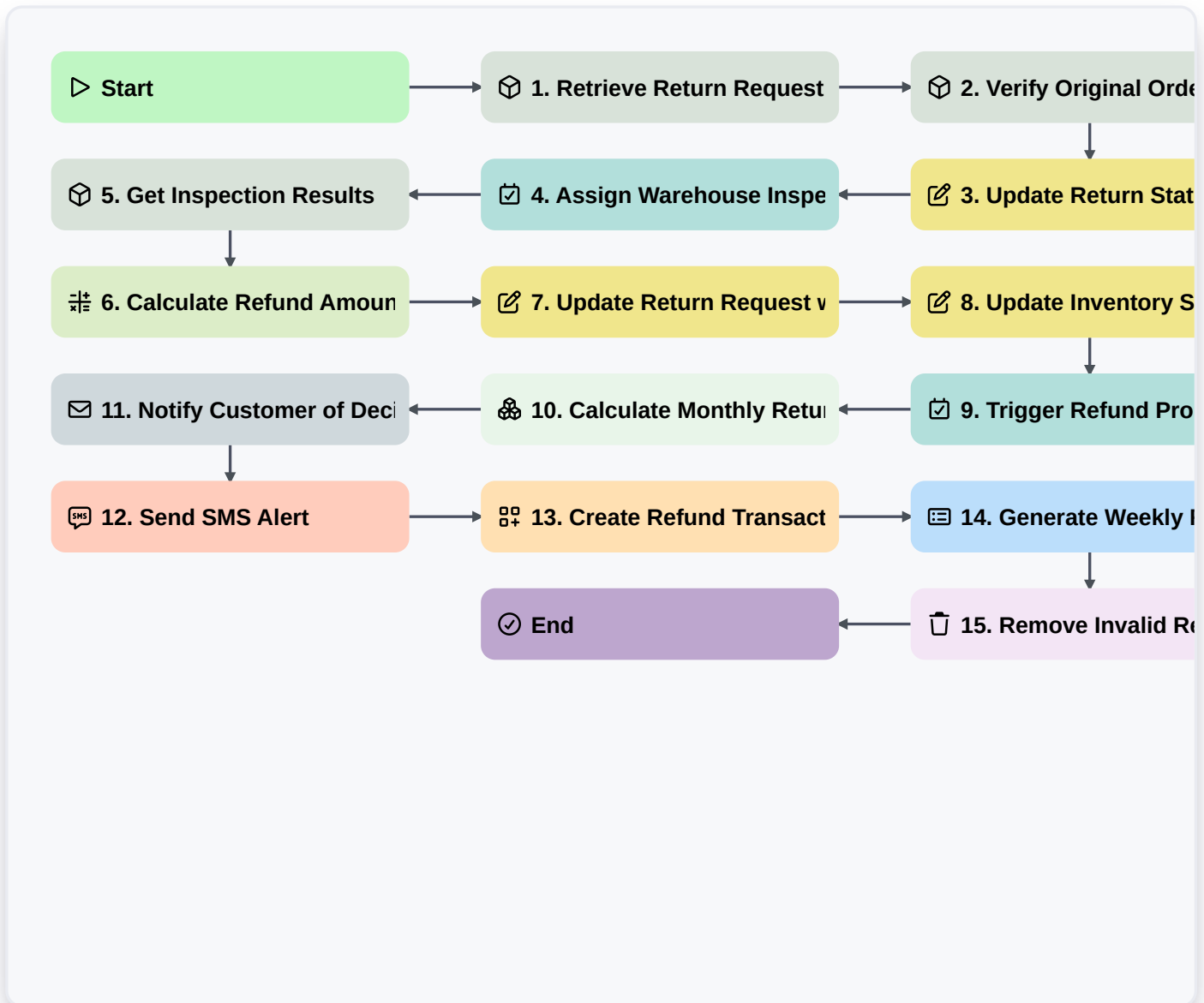


Retail Returns And Refunds Management



Start

Start of the Workflow/Process.

1. Retrieve Return Request

Fetch the details of the specific return request submitted by the customer.

2. Verify Original Order

Retrieve the original transaction data from the Orders data model to validate items and price.

3. Update Return Status to 'Pending Inspection'

Update the Return Request entry status to indicate the physical item is being reviewed.

4. Assign Warehouse Inspection Task

Create a task for the Warehouse Team to physically inspect the returned item for damage.

5. Get Inspection Results

Retrieve the inspection notes and damage assessment from the Inspection data model.

6. Calculate Refund Amount

Calculate the final refund amount by subtracting restocking fees or shipping costs from the original item price.



7. Update Return Request with Final Amount

Update the Return Request entry with the calculated refund value and final decision (Approved/Denied).

8. Update Inventory Stock

If the item is marked as 'Resellable', update the Inventory Data Model to increase stock levels.

9. Trigger Refund Processing

Create a task for the Finance Department to execute the monetary transfer.

10. Calculate Monthly Return Rate

Aggregate all return entries for the current month to calculate the percentage of total sales returned.

11. Notify Customer of Decision

Send an automated email to the customer notifying them if their refund has been approved or denied.

12. Send SMS Alert

Send a text message to the customer when the refund has been successfully processed to their bank/card.

13. Create Refund Transaction Record

Create a new entry in the Refunds Data Model to serve as a financial audit trail.

14. Generate Weekly Returns Report

Create a summary report of all processed returns, inspection findings, and total refund amounts for management.

15. Remove Invalid Return Drafts

Delete incomplete or abandoned return entries that have exceeded the allowed processing window.

End

End of the Workflow/Process.