

Reverse Logistics

Reverse Logistics enables Order Routing to suggest the best locations for accepting returns and facilitate disposition based on the item's condition and the routing logic that you configure. When a return is initiated, Order Routing can suggest the best return location. Once the store associate receives the return, Order Routing can then advise how best to handle the product by suggesting a disposition location. That location can restock, refurbish, or dispose of the item as needed.

The logic for evaluating location candidates is configured in Order Routing similarly to other fulfillment method scenarios.


Return and Disposition Routing

Order Routing evaluates return and disposition locations at different points in the return process when Reverse Logistics is enabled. Though suggestions are retrieved automatically or when requested from the Admin UI, refer to the [Order Routing API Overview](#) for more information about the suggestion responses.

Return Location Suggestion

When [a return is initiated](#), Order Routing will automatically determine the best return location based on the return reason and customer shipping address, then prepopulate that selection in the return creation modal. The Admin user can manually select a different location if needed.

Shipment#	Product Code	Product Name	Qty to Return	Return Location
21368	ex01	Example Product 1	1	Distribution Warehouse 3

 Multiple returns will be created if different return locations are suggested.

Disposition Location Suggestion

The disposition location is the location that actually disposes of the returned item, such as by restocking, discarding, or donating it. This may be different from the location that initially accepts the return from the customer.

The Admin user specifies the condition of each line item when [receiving it at the return location](#). Based on the condition, Order Routing can then suggest a disposition location for each line item and apply those item options.

Receive and Dispose Package for Return #93 ✕

Receive Package Dispose Package

<input checked="" type="checkbox"/>	Product Code	Product Name	Return Reason	Qty Already Received	Qty Already Restocked	Qty to Dispose	Condition	Disposition Location	Restock ?
<input checked="" type="checkbox"/>	sp_01	Standard Product 1	Missing Parts	3	0	3	Bad	Warehouse Location1	<input type="checkbox"/>

Cancel Request Disposition Location Submit



The default condition options are Good, Bad, Refurbished, and Like New. These can be customized with the Get Restock Condition [before](#) and [after](#) API extensions.

Enable Reverse Logistics

Contact to enable this feature in your tenant configurations.

If you want to increment inventory levels whenever the Admin user selects to restock a return item, you must toggle Update On Hand Inventory on Return Restock on in your [return settings](#).

Configure Routing Logic

Once enabled, Disposition and Return strategies appear within your routing strategies. [Configure their scenarios](#) with locations, filters, and after-actions just like other fulfillment method routes to determine how Order Routing evaluates locations for return items. Keep the following in mind:

- Some after-actions related to Cancel, Backorder, and Split by Quantity will not be available, but you can use the Lowest Available Inventory sorting option to aggregate available inventory and prioritize locations with the lowest inventory count to restock items efficiently.
- Be sure to [create and assign filters](#) based on a return reason or condition to accurately assign item quantities based on the action that should be taken with them.