

## Returning products:

Source: Designed by Fatimah Aly

- a) The process begins when a customer enters the retail shop with the intention of returning a product. First, the salesperson checks whether the customer has the receipt; if not, the return is rejected.
- b) If the receipt is shown, the salesperson checks the purchase date on the receipt. If the customer purchased the item earlier than 30 days ago, the return will also be rejected.
- c) If the customer bought the item within the last 30 days, the goods are checked and the receipt is scanned to display the receipt details in the POS system. After scanning the receipt, the returned product will also be scanned to be deleted from the system and the receipt.
- d) If the customer has introduced alternative products in return, the salesperson scans the products and inserts them into the system as an alternative to the returned products. If the customer does not want to buy an alternative, the payment method will be checked from the receipt.
- e) Thereafter, after scanning the alternative products, it is then checked whether there is a price difference. If there is a price difference, the customer pays the difference or the salesperson returns the difference to the customer. It depends on the price of the new product.
- f) The seller checks the old receipt to see whether the customer paid in cash or by card, since the money must be returned in the same way the customer paid. If he/she paid with a card and does not have the same credit card at hand that he/she paid with, the amount of money will be credited on a coupon.
- g) Finally, the customer and the salesperson sign the new receipt. The department manager then controls the goods and the receipt. As a result, the goods are successfully returned.



