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COURSE BROCHURE

Reverse Logistics and Returns Disposition Training Course

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Kuala Lumpur

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Reverse Logistics and Returns Disposition Training Course

Ref: 2687_102493 **Date:** 21 – 25 March 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

Reverse Logistics and Returns Disposition is a 1-week training course for returns, warehouse and after-sales logistics staff who receive, grade and route goods coming back from customers, and who leave with a returns disposition matrix for their own product range. Rising return volumes from online sales and longer warranty periods now tie up stock, space and cash in every returns centre. Jupiter Prime Training runs this course for teams handling the backward flow of products.

Why Reverse Logistics and Returns Disposition Matters Now

Three forces shape returns work today. Customers expect simple, fast returns, so volumes climb and the returns desk becomes part of the brand experience. Finance teams want each returned unit to recover as much of its original cost as possible, rather than being written off by default. Environmental expectations push organisations to repair, resell or recycle instead of sending goods to landfill. A business that authorises, grades and routes returns quickly recovers value and frees space; one that lets returned items pile up loses margin and visibility. The course rests on the recovery hierarchy of reuse, repair, refurbishment, remanufacture, recycling and disposal.

Who Gains Most from Reverse Logistics and Returns Disposition

- Returns desk staff who check returns authorisation requests and customer claims
- Warehouse receivers who inspect, grade and put away returned goods
- After-sales coordinators who route units to repair centres and suppliers
- Stock controllers who reconcile returned quantities and write-offs
- Logistics analysts who report returns cost and recovery rates

Returns centres serving retail, electronics or spare-parts businesses gain most when receivers, after-sales coordinators and analysts attend together.

Reverse Logistics and Returns Disposition Capabilities

Participants follow returned items from request to final destination, using electronics and spare-parts cases.

- Design a returns authorisation rule set with reason codes and eligibility checks — the returns desk
- Apply a grading scale that sorts returns into resale, repair, refurbishment or scrap — warehouse receivers
- Calculate recovery value for each disposition route against handling and transport cost — finance
- Specify repair and refurbishment instructions with test and cosmetic standards — repair centres
- Weigh resale, return-to-supplier, donation, recycling and disposal options — after-sales leaders

- Build a returns cost report that tracks volumes, cycle time and recovery — operations heads

Key Reverse Logistics and Returns Disposition Terms

- Returns authorisation — the approval given before a customer sends goods back, recording the reason, condition and allowed route.
- Gatekeeping — screening returns at the earliest point so ineligible or unnecessary items never enter the backward flow.
- Grading — inspecting a returned unit and assigning a condition class that decides its next route.
- Disposition — the decision on where a returned item goes: restock, repair, refurbish, return to supplier, recycle or dispose.
- Recovery value — the amount an organisation regains from a returned unit after handling, repair and transport costs.
- Returns cycle time — the elapsed time from receiving a returned item to its final disposition.

Reverse Logistics and Returns Disposition Day by Day

Day 1: The Backward Flow and Its Costs

- Returns Flow Mapping — Locating Delays From Customer to Final Destination
- Return Reason Analysis — Separating Defects, Damage and Change of Mind
- Recovery Hierarchy — Ranking Reuse, Repair, Recycling and Disposal Routes
- Returns Policy Terms — Balancing Customer Convenience Against Abuse Risk
- Hidden Returns Cost Inventory — Space, Labour, Transport and Write-Off

Day 2: Authorisation, Gatekeeping and Receiving

- Returns Authorisation Rules — Reason Codes and Eligibility Checks
- Gatekeeping at the Returns Desk — Stopping Ineligible Items Early
- Returns Receiving Layout — Quarantine, Inspection and Holding Zones
- Collection and Consolidation Options — Carrier Pick-Up Versus Drop Points
- Serial Number and Warranty Checks — Confirming Claim Validity

Day 3: Grading, Repair and Refurbishment

- Condition Grading Scale — Cosmetic and Functional Classes for Routing
- Test and Diagnose Procedures — Deciding Repair or Replace
- Refurbishment Work Instructions — Cleaning, Parts Swap and Repackaging
- Repair Centre and Supplier Returns — In-House Versus Outsourced Routes
- Spare Parts Harvesting — Recovering Components From Unrepairable Units

Day 4: Disposition Decisions and Recovery Value

- Disposition Decision Rules — Restock, Resell, Donate, Recycle or Scrap
- Recovery Value Calculation — Net Return After Handling and Transport
- Secondary Market Channels — Outlet, Auction and Trade Buyer Options
- Recycling and Disposal Records — Evidence for Environmental Reporting
- Returns Cost Report — Volumes, Cycle Time and Recovery Rate

Day 5: Practising the Returns Disposition Matrix

- Electronics Returns Case — Applying Grading and Repair Routes
- Industrial Spare Parts Case — Testing Return-to-Supplier Choices
- Returns Cost Report Review — Comparing Recovery Across Routes
- Returns Process Improvement Ideas — Shortening Cycle Time and Touches
- Returns Disposition Matrix — Completing Grades, Routes and Owners

Applying Reverse Logistics and Returns Disposition After the Course

- Lead a grading trial on one week of returns and compare results with the current routing
- Run a recovery value check on the top ten returned products and propose new disposition routes

Reverse Logistics and Returns Disposition Questions FAQ

What is reverse logistics and returns disposition and why does it matter now?

It is the handling of goods coming back from customers and the decision on where each item goes next. It matters now because return volumes keep rising, and every unit left waiting loses value and occupies warehouse space.

Which roles gain most from reverse logistics and returns disposition training?

Returns desk staff, warehouse receivers, after-sales coordinators, stock controllers and logistics analysts gain most. Each handles one step of authorising, grading, routing or reporting returned products.

How does reverse logistics and returns disposition differ from green logistics training?

It focuses on returned products and the choice of route for each one. Green logistics courses look at fleet emissions and forward transport, while this course covers authorisation, grading, refurbishment and recovery value.

What do you bring back from reverse logistics and returns disposition training?

You bring back a returns disposition matrix for your own product range. It links each condition grade to a route, an owner and an expected recovery value.

Reverse Logistics and Returns Disposition: The Way Forward

The returns disposition matrix decides, at the receiving bench, whether each item is restocked, repaired, refurbished, returned to the supplier, recycled or scrapped. Receivers and after-sales coordinators use it daily, and analysts measure its results. After the first month, revisit the grade thresholds and routes in light of actual recovery values and repair yields.