User Manual for Product Return & Refund Management System for E-Commerce Platforms

CS584

CS2534B

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1. Introduction

In the dynamic world of e-commerce, a robust and transparent product return and refund management system is essential to maintaining customer trust and satisfaction. The Product Return & Refund Management System is designed to streamline and automate the process of handling return requests, approvals, and refunds for online purchases.

This system enables users to easily initiate return requests for purchased items, track the status of their requests, and view refund transactions. For administrators, it offers powerful tools to manage return approvals, reject invalid claims, and process refunds in an efficient and organized manner.

By integrating a return and refund mechanism into the e-commerce workflow, the system not only improves customer experience but also enhances operational efficiency and accountability. It reduces manual handling, minimizes errors, and ensures that every return and refund is properly documented and processed.

Whether it's dealing with damaged products, incorrect deliveries, or customer dissatisfaction, this system provides a structured approach to resolving post-purchase issues, helping e-commerce businesses uphold their reputation and customer loyalty.

2. Accessing the System

⇄ Product Return System

Username

Enter your username

Password

Enter your password

→] Login

or

👤+ Create an account

🛡 Admin Login

Firstly, if user is already registered, user can login on login.jsp. If user isn't registered, user can click click the create an account to register.

Username

Choose a username

Email Address

your@email.com

Password

Create a password

Use 8+ characters with a mix of letters, numbers & symbols

Confirm Password

Re-enter your password

👤✓ Register

Already have an account? Sign in

If admin wants to login, the admin will click the admin login button to be redirected to admin-login.jsp

Admin Portal

Username

Enter admin username

Password

Enter your password

→] Log In

3. User Dashboard
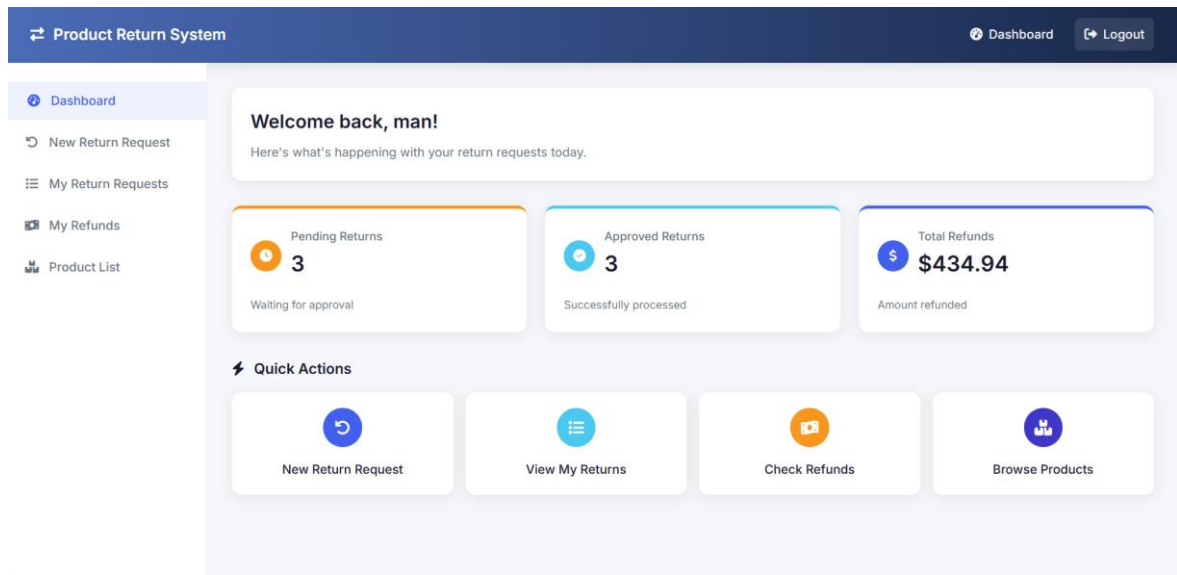
In this page, user can see the amount of pending returns, approved returns and also the total refunds for their account. They can also submit new return request, see the details and status of their return and refund request and lastly the product catalogue.

3.1 Submit New Return Request

User can submit for new return request on this page. Use the drop-down menu to choose which product to return. Put in the quantity and reason then submit it. User can also go back dashboard.

3.2 My Return Request

This page allows users to see all of the return request they made, either it's still pending, approved or rejected. If the request is still pending, user has the option to cancel the request then the request will be deleted.

3.3 My Refund

This page allows users to see their refund, after their return request got approved, it will automatically updated as their refund. This page will show the details of the refund.

3.4 Product Catalog

Product Catalog

ID	PRODUCT NAME	DESCRIPTION	PRICE (RM)	STOCK STATUS
#1	Wireless Mouse	A smooth and responsive wireless mouse with ergonomic design	RM 49.99	100 units ✓
#2	Samsung Headphone	Great headphone with amazing bass	RM 45.0	50 units ✓
#3	Mechanical Keyboard	RGB mechanical keyboard with blue switches	RM 120.0	30 units ✓
#4	27-inch Monitor	Full HD IPS monitor with thin bezel design	RM 750.0	20 units ✓
#5	USB-C Hub	7-in-1 USB-C hub for laptop expansion	RM 85.0	40 units ✓
#6	Webcam 1080p	High-definition webcam for video conferencing	RM 99.0	25 units ✓
#7	External SSD 1TB	Fast external SSD with USB 3.1 support	RM 399.0	15 units ✓

This page allows users to see all of the products available so they know which products to return.
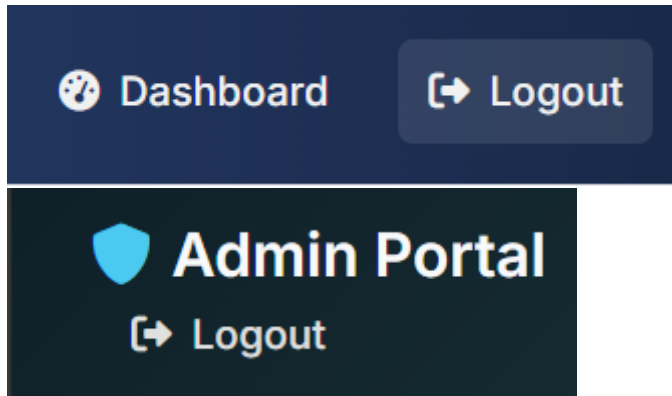
4 Admin Dashboard
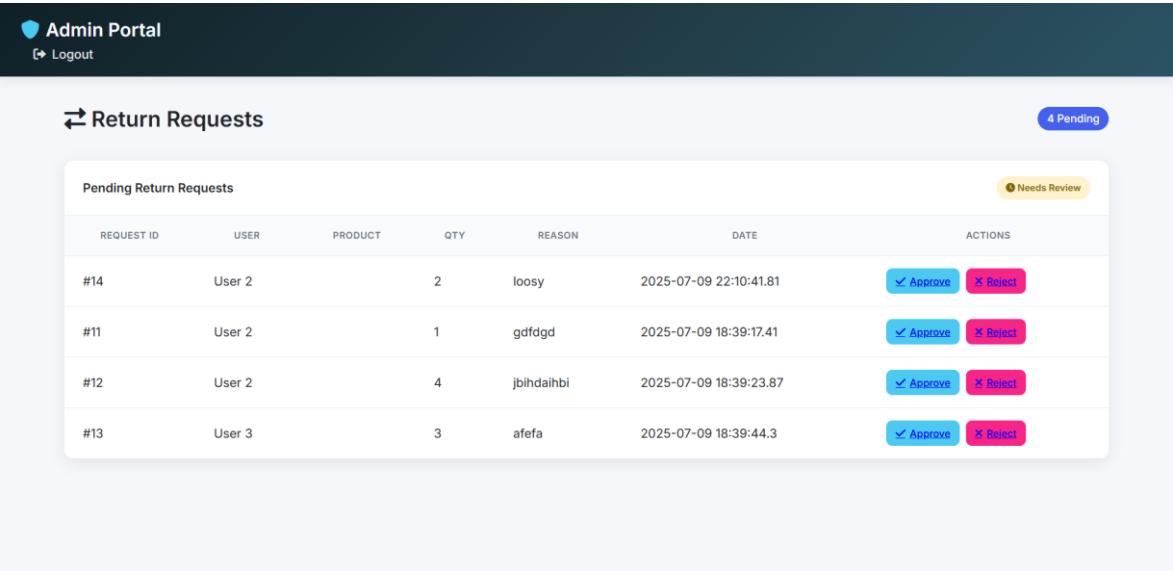
After logging in, admin will be redirected to this page, admin dashboard. This page will display the return request by all user and how much request that is still pending

4.1 Approve or Reject Return Request

In the same page, admin can approve or reject any of the return requests. Approving the return request will change it's status to approved and will automatically be added to the refund list of respective user. If admin reject it, then the status of the request will change to rejected.

6. Logging out

In each of the dashboard, there's log out button. So, when user or admin has finished their business, they can click the button to log out