

# Returns processing automation

This workflow automatically processes returned items by validating return eligibility, inspecting item condition, updating inventory levels, and routing items to appropriate destinations. It reduces manual processing time and ensures accurate inventory management for returned merchandise.

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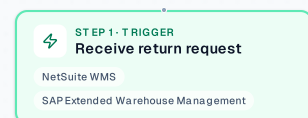
## WORKFLOW TRIGGER



Customer initiates return through e-commerce platform or return merchandise authorization (RMA) is scanned at receiving dock

## Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





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## Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

### Receive return request

Return merchandise authorization is scanned or customer return is initiated digitally. System captures return details including order number, item SKU, and return reason.

2

 ACTION

### Validate return eligibility

System checks return policy compliance including time limits, condition requirements, and original purchase verification. Return authorization status is updated accordingly.

Oracle Warehouse Management

NetSuite WMS

3

 DECISION

### Determine inspection requirements

Workflow branches based on item category and return reason to determine if physical inspection is required or if item can be automatically processed. High-value items always require inspection.

Manhattan Associates WMS

Blue Yonder WMS

4

 ACTION

### Conduct quality inspection

Warehouse staff performs physical inspection using mobile devices to record item condition, damage assessment, and restocking eligibility. Inspection results are captured with photos if needed.

SAP Extended Warehouse Management

Fishbowl Inventory

5

 DECISION

### Route item disposition

System determines final destination for returned item based on condition assessment - restocking, refurbishment, liquidation, or disposal. Location assignments are automatically generated.

Manhattan Associates WMS

Oracle Warehouse Management

6

 ACTION

## Update inventory levels

Inventory quantities are adjusted across all systems and locations based on item disposition. Financial adjustments and cost accounting entries are automatically processed.

NetSuite WMS

Blue Yonder WMS

Fishbowl Inventory

7

 OUTPUT

## Generate return completion report

Final documentation is produced including customer refund authorization, inventory adjustments, and disposition tracking. All stakeholders receive automated notifications of completion.

SAP Extended Warehouse Management

Oracle Warehouse Management



## Outputs

- Customer refund authorization

- Updated inventory levels

## AI Business OS



### Key Metrics

- Return processing time
- Inventory accuracy rate
- Restocking percentage



### Tools & Integrations

- SAP Extended Warehouse Management
- Manhattan Associates WMS
- Oracle Warehouse Management
- Blue Yonder WMS
- Fishbowl Inventory
- NetSuite WMS

## AI Business OS

Actionable AI implementation strategies for business leaders ready to transform their operations.

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