

CLIENT: eStore.com










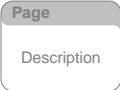
RETURNS & EXCHANGES

Introduction:

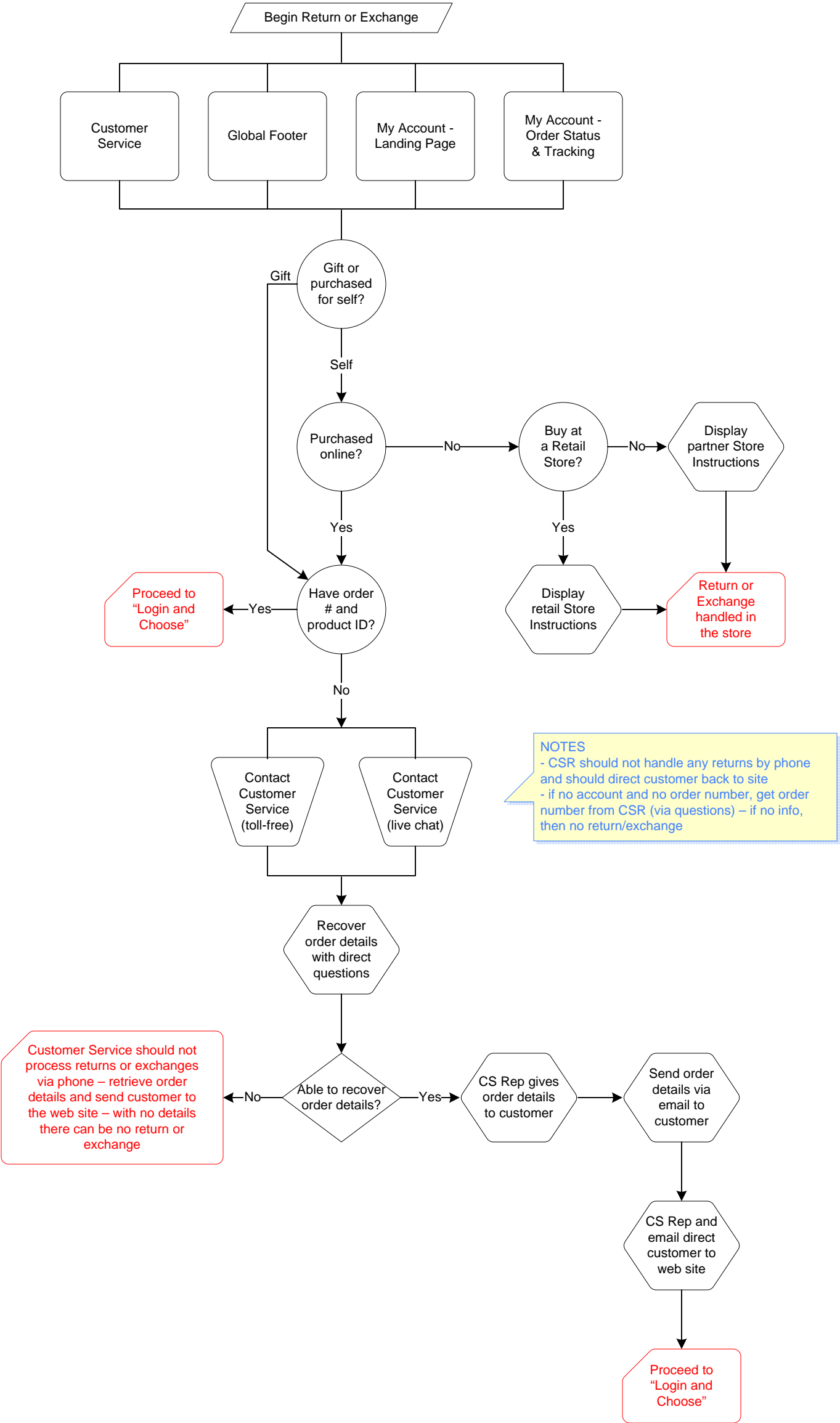
Workflow for handling customer returns and exchanges through WWW.eSTORE.COM

Work Flow Index:

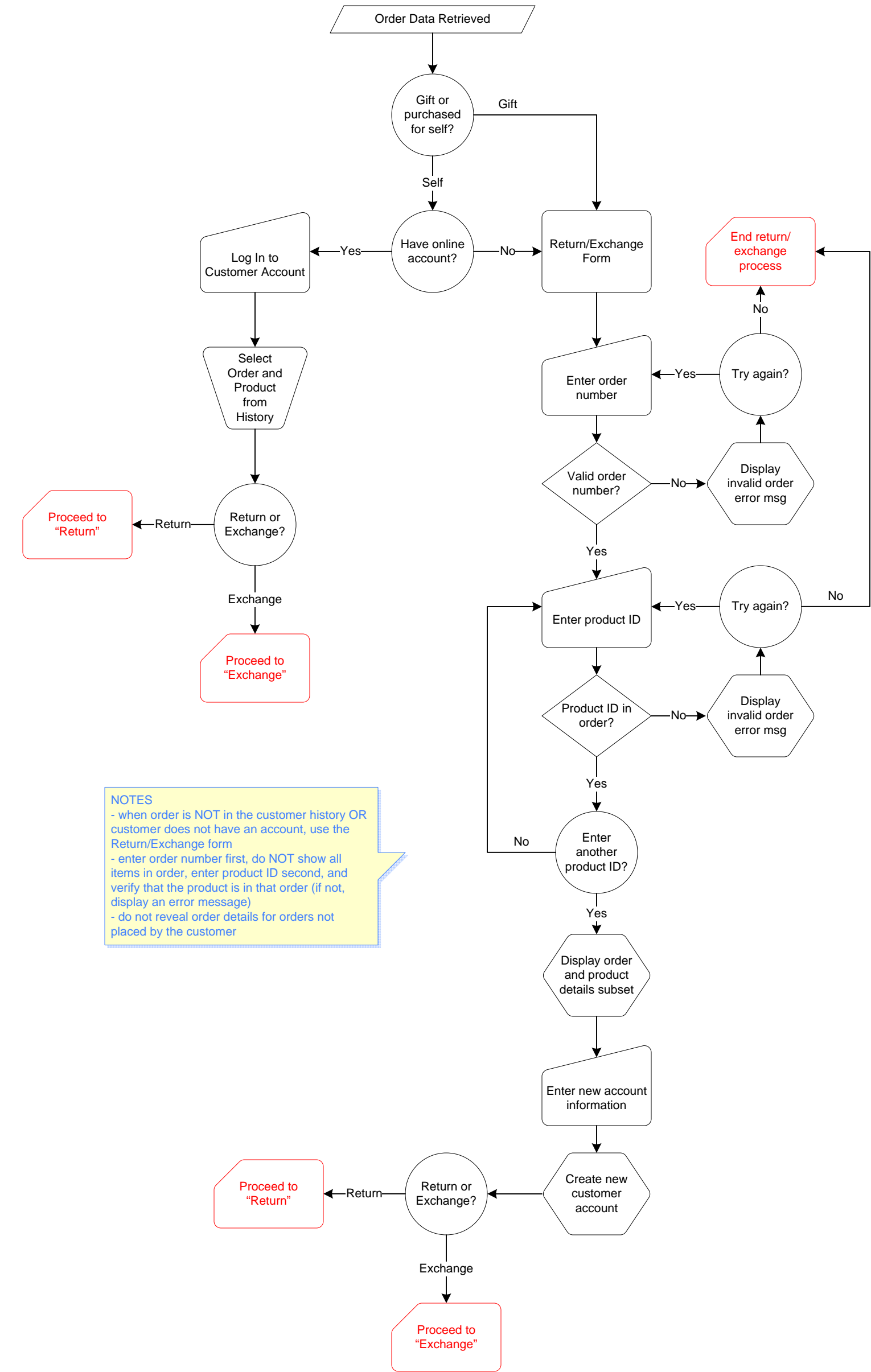
- Identify Order Number and Product ID Details
- Login and Choose Items for Return or Exchange
- Returns
- Exchanges
- Pay with Account Credit

KEY			
	Terminus	Indicates start and end of flow	
	Comment	A comment on the flow, content, actions, or processes	
	User Action	Indicates that the user performs an action	
	User Decision	The user must make a decision to continue the process	
	User Input	The user enters data in listed form fields	
	System Decision	The system must evaluate data or a condition before continuing the process	
	System Action	The system performs an action, such as a logical operator or display a message	
	Database Action	The system saves, modifies, deletes, or retrieves data from the database	
	Document	A downloadable document is made available to the user.	
	Page	A page or section in a site or application	

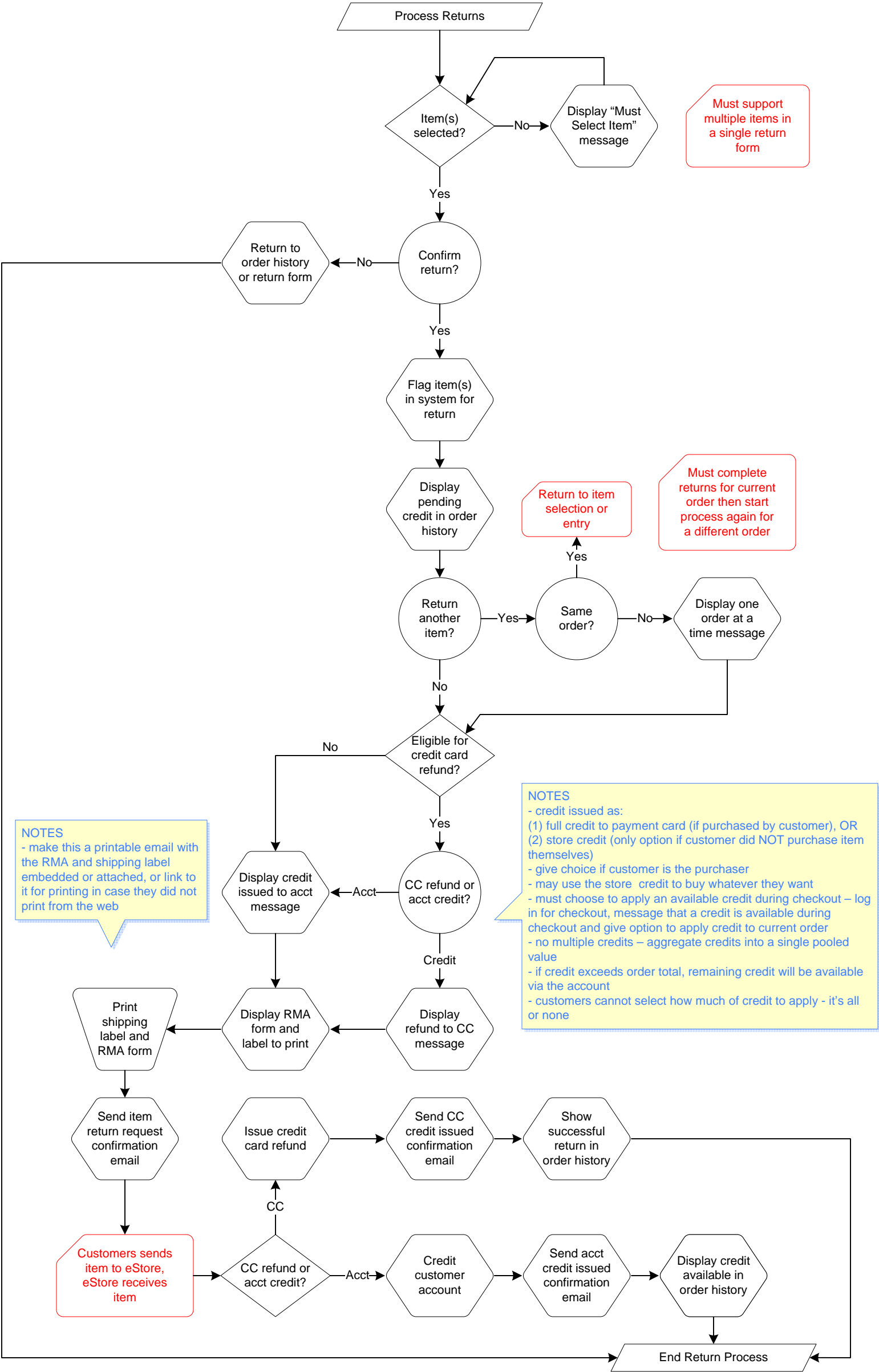
IDENTIFY PURCHASE LOCATION AND ORDER DATA



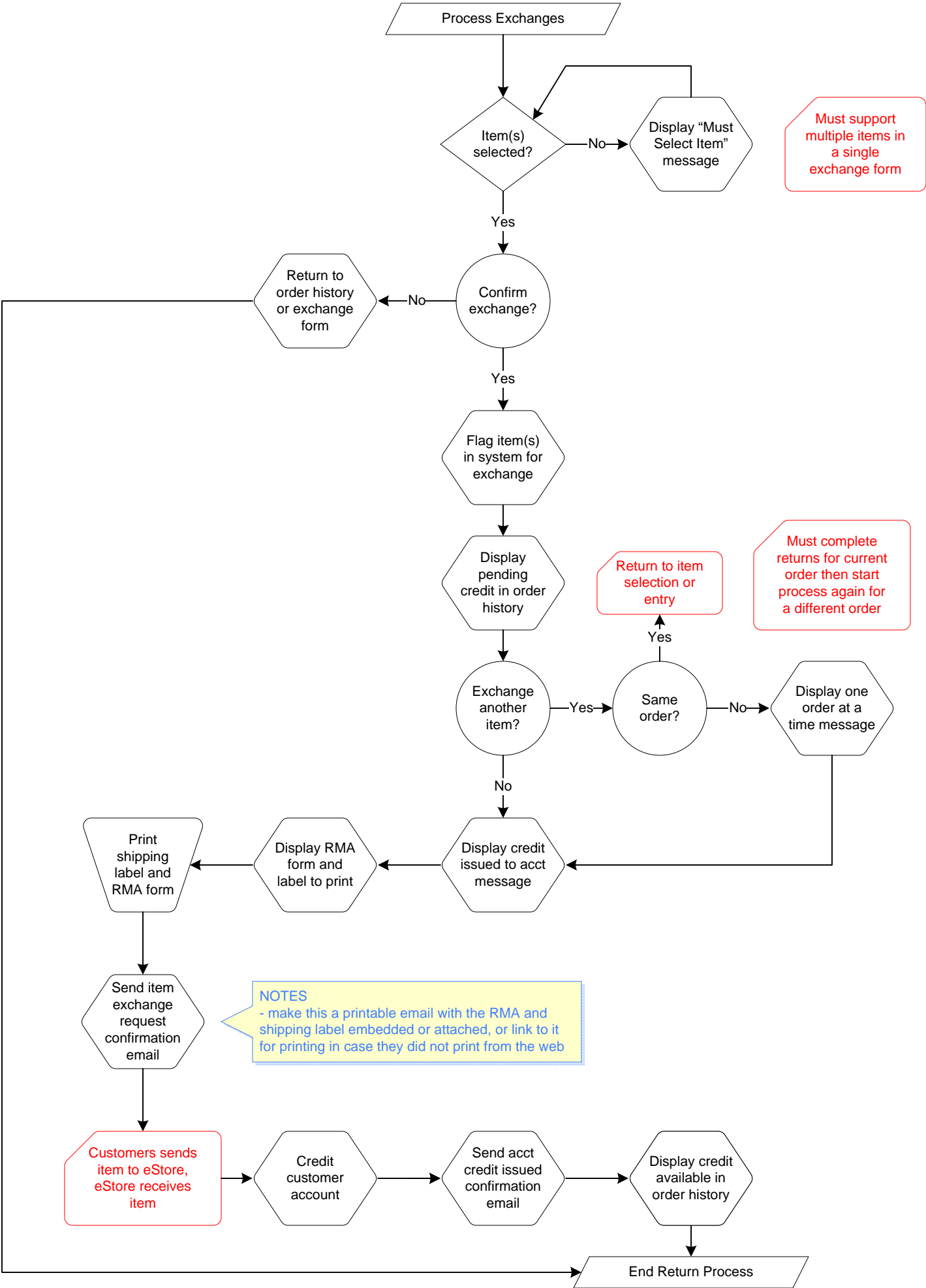
LOGIN AND CHOOSE



RETURNS



EXCHANGES



NOTES

- must be store credit for exchanges
- must choose to apply an available credit during checkout – log in for checkout, message that a credit is available during checkout and give option to apply credit to current order
- no multiple credits – aggregate credits into a single pooled value
- if credit exceeds order total, remaining credit will be available via the account
- customers cannot select how much of credit to apply - it's all or none

PAYING WITH ACCOUNT CREDIT

