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

**CS584**

**CS2534B**

**LECTURER: MUHAMAD RIDHWAN BIN MOHAMAD RAZALI**

**By:**

| <b>Name</b>                      | <b>Matrix No.</b> |
|----------------------------------|-------------------|
| ADAM MUZAMMIL BIN AHMAD HUMAIZI  | 2024837278        |
| DANNIEL ASHRAFF BIN AHMAD SHUKRI | 2024600578        |
| MUHAMMAD AIMAN SYAFIQ BIN ANUAR  | 2024825872        |
| IZZHAN DANISH QAYYUM BIN IZZUDIN | 2024460486        |

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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**

**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**

**Email Address**

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

**Confirm 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

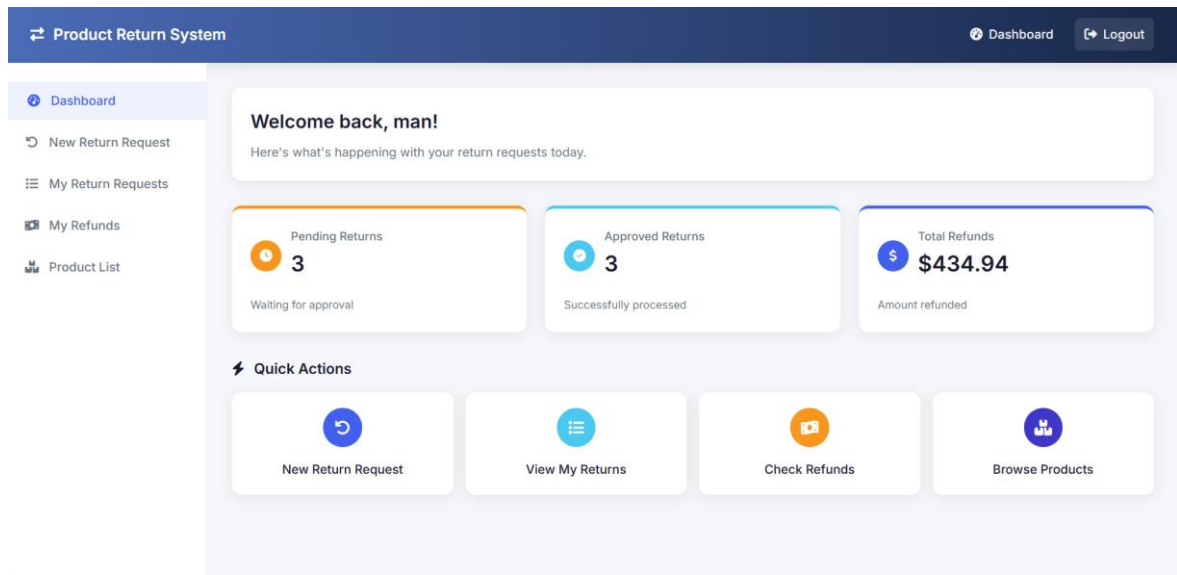
**Password**

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

##### Create Return Request

Select Product

-- Select a product to return --

Quantity to Return

Enter quantity

Reason for Return

Please describe why you're returning this item

<

[Back to Dashboard](#)

[Submit Return Request](#)

Returns are typically processed within 3-5 business days after we receive your item.

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

| Product Return System                                      |         |     |                |          |                         |            |
|--|---------|-----|----------------|----------|-------------------------|------------|
| Dashboard New Return Request My Requests My Refunds Logout |         |     |                |          |                         |            |
| My Return Requests   |         |     |                |          |                         |            |
| REQUEST ID   | PRODUCT | QTY | REASON         | STATUS   | DATE                    | ACTIONS    |
| #14  | #5      | 2   | loosy          | pending  | 2025-07-09 22:10:41.81  | Cancel     |
| #1   | #1      | 2   | awdad          | approved | 2025-07-09 11:25:37.82  | No actions |
| #4   | #1      | 3   | too expensive  | approved | 2025-07-09 15:21:17.942 | No actions |
| #8   | #5      | 1   | Doesnt connect | approved | 2025-07-09 18:31:08.912 | No actions |
| #10  | #1      | 2   | adaw           | rejected | 2025-07-09 18:33:36.523 | No actions |
| #11  | #2      | 1   | gdfgdg         | pending  | 2025-07-09 18:39:17.41  | Cancel     |
| #12  | #4      | 4   | jbihdalhbi     | pending  | 2025-07-09 18:39:23.87  | Cancel     |


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








| Product Return System                                      |            |          |               |               |          |                         |
|--|------------|----------|---------------|---------------|----------|-------------------------|
| Dashboard New Return Request My Requests My Refunds Logout |            |          |               |               |          |                         |
| My Refunds   |            |          |               |               |          |                         |
| REFUND ID  | REQUEST ID | AMOUNT   | METHOD        | ACCOUNT       | STATUS   | PROCESSED DATE          |
| #4   | #6         | RM 120.0 | bank_transfer | Auto-approved | approved | 2025-07-09 18:03:24.803 |

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**

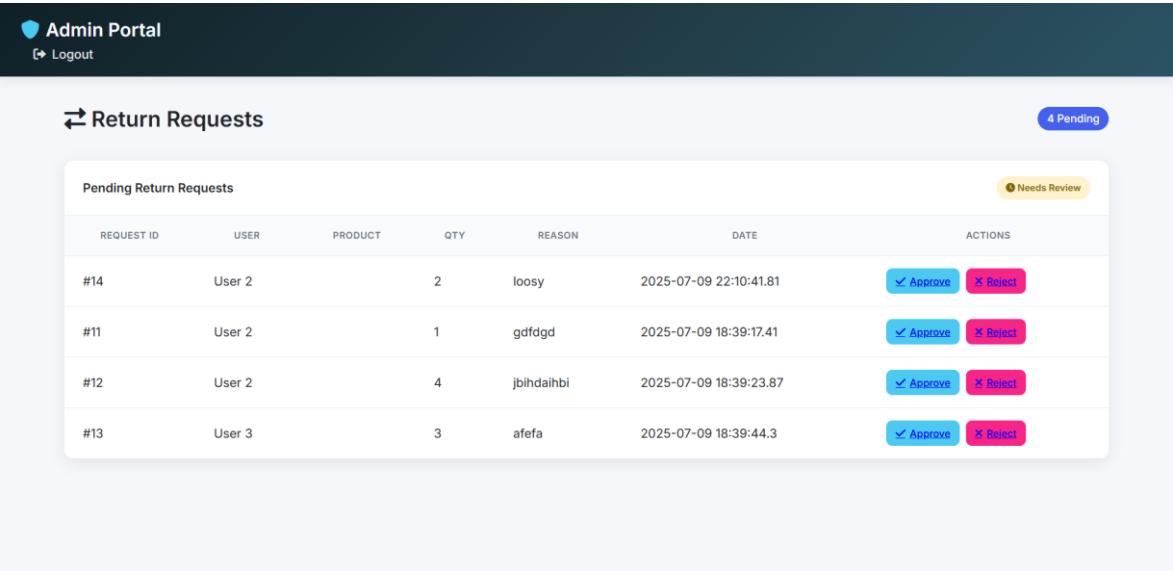


| ID | PRODUCT NAME        | DESCRIPTION  | PRICE (RM) | STOCK STATUS  |
|----|---------------------|--|------------|---|
| #1 | Wireless Mouse      | A smooth and responsive wireless mouse with ergonomic design | RM 49.99   | 100 units  |
| #2 | Samsung Headphone   | Great headphone with amazing bass                            | 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



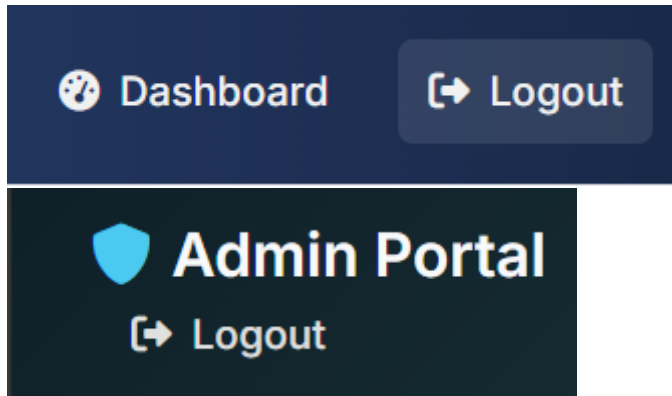
After logging in, admin will be redirected to this page, admin dashboard. This page will display the return request by all user and how much request that is still pending

## 4.1 Approve or Reject Return Request

| Pending Return Requests |        |         |     |            |                        | Needs Review                                     |
|-------------------------|--------|---------|-----|------------|------------------------|--|
| REQUEST ID              | USER   | PRODUCT | QTY | REASON     | DATE                   | ACTIONS  |
| #14                     | User 2 |         | 2   | loosy      | 2025-07-09 22:10:41.81 | <button>Approve</button> <button>Reject</button> |
| #11                     | User 2 |         | 1   | gdfdgd     | 2025-07-09 18:39:17.41 | <button>Approve</button> <button>Reject</button> |
| #12                     | User 2 |         | 4   | jbihdaihbi | 2025-07-09 18:39:23.87 | <button>Approve</button> <button>Reject</button> |
| #13                     | User 3 |         | 3   | afefa      | 2025-07-09 18:39:44.3  | <button>Approve</button> <button>Reject</button> |

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