

# EVEREVE

## ABOUT THE COMPANY

With over 93 boutiques and a rapidly increasing online presence, EVEREVE is well-known for creating a unique shopping experience for its customers.

**INDUSTRY** : Fashion Retail

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## TECHNOLOGY

- Magento
  - Celerant
  - Veeqo
  - Zendesk
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## WESUPPLY PRODUCTS USED

- Fully Branded Tracking Experience.
  - Split Shipment view.
  - Proactive Notifications via Email & SMS
  - Flexible refund rules based on a category, attribute, or individual item level SKU
  - Buy Online Pickup in Store (BOPIS)
  - Buy in Store Ship to Home
  - Buy Online Return in Store (BORIS)
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# Evereve Turns Returns Into Opportunities With WeSupply

## CHALLENGE

Handling the fashion industry orders and return rate was really challenging and manual, countless hours were spent on following up with the customers about their split shipments and countless returns, the process was extremely manual and they had multiple systems that needed to be updated to process a single return.

They did not have any visibility into their returns to see what has been returned and why. This made it hard to address any issues with their return journey.

The lack of visibility throughout the RMA process was resulting in a variety of problems:

- Limitations in data availability limited the businesses' capacity to identify and address the primary causes of returns.
- A lag time in returns led the way to significant markdowns for the merchandise being resold.
- There was a lack of accountability for returns management, as well as no synergy across key teams.
- Customer service representatives were swamped with support tickets regarding returns.

## SOLUTION

EVEREVE's returns process took a 180-degree turn by using WeSupply's Magento & Custom API integrations like Zendesk, Celerant, Veeqo. Returns are now automated, everything is managed from the same interface which offers a better understanding of their operations.

Their new approach is built around three key objectives; Proactivity, Self-Service and Return Flexibility.

## THE BOTTOM LINE

WeSupply addresses all of EVEREVE's pain points, bringing all processes to the desired outcome. EVEREVE is particularly pleased with the impact on employee productivity and overall increased performance.