



Return handling scenarios for our Return Management System (RMS) Merkana

Scenario 1:

Parcel is undelivered/ rejected – parcel is not being open

Note: this scenario is not expected to happen too often because of the common practice for courier companies to return the parcel directly to the shipping address. Anyway, based on local specifics for some countries this scenario might be applied sometimes.

Process:

- a. Receive parcel
- b. Scan the AWB
- c. Check for AWB in the Returns Management System (RMS) – API integration with Merkana platform – get order information
- d. Create a return and define its status (OK, damaged)
- e. Generate an unique barcode for the parcel or simply use the same AWB of the returned parcel
- f. Put the parcel in a 60x40x40 box (Master Shipment) for the destination (Receiving Return center as defined by the RMS)
- g. Mark the box (**Master Shipment ID**) and **assign the parcel to the box**
 - a. When the box is ready **or** at the end of the calendar month, close the box and create an AWB for the pick-up with the selected courier company
 - b. If there are more than 3 boxes for the destination country, put them on a pallet and create an AWB for the pallet
- h. Wait for box/ pallet pick-up
- i. When the box/ pallet leaves the local FF warehouse, mark it as shipped in the RMS

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Scenario 2:

Parcel was returned by the customer after delivery – without check of content

Note: In this scenario we expect from the Shipping Return Center (SRC) just to register the parcel as being received, without opening it and checking the content.

Process:

- a. Receive parcel



- b. Scan the AWB
- c. Check if AWB was reported by the client (via API integration – get order information)
- d. If not, open the parcel and check for a return form
- e. Identify the order ID or the AWB of the initial order
- f. Check the Order ID/ AWB against the database in the Returns Management System (RMS) – API integration
- g. Mark the parcel as being **returned** (**unlocks refund process for the business client**)
- h. Generate an unique barcode for the parcel or simply use the same AWB of the returned parcel
- i. Put the parcel in a 60x40x40 box (Master Shipment) for the destination (Receiving Return center as defined by the RMS)
- j. Mark the box (**Master Shipment ID**) and **assign the parcel to the box**
 - a. When the box is ready **or** at the end of the calendar month, close the box and create an AWB for the pick-up with the selected courier company
 - b. If there are more than 3 boxes for the destination country, put them on a pallet and create an AWB for the pallet
- k. Wait for box/ pallet pick-up
- l. When the box/ pallet leave the local FF warehouse, mark it as shipped in the RMS.

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Scenario 3:

Parcel was returned by the customer after delivery – check the content

Note: In this scenario we expect from the Shipping Return Center (SRC) to register the parcel as being received, to open it and check the content and the visible condition of the products according to the information provided by the Merkana platform.

Process:

- a. Receive parcel
- b. Scan the AWB
- c. Check if AWB was reported by the client API integration – get information for the order
- d. If not, open the parcel and check for a return form
- e. Identify the order ID or the AWB of the initial order API integration – get information for the order based on the ID and the business client
- f. Mark the parcel as being **returned** (**unlocks refund process for the business client**)
- g. Pick up the products being received and check them against initial order data
- h. Mark the products being received (either scan the barcode or check manually)



- i. Check visually the condition of each product and mark it up in the RMS – e.g. looks good/ damaged etc. Report the condition of each product!
- j. Put the products returned in the parcel and seal it
- k. Generate an unique barcode for the parcel or simply use the same AWB of the returned parcel
- l. Put the parcel in a 60x40x40 box (Master Shipment) for the destination (Receiving Return center as defined by the RMS)
- m. Mark the box (**Master Shipment ID**) and **assign the parcel to the box**
 - a. When the box is ready or at the end of the calendar month, close the box and create an AWB for the pick-up with the selected courier company
 - b. If there are more than 3 boxes for the destination country, put them on a pallet and create an AWB for the pallet
- n. Wait for box/ pallet pick-up
- o. When the box/ pallet leaves the local FF warehouse, mark it as shipped in the RMS.

Links to the API documentation of Merkana:

- 1. Orders fulfillment integration:
<https://documenter.getpostman.com/view/25353905/2s8ZDbWLSw>
- 2. Returns handling documentation:
<https://documenter.getpostman.com/view/25353905/2s8ZDbWLNa>

If you have any questions, please refer to:

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