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**COLLEGE OF COMPUTING, INFORMATICS AND
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BACHELOR OF COMPUTER SCIENCE (HONS.)

MULTIMEDIA COMPUTING

CSC584 - ENTERPRISE PROGRAMMING

GROUP: CDCS2534A

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1.0 INTRODUCTION

The Return & Refund Management System is a web-based application designed to simplify and automate the process of handling product returns, customer refund requests, and message management for e-commerce platforms. This system enables administrators to efficiently track return requests, approve or reject refunds, and communicate with customers, ensuring a smooth and transparent experience for both the business and its clients.

2.0 PROBLEM STATEMENT

E-commerce businesses often face challenges in managing product returns and refunds efficiently. The existing tools in the market are limited as they lack features such as secure user login and registration, seamless information management through CRUD (Create, Read, Update, Delete) operations, and clear dashboards for tracking customer return requests and refund statuses.

3.0 OBJECTIVE

To design and develop a comprehensive solution for managing return requests, refund processing, and customer service integration in an e-commerce platform.

4.0 DEMONSTRATION

This demonstration showcases a Return and Refund Management System designed to streamline the process of handling product returns and refunds through secure user authentication, efficient data management (CRUD operations), and comprehensive dashboards for monitoring requests and transactions.

4.1 LOGIN PAGE

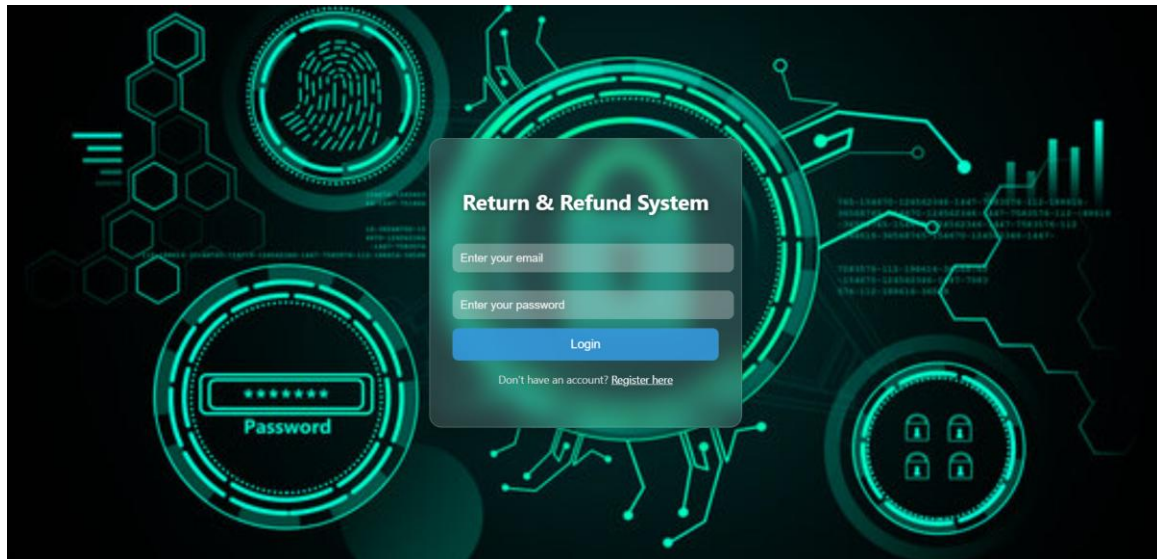


FIGURE 1 : Login Page

On this page, users can log in using their registered email and password. Only authenticated users can access the admin dashboard and manage system functionalities.

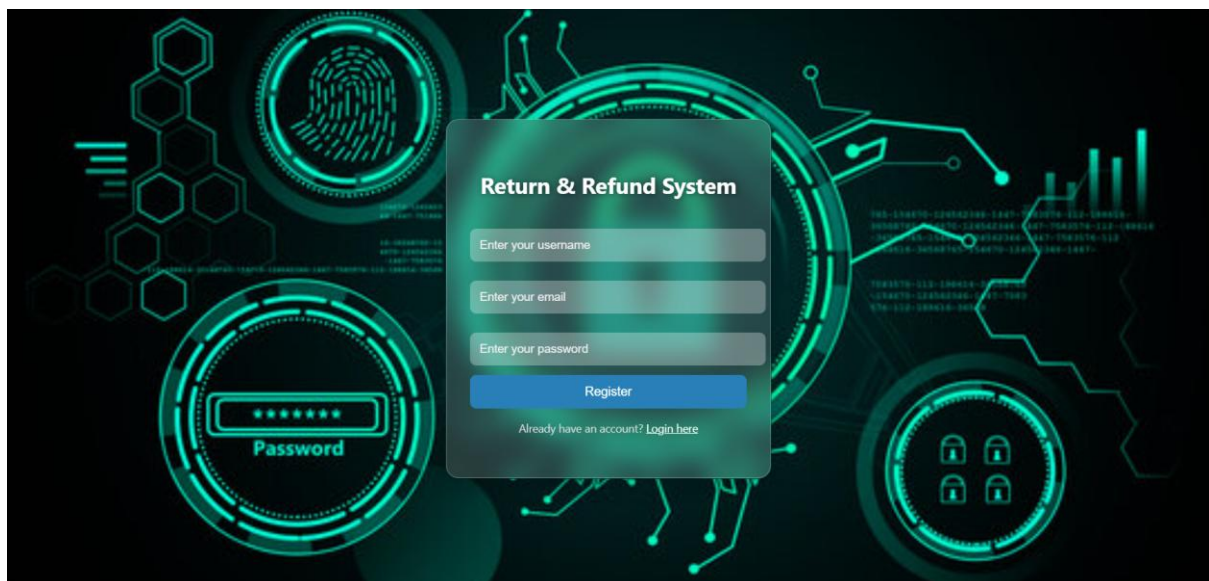


FIGURE 2: Register Page

If a user does not have an account, they can click the **“Register”** link. This redirects them to the registration page where they can input their details to create an account. Upon successful registration, the user is redirected back to the login page to log in.

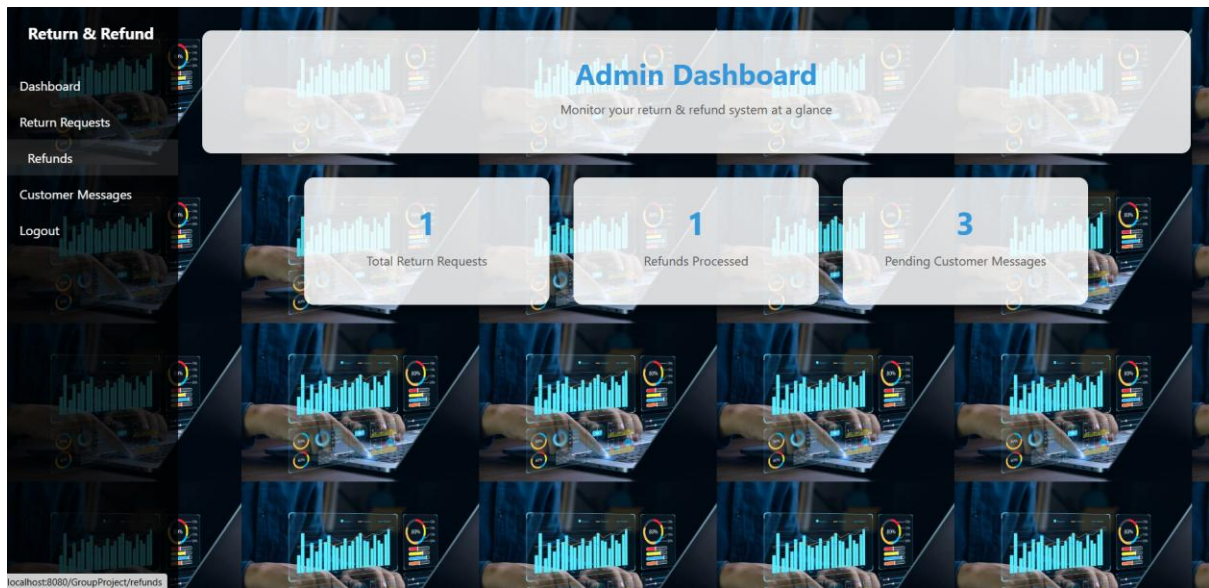


FIGURE 3 : Admin Dashboard

After logging in, users are directed to the **Admin Dashboard**, which provides a quick overview of the system. It displays:

- Total Return Requests
- Refunds Processed
- Pending Customer Messages

These key indicators help administrators monitor the return and refund process at a glance.

The Customer Messages page displays a table of messages. The table has the following columns: Message ID, Username, Message, Status, and Action. The background features a blue gradient with a smartphone and floating message cards.

Message ID	Username	Message	Status	Action
4	jane_smith	My headphone cannot connect pc	Resolved	Resolve Delete
5	john_doe	bluetooth password?	Resolved	Resolve Delete
6	peter_brown	how long the warranty	Pending	Resolve Delete
7	john_doe	mouse button not working	Pending	Resolve Delete
8	peter_brown	got line on screen	Pending	Resolve Delete

FIGURE 4 : Customer Message Page

Clicking “**Customer Messages**” in the navigation bar allows admins to view all customer reports regarding products.

- Messages with unresolved issues are marked as **Pending**.
- To resolve a message, click the “**Resolve**” button, which updates the status to **Resolved**.
- Resolved messages can then be deleted using the “**Delete**” button.
- The number of pending messages in the dashboard (Figure 3) will update accordingly.

Register New Return Request

Order ID:

Username:

Product Name:

Reason:

Existing Orders

Order ID	Username	Product Name	Order Date	Total Amount
ORD1001	john_doe	Wireless Mouse	2025-06-01 10:15:00.0	29.99
ORD1002	jane_smith	Bluetooth Headphones	2025-06-02 14:30:00.0	59.99
ORD1003	john_doe	Laptop Stand	2025-06-03 09:45:00.0	19.99
ORD1004	mary_jones	USB-C Cable	2025-06-04 16:20:00.0	9.99
ORD1005	jane_smith	Gaming Keyboard	2025-06-05 11:10:00.0	89.99
ORD1006	peter_brown	External Hard Drive	2025-06-06 13:55:00.0	79.99
ORD1007	john_doe	Smartwatch	2025-06-07 08:30:00.0	129.99
ORD1008	mary_jones	Mouse Pad	2025-06-08 15:40:00.0	5.99
ORD1009	jane_smith	Webcam	2025-06-09 12:25:00.0	39.99
ORD1010	peter_brown	Monitor	2025-06-10 17:05:00.0	199.99

Return Requests

Request ID	Order ID	Product	Reason	Status	Action
RR915	ORD1001	Wireless Mouse	test	Approved	<input type="button" value="Approved"/> <input type="button" value="Delete"/>

FIGURE 5 : Return Requests Page

After reviewing customer messages, admins can navigate to the **Return Requests** page to process return requests.

- To create a new return request, use the **Order ID** obtained from customer messages (Figure 4).
- Enter the **Order ID**, **Username**, **Product Name**, and **Reason** based on existing data from the Orders and Customer Messages tables.
- Existing return requests are displayed in a list for easy tracking.

Return & Refund
Dashboard
Return Requests
Refunds
Customer Messages
Logout

Refund Management

[Register New Refund](#)

Request ID:
Order ID:
Username:
Amount:

Submit Refund

Existing Orders

Request ID	Order ID	Username	Product Name	Order Date	Total Amount
RR915	ORD1001	john_doe	Wireless Mouse	2025-06-01 10:15:00.0	29.99

Refunds

Refund ID	Request ID	Order ID	Username	Amount	Status	Action
5	RR915	ORD1001	john_doe	29.99	Approved	<div>Approved</div> <div>Delete</div>

FIGURE 6 : Refunds Page

The **Refunds** page displays all existing return requests.

- To process a refund, admins need to input the **Request ID**, **Order ID**, **Username**, and **Amount** based on data from the Return Requests (Figure 5).
- Once a refund is created, the **Refund Processed** count in the dashboard (Figure 3) is updated.
- Admins can return to **Customer Messages (Figure 4)** to mark related messages as resolved and delete them once complete.

CONCLUSION

In conclusion, the Return and Refund Management System provides a secure, user-friendly, and efficient solution for managing product returns and refunds. By integrating authentication, CRUD functionalities, and an intuitive dashboard, it simplifies administrative tasks and enhances the overall user experience. This system demonstrates the potential to improve operational efficiency for businesses handling return and refund processes.