CSCP CERTIFIED SUPPLY CHAIN PROFESSIONAL

MODULE 5: FORWARD AND REVERSE LOGISTICS

SECTION A: LOGISTICS AND DISTRIBUTION

APICS

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Section A Introduction

Section A Key Processes:

- Define and manage the distribution network.
  - Develop and execute logistics planning and information systems.
  - Develop and execute the warehouse strategy.
  - Develop and execute the transportation strategy.

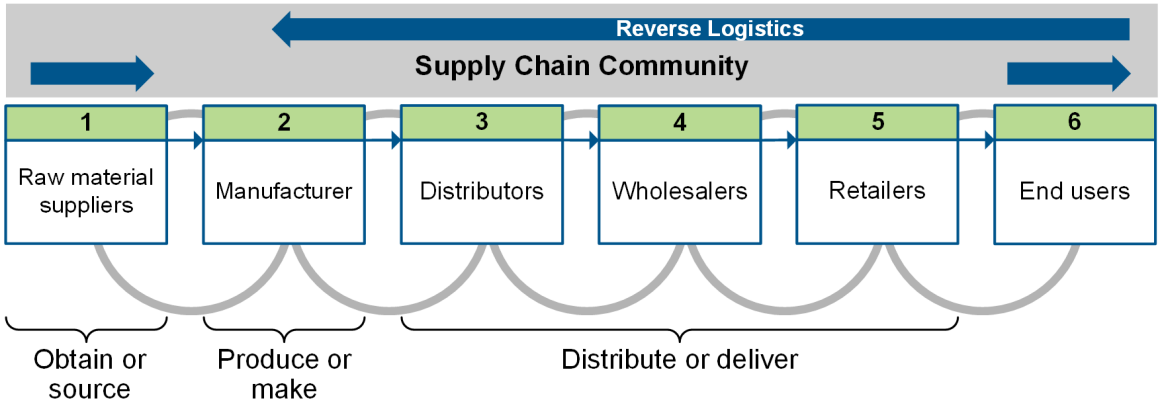
Section A Topics:

- Logistics
- Warehousing and Materials-Handling Strategy
- Transportation Strategy

The Role of Logistics in Supply Chain Management

All tasks necessary to get the right product in the right quantity and right condition at the right place at the right time for the right customer at the right price

- Warehousing
- Transportation
- Import/export
- Packaging/materials handling
- Inventory management
- Logistics IS management



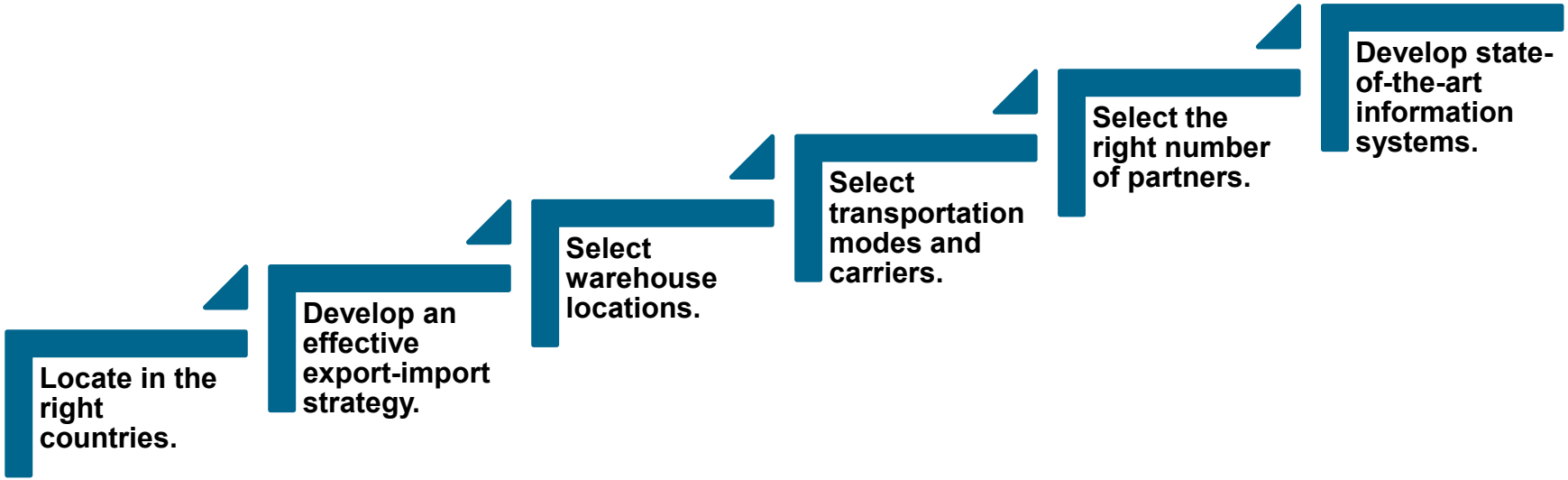
Logistics Trends

- "State of Logistics Report," 2019, U.S. firms (billions):
  - Total logistics: US$1,630
  - Transportation costs:
    - Truck: US$680.4
    - Rail: US$83.9
    - Parcel: US$114.4
    - Water: US$47.9
    - Air: US$75.2
    - Pipeline: US$57.4
- 65% of logistics costs: transportation
- Carrying costs: +6.6% over prior year
- Trade wars; pandemic:
  - Resilience: diversification, backup capacity
  - Avoid going too far with a single-sourcing, JIT focus.

Logistics Objectives and Tactics

Logistics Objectives	Logistics Tactics
• Rapid response capability • Minimum variance • Minimum inventory expense • Consolidated shipments • High quality • Product life cycle support	• Coordinating functions • Integrating the supply chain • Substituting information for inventory • Reducing number of partners • Pooling risks

Integrating the Supply Chain



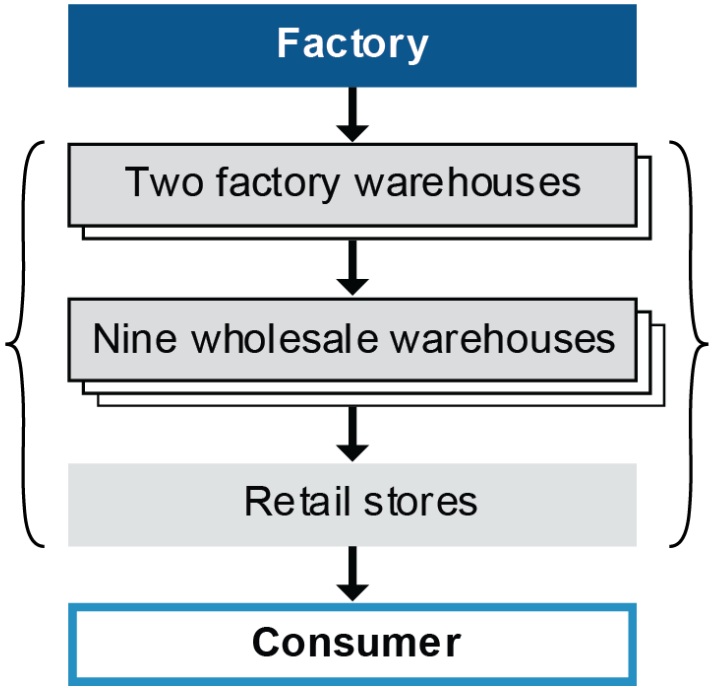
Information in Place of Inventory

- Improve communications.
- Collaborate with suppliers.
- Track inventory precisely.
- Keep inventory in transit.
- Use postponement centers.
- Mix shipments to match customer needs.
- Speed up customs.
- Make more on demand.

Reducing SC Partners to an Effective Number

This is a supply chain with three echelons between the factory and the consumers:

- Two factory warehouses
- Nine wholesale warehouses
- 350 retail stores

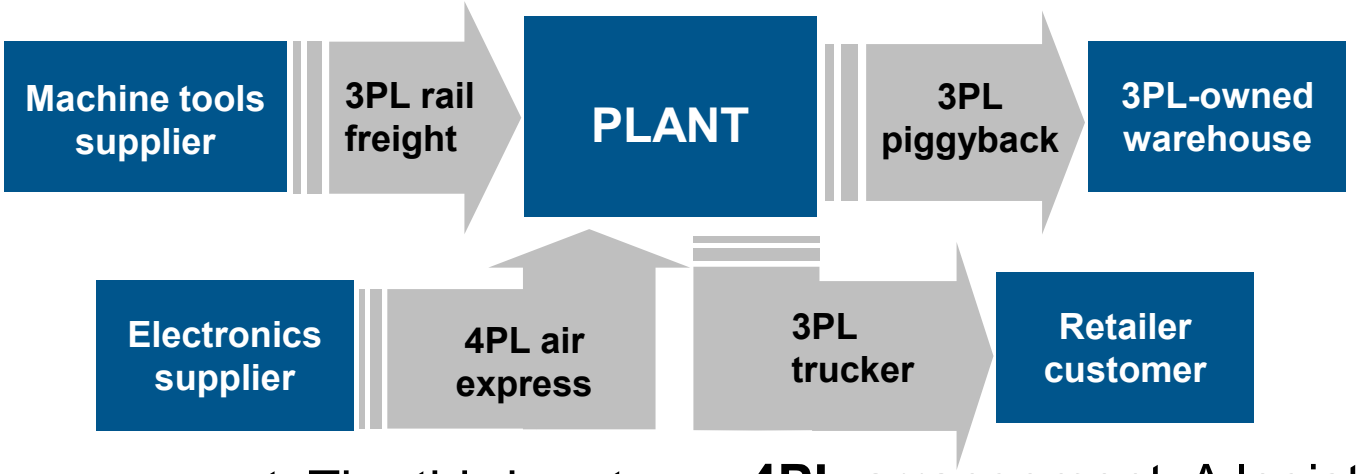


Nodes—Each of these nodes represents an echelon in the supply chain network.

Echelons:

- Add to operating expenses.
- Hold inventory.
- Add to cycle time.
- Expect to make a profit.

How 3PLs and 4PLs Are Related



- **3PL** arrangement: The third party takes over some or all logistics functions and performs them itself.
- **4PL** arrangement: A logistics specialist takes over the entire logistics operation and subcontracts some or all specific functions.

3PL and 4PL Tradeoffs

	Potential Benefits	Risks
3PL	• More focus on areas of competence • More current technology; more technological flexibility • More efficient warehousing (economies of scale) • Improved customer service • More workforce flexibility	• Less control over some aspects of logistics, including overall strategy • Potential for inefficiency
4PL	• Improved focus on areas of competence • Higher-quality logistics, reduced costs, or both • Greater business flexibility	• Less control over all aspects of logistics, including strategy • Potential loss of effectiveness or higher cost if 4PL deals with favored providers

Outsourcing Considerations

Current Costs?

- How much will it save?
- Is it worth the risks?
- Are the benefits worth paying more?

Customer Skills?

- Evaluate the bidders' customer skills.
- Are the bidders reliable?
- Are their references credible?

Special Strengths?

- How did the company (especially if a 4PL) get started?
- What does it do best?
- Is there a match between its strengths and your needs?

Subcontracting Ability?

- Will the contractor subcontract effectively and honestly to get competent service?
- Are they biased toward their own divisions or toward certain firms that lack competence or over-charge?

Outsourcing and Contract Considerations

Contract Considerations

- Mutually beneficial
- Specify what each part will do to ensure success
- Commitment of time and energy
- Shared risks and rewards
- Carefully select performance metrics that address performance and customer service

Specific Rules and Clauses

- Confidentiality
- Subcontractor
- Remedies (correcting variances from performance targets)
- Use of arbitration
- Escape

Warehousing Objectives

Objective	Warehousing Contribution
Rapid response	Strategic placement, optimal numbers facilitate response to markets and order changes.
Minimize variances	Technology and automation aid efficient handling to promote predictable service.
Minimize inventory	Determine most efficient number of warehouses to reduce inventory, prevent stockouts.
Consolidation of movement	Warehouse placement, transportation interface, efficient materials handling all required for effective consolidation of shipments.
High quality	Subject all aspects of warehousing to continuous improvement.
Life cycle support	Place warehouses for returns, repairs, etc., as well as to support product movement during growth, development, and maturity.

Warehousing and Materials-Handling Strategy

Owned versus Leased Warehouses

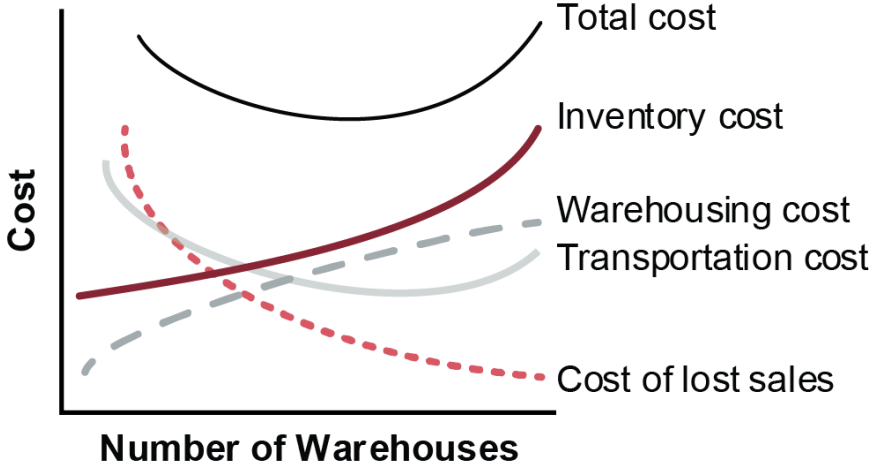
Private warehouses owned by firm	• Control and flexibility to suit to products/SC • No markup • Market presence • Fixed cost, depreciates
Public warehouses available for hire	• Flexibility to scale • Potential cost savings from economies of scale (multiple clients)
Contract warehouses	• Potential cost savings with equal or better service • Tailored services • Flexibility • Expanded geographic market

Effects of Adding Warehouses

- Customer service improves.
- Transportation costs decline with shorter distances to travel.
- Rapid delivery may improve competitive position.
- Decentralized system allows better service to small customers.

But note that:

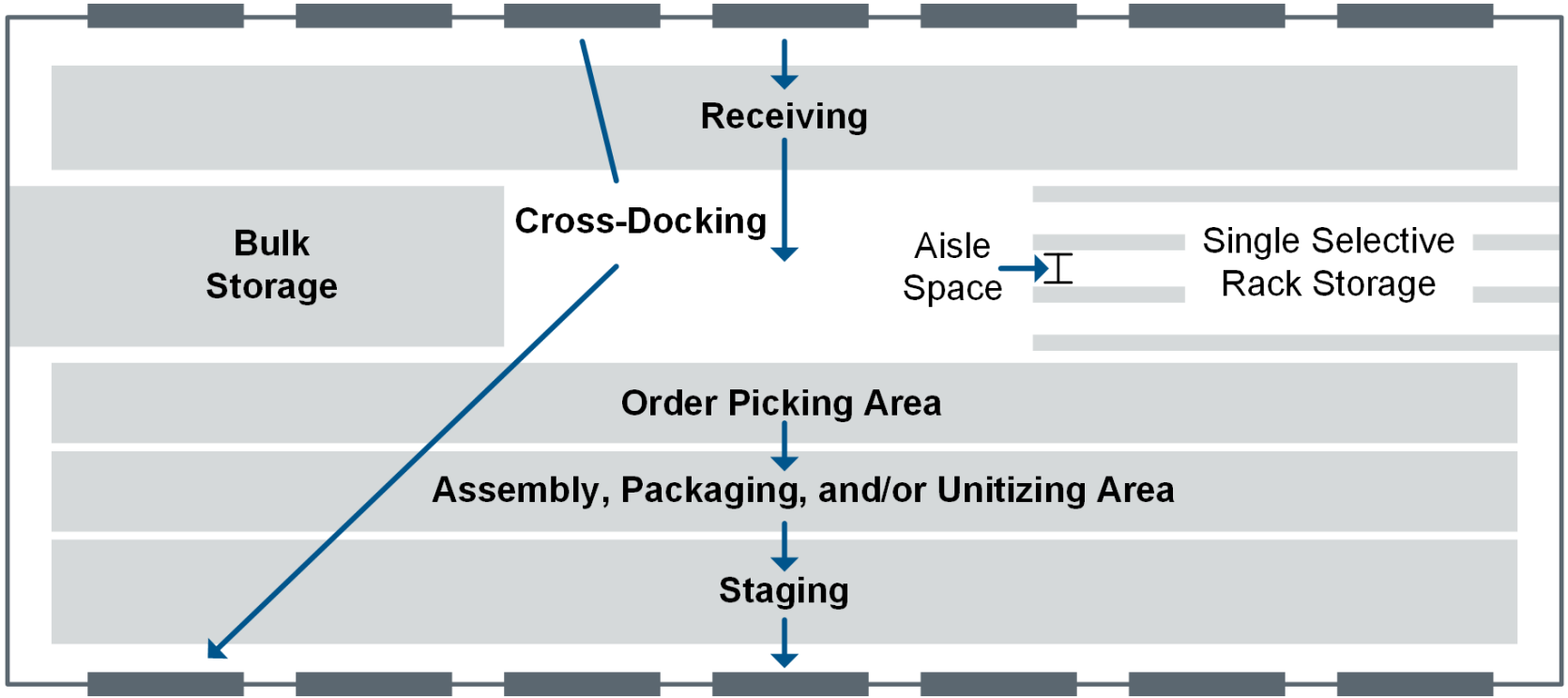
- Inventory costs rise with redundant functions, safety stock.
- Setup and overhead costs go up.



Where Should Warehouses Be Located?

Services	Availability of services is most important factor.
Neighborhood	Consider available space, soil support, nearness to market; not restricted to warehouse districts.
Costs	Services, location (urban costs more), taxes, insurance, transportation (tradeoff with cheaper land).
Community inducements	Tax incentives, infrastructure support, trained and available workforce.
Regulations	Environmental impact statements can slow construction, inflate costs.

Organization of Storage Locations



Warehousing and Materials-Handling Strategy

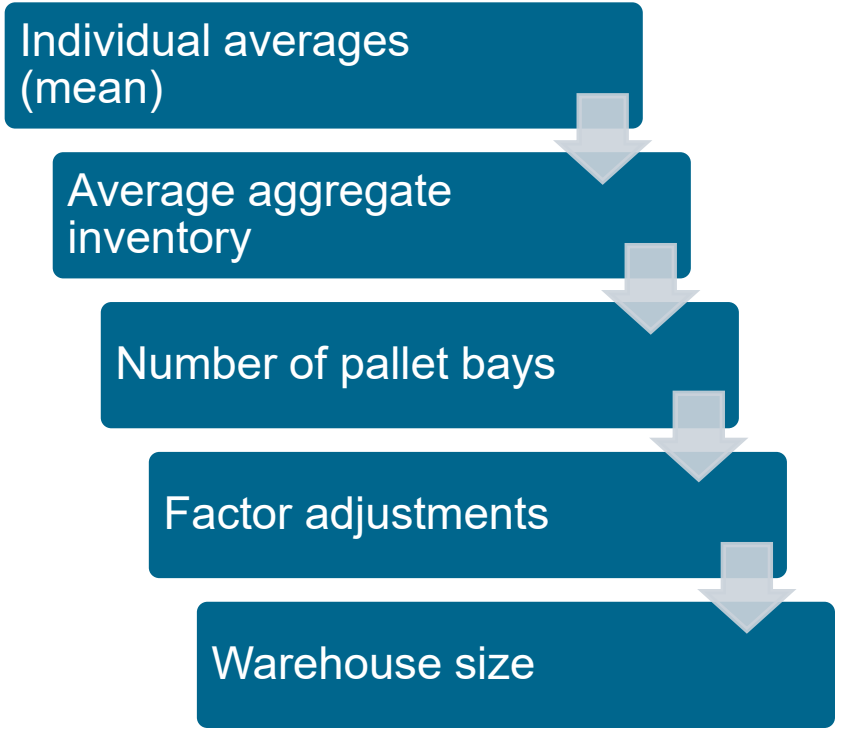
Stock Location

Random location	Maximizes cube utilization but need locator file
Fixed location	Need more space, but learn fixed locations
ABC	Good for secure/fast-moving requirements
By function	Good for modular units, assists assembly
By velocity	Fast-moving items placed near docks
By physical similarity	Frozen or refrigerated items, bulky items
Separate reserve stock	Bulk storage items (or defective/obsolete) out of way, replenishes working stock

Warehouse Capacity Forecasting and Planning

Factor adjustments:

- Partial pallets
- Space around inventory, for movement, assembly, etc.
- Levels of vertical storage
- Target utilization of warehouse
- Bulk storage calculated separately



Materials-Handling Options

Goals of warehousing	Limitations of equipment and automation
▪ Cost-effective ▪ Efficient use of: – Warehouse space – Human labor – Equipment – Software, automation, IT	▪ May add cost without increasing value ▪ Must blend with space, labor skills, layout, etc. ▪ May require expert advice and software to select

Mechanized Systems

Forklifts

Conveyors

Bridge/ wagon cranes

Towlines

Other mechanized systems

- Carousels
- Pick-to-light
- Tow tractors with trailers

Source: Conveyors photograph used with permission from Metzgar Conveyors, © 2011.
Towlines photograph used with permission from Rhodes Systems International, Inc., © 2011.

Automated Systems

Type	Features and Uses
AGVS	• Riderless; moves along floor on tape or wire with preset stops. • Similar in use to forklift and tow tractors. • Available with tines or platforms.
Sorting systems	• Generally used with conveyors. • Automate direction of items into shipments. • Programmable for different speeds to fit shipment requirements.
Robotics	• Used to build and break down unit loads. • Recognizes product stacking patterns. • Transfers to/from conveyor belt.
Live racks	• Gravity roller conveyors. • When item is taken from front, rest move down.
AS/RS	• Automate both storage and retrieval. • Machine moves both horizontally and vertically and can have high racks. • Pickup and dropoff programmed at end-of-aisle stations.

Transportation Objectives

Movement of Materials Through Network

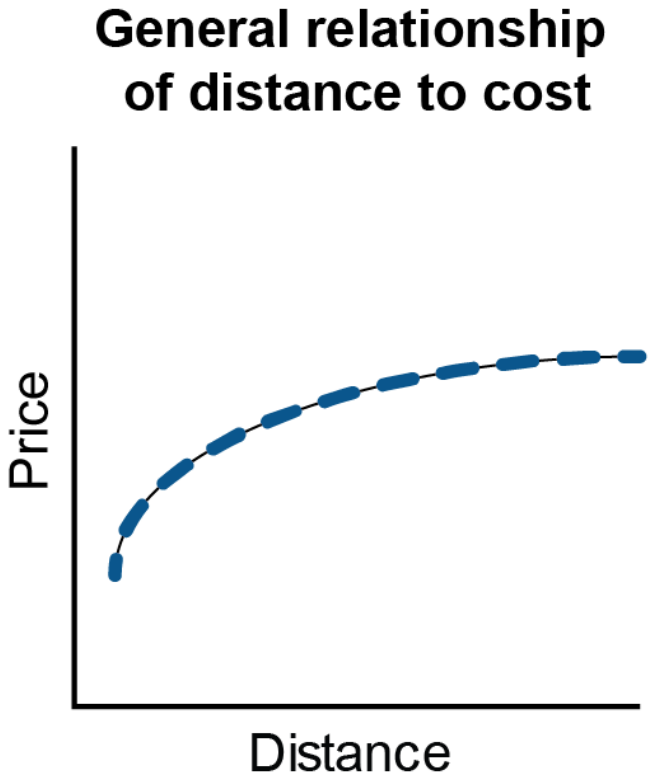
- Time issues
- Cost issues
- Environmental issues

Temporary Storage

- Park without unloading for short-term storage.
- Take early, slow route from crowded facility (if same cost).
- Divert in mid-course due to order or demand changes or warehouse capacity.

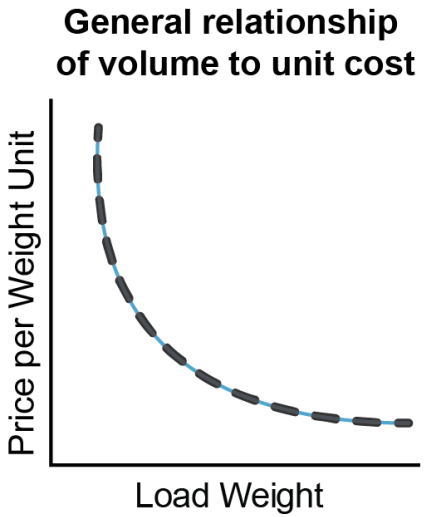
Capacity Constraints: Distance

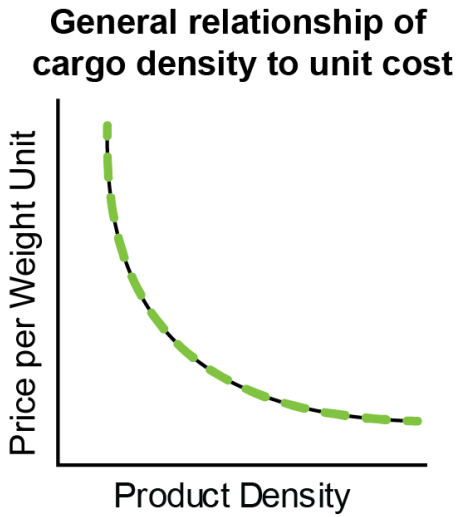
- More distance means higher cost but not uniformly.
- Longer trips allow:
  - Fewer starts and stops
  - More cruising
  - Nonurban miles (trucking).



Capacity Constraints: Volume and Density

- Volume adds to cost, but full loads earn discounts.
- Higher volume may qualify for full-load pricing; spreads cost over more weight units.
- Denser loads may cost more in total but less per weight unit.
- Higher density packing spreads cost over more units—good unless weight limit precludes full load.





Transportation Strategy

Capacity Constraints: Stowability, Handling, and Liability

Stowability and Handling

- Shape storage efficiency?
- Difficult loading and unloading?
- Specialized handling equipment?
- Packaging and grouping for handling?

Economics of Liability

- Susceptibility to damage
- Perishability
- Susceptibility to theft
- Value per pound

Capacity Constraints: Conflicts of Interest

Optimize tradeoffs.		
Manufacturers: Large lot sizes for lower unit setup costs	⟷	Logistics: Reduction in inventories and improved system responsiveness
Per-item transportation costs reduced by full truckload (TL)	⟷	Inventory holding costs reduced by less-than-truckload (LTL)
Lead time reduced if goods are transported as they are made	⟷	Transportation costs reduced if orders wait until ship via TL
High product variety	⟷	High transportation and storage cost

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SECTION B: DISTRIBUTION SERVICES AND TRANSPORTATION CHOICES

APICS

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Section B Introduction

Section B Key Processes:

- Provide distribution services.
  - Receive, put away, and store product.
  - Pick, pack, and ship product.
  - Provide value-added services.
  - Select mode and transport providers.

Section B Topics:

- Distribution Services and Delivery Patterns
- Transportation Mode and Carrier Selection

Distribution Services and Delivery Patterns

Warehouse Capabilities

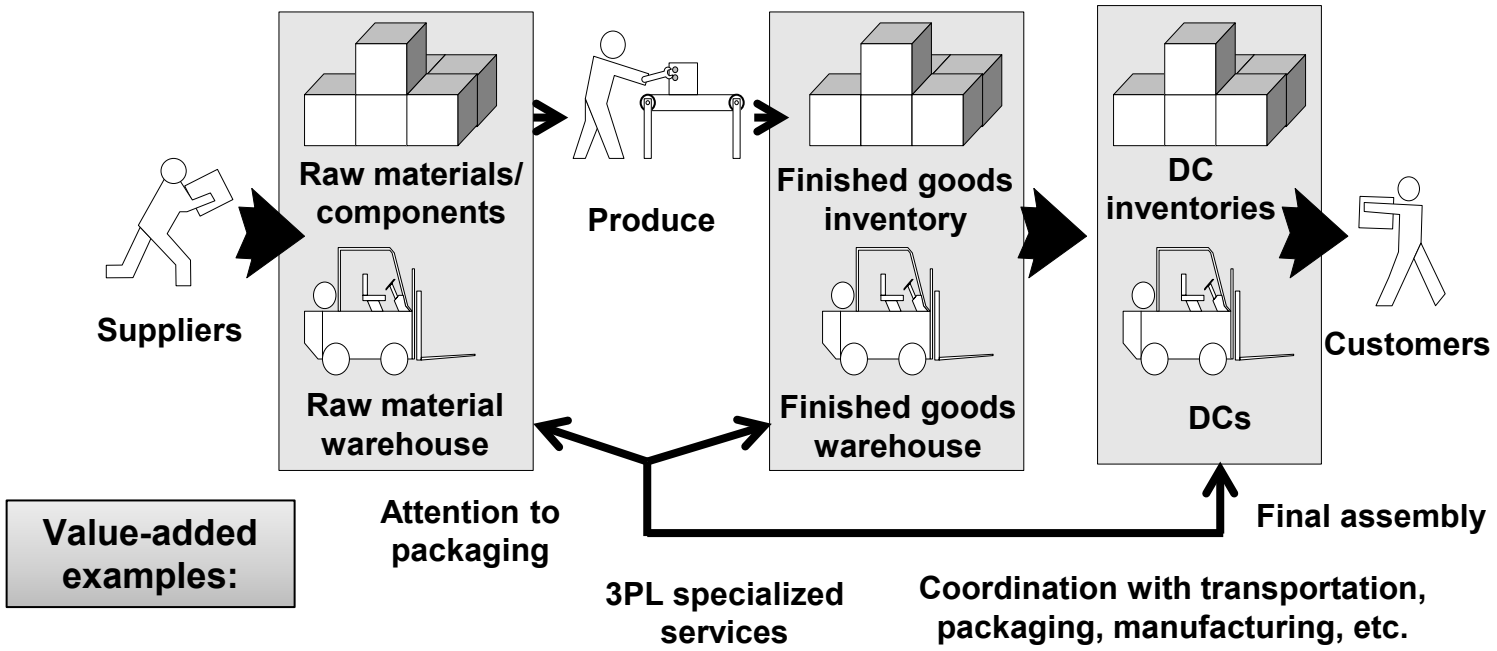
Warehousing activities

- Consolidation
- Break-bulk and cross-dock
- Postponement and processing
- Stockpiling seasonal inventory
- Spot stocking advance shipments
- Assortment
- Mixing

Warehouse functions

- Receiving
- Prepackaging
- Put-away
- Storing
- Order picking
- Moving
- Shipping
- Packaging
- Packing and marking
- Cycle counting

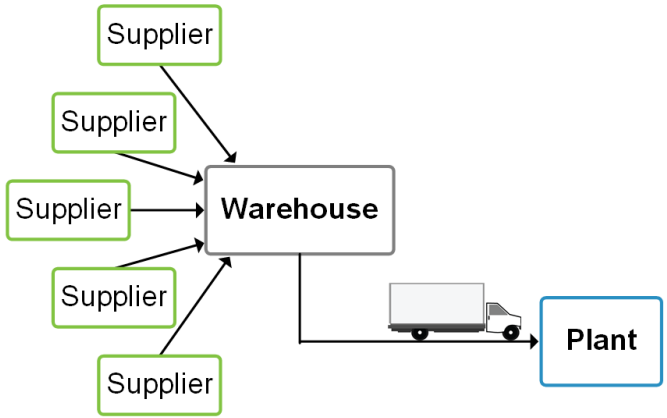
Value-Added Warehousing



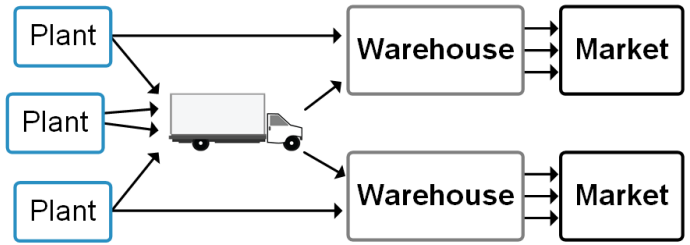
Consolidation

- Combining inbound or outbound shipments for economies of scale to reduce logistics costs
- Reduced congestion at receiving dock

(a) Consolidation of inbound materials or components

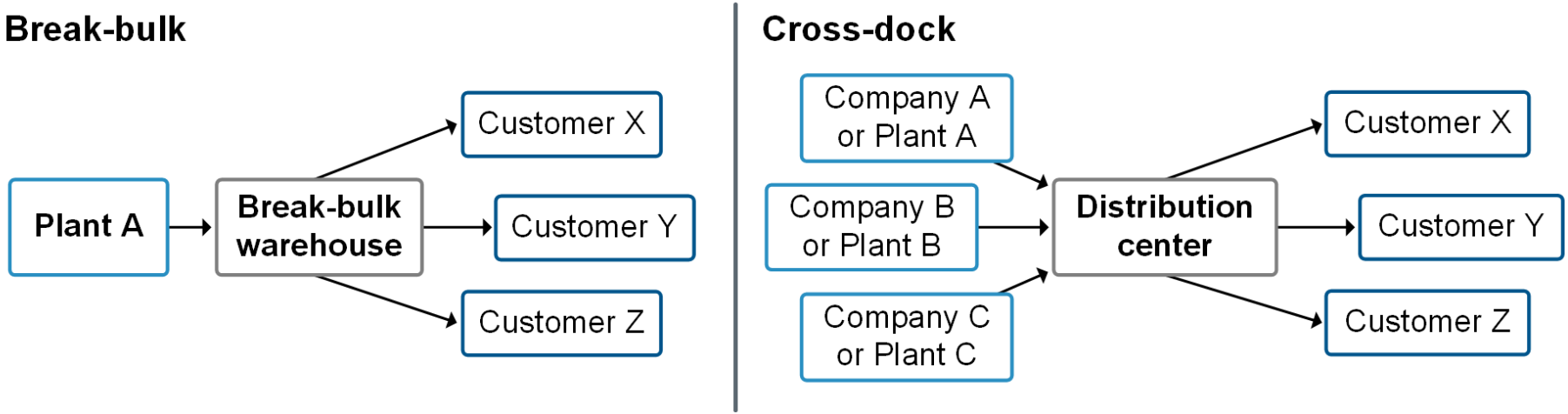


(b) Consolidation of outbound finished goods



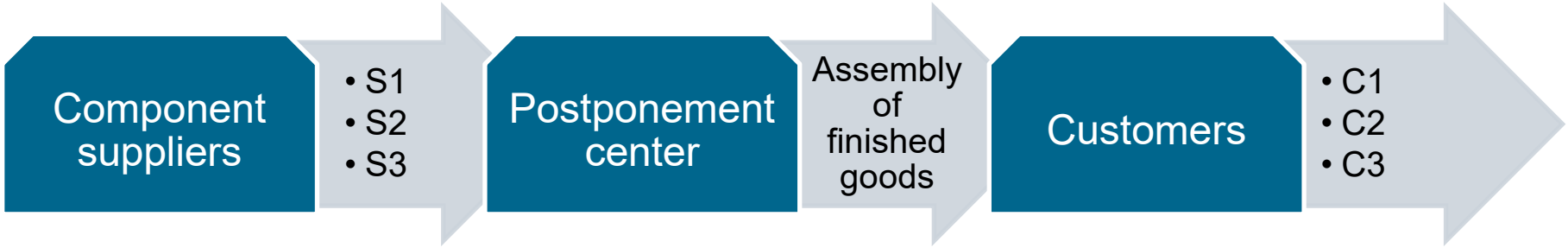
Break-Bulk and Cross-Dock

- Combining inbound or outbound shipments for economies of scale to reduce logistics costs
- Reduced handling costs (no storage)



Distribution Services and Delivery Patterns

Postponement



Benefits:

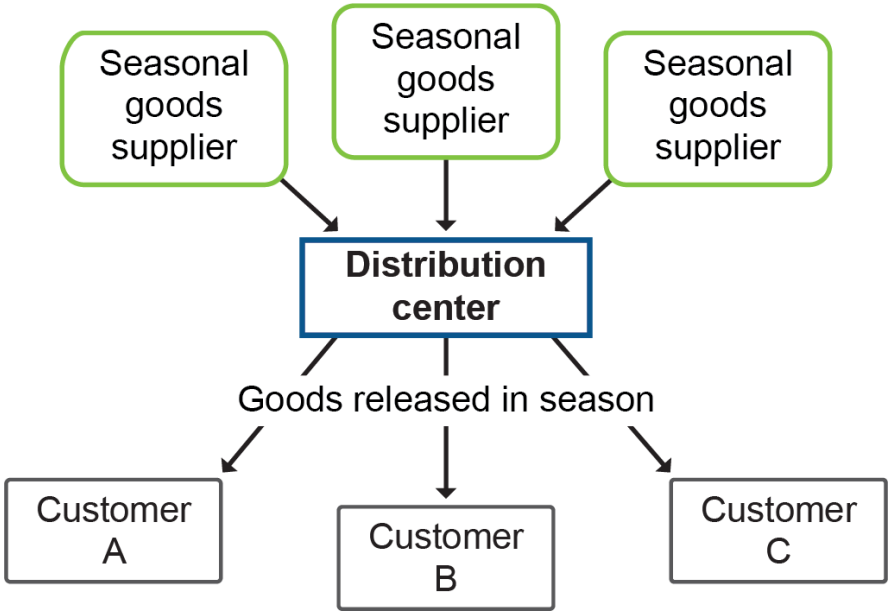
- More efficient storage
- More accurate forecasting
- Less safety stock required
- Mass customization

Drawback:

- Increased costs for hiring, training, and (possibly) finishing

Anticipation (Stockpiling)

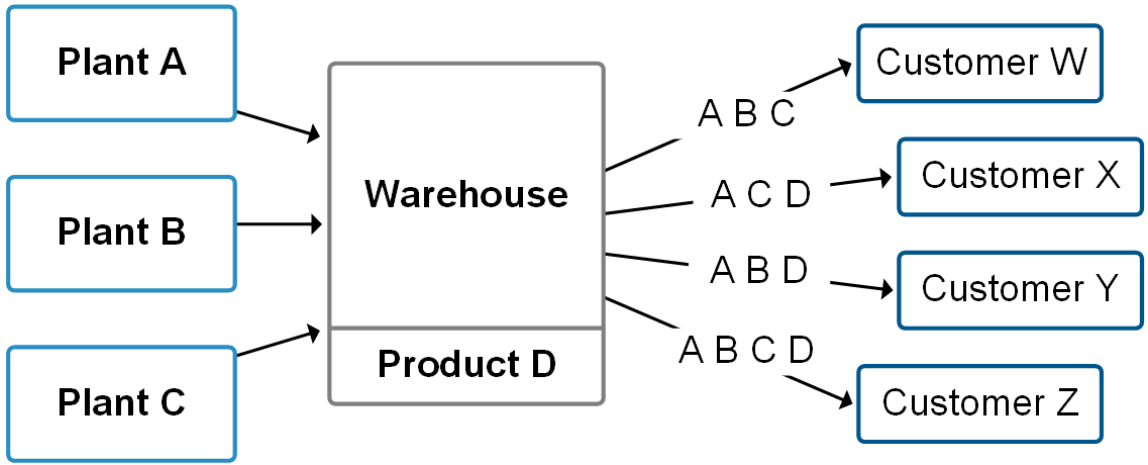
- Benefits:
- Efficient use of production by eliminating seasonal increase and decrease in capacity
- Reduced chance of seasonal stockouts
- Drawback:
- More warehouse capacity than required for JIT delivery



Mixing

Benefits:

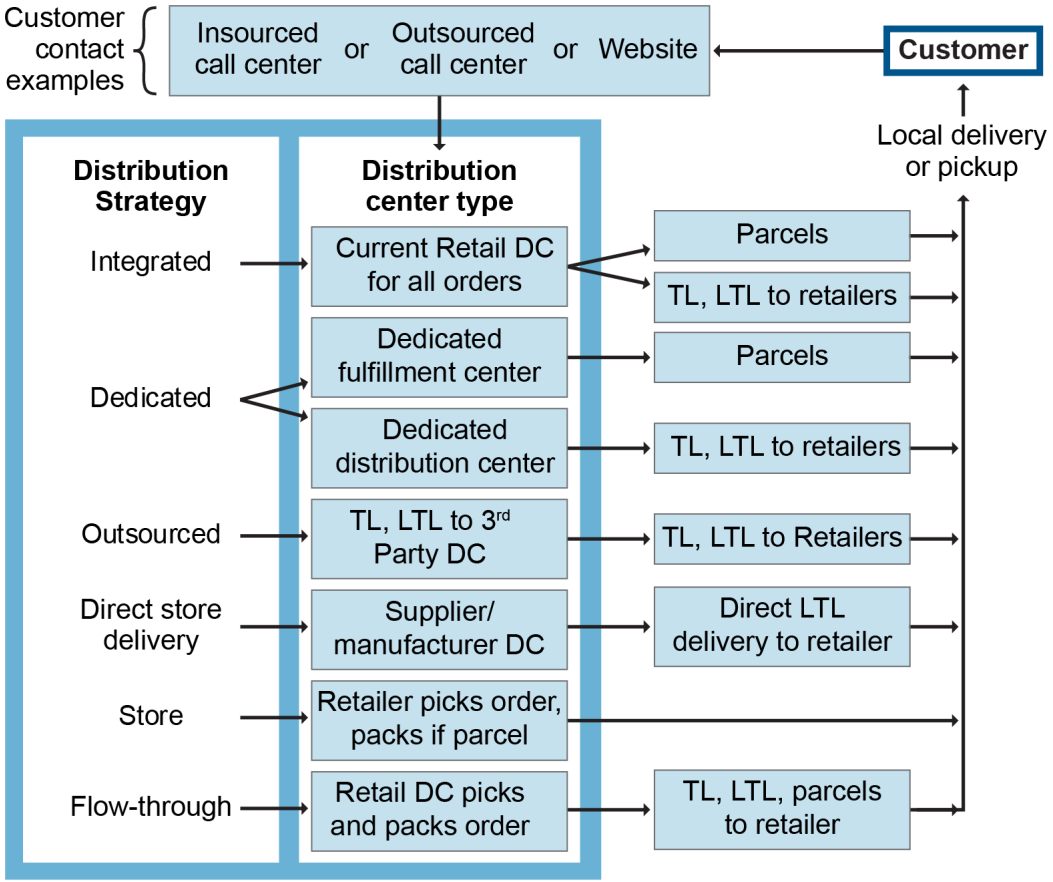
- Serves customers by reducing their costs for handling, storage, etc.
- Increases efficient use of warehouse space



Distribution Services and Delivery Patterns

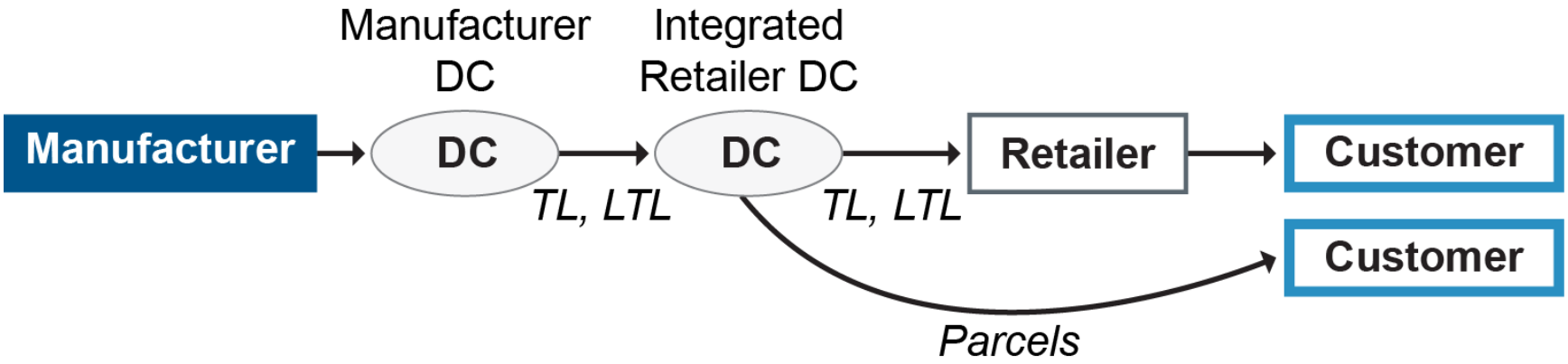
Types of Distribution Strategies, Distribution Networks, and Order Fulfillment Channels

- Distribution strategy: general goals
- Distribution network: Implementation
- Order fulfillment channel: Specific routes

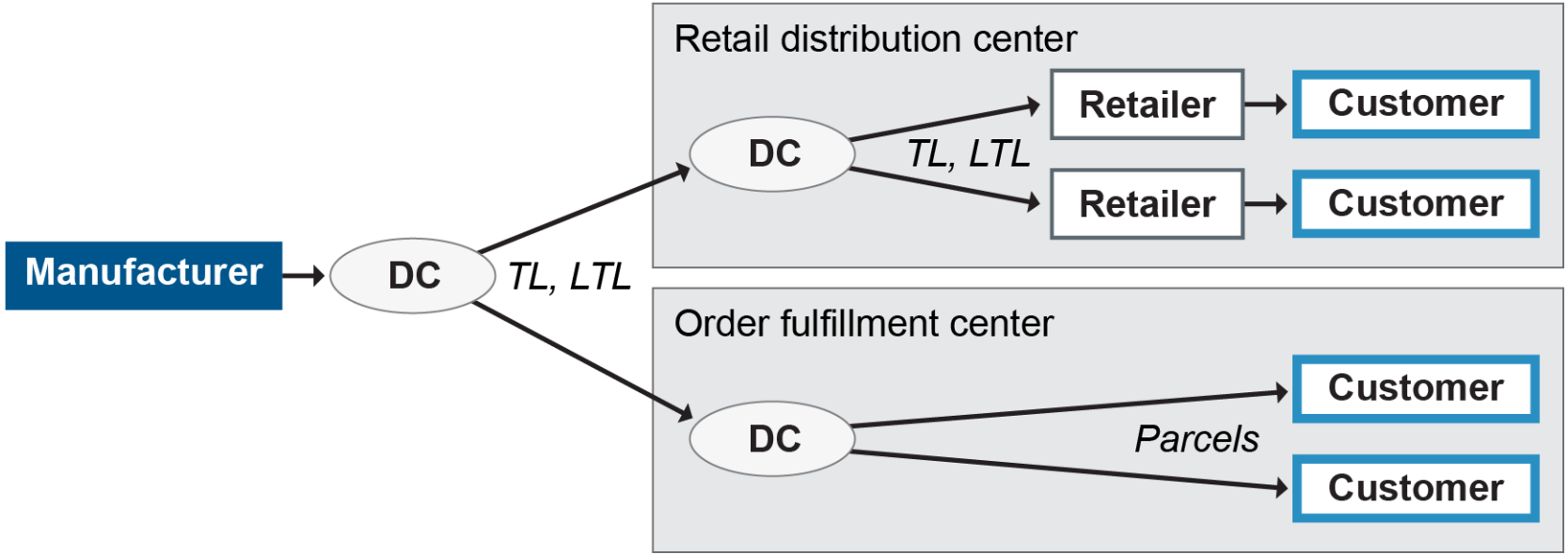


Integrated Fulfillment

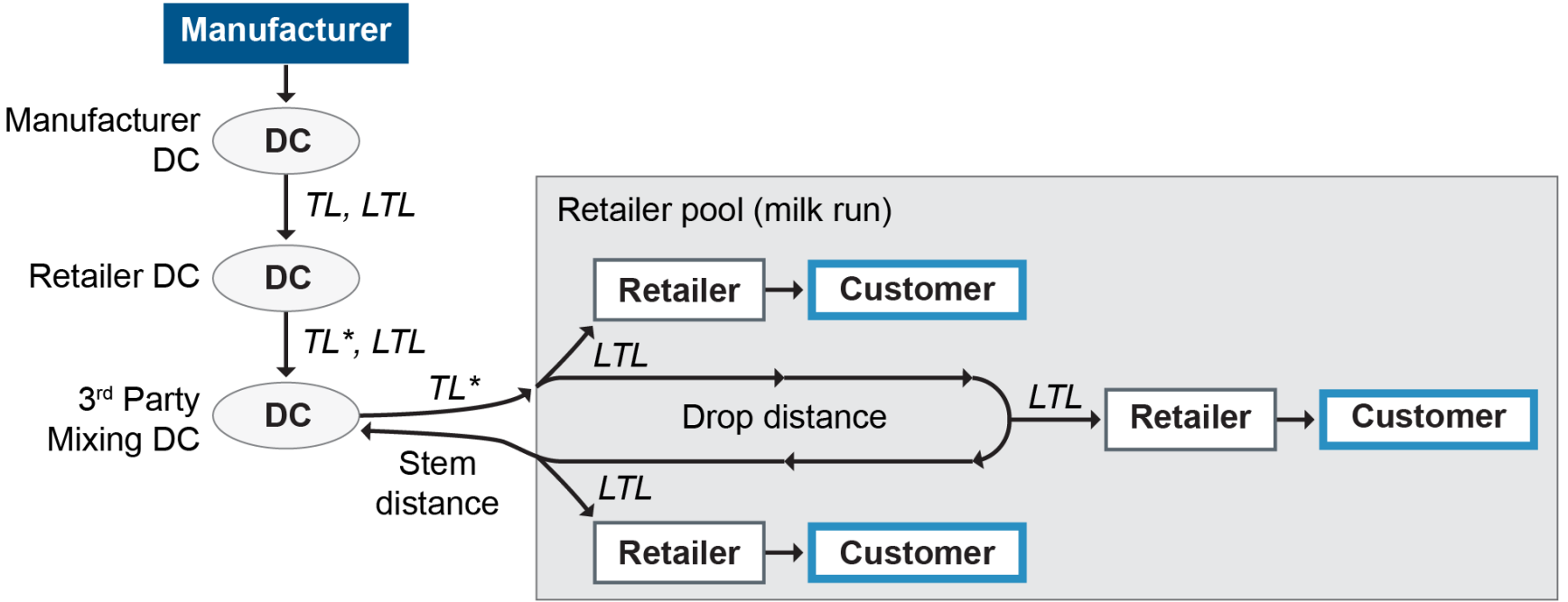
- Leverage existing retail DC to add internet parcel fulfillment without large capital expenses



Dedicated Fulfillment



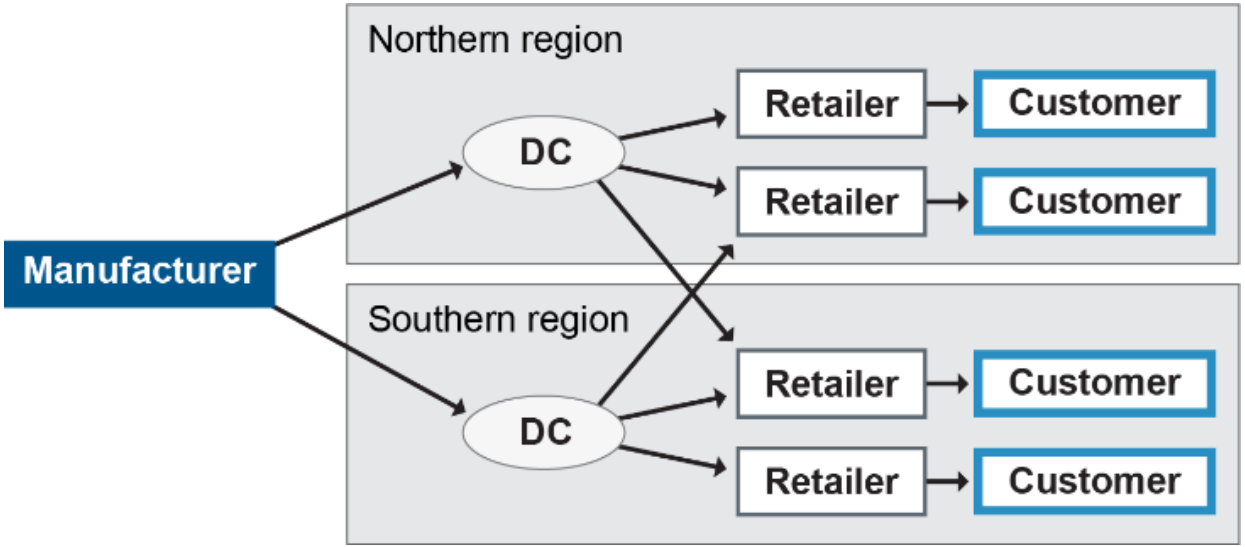
Outsourced Fulfillment (e.g., Pool Fulfillment)



TL* = Full TL shipments of multiple LTL orders

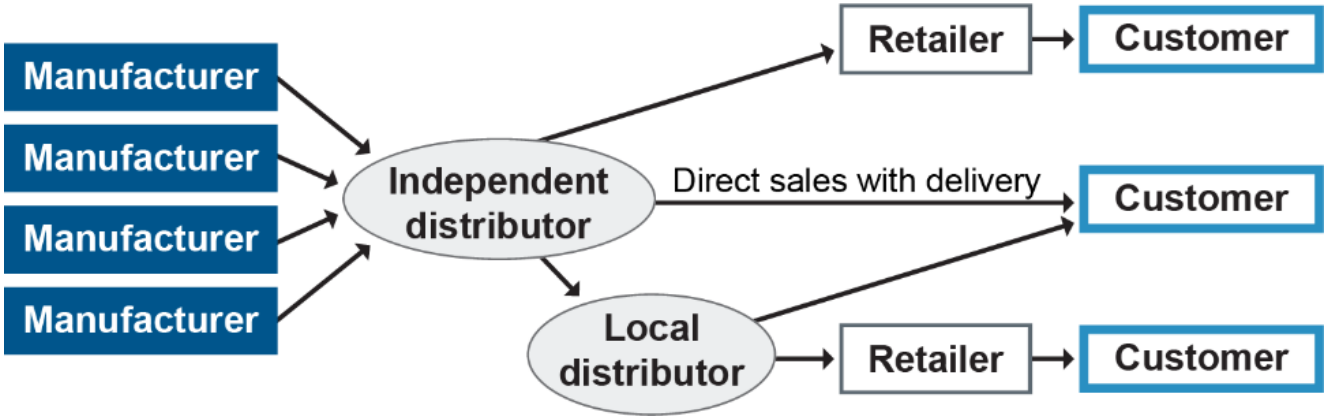
Distribution Networks: Manufacturer to DC to Retailer

Traditional supply chain



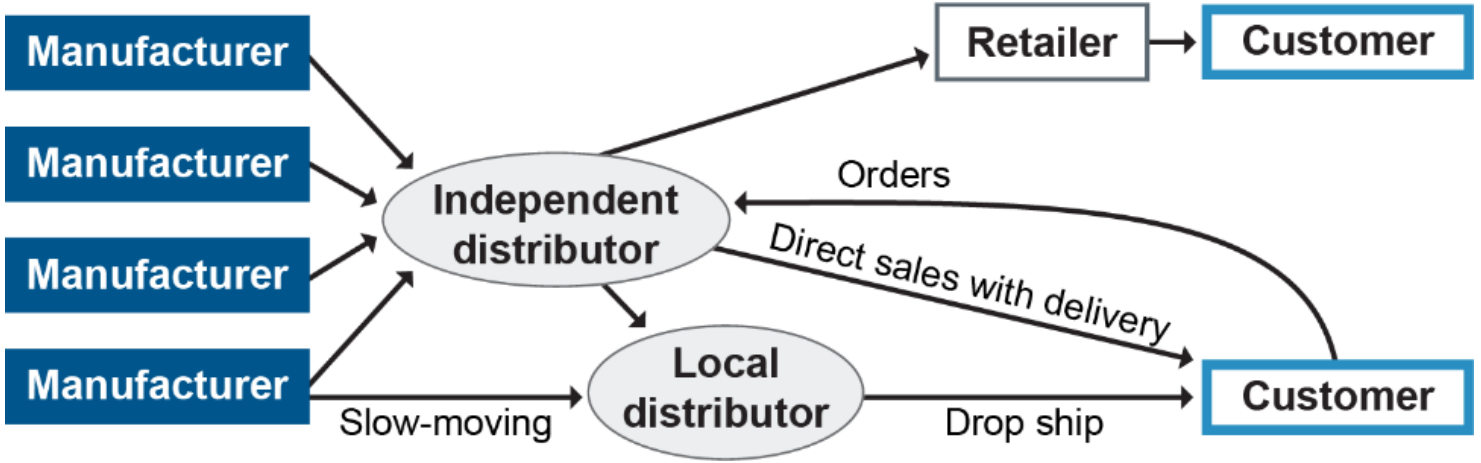
Distribution Networks: Independent Distributor Omni-Channel

One-stop shop for retailers, local distributors, wholesalers



Distribution Networks: Independent Aggregator E-Business Network

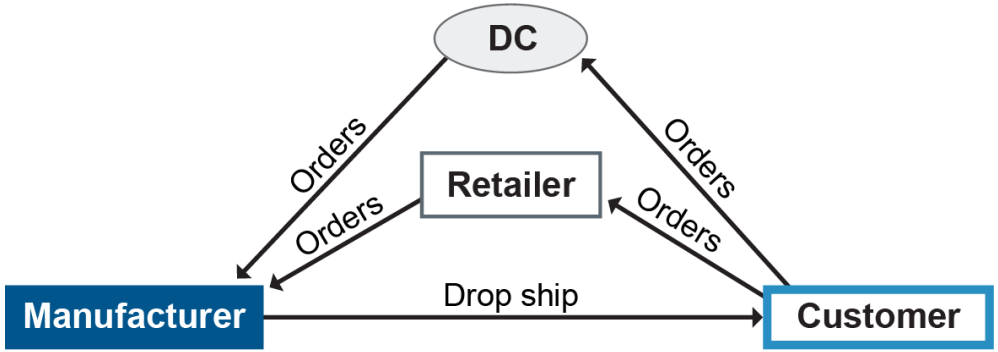
- Amazon
- Alibaba



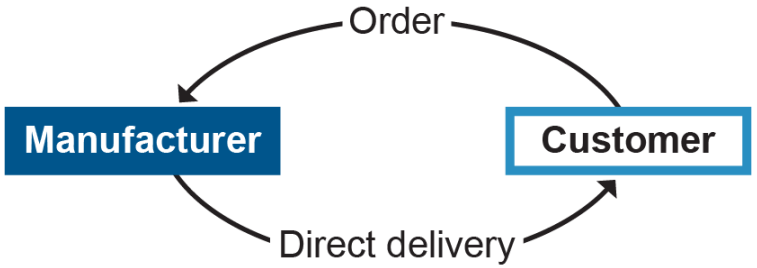
Distribution Services and Delivery Patterns

Order Fulfillment Channels (Specific Network Route)

Manufacturer Storage with Drop Ship

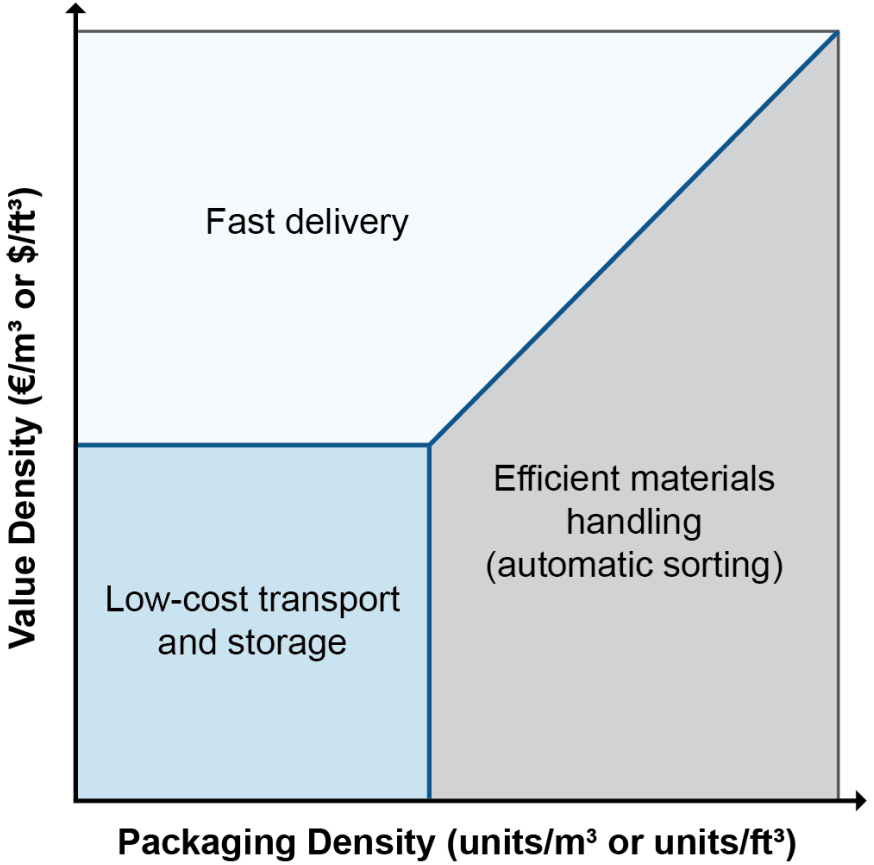


Manufacturer Storage with Direct Deliver

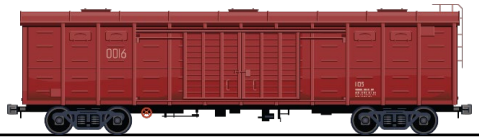


Transportation Mode and Carrier Selection

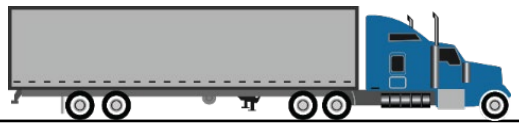
Value Density vs. Packaging Density



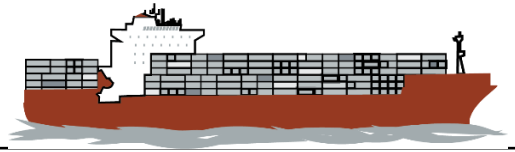
Modes of Transportation: Rail

Capabilities	Market	Limitations
Fuel-efficient Heavy loads (equal to water) Any load (with bulk restrictions) Low-value cargo Relatively low rates Low variable costs	Low variable costs, high fixed costs Few carriers (U.S.), mostly consolidated Growth in China still possible, little elsewhere Intermodal options growing 	Restricted destina-tions, little chance to expand Slow if stops, gauge or crew switches Rough ride

Modes of Transportation: Motor Carriers

Capabilities	Market	Tradeoffs
Small shipments; high-value items; short to medium hauls Greatest accessibility for pickup and direct delivery Speedy delivery	Low fixed costs with tax-funded infrastructure High variable costs: wages, equipment, etc. Easy entry, many carriers available; TL, LTL, specialty Some regulatory limits on type of cargo 	Labor-intensive with rising rates Intense competition with resulting bankruptcies Less hazardous than rail or water for high-value goods

Modes of Transportation: Water Transport

Capabilities	Market	Tradeoffs
Huge, heavy loads hauled for distances Low-value, high-density cargo such as coal, crude oil, or grain Very low per-mile cost and fuel-efficient	Used in U.S. Great Lakes, rivers; EU rivers; China and SE Asia and elsewhere Waterways maintained by taxpayers Low fixed costs for ease of entry, private fleets 	Limited accessibility, other transport required to/from port Slow travel (trains faster but higher cost) Harmful to environment

Modes of Transportation: Pipeline Transport

Capabilities	Challenges
Special adaptation for crude oil, petroleum products	Cargo limited to liquids, slurry
No packaging required	Costly construction
Storage and transport combined	Monopolies (most are common carriers)
Usable 24/365 in all weather	Limited access
Fixed costs similar to rail; low operating cost (no driver required)	Political barriers at borders
New types of cargo being developed in slurry form	Vulnerable to terrorism

Modes of Transportation: Air Transport

Capabilities	Market	Tradeoffs
Speed—may eliminate safety stock Smooth ride for valuable and perish-able cargoes—or any cargo Lower packaging expense	Low fixed cost, high variable cost Tends to be run by government or heavily regulated Competes for transoceanic carriage Tiny percentage of overall cargo market	Cargo secondary to passenger service (except FedEx, etc.) Very high delivery costs per ton/mile Limited access (some help from intermodal) Reliability problems

Hybrids: Package Delivery Services

Capabilities	Market	Limitation
Speed—up to same-day service Accessibility and flexible hours for pickup, delivery Perfect for perishable and high-value goods, e.g., food and drugs	Compatible with JIT and lean Large employer and logistics provider globally 	High price—traditionally limited to small, high-value items (package delivery)

Hybrids: Intermodal Transport

Piggyback service	Trailer or container on rail flatcar
Trainship or containership service	Truck trailer, railcar (trainship), or container (containership) on ship or barge; land bridge
Truck-plane services	Air transport plus surface transit to/from terminal
Freight truck on railroad car	Truck loaded on flatbed railcar in EU so driver can sleep

Benefits

- Flexibility
- Efficiency
- Lower cost

Types of Carriers

Type of Carrier	Description	Benefits	Drawbacks
Common (public)	Perform bulk of shipping; required to serve commercial shippers.	• Availability, rates supported by regulations • Carrier assumes risk	• Most economic regulations to consider • Must publish reasonable rates
Private	Shipper's own fleet of vehicles for carrying own goods (and possibly some other goods).	• Control of vehicles • Possible cross-licensing since deregulation for backhaul loads	• Maintenance cost • Problems when business slows • Core competence? • Empty backhauls

Types of Carriers (continued)

Type of Carrier	Description	Benefits	Drawbacks
Contract	Work on contract with specific clients; not required to serve all shippers; negotiable (not regulated) rates.	• Low rates • Custom services	• Not required to provide service
Exempt	Free from most federal regulation (state-licensed in U.S.); restricted to specific markets—mostly agriculture.	• Low rates (no regulation) • Adapted to special niches	• Limited availability for most products • Limited range of operation

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SECTION C:
TRADE CONSIDERATIONS

APICS

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Section C Introduction

Section C Key Processes:

Evaluate trade considerations.

- Comply with import/export regulations.
- Use Incoterms® trade terms.
- Provide appropriate documentation.
- Understand foreign/free trade zones/trading blocs

Section C Topics:

- Legal, Security, and Regulatory Requirements
- Import/Export Regulations and Documentation
- Trade Zones and Blocs

Security and Regulatory Concerns

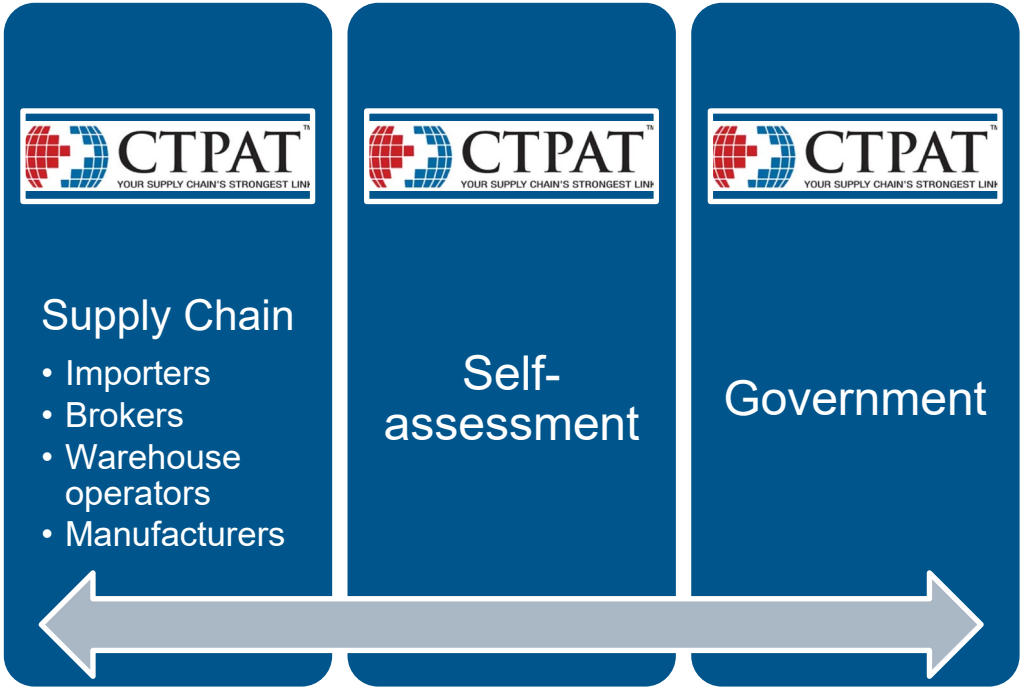
- Physical security of transportation and storage
- Meeting increased identification requirements
- Systems to deny access
- Keeping SC IS secure from hacking
- Voluntarily comply with global antiterrorism initiatives (e.g., CTPAT or AEO)?
- Internal operational and financial controls

Legal, Security, and Regulatory Requirements

CTPAT (Customs Trade Partnership Against Terrorism)

Benefits:

- Fewer inspections, reduced border time (neither guaranteed)
- Account manager
- Access to membership list
- Special account processes
- Self-policing
- Positive risk-assessment factor
- Good community partner
- Mutual recognition



Complying with Import and Export Requirements

- International requirements and trade agreements (e.g., harmonized system)
- Exceptions expertise
- Electronic messaging to preclear shipments
- Prohibited goods
  - Check prohibited lists.
- Labeling and documentation
  - Labeling requirements
  - Language of each country goods pass through?
  - Documentation complete and correct?
  - Electronic messaging used?

International Labor Considerations

Your Organization's…	Compared Against…
Entry-level wage	Minimum wage and gender disparity
Average wages	Market rates and gender disparity
Senior position	Local staffing
Infrastructure	Local job base investments
New hires	Diversity and retention by subgroups
Full-time benefits	Part-time
Parental leave	Support and postpartum retention
Layoffs/plant closings	How communicated, unions, and support services
Health and safety	Worker committee representation, union/nonunion
Injuries	Region and gender
Training	Gender or role
Grievances	Existence and efficacy

Import/Export Road Map

- Import licensing/government
  - World Trade Organization (WTO)
- To clear customs, even large organizations rely on experienced customs house brokers.
  - Regulations change.
  - Must be certified to clear shipments.
- Customs regulations serve two purposes:
  - Provide revenue.
  - Protect domestic industries.
- Customs intentions:
  - Confirm stated cargo value.
  - Verify correct markings.
  - Find forbidden/illegal items.
  - Enforce quotas.
  - Ensure invoice is correct.
  - Discourage trade dumping.

Incoterms®

What are Incoterms®?

- International Commercial Terms define the obligations of exporters and importers.

Are they legally binding?

- No. But buyers and sellers may use them in POs. Contracts must specify the Incoterm® year.

Example: **FOB** Med Shipping Terminal, Port of Baltimore, Incoterms® 2020

Incoterms® 2020 Definitions

Terms for Any Mode or Modes of Transport	
EXW	Ex Works (buyer takes over goods at seller's location; loads vehicle)
FCA	Free Carrier (if named place is seller's premises, seller loads on buyer's means of transport (e.g., truck))
CPT	Carriage Paid To (seller selects and pays for main carriage)
CIP	Carriage and Insurance Paid To (seller pays main carriage and insurance)
DAP	Delivered at Place (seller delivers goods and buyer receives and unloads)
DPU	Delivered at Place Unloaded (seller delivers goods to a location and unloads)
DDP	Delivered Duty Paid (seller incurs all costs, including import duty)
Terms for Sea and Inland Waterway Transport	
FOB	Free on Board (seller puts goods on ocean vessel)
FAS	Free Alongside Ship (buyer lifts cargo onboard)
CFR	Cost and Freight (seller selects/pays for main carriage)
CIF	Cost, Insurance, and Freight (seller pays main carriage and insurance)

Import/Export Regulations and Documentation

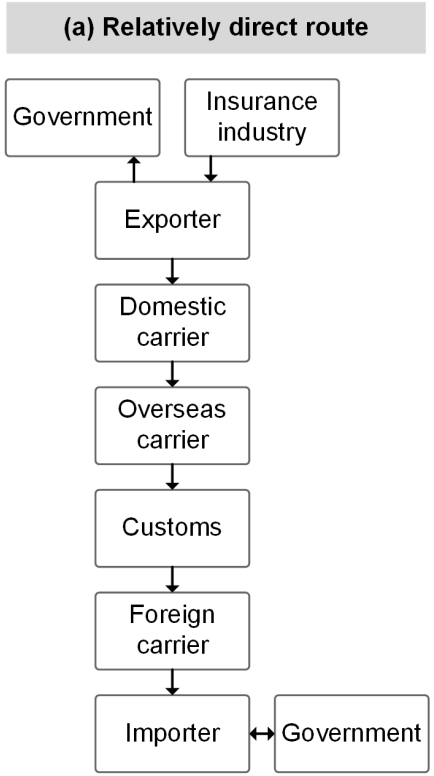
Export-Import Participants

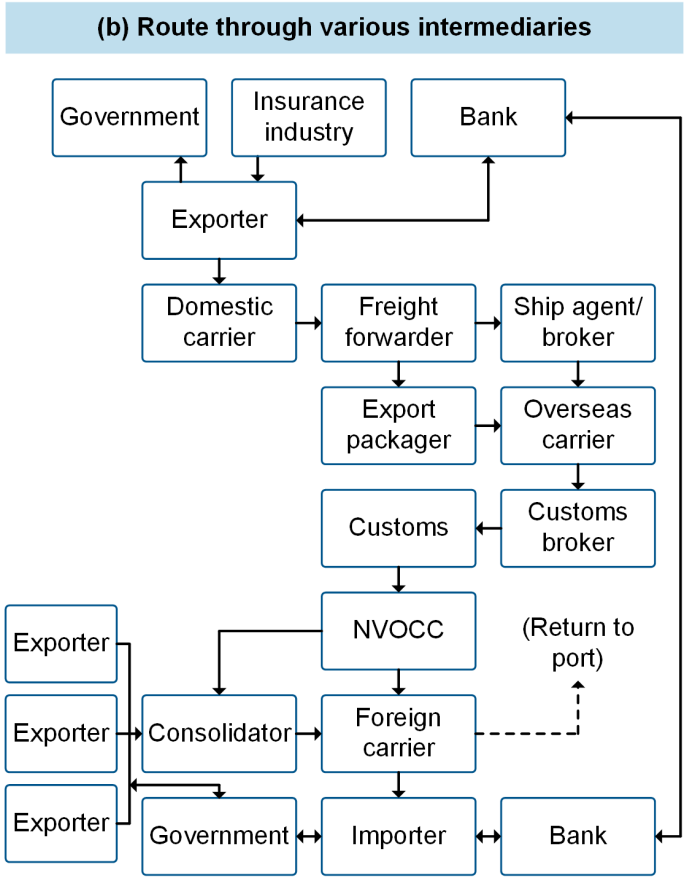
- Exporter
- Importer
- Domestic carrier
- Overseas carrier
- Freight forwarder
- NVOCC
- Consolidator
- Custom house broker
- EMC
- ETC
- Shipping association
- Ship broker
- Ship agent
- Export packing company

Import/Export Regulations and Documentation

Export-Import Flowchart

- Determine which intermediaries make sense





Import/Export Regulations and Documentation

Export Documentation

- Export declaration
- Export license
- Commercial invoice
- ATA carnet
- Certificate of origin
- Bills of lading
- Air waybills
- Dock receipt
- Certificate of insurance
- TIR Convention and TIR Carnet
- CMR convention and CMR waybill

Import/Export Regulations and Documentation

Import Documentation

- Harmonized system (HS) codes
- Declared value/duty drawbacks
- Calculating import costs
  - Import duties
  - Value-added taxes (VAT)

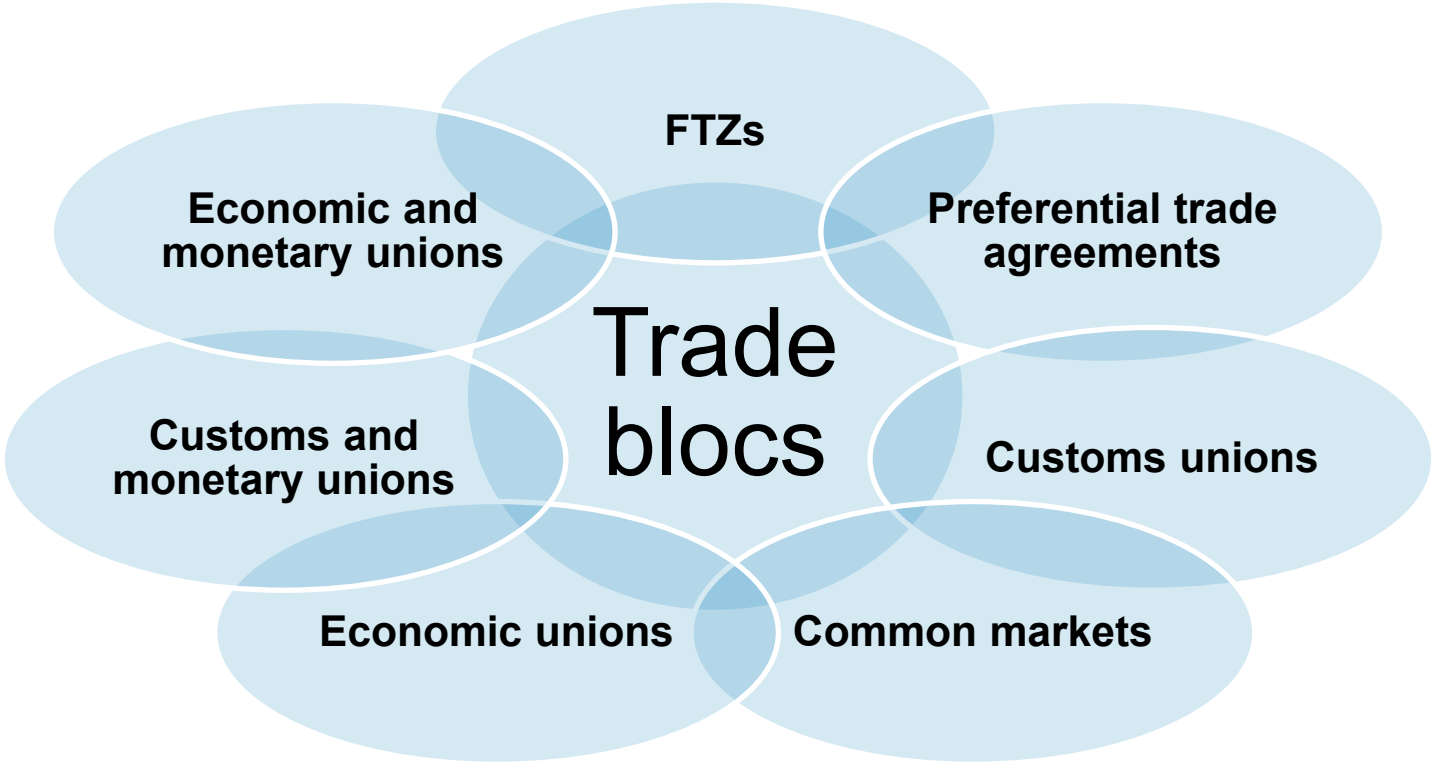
Live	
0301.99-290	Fish (excluding ornamental fish, fry for culture and 0301.99-210), live (import)
0301.99-900	Other live fish (export)
Fresh or chilled	
0302.11-000	"Masu" (*Salmo trutta, Oncorhynchus mykiss, O. clarki, O. aguabonita, O. gilae, O. apache* and *O. chrysogaster*) (import and export)
0302.12-000	Pacific, Atlantic or Danube *sake* (export only)
0302.12-011	"Benizake", red salmon *O. nerka* (import only)
0302.12-012	"Ginzake", silver salmon *O. kitsutch* (import only)
0302.12-019	Pacific salmon excluding *O. nerka* and *O. kitsutch* (import only)
0302.12-020	Atlantic or Danube Salmon (import only)
0302.70-000	Livers, eggs and soft roe of fishes (export only)
0302.70-090	Livers, eggs and soft roe of fishes (not *Clupea, Gadus* or *Merluccius* spp.) Fish livers and roes nes) (import only)
Frozen	
0303.10-000	Pacific sake (prior to 2002) (export only)
0303.11-000	"Benizake" Sockeye salmon or red salmon *O. nerka* 2002 onward (imports and exports)—prior to 2002, code 0303.10-010 was used for imports and 0303.10-000 was used for exports)
030.19.000	Other Pacific "sake" 2002 onward (export only)
030.19-010	"Ginzake" silver salmon *O. kisutch* 2002 onward—previously 0303.10-020 (prior to 2002) (import only)

Free Trade Zones (FTZs)

- **Benefits:**
  - Deferral of all duties and excise taxes until goods leave the FTZ for customs—a chance to repack, reprocess, etc., for compliance
  - Reduced import duties on some cargoes
  - Chance to inspect (and reject) cargo before paying duties
  - Avoidance of quotas
  - Indefinite cost-effective storage
  - Manufacture and assembly without “inverted duties”

- **There will be NO:**
  - Customs formalities, duties, or quotas
  - Duties or quotas on reexports
  - Fines
  - Retail trade.

Trade Blocs



United States-Mexico-Canada Agreement (USMCA)

- Went into effect on July 1, 2020
- Replaces the North American Free Trade Agreement (NAFTA); generally consistent with it
- Changes to rules of origin
- Certificate of origin eliminated
- De minimis levels to streamline trade and support small/medium-size enterprises
- Reviewed every six years; expiry July 1, 2036

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SECTION D: REVERSE FLOW

APICS

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Section D Introduction

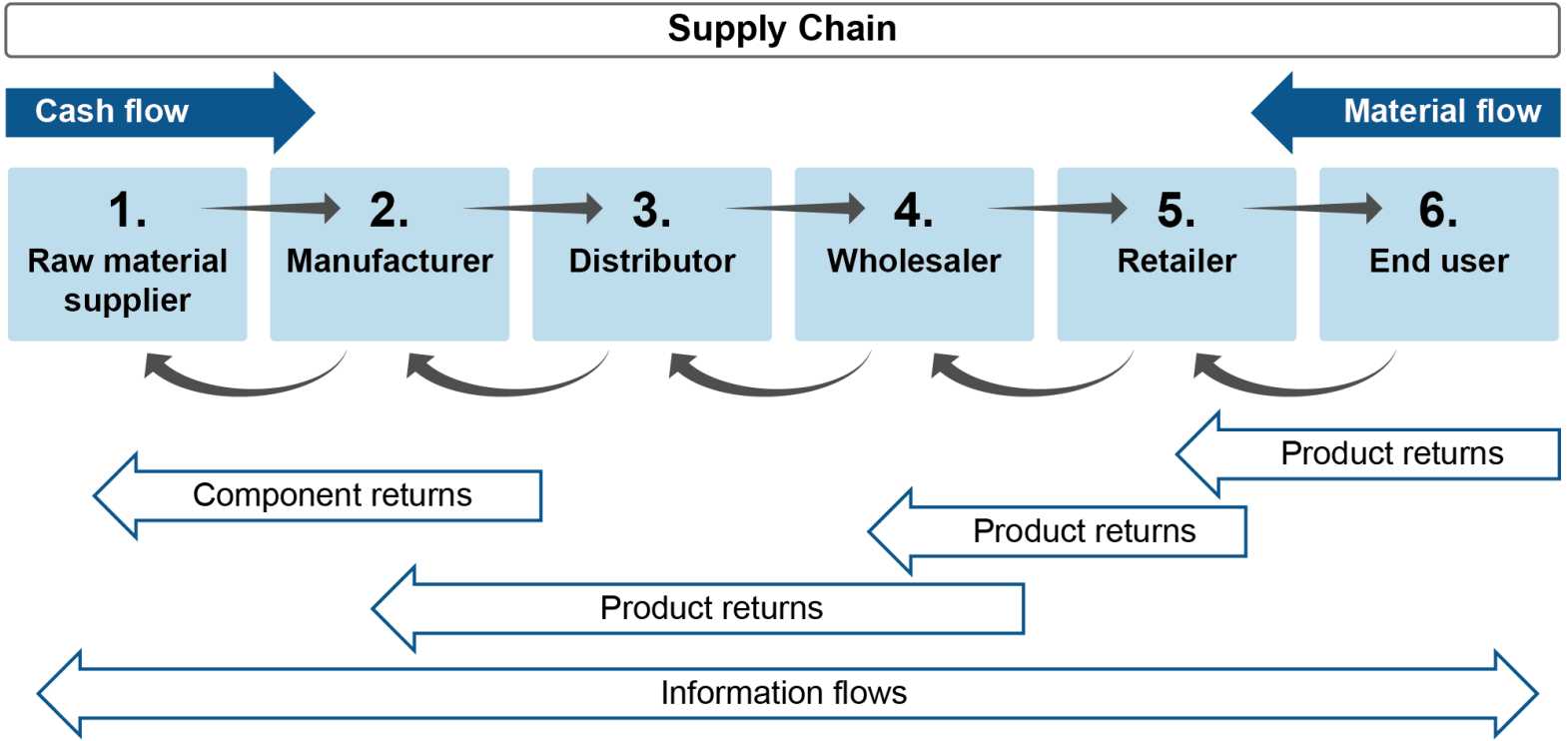
Section D Key Processes:

- Design and manage reverse flow.
  - Determine reverse logistics activities.
  - Determine use of warranties and disposition.
  - Analyze costs and benefits.
  - Incorporate reduce, reuse, recycle, and recover waste hierarchy.

Section D Topics:

- Reverse Logistics
- Waste

Reverse Logistics



Reverse Logistics

Benefits

- Lucrative service contracts
- Mitigation of unprofitable effects of returns
- Enhanced customer loyalty and reputation
- Valuable raw materials in product returns
- More efficient products and logistical tactics
- Profits from resale of refurbished products/ parts
- New types of jobs
- More sustainable use of energy and resources
- Reduction of harmful emissions and pollutants
- Reduced need for landfills and incinerators

Total Cost of Reverse Logistics

+ Returned product liquidation revenue
+ Recycling revenue
+ Repair revenue
+ Restocking charges and warranty/service program fees
+ Increase in sales from warranties, remanufacture programs, environmental reputation, etc.
+ Capture of tax savings or incentive program benefits
- Returned product cost of goods sold
- Processing and handling costs
- Transportation costs
- Repair and spare parts costs
- Warranty expenses and returns credits

Total cost of reverse logistics

Requirements for Reverse Logistics

Cost avoidance

Keep more revenue by investing in reverse logistics strategy and management.

Aftermarket savings

Sell metals, etc., from returns, containers.

Competitive edge

Win customers with service excellence.

Environmental concern

Do the right thing.

Pressure

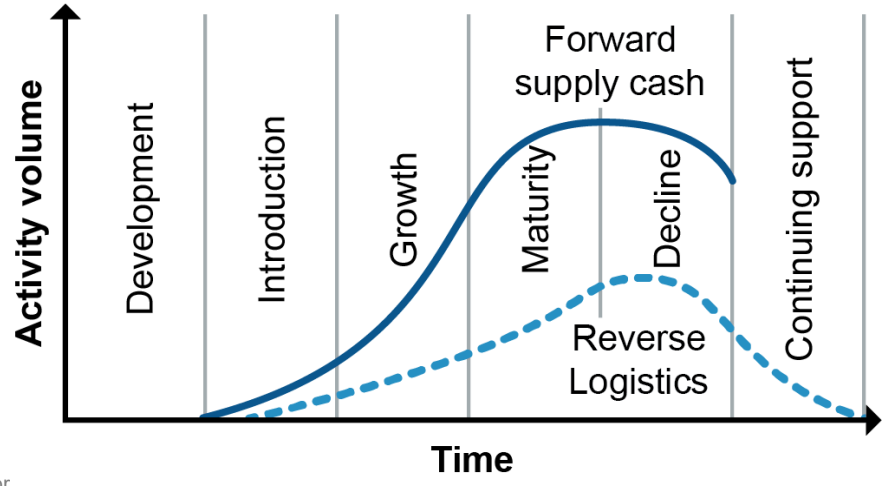
Comply with "green" pressure from stakeholders.

Growing market

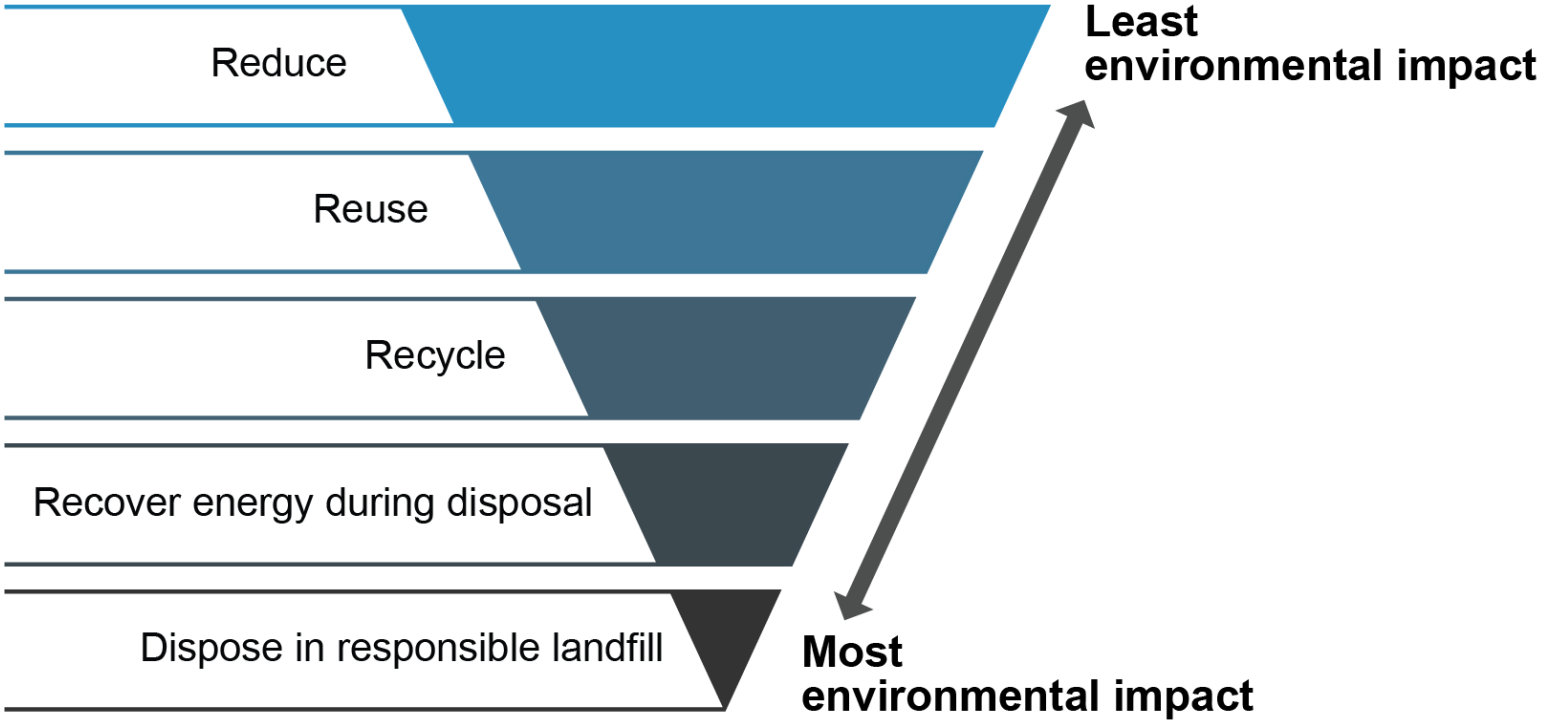
Market "organic," chemical free products.

Reverse Logistics Design

- Reverse flows require their own systems.
- Design warranties and RMAs.
- Life cycle design considers reduce, reuse, recycle, and recover energy (4 Rs) in all phases.



Waste Hierarchy



Waste Regulations and Compliance

WEEE	• Burden of disposing computers, monitors, televisions, printers, etc., on manufacturers. • Manufacturers cannot charge a fee to take. • Known as “E-waste” in a many U.S. states
RoHS	• Aimed at reducing waste. • Impacts the PDLC. • Limits what new electrical and electric equipment can contain to be sold in EU from any source: — Lead, cadmium, mercury, hexavalent chromium, polybrominated biphenyl, polybrominated diphenyl ether