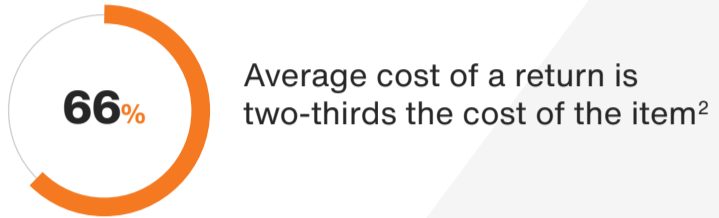# Manhattan

Returns Management

The antidote to the retail returns dilemma
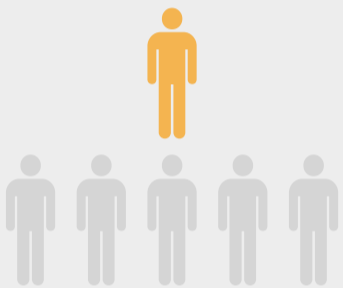
The increase in shopper returns has created a major problem for retailers – or a potential opportunity.
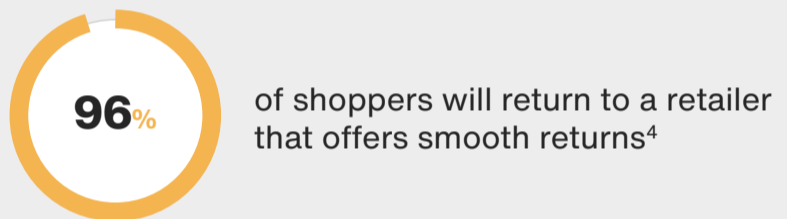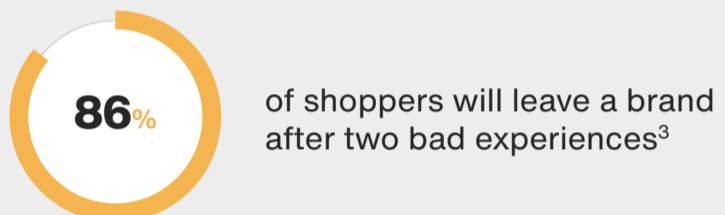
More returns mean lower margins

16.5% of all retail sales are returned[1]

66% Average cost of a return is two-thirds the cost of the item[2]

Returns processes can make or break loyalty

1 in 6 shoppers will leave a brand after one negative experience[3]

86% of shoppers will leave a brand after two bad experiences[3]

96% of shoppers will return to a retailer that offers smooth returns[4]

Optimizing returns boosts sustainability and profitability

More efficient operations also cost less

78% of consumers say they value sustainability[5]

90% of retailers' greenhouse emissions come from their supply chains[6]

Three ways to revolutionize returns

Optimize returns management processes

Drive shoppers back to the store

Deliver exceptional customer experiences

Manhattan turns returns into opportunities

Manhattan Active® Omni uses industry-leading order management and omnichannel technology to cut costs, win customer loyalty and transform returns. Requiring no third parties or integrations, selling, fulfillment, engagement and returns all work together seamlessly.

See How →

1 NRF: 2022 Consumer Returns in the Retail Industry Reports
2 CBRE: 'Tis the Stressful Season for Holiday Gift Returns
3 Emplifi: 11 key things consumers expect from their brand experiences today
4 Freight Waves: E-commerce returns: Give the customers what they want
5 McKinsey: Consumers care about sustainability—and back it up with their wallets
5 EPA Center for Corporate Climate Leadership: Supply Chain Guidance