👚 Circle ships clothing to B2C customers.

If there is a problem with size or quality, the customer can request a return and refund by filling in a form with the order and product ids.

The process is very manual at the moment with one person in charge of handling this via a Google Sheet where returns are tracked.

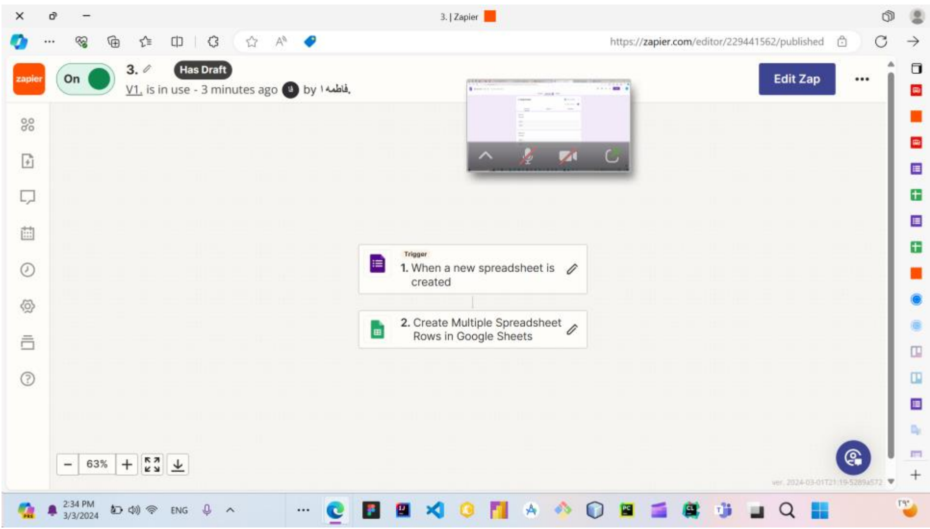
When receiving a return, the person must:

- inform customer service
- put the product back on sale in the computer stock (Google Sheet) so that it can be resold
- inform the accounting and finance team in their google sheet to report the loss or refund of a product

Circle does not yet have a highly available IT or data team.

1. What type of flow should be put in place: between which tools, what data, at what frequency?
2. What type of tools can be used for this, taking into account the characteristics of the company?
3. Create a Google form to submit a refund. You will only need to request an `order_id` and a `product_id`. There is no need to collect emails as we can find this information from the `order_id`.
   The form is called "Refund form".

   https://forms.gle/wNMkCsfHGB62NLy46
4. Create a Google Sheets to store all claims.
   You will create 3 columns: `Order_id`, `Product_id` and `Date`.
   Start a new Zapier workflow and connect your Google form to your Google Sheet with the corresponding columns.
   https://docs.google.com/spreadsheets/d/1ze754eqO8symrUKkZuyXq0ss1WKQqZanu1vLpEneZak/edit?usp=sharing

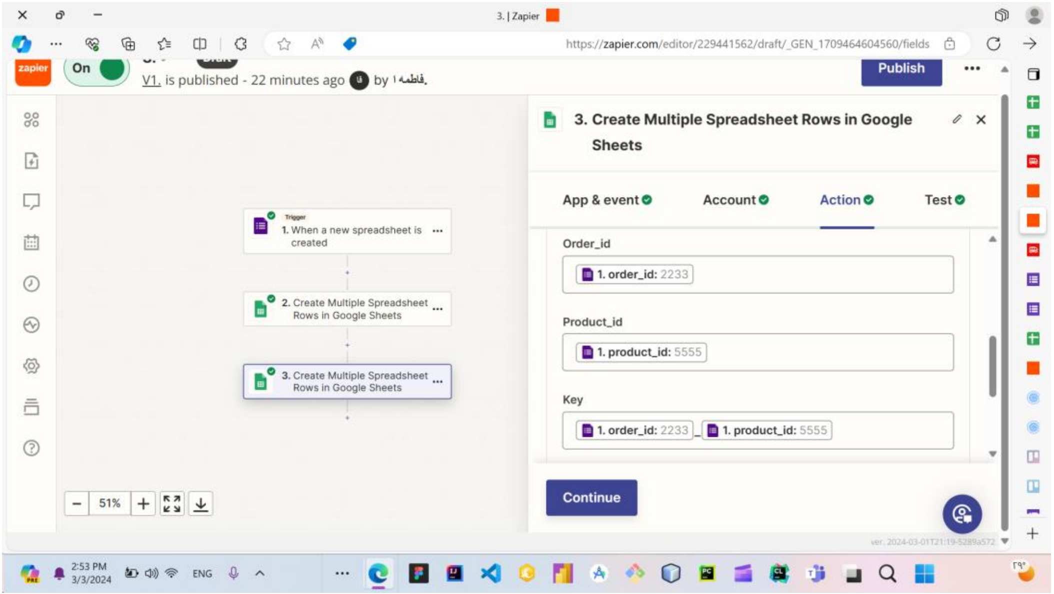


5. Create a copy of this [Google Sheet]() and name it “Finance”.

   This is the official Google Sheet for the finance team. When a new refund is submitted, we want to set the turnover column to 0 and the refund column to 1.

   Complete your workflow with this task.

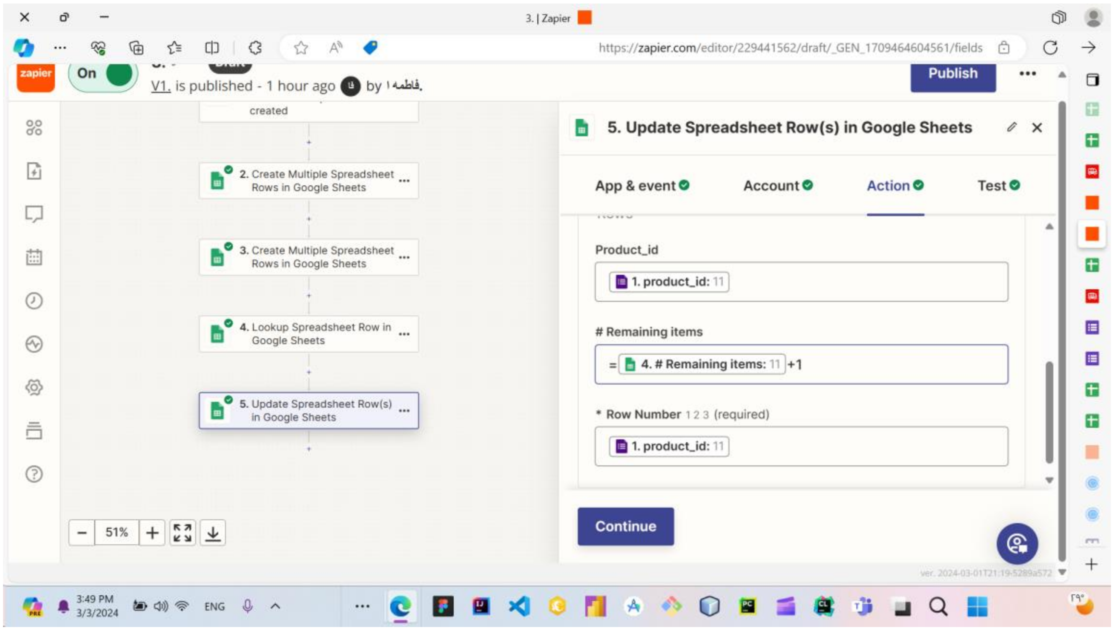
   Tip: Why did we create the “Key” column? First you have to find the corresponding row



6. Create a copy of this [Google Sheet]() and name it “Supply”.

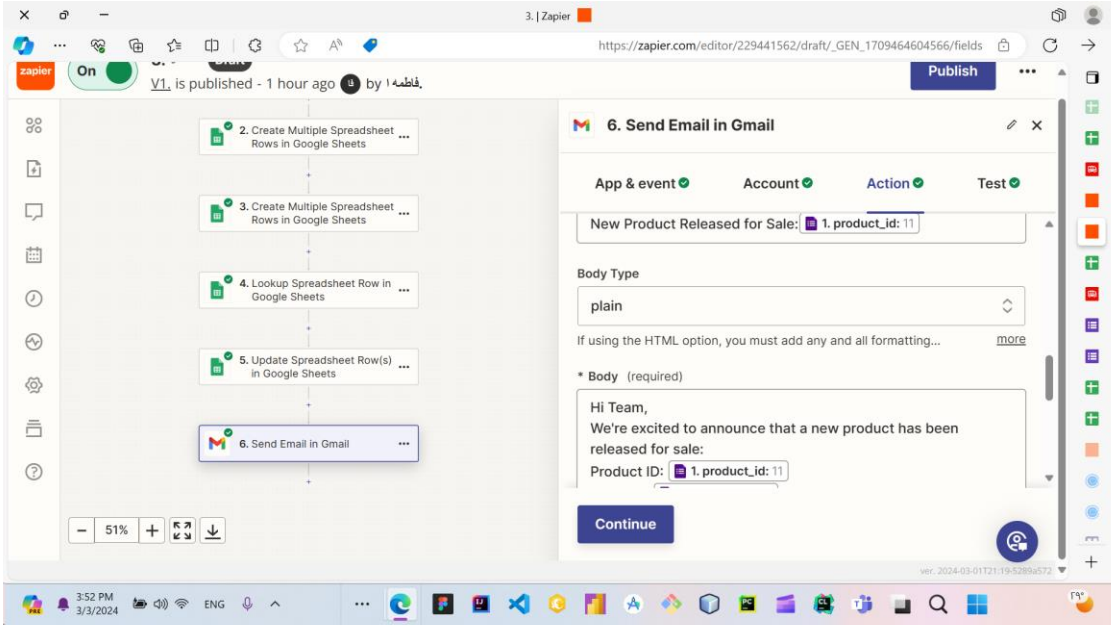
   This is the official Google Sheet of the procurement team. When a new refund is submitted, we want to add +1 in the Remaining Items column.

   Complete your workflow with this task.



7. When a product is released for sale, inform the sales team by email with the relevant product ID.
   Complete your workflow to execute this task.

   🧑‍🏫 ***Tip***: We want to continue the workflow if a criterion is met…



Congratulations on updating the Circle refund process! 🎉