  
20 min.
- 4   Ship parts to service technician  
1 day
- 5   After service call, pack and return parts  
3 days
- 6   Return parts by scanning barcode  
30 min.

## POSITIVE BUSINESS IMPACT

- Faster turnaround time
- Fewer reworked parts
- Better customer relations
- Reduced inventory levels
- Improved receiving productivity