# DHL Supply Chain expands reverse logistics with Inmar acquisition



DHL Supply Chain, a leading contract logistics provider within the DHL Group, has announced a significant expansion of its reverse logistics offerings through the acquisition of Inmar Supply Chain Solutions, a move aimed at enhancing its capabilities in the growing field of returns management for the retail eCommerce sector. The acquisition, detailed in a press release issued on January 9, will incorporate 14 return centres and approximately 800 employees into DHL's existing operations, which currently encompass 520 warehouses and a workforce of around 52,000 associates.

This new alignment is set to strengthen DHL's returns management capabilities, which will now include advanced features such as product remarketing, recall management, and supply chain performance analytics. According to Patrick Kelleher, CEO of DHL Supply Chain in North America, “This acquisition strengthens our existing capabilities, allowing us to offer our customers a single-source solution for their entire supply chain, including the critical and complex area of returns management.”

The move is strategic in nature, with DHL Group projecting accelerated growth across eCommerce, retail, and other sectors as a result of this acquisition. The company has set an ambitious target of achieving a 50% increase in revenue by the year 2030, reflecting its commitment to leveraging logistics innovations for growth.

Inmar Intelligence, which operates as the parent company of Inmar Supply Chain Solutions, will now shift its focus towards its core areas in healthcare and marketing technology. Inmar Intelligence CEO Spencer Baird highlighted the synergies between the two companies, stating that Inmar and DHL “share a deep commitment to customer-focused innovation.” He also expressed confidence in DHL's ability to enhance the foundations laid by Inmar in the supply chain domain.

Consumer consideration of return policies appears increasingly pivotal in the retail space. A collaboration between PYMNTS Intelligence and Adobe has illuminated the critical role that returns processes play in consumer shopping decisions. According to the report, consumers demonstrate a pronounced tendency to consider the convenience of return and refund procedures when selecting retailers, a factor that has become increasingly important for eCommerce businesses striving to attract and retain customers. Data from December shows that in 2023, consumers returned 17.3% of online purchases and 10% of in-store purchases, underscoring the significant impact of effective reverse logistics on overall sales performance.

As the retail landscape continues to evolve, DHL's proactive steps in enhancing its reverse logistics capabilities through technology and strategic acquisitions may position it favourably to meet changing consumer expectations and drive growth in a competitive marketplace.

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://www.ctol.digital/news/dhl-acquires-inmar-dominates-reverse-logistics-market/> - Corroborates the acquisition of Inmar Supply Chain Solutions by DHL Supply Chain, the incorporation of 14 return centers and 800 employees, and the enhancement of DHL's reverse logistics capabilities.
* <https://www.supplychain247.com/article/dhl-becomes-north-americas-largest-returns-processor-with-inmar-acquisition> - Supports the details of the acquisition, including the addition of 14 return centers and 800 employees to DHL's operations, and DHL becoming the largest returns processor in North America.
* <https://www.bizjournals.com/triad/news/2025/01/09/inmar-intelligence-dhl-supply-chain-acquisition.html> - Confirms the acquisition and the integration of Inmar Supply Chain Solution's 14 return centers and 800 employees into DHL Supply Chain's network.
* <https://www.ctol.digital/news/dhl-acquires-inmar-dominates-reverse-logistics-market/> - Details the strategic importance of the acquisition, including DHL's goal of a 50% revenue increase by 2030 and the alignment with DHL Group's Strategy 2030.
* <https://www.supplychain247.com/article/dhl-becomes-north-americas-largest-returns-processor-with-inmar-acquisition> - Quotes Patrick Kelleher, CEO of DHL Supply Chain North America, on the acquisition strengthening DHL's capabilities to offer a single-source solution for the entire supply chain.
* <https://www.bizjournals.com/triad/news/2025/01/09/inmar-intelligence-dhl-supply-chain-acquisition.html> - Mentions Inmar Intelligence's focus shift towards healthcare and marketing technology after the acquisition and the synergies between Inmar and DHL.
* <https://www.ctol.digital/news/dhl-acquires-inmar-dominates-reverse-logistics-market/> - Highlights the importance of the acquisition in addressing the growing e-commerce returns market and enhancing DHL's sustainability initiatives.
* <https://www.supplychain247.com/article/dhl-becomes-north-americas-largest-returns-processor-with-inmar-acquisition> - Details the expanded services including product remarketing, recall management, and advanced supply chain analytics resulting from the acquisition.
* <https://www.bizjournals.com/triad/news/2025/01/09/inmar-intelligence-dhl-supply-chain-acquisition.html> - Provides context on Inmar Intelligence's CEO Spencer Baird's comments on the acquisition and the commitment to customer-focused innovation.
* <https://www.ctol.digital/news/dhl-acquires-inmar-dominates-reverse-logistics-market/> - Explains how the acquisition positions DHL to better serve the burgeoning e-commerce returns market and meet changing consumer expectations.