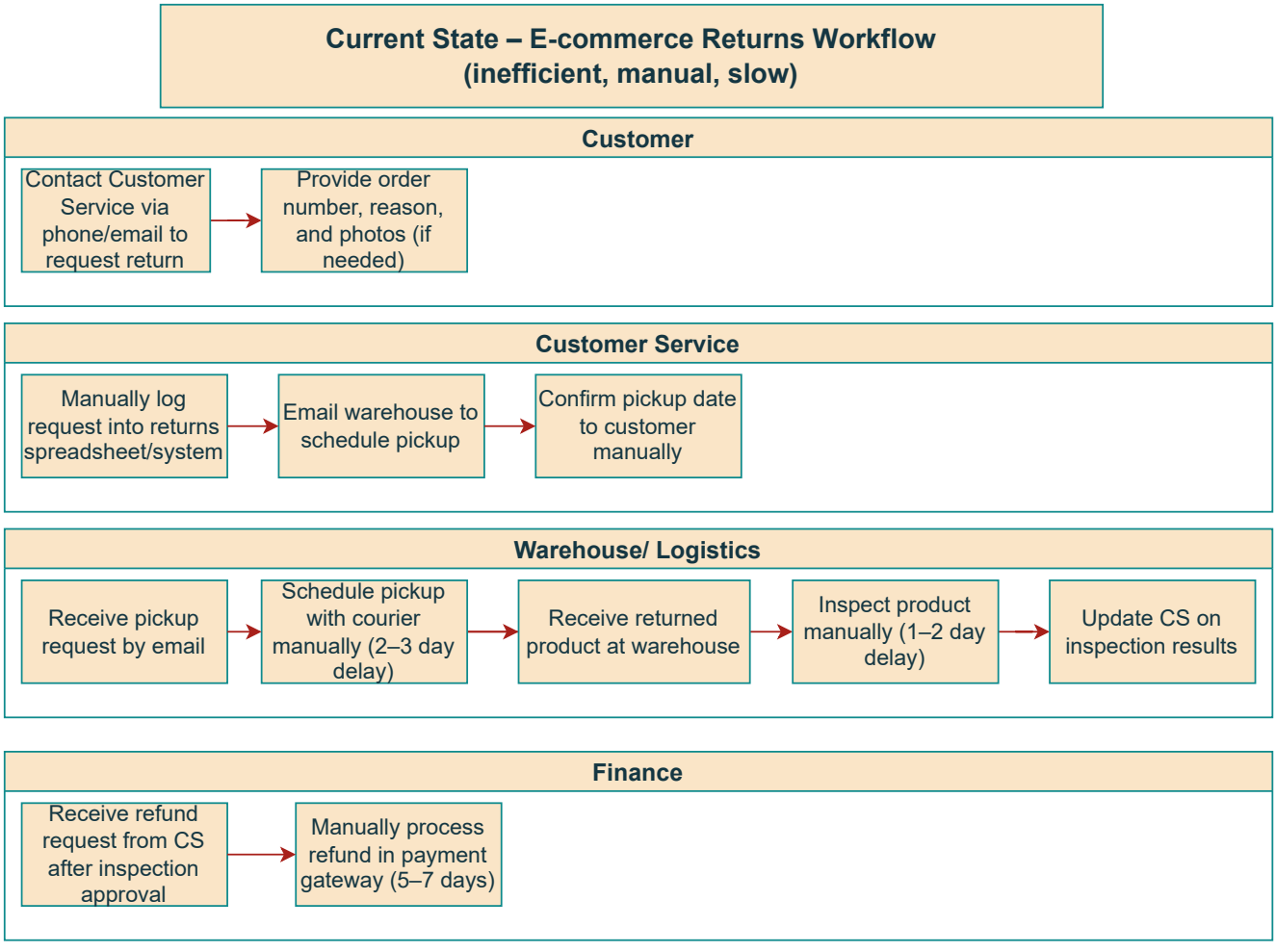
Current State – E-commerce Returns Workflow
(inefficient, manual, slow)
Customer
Contact Customer Service via phone/email to request return
Provide order number, reason, and photos (if needed)
Customer Service
Manually log request into returns spreadsheet/system
Email warehouse to schedule pickup
Confirm pickup date to customer manually
Warehouse/ Logistics
Receive pickup request by email
Schedule pickup with courier manually (2–3 day delay)
Receive returned product at warehouse
Inspect product manually (1–2 day delay)
Update CS on inspection results
Finance
Receive refund request from CS after inspection approval
Manually process refund in payment gateway (5–7 days)