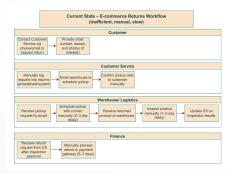
E-commerce Returns Workflow – Process Improvement Case Study

Problem (Current State) The Challenge

- Manual return request logging
- Delays in pickup scheduling (2–3 days)
- Inspection delays (1–2 days)
- Refund processing up to 7 days
- Limited customer communication



Impact

- Total cycle time reduced from 7–14 days → 3–5 days
- 60% fewer manual tasks for staff
- Improved customer satisfaction & retention

Solution (Proposed State) The Solution

- Automated request logging with Return ID
- Instant pickup scheduling with courier
- Real-time tracking from pickup to inspection
- Refunds processed within 48 hrs
- Auto email/SMS customer updates

Proposed State – E-commerce Returns Workflow (automated + faster)	
Customer	
Log in — click ReturnReplace* Select reason + upload photos	
Customer Service	
System auto-logs request + assigns orquest sent to logistics parther instantly.	
Warehouse/ Logistics	
Courier auto- scheduled for Product scanned at pickup to within 24 hrs of update status in system	
Finance	
Refund auto- triggered after within 48 hrs via inspection approval	