

# Reverse Logistics and Ecommerce Returns: Regulatory Challenges Facing the U.S. Postal Service

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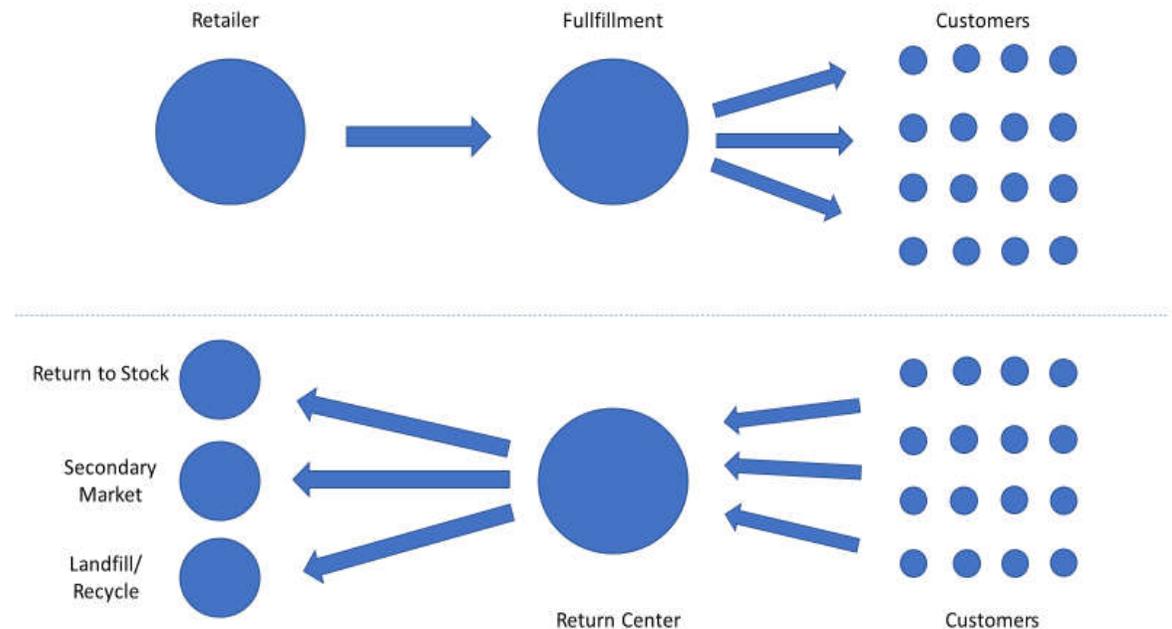


**Ecommerce**



# What Is Different About Reverse Logistics?

- Decentralization
- Uncertainty
- Speed/Cost Tradeoff
- Regulatory Considerations



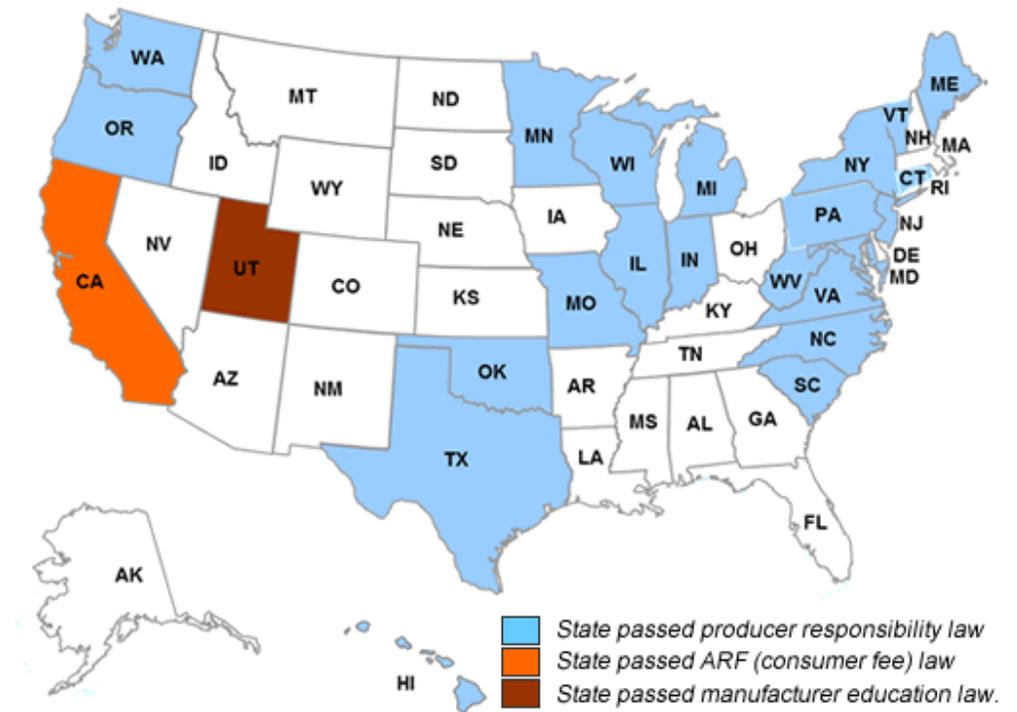
# Methodology

- 30 open-ended, in-depth interviews with Reverse Logistics experts from across the supply chain



# Identifying Regulatory Domains

- Right to Return
- **Product Take-Back**
- Right to Repair



# Identifying Regulatory Domains

- Pharmaceutical and Biological Substances
- Brand Control
- Cross-Border Returns
- Data and Privacy

# Influence Over RL Volumes

REGULATION	POTENTIAL EFFECT ON REVERSE LOGISTICS*	LIKELIHOOD OF REGULATORY CHANGE	GEOGRAPHIC AREA
Right to Return	+	Low	State
Product Take-Back	+	Medium	State
Right to Repair	=	High	State
Shipment of Hazardous Material	+	Medium	National
Brand Control	-	Medium	National
Cross-Border Returns	+	High	International
Data and Privacy	-	Medium	National

# Implications for USPS and Other Posts

- RL services are in high demand
- Decisions for posts should be based on the intersection of opportunities and inherent advantages
- Posts must be ready to respond to regulatory changes

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