

opsdog

BPMN 2.0 FORMAT

ORDER MANAGEMENT Returns

The OpsDog Supply Chain Hierarchy

- Order Management
- Master Data Management
- Procurement
- Materials Management
- Production
- Distribution

Case Management and Settlement Processing
eCommerce
Inventory Management
Invoicing
Order Claims
Order Collection & Entry
Order Production & Packaging
Returns

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Returns: Workflow

Workflow Description

The processing of returns from customers. Includes quality checking, approval or denial of credit for the returned item, reshelving (if necessary), charge back information processing and any related paperwork.

Legend

- Start Event
- Intermediate Event
- End Event
- Gateway
- Group
- Task
- Expanded Sub-Process
- Pool
- Sequence Flow
- Message Flow

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opsdog.com **Order Management: Returns Workflow [BPMN 2.0]**

Customer Service Representative

Requisition

```

graph LR
    Start(( )) --> Task1[Customer calls Customer Service (CS) with questions about credit]
    Task1 --> Task2[CS representative finds the return using the charge back number or credit memo number and determines why customer didn't receive credit]
    Task2 --> Gateway1{Returns within the policy?}
    Gateway1 -- No --> End1((Credit Denied))
    Gateway1 -- Yes --> Task3[Determine if all components of value package were returned]
    Task3 --> Task4[CS representative checks warehouse receipt to ensure that all components of the return are in the customer's possession]
    Task4 --> Task5[Ask customer to fax the charge back info]
    Task5 --> Gateway2{Scanned?}
    Gateway2 -- No --> Task6[CS Rep asks for a copy of Proof of Delivery (POD)]
    Gateway2 -- Yes --> Task7[CS Reps look in System X to see if the information from the customer has been scanned (charge back info)]
    Task6 --> Task7
    Task7 --> Task8[CS Reps look in System X to see if the information from the customer has been scanned (charge back info)]
    Task8 --> Task9[Return credit is applied to customer's account and balance is taken down]
    Task9 --> Task10[Return credit is applied to customer's account and balance is taken down]
    Task10 --> End2(( ))
    
```

Order Processing Representative

Requisition

```

graph LR
    Start(( )) --> Task1[Customer ships returned goods and paperwork back to Warehouse]
    Task1 --> Task2[Goods are inducted and either returned to customer, destroyed or reshelved]
    Task2 --> Gateway1{Refer to Quality Control (QC)?}
    Gateway1 -- No --> Task3[Return credit is applied to customer's account and balance is taken down]
    Gateway1 -- Yes --> Task4[Returns paperwork come to QC Department for evaluation from the Warehouse]
    Task3 --> Task5[Return credit is applied to customer's account and balance is taken down]
    Task4 --> Task6[Returns QC operators match customer claim title and quantities with Warehouse receipt and enter invoice number]
    Task6 --> Task7[Returns QC operators match customer claim title and quantities with Warehouse receipt and enter invoice number]
    Task7 --> Task8[Returns QC operators match customer claim title and quantities with Warehouse receipt and enter invoice number]
    Task8 --> End(( ))
    
```

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