



# How ArcBest Transformed Vendor Returns for a Global E-Commerce Leader



# Streamlining fragmented processes helped build an efficient supply chain

A leading global e-commerce retailer faced mounting challenges in managing vendor returns across more than 100 North American fulfillment centers. With 10,000–18,000 monthly shipments and fragmented processes, the complexity threatened efficiency, cost control and visibility.

## The challenge: Scaling vendor returns without losing control

The retailer’s vendor return program experienced logistical bottlenecks because of its rapid growth. Coordinating pickups across hundreds of locations, balancing transportation modes and consolidating freight for cost efficiency were persistent challenges. Without a unified system, the company risked delays, rising costs and strained vendor relationships.

### ArcBest’s solution

ArcBest introduced a Supply Chain Optimization (SCO) model designed to simplify and scale the process. The solution integrated:

- ✓ **Multi-Mode transportation:** Leveraging truckload (TL) for high-volume moves and less-than-truckload (LTL) for smaller shipments, sourced through a trusted provider network
- ✓ **Strategic warehousing:** Consolidating returns at key facilities to reduce handling and optimize line-haul efficiency
- ✓ **Centralized coordination:** Managing pickups across 100+ fulfillment centers through a single point of control, ensuring consistency and reliability
- ✓ **Visibility and analytics:** Delivering end-to-end tracking and performance reporting to keep the retailer informed and agile

### Result

- ✓ **Operational efficiency:** Thousands of monthly shipments were streamlined across multiple modes without service disruption.
- ✓ **Cost optimization:** Mode balancing and consolidation drove measurable transportation savings.
- ✓ **Scalability:** The solution flexed effortlessly to handle fluctuating volumes, from 10,000 to 18,000 shipments per month.
- ✓ **Improved vendor experience:** Faster, more predictable returns improved compliance and strengthened relationships.







## Discover a better way to manage returns with ArcBest

For shippers managing complex, high-volume returns, ArcBest's Managed Logistics solution offers control, visibility and scalability. By combining multi-mode expertise, strategic warehousing and centralized coordination, ArcBest helps businesses transform logistical challenges into competitive advantages. Whether you're handling thousands of shipments or scaling for growth, ArcBest keeps your supply chain working smarter.





# Unlock your competitive advantage

Ready to take control and optimize your supply chain? We're here to help!  
Connect with our experts today.

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