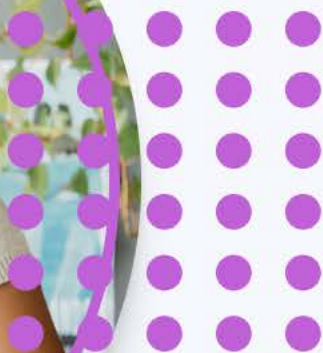# Returns.

Printerless, branded returns management made simple.

Despatch Cloud

Who We Are

We are Despatch Cloud and we're not your typical software company, we challenge the normal.

You'll never send another email to set up a new courier or change a service rule. You'll never need Mike in the dev team to 'just' make that small change to that email template and you will never have to wade through a 100,000-line Excel file to get that pie chart updated for the 16.00 meeting you are now late for.

At Despatch Cloud we solve real-world problems, not made up management problems but actual on-the-ground issues. We do this because we know warehousing, we know logistics and we know eCommerce.

Our mission is to develop products that are simple and intuitive - even for the most complex of tasks.

Despatch Cloud

Our History

Jun 2015
10 millionth order processed through Despatch Cloud.

Feb 2011
First items sent via Warehousing, a set of five baby bibs.

Jan 2020
Head of sales appointed.

Mar 2020
Launch of groundbreaking Shipping product.

Sept 2012
Order sent to the 100th country.

Jan 2018
100 millionth order processed through Despatch Cloud.

Dec 2020
Year ends with the team 2.5x larger than January.

Oct 2021
Largest Warehousing update released (3.5).

We continue to grow and build our reputation as problem solvers.

Our state-of-the-art products now range much further than Warehousing & Shipping. We are very pleased to bring our groundbreaking and industry-leading Channels product to the market along with our branded Returns solution.

Despatch Cloud

Returns.

Next-Generation Returns Management

Returns, a simple and intuitive returns solution that puts you in control.

It's no secret that the eCommerce giants have set the standard in simple, hassle-free returns. Give your customers the on-brand, automated and most importantly printer-free returns experience they expect with Despatch Cloud.

Empower your business with:

> A white label, on-brand, customer-facing returns portal.

> Pre-notification of inbound returns.

> Printerless returns services supporting drop-off shops and lockers.

> Support for over 90 couriers, including bring your own account!

> Detailed return reporting, insights and analytics.
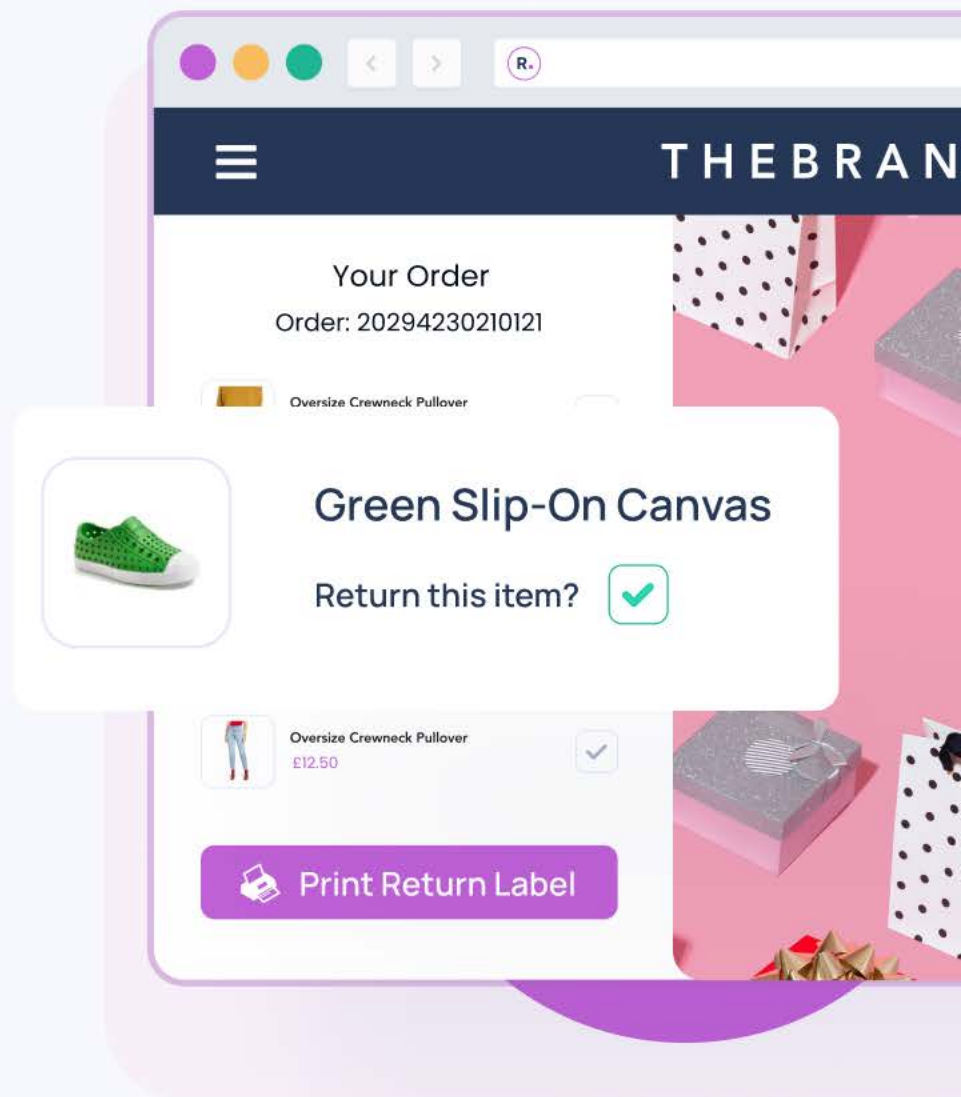
Despatch Cloud

Returns.
On-Brand & Automated

Returns empowers you with an on-brand, self-service returns portal that automates your returns workflow and reduces your employee overhead.

Gain full control over your customer-facing returns process and enhance customer experience with a next-generation returns workflow made specifically for eCommerce by people who know eCommerce, know warehousing and know logistics.

Our fully-managed, out-of-the-box returns solution is ideal if you're looking to cut overheads and improve your customer returns experience. Our ready-made returns templates and plug-and-play courier and channel connections mean that with Returns you can be set up and be processing return orders in less than an hour (yes, you've read that right: one hour!).
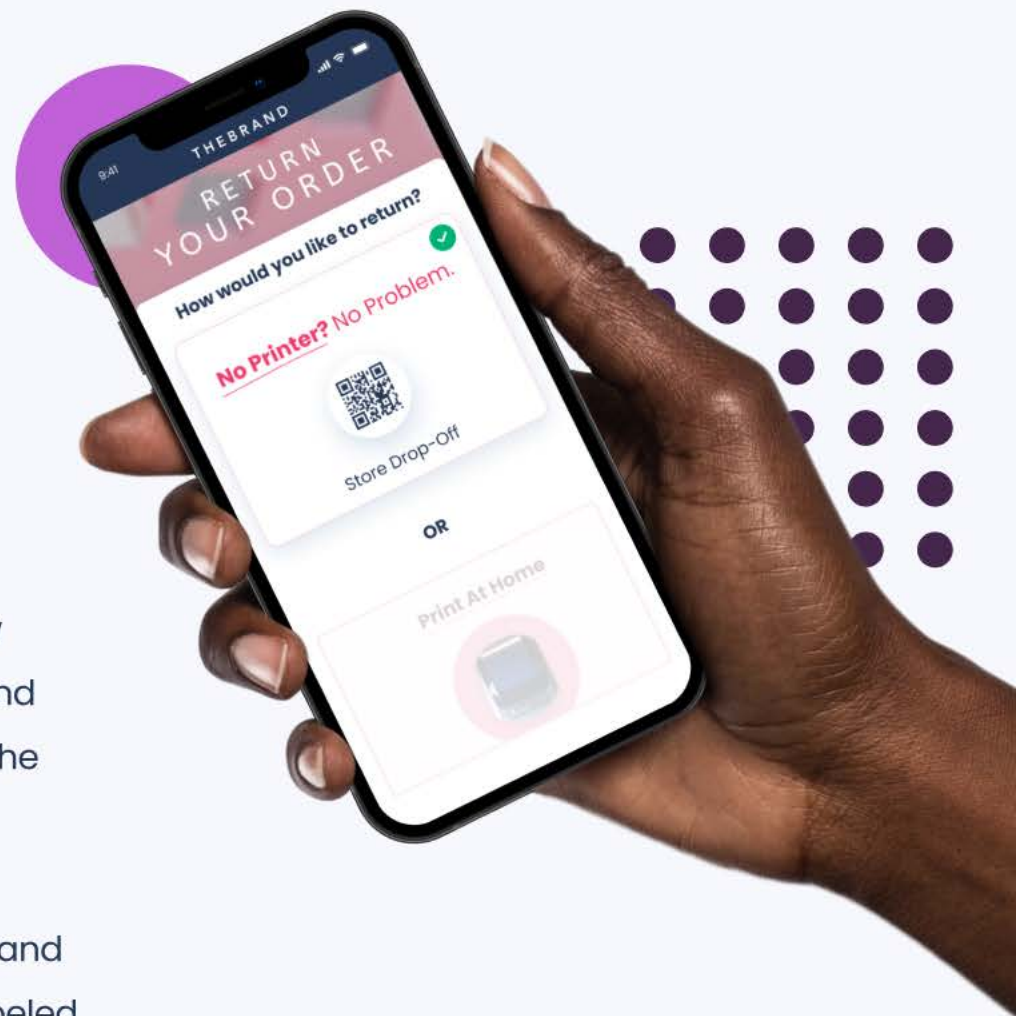
See our demo, **https://thebrand.ecommercereturns.co.uk**

THEBRAN

Your Order
Order: 20294230210121

Oversize Crewneck Pullover

Green Slip-On Canvas

Return this item? ✓

Oversize Crewneck Pullover
£12.50

Print Return Label

Despatch Cloud

Returns.

No Printer, No Problem!

We know from first-hand experience not all customers have a printer, and that the typical 'label-in-a-box' workaround is an extra cost you just don't need - and let's not start talking about the green implications of it!

At Despatch Cloud, we love to be an early adopter so when we created Returns we knew offering a fully-printerless returns solution that addressed the 'label-in-a-box' workaround was the only way forward. That's why we spoke to our courier partners and were one of the first to roll out QR code drop-off services as standard.

These services, available with selected couriers, give Returns support for drop-off shops and lockers using a totally printerless QR code system alongside the more traditional pre-labeled shop drop off and courier collection.
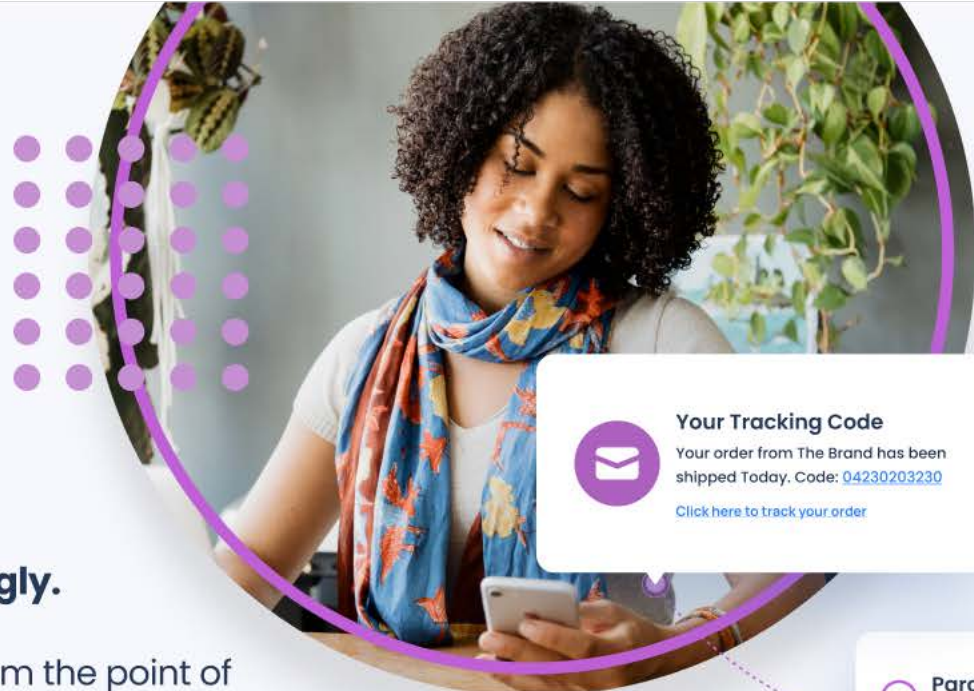
Despatch Cloud

Returns.

Knowledge Is Power

Know what is on route back to your warehouse and act accordingly.

Returns gives you key data on your returns in real time. Track returns from the point of booking, though to delivery. Plan your shifts around expected demand and pull problem products a few day early.

With Returns, valuable insights and analytics are at your fingertips and with our out-of-the-box dashboards and reports, you don't need to be a data analyst or Excel warrior to access the information you need when you need it.

Your Tracking Code
Your order from The Brand has been shipped Today. Code: 04230203230

Click here to track your order

Parcel Out For Delivery
Your parcel is 23 stops away **click here** to see where your driver is.

Parcel Delivered
1st November, 2020

Despatch Cloud

Returns.

Over 90 Couriers

Bring your own account!

Returns has a direct connection into over 90 UK and international couriers, giving access to hundreds of return service options covering the global. Best of all, with Returns you do not need to buy your returns services from us! We allow and encourage you to bring your own account and benefit from direct courier relationships. Not sure who to use? No problem, our expert consultants can help point you in the right direction to ensure you're offering a best-in-class returns experience for your customers.
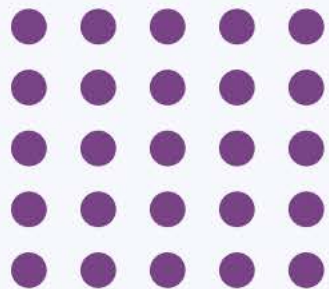
Despatch Cloud

Returns.

Summary

Our dedicated suite provides a way to streamline your returns through a self-service online portal that improves customer satisfaction and boosts profits along the way.

The portal allows your customers to process their returns simply and intuitively.
It also allows you to track your returns and analyse your returns data with
one simple dashboard.

Despatch Cloud

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