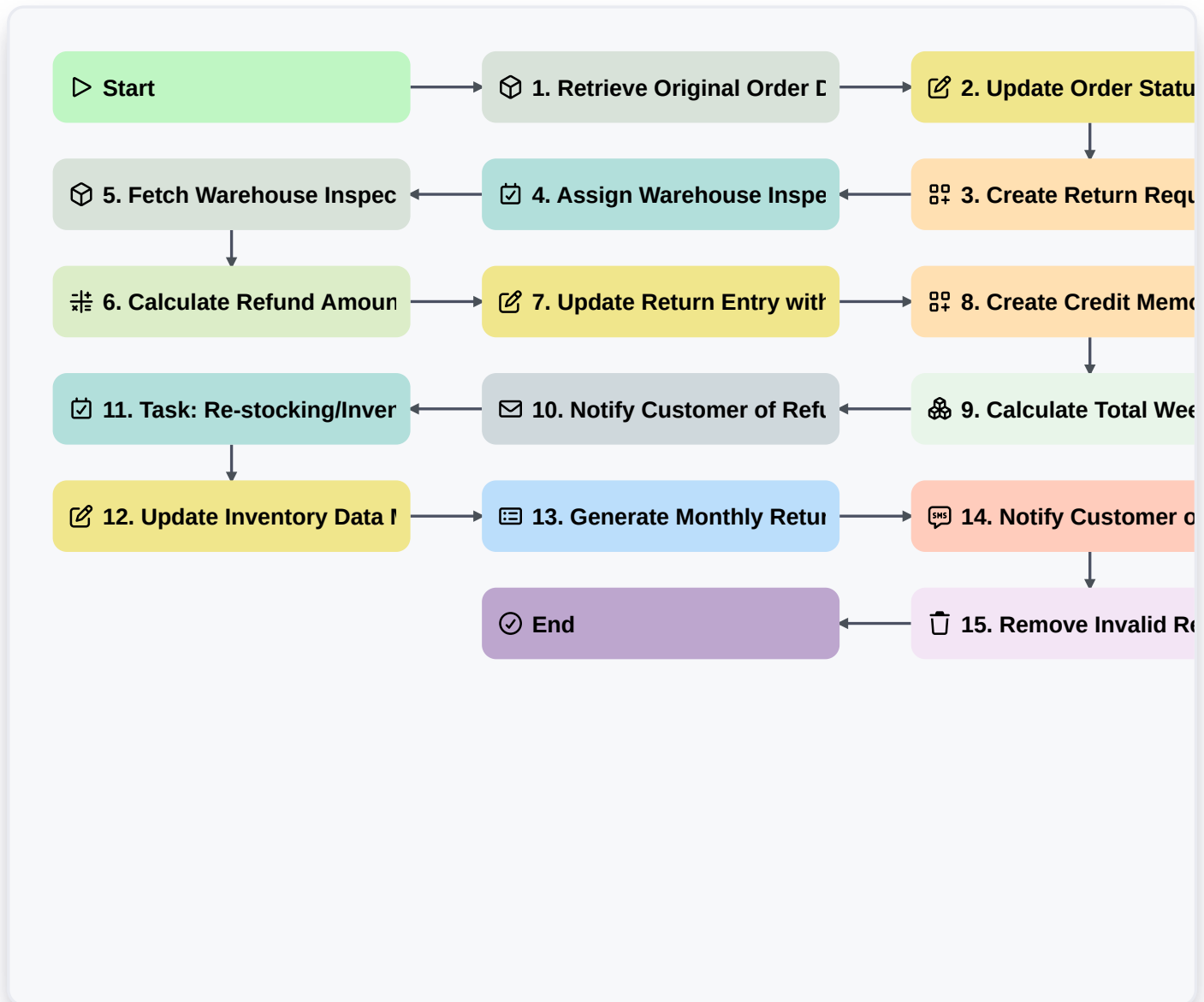


Retail Returns And Reverse Logistics



▷ Start

Start of the Workflow/Process.

📦 1. Retrieve Original Order Details

Fetch the original purchase record from the Sales Data Model to verify items, price, and customer info.

✍️ 2. Update Order Status to 'Return Initiated'

Change the status of the original order entry to reflect that a return process has started.

📄 3. Create Return Request Entry

Generate a new entry in the Returns Data Model containing the return reason, requested items, and customer details.

📋 4. Assign Warehouse Inspection Task

Create a task for the Warehouse Staff to physically inspect the returned item upon arrival.

📦 5. Fetch Warehouse Inspection Data

Retrieve the inspection notes and condition grading entered by the warehouse staff.

🔢 6. Calculate Refund Amount

Calculate the total refund value by subtracting restocking fees or shipping costs from the original item price.



7. Update Return Entry with Inspection Results

Update the Return Request entry with the 'Item Condition' and 'Restocking Fee' determined during inspection.

8. Create Credit Memo Entry

Generate a financial entry in the Accounting Data Model to represent the pending refund/credit.

9. Calculate Total Weekly Return Value

Sum the total value of all 'Approved' return entries for the current week for financial reporting.

10. Notify Customer of Refund Approval

Send an automated email to the customer confirming that their refund has been processed.

11. Task: Re-stocking/Inventory Update

Assign a task to the Inventory Manager to add 'Saleable' items back into the active stock count.

12. Update Inventory Data Model

Increment the stock level in the Inventory Data Model for items marked as 'Saleable' during inspection.

13. Generate Monthly Returns Summary Report

Create a monthly report aggregating return reasons, total loss, and processing times for management review.

14. Notify Customer of Return Arrival

Send an SMS to the customer's registered phone number once the warehouse confirms receipt of the package.

15. Remove Invalid Return Drafts

Delete any duplicate or erroneously created return request entries from the system.

End

End of the Workflow/Process.