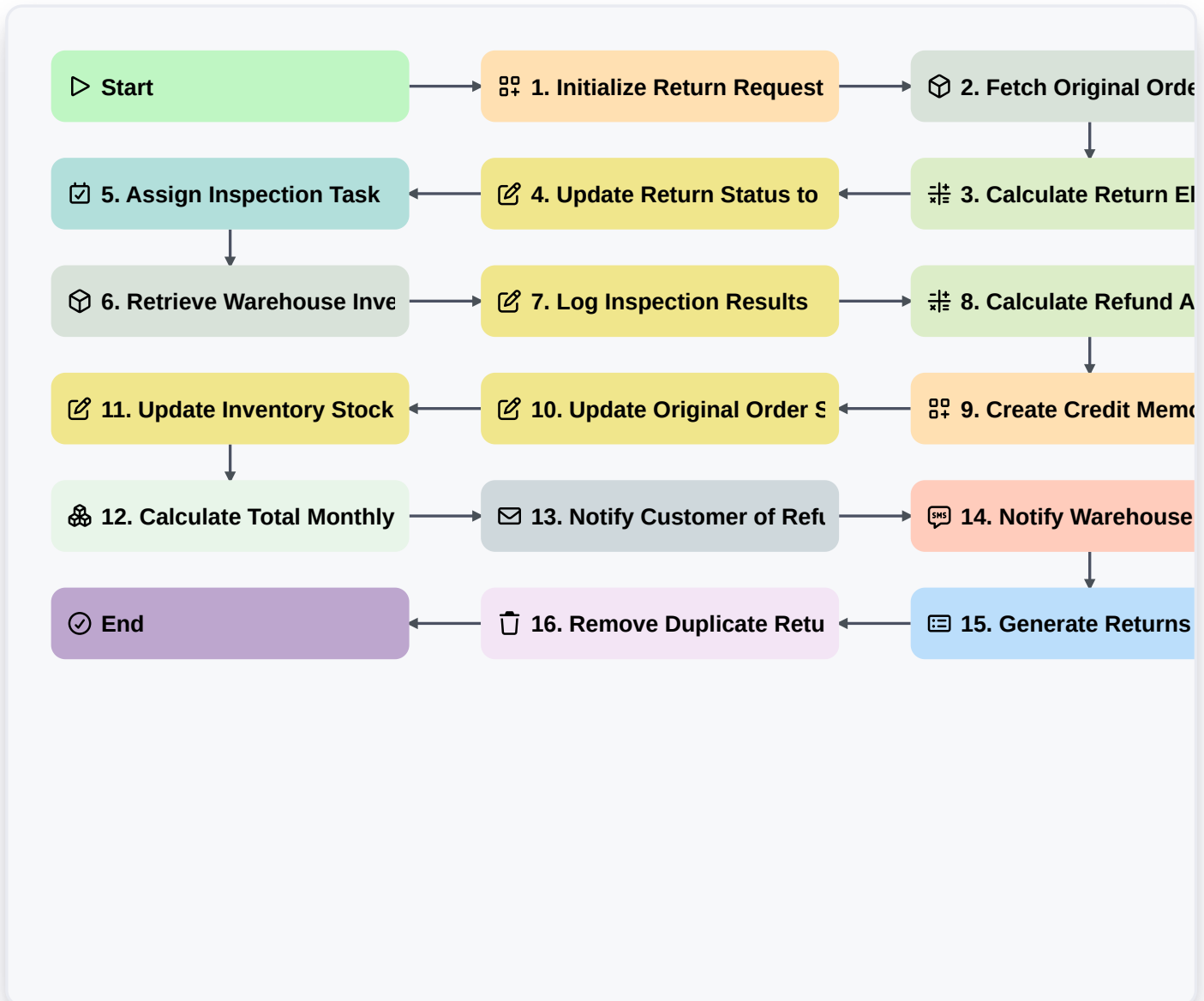


Reverse Logistics & Returns Management Process



▷ Start

Start of the Workflow/Process.

☒ 1. Initialize Return Request

Create a new entry in the 'Returns' data model when a customer initiates a return.

📦 2. Fetch Original Order Details

Retrieve the original Sales Order entry to verify items, price, and purchase date.

⚖️ 3. Calculate Return Eligibility

Calculate if the current date is within the allowed return window compared to the delivery date.

✍️ 4. Update Return Status to 'Pending Review'

Update the Return entry status to indicate the request is awaiting inspection.

📅 5. Assign Inspection Task

Create a task for the Warehouse Agent to inspect the physical condition of the returned item.



6. Retrieve Warehouse Inventory Data

Fetch current stock levels for the specific SKU being returned.

7. Log Inspection Results

Update the Return entry with notes regarding the physical condition (e.g., Damaged, Resellable, Refurbish).

8. Calculate Refund Amount

Calculate the final refund amount, subtracting any applicable restocking fees or shipping costs.

9. Create Credit Memo

Create a new entry in the 'Financial Transactions' data model for the refund processing.

10. Update Original Order Status

Update the original Sales Order entry to reflect that a partial or full return has occurred.

11. Update Inventory Stock

Update the SKU quantity in the Inventory data model if the item is marked as 'Resellable'.

12. Calculate Total Monthly Return Value

Aggregate all 'Completed' return entries to sum the total refund value for the current month.

13. Notify Customer of Refund

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

14. Notify Warehouse of Incoming Shipment

Send an SMS to the logistics manager when a high-value return is flagged for arrival.

15. Generate Returns Analytics Report

Create a periodic report summarizing return reasons, frequency, and total loss/gain.

16. Remove Duplicate Return Requests

Delete any redundant or duplicate return entries identified during the review process.

End

End of the Workflow/Process.