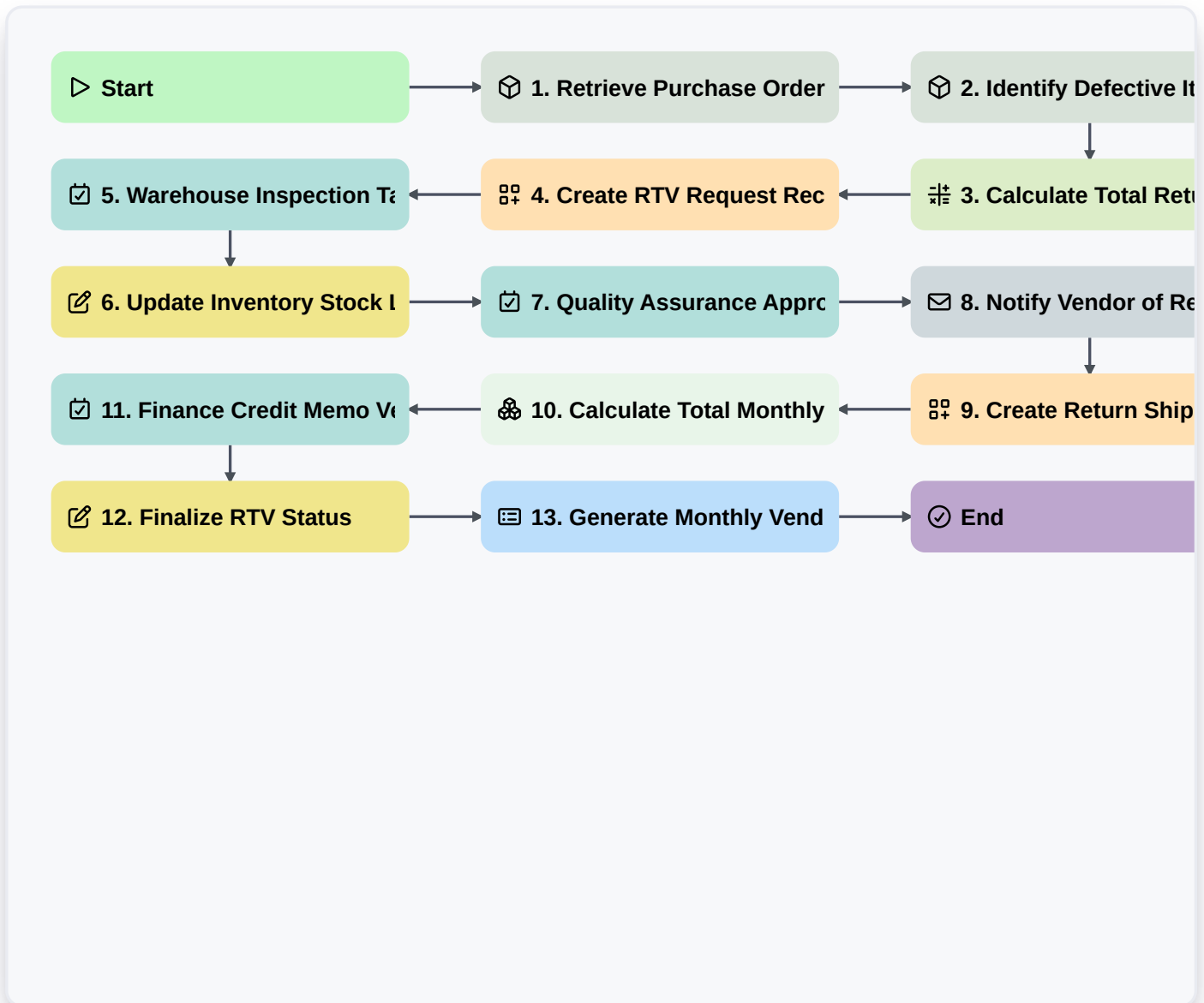


Return To Vendor (RTV) Process



▷ Start

Start of the Workflow/Process.

📦 1. Retrieve Purchase Order Details

Fetch the original Purchase Order entry to verify item details, price, and vendor information.

📦 2. Identify Defective Items

Retrieve the specific line items from the inventory data model that are marked for return.

🔢 3. Calculate Total Return Value

Sum the cost of all defective items plus any applicable shipping/restocking fees.

📄 4. Create RTV Request Record

Generate a new entry in the 'Return to Vendor' data model with all retrieved details.

📅 5. Warehouse Inspection Task

Assign a task to the Warehouse Manager to physically verify the damage and pack the items.

📝 6. Update Inventory Stock Level

Update the inventory data model to reflect that these items are no longer in 'Available' stock and are now 'In-Transit' to the Vendor'.



7. Quality Assurance Approval

Assign a task to the QA Specialist to review the inspection photos and approve the return.

8. Notify Vendor of Return

Send an automated email to the Vendor's contact address containing the RTV details and shipping instructions.

9. Create Return Shipping Label

Create a new entry in the 'Logistics' data model to track the tracking number and carrier.

10. Calculate Total Monthly RTV Value

Aggregate all RTV entries for the current month to provide a summary of loss/returns.

11. Finance Credit Memo Verification

Assign a task to the Accounting team to ensure the vendor has issued the appropriate credit note.

12. Finalize RTV Status

Update the original RTV Request entry to 'Completed' once the credit is confirmed.

13. Generate Monthly Vendor Performance Report

Create a report summarizing return frequency and reasons per vendor for procurement review.

End

End of the Workflow/Process.