**User Story**: Process Returns and Update Inventory

As a customer service representative, I want to handle returns and update our inventory, so that returned items are added back to stock, and our inventory stays accurate.

**Why This User Story Matters:**

* Accurate Stock: Keeps inventory levels correct.
* Happy Customers: Makes returns easy, which keeps customers coming back.
* Efficient Operations: Reduces mistakes and speeds up the process.
* Correct Finances: Ensures financial records are accurate.
* Better Inventory Management: Helps with restocking and ordering.

**Use Case Description:** Processing Returns and Updating Inventory

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| Use Case Name | Process Returns and Update Inventory | | |
| Triggering Event | A customer initiates a return. | | |
| Brief Description | Allows a Customer Service Representative to process returns and update inventory, ensuring returned items are correctly added back to stock and inventory levels are accurate. | | |
| Actors | Customer Service Representative | | |
| Related Use Cases |  | | |
| Preconditions | The Customer Service Representative is logged into the system. | | |
| Post Conditions | The return is processed and inventory is updated. | | |
| Flow of activities | Customer Service Representative | | System |
|  | 1. | Selects the "Process Return" | Displays the return form. |
|  | 2. | Enters Return Details | Validates entered return details (e.g., item ID, return reason). |
|  | 3. | Submits Return Request | Updates return record in the system and prompts for confirmation. |
|  | 4. | Confirms Return | Updates return status to "Processed" and adjusts inventory levels. |
|  | 5. | Records Inventory Update | Saves changes to inventory and confirms update. |
| Exception Conditions | Return details are invalid or incomplete. | | |

**Class Diagram :**

![A screenshot of a computer

Description automatically generated]()