# Trust Pay Automation

**Issue:-**

Trust pay policy says that if a seller does not receive his return by 75 days from the shipped date he/she is entitled to trust pay about. But currently the payout is manual i.e. finance runs the query for trust pay once in a month. So sellers keep on querying the seller help to enquire when they would receive the trust pay amount.

Contacts received by seller help in March: - ~3626

**Resolution:-**

* ERP should automatically payout to the seller based on system triggers with no manual intervention.
* As soon as transaction is created seller should be able to see the transaction on his return card.

**Logic for calculation of trust pay:-**

|  |  |  |  |
| --- | --- | --- | --- |
| **RTOs (Non SD+)** | **Delivered <60 days** | **Delivered >60 <=75 days** | **Delivered >75 days** |
| **Check** | min(RTD date, RTU date) – shipped date < 60 | (RTD date - Shipped Date >60 && <=75)&&(not marked RTU)  ~~OR~~  ~~RTU date-shipped date >60 && <75~~ | min(RTD date, RTU date) – shipped date >75 |
| **Trust Pay give or not** | No Payout | 20% Payout | 100% Payout |
|  |  |  |  |
| **RTOs (SD+)** | **Delivered <60 days** | **Delivered >60 <=75 days** | **Delivered >75 days** |
| **Check** | RTA date - Shipped Date <60 | RTA date - Shipped Date >60 && <=75 | RTA date - Shipped Date >75 |
| **Trust Pay** | No Payout | 20% Payout | 100% Payout |
|  |  |  |  |
| **RPUs(Non SD+)** | **Delivered <60 days** | **Delivered >60 <=75 days** | **Delivered >75 days** |
| **Check** | Post QC Status should be:- RTS  && min(DSAC/RRBS/RDV/UNDEL/  RDAC/RABW/RTO/RTO\_UNDEL date) - Shipped Date <60 | Post QC Status should be:- RTS &&  Min(DSAC/RRBS/RDV/~~UNDEL/~~  ~~RDAC/RABW/RTO/RTO\_UNDEL~~ date) - Shipped Date >60 && <=75 not marked (UNDEL/  RDAC/RABW/RTO/RTO\_UNDEL~~)~~ | Post QC Status should be:- RTS && min( DSAC/RRBS/RDV/UNDEL/  RDAC/RABW/RTO/RTO\_UNDEL) date - Shipped Date > 75 days |
| **Trust Pay** | No Payout | 20% Payout | 100% Payout |

|  |  |  |  |
| --- | --- | --- | --- |
| **RPUs(SD+)** | **Delivered <60 days** | **Delivered >60 <=75 days** | **Delivered >75 days** |
| **Check** | Post QC Status should be:- RTSDP  RRBS/RDV date - Shipped Date <60 | Post QC Status should be:- RTSDP  RRBS/RDV date - Shipped Date >60 && <=75 | Post QC Status should be:- RTSDP  RRBS/RDV date - Shipped Date > 75 days |
| **Trust Pay** | No Payout | 20% Payout | 100% Payout |

**\*All dates considered are Status Dates and not updated dates.**

All the sub orders for which trust pay logic is passed i.e. ERAS passed those sub orders to ERP:- dump should be stored in some db accessible to seller help.

Once the transaction is created:-

On seller panel:-

1) In payments section seller can see this transaction under unsettled transactions

2) In Returns section seller can see this transaction.

Handling of cases where RTD or DSAC is not marked

For Courier returns:-

For all orders:-

1. shipped but not marked delivered &
2. 75 days have passed from shipped date &
3. RTD not marked in system
4. Trust pay transaction not generated

For buyer returns:-

1. shipped but not marked delivered &
2. 75 days have passed from shipped date &
3. DSAC not marked in system
4. Trust pay transaction not generated

Report should be sent to a group (having SCM, seller help). This report will go on daily basis. This data will also be pushed in a db table accessible to both SCM & seller help.

For the sub orders where SCM gets closure from couriers:-

1. SCM will pass excel to finance and finance will upload the sheet on daily basis.