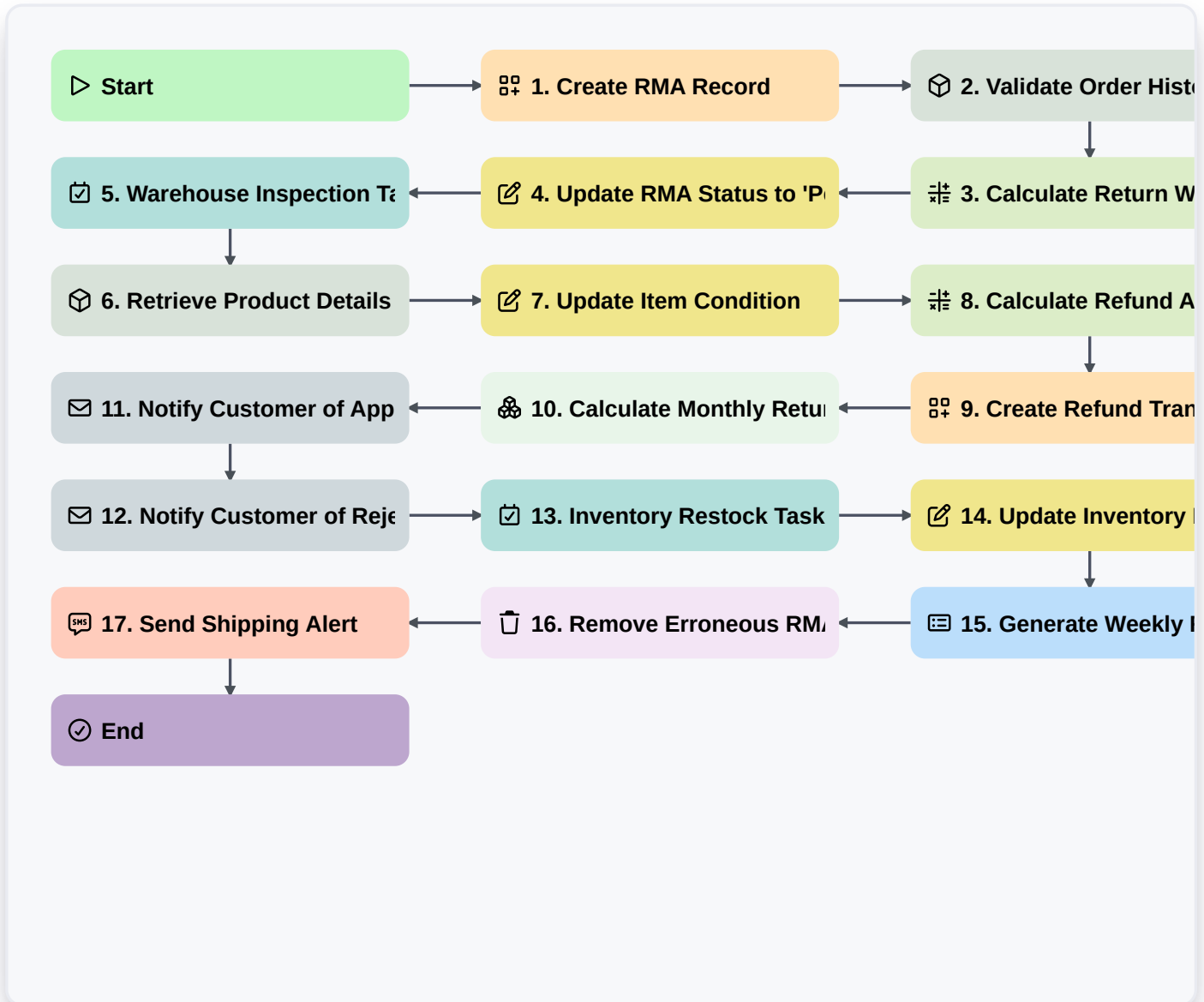


Returns Management And RMA Processing



Start

Start of the Workflow/Process.

1. Create RMA Record

Initialize a new Return Merchandise Authorization entry in the RMA Data Model when a customer requests a return.

2. Validate Order History

Retrieve original order details from the Orders Data Model to verify the purchase date and eligibility for return.

3. Calculate Return Window Eligibility

Calculate the difference between the current date and the delivery date to determine if the request falls within the 30-day return policy.

4. Update RMA Status to 'Pending Inspection'

Change the status of the RMA entry once the return shipping label has been generated and sent to the customer.

5. Warehouse Inspection Task

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

6. Retrieve Product Details

Fetch product specifications and SKU information from the Product Data Model to identify the item being returned.



7. Update Item Condition

Update the RMA entry with the findings from the warehouse inspection (e.g., 'Damaged', 'Unopened', or 'Used').

8. Calculate Refund Amount

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

9. Create Refund Transaction

Create a new entry in the Transactions Data Model to track the outgoing payment to the customer.

10. Calculate Monthly Return Rate

Aggregate all RMA entries for the current month to calculate the total number of returns vs. total sales.

11. Notify Customer of Approval

Send an email to the customer notifying them that their return has been approved and a refund is being processed.

12. Notify Customer of Rejection

Send an email to the customer if the return request is denied due to policy violations.

13. Inventory Restock Task

Create a task for the Inventory Manager to add the item back to 'Sellable Stock' if the inspection passed.

14. Update Inventory Levels

Update the stock quantity in the Product Data Model for the specific SKU being returned.

15. Generate Weekly Returns Report

Create a report summarizing all processed RMAs, total refund costs, and common reasons for return for the weekly management review.

16. Remove Erroneous RMA

Delete a duplicate or incorrectly created RMA entry from the Data Model.

17. Send Shipping Alert

Send an SMS to the customer's phone number when the return package has been successfully scanned by the carrier.

End

End of the Workflow/Process.