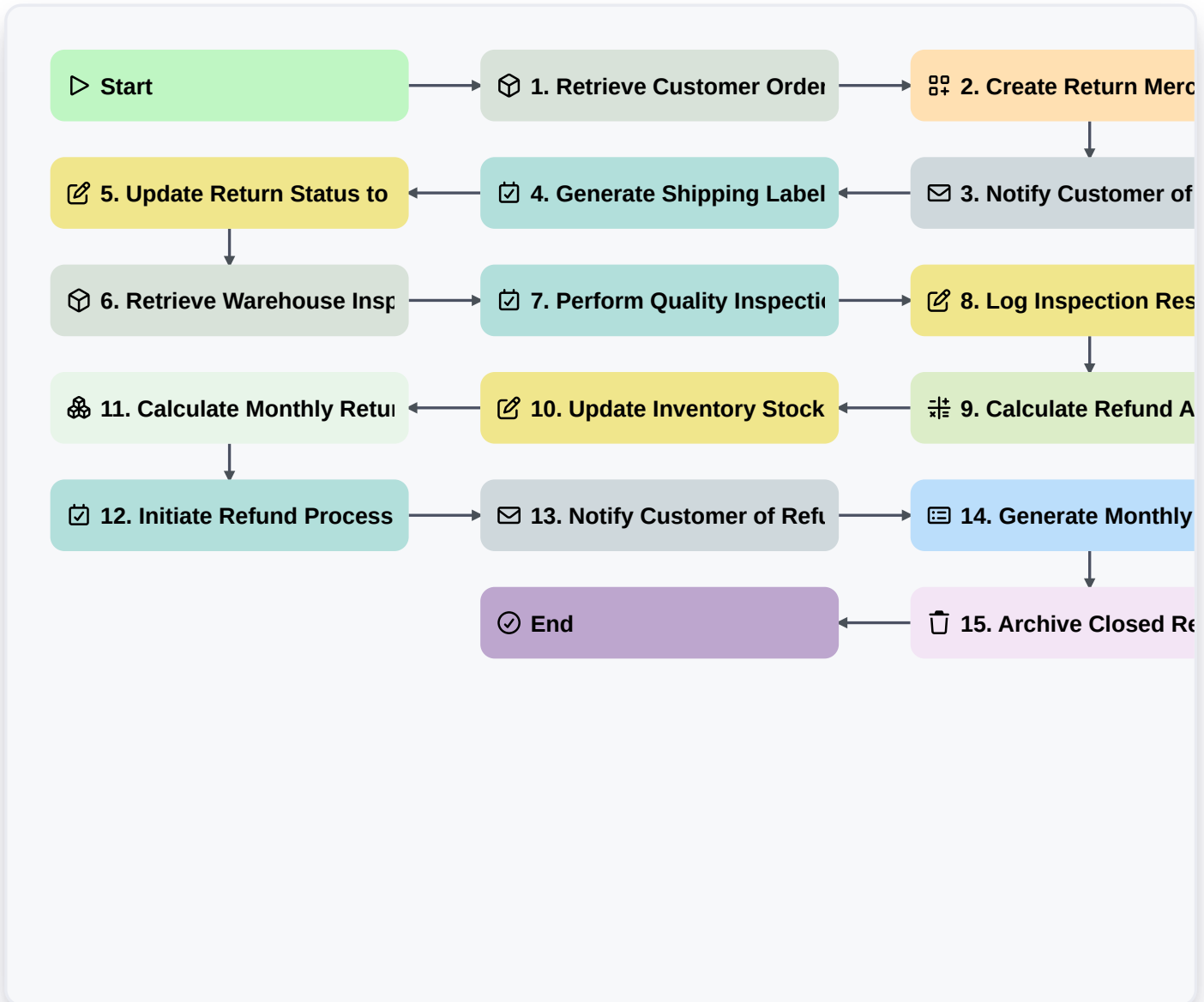


Reverse Logistics And Returns Management



Start

Start of the Workflow/Process.

1. Retrieve Customer Order Details

Fetch the original order information and product details associated with the return request.

2. Create Return Merchandise Authorization (RMA)

Generate a new Return Record entry in the Returns Data Model to track the lifecycle of the return.

3. Notify Customer of RMA Approval

Send an automated email to the customer containing their RMA number and return instructions.

4. Generate Shipping Label

Assign a task to the Warehouse Admin to generate and attach a prepaid shipping label to the RMA.

5. Update Return Status to 'In Transit'

Update the RMA entry status once the carrier scans the return package.

6. Retrieve Warehouse Inspection Criteria

Fetch the specific inspection checklist and quality standards for the returned product type.



7. Perform Quality Inspection

Assign a task to the Warehouse Technician to inspect the physical condition of the returned item.

8. Log Inspection Results

Update the Return Entry with the outcome of the inspection (e.g., Resellable, Damaged, or Refurbish).

9. Calculate Refund Amount

Calculate the final refund value by subtracting restocking fees and shipping costs from the original item price.

10. Update Inventory Stock

Update the Inventory Data Model to increase the count of 'Available' stock if the item is marked as resalable.

11. Calculate Monthly Return Rate

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

12. Initiate Refund Processing

Assign a task to the Finance Team to execute the payment reversal in the payment gateway.

13. Notify Customer of Refund Completion

Send an email to the customer confirming that the refund has been processed to their original payment method.

14. Generate Monthly Returns Analysis Report

Create a comprehensive report summarizing return reasons, costs, and loss trends for management review.

15. Archive Closed Return

Remove or move the completed return entry from the active processing queue to the archive data model.

End

End of the Workflow/Process.