**Return Merchandise Authorization**

**Introduction:**

A return merchandise authorization (RMA) system is a strategy for managing product returns through your online store. It usually consists of a form that the customer submits with the reason for the return, which generates documentation (like a shipping label) to accelerate the customer’s return.

An RMA system also helps you keep track of returns, reentering eligible items back into your inventory and helping you track the financial impact of the refund on your total sales.

**Literature Survey**

**Existing System:**

As per the todays trend buying good online has been increased so getting all things online is fine but if we get the projects damaged, missing with products, size issues and so on things are making the issues for E-commerce by which it may cause in decrease in the sales of products. Hence the Return merchandise authorization is being implemented into E-commerce websites to overcome with the customer problems.

**Disadvantages of Existing System:**

* Time consuming.
* They cannot get all information in short time.
* Records are maintained manually.
* If any details or data loosed by the Seller then they can’t get it back etc.
* They are hard to check with the process in manually.

**Proposed System:**

To overcome the disadvantages of existing E-commerce websites, a new system is proposed which is an return merchandise authorization.

With the help of this Model we will reduce risk of losing of the data and the miss-match with has occurred can be overcome with this technique. Where we recode all the details by with the customer had any issues we recorded issues into data base and forward the data to specified person to overcome the problem and even customer can trace the details and the process what is going to take place.

**Advantages of Proposed System:**

* Reduction of number of manual material used for the data storage.
* Backup facility provided in case of data loss.
* Speedy retrieval of data.
* Cost benefits.
* Increased data security.
* Better control over E-commerce through Automation.

**Functional Requirements (Modules):**

**Administrative:**

* Monitor costs and expenses to assist in budget preparation.
* Oversee facilities services, maintenance activities and tradespersons.
* Organize and supervise other office activities (recycling, renovations, offer planning etc.)
* Ensure operations adhere to policies and regulations.
* Keep abreast with all organizational changes and business developments.
* Monitor day to day business activities.

**Customer:**

* Monitor day to day process activities.
* Make and confirm address of customer.
* Ensure proper facility allocation for product pickup.
* Confirm relevant information and stores all the issues with product.
* Picks up product from the specified location as customer given.
* Maintain clear and accurate records of customer problems.
* Verify customer payment method.
* Process accurate payment of customer accounts with help of product seller.
* Inform product seller when product has been damaged or other issues.
* Customer can track all the process using the RMA.

**Product Seller:**

* He will be get updates from RMA
* When customer complaints about some product the RMA contact to the specific product seller with the same issues.
* Having RMA product seller can understand what the issues with product customer is facing.
* Product seller can track about the product before making refunds to customer.

**Hardware and Software Requirements**

**Hardware Requirements:**

Processor : Pentium 4 or Above

RAM : 1GB or Above

HDD : Minimum 25MB

Device : Smart Android Phone.

**Software Requirements:**

Operating System : Ubuntu

IDE : Sublime

Designing Tools : HTML, CSS, Bootstraps

Server Side Programming language : PHP

Server : Tomcat 5.5 and XAMPP Server

Back End : MySQL

Web Browser : Google Chrome, Internet Explorer etc.