Goals

This is a quick design challenge to prime a

* Conversation
* whiteboard session
* investigating,
* designing and
* implementing

Improved business process.

The goal is not to create a perfectly accurate solution, but:

* **to explore the kinds of issues that come up in the process overall**

Please note

* concerns,
* assumptions,
* information needed and so on
* as you describe your process of
* Solving the problem.

Keep the solution to a few pages, including any written explanation, diagrams etc.

Existing Business Issues

* The RMA process is not currently modeled or recorded in the ERP application.
* This makes
  + Customer service data,
  + Cost Of Goods Sold COGS
  + Inventory Counts
  + **Difficult to track**.

The support team needs to overhaul the current process which is a combination of Google Sheets and Journal Entries into the ERP.

**The process in simple terms involves:**

Expected Outputs

System As-Is

* ERP - Easy to download and upload CSV records. Has a module for Return authorizations (not used
* yet).
  + Currently captures Orders,
  + Payments,
  + Fulfillments to Customers,
  + and Printer Serials Fulfilled.
* Google Sheets
  + Has manually collected data for Return Authorization Requests
  + Serials of Printers in process of being repaired,
  + Repaired components used in each Printer??
  + And the date of Printer receipt/re-shipment.