

Proposed State – E-commerce Returns Workflow (automated + faster)

Customer

Log in → click
"Return/Replace" →

Select reason +
upload photos

Customer Service

System auto-logs
request + assigns
Return ID

Auto pickup
request sent to
logistics partner
instantly

Auto confirmation
email/SMS sent to
customer

Warehouse/ Logistics

Courier auto-
scheduled for
next-day pickup

Product scanned
at pickup to
update status

Inspect product
within 24 hrs of
arrival

Auto-update status
in system

Finance

Refund auto-
triggered after
inspection approval

Refund processed
within 48 hrs via
payment gateway