

Efficient Implementation of Refund Process in Online Shopping Industry Internal Tool-OMS

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Abstract: Online shopping is one of the most top domain industries. It refers to buying and selling goods through internet. The purpose of this research work is to recommend Electronic Commerce domain industry to integrate and implement functionality in existing Order Management System (OMS) model. For increasing sales, revenue and Customer interest on particular store this research work proposing Efficient implementation of Refund process of online shopping Industry in Internal Tool under Order Management System (OMS). The amount of currency that is given back to customer, especially, since customer is not happy with a product or service that you have purchased. Proposed Refund process contains three phases they are: Process a refund, Authorize a refund, Edit a Refund. Process a Refund option enables you to process a refund request. Authorize a Refund option enables you to authorize a refund. Edit a Refund option enables you to edit a refund. Using this Refund functionality options industry people can do refund process very effectively.

Keywords—E-Commerce, Order Management System, Edit a Refund, Process a refund, Authorize a refund

I. INTRODUCTION

Electronic-Commerce is the action of purchasing or selling of goods on on-line services or over the internet. E-commerce draws on technology such as Mobile-commerce, Electronic funds Transfer, Supply Chain Management, internet promotion, online-transaction processing, Electronic-Data Interchange (EDI), Inventory Management Systems, and Automated data Collection Systems.Consumer Returns and Refund Laws by State. Approximately each customer has return a purchased trade item for a refund, swap, or store credit at some-point. While merchant's are necessary to accept returns in only definite situations, some state have laws governing the revelation of refund and return policies.Retailers are necessary to obviously post their refund policies except they offer a full-cash Refund, swap, or

store-credit within 7 days of the transition date. If the policy isn't correctly disclosed, or if the retailer does not have a refund policy, a purchaser may return purchased goods for a refund. Ecommerce is a name for a trade, or business task that includes the movement of data/information over the Internet. It covers a scope of different kinds of business, from client based retail locales, through closeout or music sites, to business trades exchanging merchandise and ventures among enterprises. It is right now one of the basically essential parts of the Internet to turn out.An order management system is an electronic framework created to execute securities arranges in a proficient and financially self-assurance way. Industry individuals utilize arrange administration frameworks when dispatching orders for different sorts of securities and can track the advance of each request all through the framework.In eBay, they follow the following for refund amount:Once the retailer receives the goods returned from you, or once they've agreed to refund you and let you keep the goods, they have 2 business days to issue your refund. When they do, you'll receive an email making you know.It normally takes 3 to 5 business days for a PayPal refund to go through. If you paid with a credit card, it may take up to 30 days to process, depending on your card provider.If the goods you received doesn't balance the description in the original listing, or if it arrived faultily or damaged, you're included under the eBay Money Back Guarantee. You can return it even if the seller's returns policy says they don't accept returns. If you no longer want a goods, you'll be capable to see in the listing if the seller offers returns, how long you have to request a return and any other conditions. You can check the listing by picking the item in your Purchase history.Once you start a return, the seller has 3 business days to settle your issue. If your problem isn't solved at the end of those 3 days, you can ask us to step in and help.

To start a return, select the goods you want to send back from your recent purchases preceding, or follow the steps below:Find the item in your Purchase memoir and select Return this item. Select your reason for the return.

If the goods arrived damaged, broken, or faulty, you have the choice to add up to 10 pictures showing any scratches or defects.

Select Send.

Most of the time if you have an issue with purchase the seller will be responsible to solve it for you. However, if after 3 business days the seller hasn't been able to resolve your problem, we're always ready to step in and help. Once the 3 business days have crossed, you can ask us to step in within 21 business days of opening the question.In Walmart, they are follow the following:

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*Refunds in-store and by mail will be distributed to the fundamental method of payment

*Funds should be prepared within 5 business days

*If your order is canceled and does not ship, the hold will expire in accordance with the timeframe set by your financial institution, usually within 5 business days

*Credit card, ATM, debit or check card refunds - your financial organization authorized the payment and placed a hold on your account at the time you placed your order, however, your account is not actually billed till the order ships

*Gift Card, eGift Card or PayPal refunds - a refund will be issued to your original arrangement of payment and the funds should be available within 5 business days.

*Pay with Cash refunds where a Walmart.com order is paid for in a Walmart store can be refunded in-store only. You can pick to take up your refund at a customer service counter or have us mail you a refund check. You will receive an email commanding your refund choice if an item is canceled.

The Amazon follow the following steps for Refund process:

For Fulfilled by Amazon (FBA) orders:(Prepaid orders)

1. If the payment method, which you used to make the payment (such as credit/ debit card) at the time of purchase, is no longer valid, a refund will be issued through a demand draft.

2. If we receive a payment failure notice from your bank, refund will be issued through a demand draft.

We will send you an e-mail asking you to call us and provide your name and address where you want the demand draft to be sent. After we receive these details, refund will be initiated.

For Seller-Fulfilled orders:

1. For damaged/ defective items, the seller will issue a refund if the item cannot be repaired or replaced.

2. In any case where a refund is required, the seller(s) need to authorise that refund. Amazon.in can assist in facilitating refunds for you only when the seller notifies us of the receipt of the item. Once the seller notifies us of the receipt of the return item, the above refund time period will apply for processing refunds.

Refund for Pay on Delivery Orders:For Pay on Delivery orders, refunds will be concocted either to your bank account (via National Electronic Funds Transfer (NEFT)) or Amazon account (as Amazon Pay balance).If you wish to receive the Pay on Delivery order's refund to your bank account, you can update the details of the bank account in Your Account section or from the Returns Centre when you are returning an item. The Figure 0.1 shows that Amazon refund process. It contains the elements of Available refund method, refund time-frame, prepaid orders, pay on delivery orders.

Available refund method	Refund Time-frame	
	FBA orders (After the return is received by Amazon)	Seller-Fulfilled orders (After seller notifies Amazon of receipt of return)
Prepaid Orders		
Amazon Pay Balance*	2 hours	
Credit Card/ Debit Card	2-4 Business Days	3-5 Business Days
Net Banking Account (Credited to Bank Account)		
UPI Linked Bank Account	2-4 business days	
Pay on Delivery Orders		
NEFT to Bank Account	2-4 Business Days	3-5 Business Days
Amazon Pay Balance*	2 hours	
Paper Cheque	8-10 business days	

Figure 0.1: Amazon refund process

II. RELATED WORK

Overseeing recuperation benefit quality, benefit quality and fulfilment of Internet business administrations is very noteworthy for organizations' long haul development. Past research uncovered that e-retailers encounter trouble keeping up consumer loyalty in spite of the fast development of Online business. Various investigations have frequently analyzed Online business of Business to Consumer (B2C) and (B2B), yet the investigation of C-2-C Web-based business in creating a nation like Indonesia is very restricted. An overview was led among Consumer to Consumer Web based business Consumer in the western area of Indonesia utilizing organized polls. The outcome indicates Consumer to Consumer Internet business consumer loyalty in the country of Indonesia, when tried halfway, is essentially impacted by benefit quality, yet isn't affected by recuperation benefit quality. In any case, when tried at the same time, they have critical effect to fulfilment.[1] Overseeing recuperation benefit quality, benefit quality and fulfilment of Online business administrations is exceedingly noteworthy for organizations' long haul development. Past research Suggestion Framework has a place with the class of Data Recovery, Information Mining and Machine Learning. Recommender frameworks assume a noteworthy part in the present web based business industry. Recommender frameworks prescribe things to clients, for example, books, motion pictures, recordings, electronic items and numerous different items when all is said in done. Recommender frameworks assist the clients with getting customized proposals, encourages clients to take remedy choices in their online exchanges, increment deals and rethink the clients web perusing knowledge, hold the clients, improve their shopping background. Data over-burden issue is comprehended via web crawlers, yet they don't give personalization of information. Proposal motors give personalization. There are diverse sort of recommender frameworks, for example, content-based, collective separating, crossover recommender framework, statistic and catchphrase based recommender framework. It additionally goes under the area of information Science. [2].

In view to issues existing in the activity procedure of the Online business organization task specialist co-op, the examination on advancement calculation of promoting assets designation for the Web based business office activity specialist co-op is completed. Basing on the activity qualities and advertising methodologies of organization task specialist organization, the assessment file arrangement of the promoting object esteem is built up and the enhanced expository chain of importance process calculation is utilized to decide the heaviness of assessment records. The application result demonstrates that the model and calculation can give compelling help to checking assets allotment for the Online business office task specialist co-op. [3].

Online system shopping is a prominent calculated administration with the improvement of web. As needs be we are in the period of huge information, internet shopping has slowly turned into the standard of present day life. As of late, with the "Web +" is proposed, China has appended incredible significance to the advancement of online business. Be that as it may, the improvement speed of coordination benefit nature of web based shopping has been hard to keep up. This paper which begins from the fame of the speed security, coordination benefit disposition four headings, investigate the impacts of coordination benefit quality about internet shopping. Also, it depends on the perspective of framework building, utilize AHP and fluffy assessment strategy to set up assessment file framework assessment. At long last the paper advances some productive recommendations for the coordination and communicates industry and offers considerations to the coordination and express industry [4].

Purchase Order Management (POM) is a standout amongst the most well-known Online business applications directed between B-2-C and B-2-B frameworks. By and large these days Buy Request Administration segments utilize mix approaches that need interoperability and reasonability highlights. The motivation behind this paper is to fabricate a SOA based model for POM in Web based business framework that accomplishes the objectives of interoperability and sensibility. In this paper a specialized model of POM Web based business framework is exhibited and investigated. Another POM show in light of SOA arrangement is suggested that beats the weakness of as of now utilized model. The primary commitment of this paper is to adjust a SOA-based model to the B2C and B2B Online business space. [5]. The idea of Inventory Order Management (IOM) as a model for organization officials to enhance stock use through successful data trade Almost certainly that stock goes about as a basic parameter influencing expense and request satisfying lead time of an organization. Logical inconsistency seems all the time between stock cost and request satisfying lead time with a specific end goal to improve focused fitness and adjust stock cost and request satisfying lead time, IOM is a conceivable arrangement. [6]. Each venture gives business procedures to guarantee data is conveyed to the senior pioneers, either naturally by framework or by manual process. At the point when this conveyance is finished by framework, data is typically given through an official dashboard. Utilizing official dashboard, senior pioneers can see organization's essential data that identified with business objective and settle on a brisk choice in view of this data. An official dashboard is the device to give such data, anyway it typically planned with no adaptability so when there is an adjustment in the data report, they should call

the engineer to transform it. This examination is expected to plan and actualize an official dashboard that gives adaptability, which can be arranged by anybody without programming foundation. This exploration additionally master represents an instrument on the best way to make an official dashboard that backings an information revelation capacity. [7].

Ecommerce has been a productive path for assembling endeavours to get client orders. One ordinary qualities of Online business generation orders is that they more often than not require a few unique kinds of items. Synchronous generation of various items for one client orders, alluded to synchronization in this paper, assumes a basic part in bringing down stock level and taking care of client conveyance demand. To encourage the synchronization, an advanced planning and scheduling (APS) framework is produced by utilizing the Physical Web (PI) innovation. A few developments are critical. Right off the bat, execution-level exercises are coordinated with arranging and planning choices through PI to help ongoing information accumulation for synchronization. Besides, the generation advances of items and client orders are checked genuine opportune and completely considered in planning. Thirdly, booking is directed by the joint endeavours of schedulers and workshop directors to additionally ensure the synchronization. [8]. The use of dashboards in associations alongside the improvement of dashboard applications has kept on multiplying these days. This is because of the fast replication of information and communication technology (ICT) expedited by the coming of Huge Information. There is the requirement for individuals, organizations, legislative and non-administrative associations to have the capacity to see their execution and exercises on a solitary PC screen. In spite of this developing requirement for dashboard applications, there are numerous outline related issues which call for broad measures to be taken as far as the sort of data showed on the dashboard. The point of this paper is to recognize and feature the motivation behind dashboard utilization in light of the three administrative levels of the dashboards: vital, strategic, and operational levels. This paper likewise goes for distinguishing the dashboard highlights in light of the reason it serves. The investigation demonstrated that the dashboard is utilized for arranging, checking, correspondence, consistency, and examination. The dashboard's motivations can likewise be ordered based on their basic highlights. These discoveries can fill in as a guide for engineers in outlining a superior dashboard. [9]. Keeping in mind the end goal to take care of the issue of disconnected request data among generation forms, which prompts the data can't be exchanged convenient and shared adequately, an arrangement of data following is displayed in this paper. The BPMN (Business Process Model and Documentation) particular is received to set up arrange process show.

The model can be utilized to portray the organization's centre business and the request data transmission process with the procedure situated reasoning. At that point Web standard-JSF (Java Server Appearances) is acquainted with build up the framework. The task comes about demonstrate that request data can be exchanged auspicious, quick, precisely, which maintains a strategic distance from the deferrals or mistakes caused by manual activity.

In the meantime the chiefs can take after the tracks of the request advance constantly and furnish customers with counsel. The procedure based request administration framework enhanced the data administration capacity of the printing venture and established framework for the acknowledgment of informatization undertaking wide. [10]. Creator shows the improvement of procedures for application observing and persistent execution affirmation. The proposed approach is gotten from the traditional consistent change idea e.g. PDCA (Plan-Do-Registration) cycle, which has been adjusted to the vast majority of the genuine mechanical and generation conditions. The approach comprises of four stages : Screen, Examination, Proposals and Activity (MARA); these stages are outlined into two fragmented data board viz. Application Wellbeing Dashboards and Remedial Activity Dashboard. It permits redoing the dashboard according to the level of perceivability required to enhance the observing procedure. This paper likewise incorporates a contextual investigation of checking the application execution in live condition. The contextual analysis talked about in the paper demonstrates the use of fundamental standards for ceaseless execution change while sending APM answer for observing and expectation of execution patterns. The proposed approach lifts the likelihood to apply this strategy to wide size of endeavors applications for spaces, for example, Telecom, Managing an account, Protection, Web based business, Social insurance and so forth and in particular to the mission basic undertaking applications, which really have guide effect on association's capability to drive business income. [11]. China's Online business traders presently confront savage rivalry in quick conveyance that gets trouble adjusting the cost and consumer loyalty. This examination expects to research Chinese purchasers' discernment on conveyance speed when shopping on the web. We tried the communication between conveyance speed and different varieties by setting lab try. It is discovered that the conveyance speed isn't the most imperative factor influencing the buying expectation for China's online purchasers. They are not touchy to the distinction between 1-day conveyance and 7-days conveyance. In spite of the fact that customers' inclination isn't generally a similar when confronting diverse items, even the item in a similar class, they consider after-deal strategy and even some insignificant advantages more appealing. The outcomes propose that China's Internet business dealers maintain a strategic distance from coordinate rivalry in quick conveyance by separating different administrations traits. [12]. The dashboard is required to help information use by partners, both for expository and managerial purposes. In this exploration additionally directed an examination identified with dashboard improvement system, for facilitate alteration to appear in detail dashboard advancement ventures to oblige heterogeneous partners. Assessment of dashboard execution result is led exactly, including test from partner of ITB focal library. The assessment utilizes two existing institutionalized ease of use survey, Framework Ease of use Scale (SUS) and The Ease of use Metric for Client Experience (UMUX). In the assessment, it is additionally incorporated remarks from all assessment members to discover how far the dashboard can address the issues of every partner included. [13]. Not very many web based business members are seen to be happy with web based business raised costs of doing business, benefit sharing, counterfeit items, or client security. In this

article, another online business idea, i.e., Adjusted Trade, is proposed to address the worries through creative exchanging standards and standards. The adjusted internet business advances coordinate exchanges with no middle person dealers, open and sharing assets and administrations, and savvy specialist based business exercises to guarantee the decency and lessen operational expense. To actualize the standards and highlights of the adjusted online business, a reference demonstrate has been created. To recognize how adjusted an online business framework is, an adjusted pointer and related calculations have been produced. In view of the reference display and recognized highlights, an adjusted online business demonstrate, i.e., Individual - Individual (I2I), has been created. An I2I web based business framework is included with an individual-arranged cloud program to help autonomous exchanging, and an open financial soundness cloud to give essential and following information of people and products, alongside savvy expediting administrations. [14]. The use of dashboards in associations alongside the improvement of dashboard applications has kept on multiplying these days. This is because of the fast replication of information and communication technology (ICT) expedited by the approach of Enormous Information. There is the requirement for individuals, organizations, legislative and non-administrative associations to have the capacity to see their execution and exercises on a solitary PC screen. In spite of this developing requirement for dashboard applications, there are numerous outline related issues which call for broad measures to be taken regarding the sort of data showed on the dashboard. The point of this paper is to distinguish and feature the motivation behind dashboard utilization in light of the three administrative levels of the dashboards: vital, strategic, and operational levels. This paper likewise goes for recognizing the dashboard highlights in view of the reason it serves. This examination was led by exploring 23 distributed papers identified with dashboards. The investigation demonstrated that the dashboard is utilized for arranging, checking, correspondence, consistency, and examination. The dashboard's motivations can likewise be sorted based on their normal highlights. These discoveries can fill in as a guide for engineers in planning a superior dashboard. [15]. The utilization of data and correspondence advances brings numerous chances to advance instructive process. On account of instruction of potential future business people, it may be reasonable for them to experiment with firm foundation and task in virtual condition.

Utilization of virtual organizations is bolstered by ICT implies inventory control problem in merchandise conveyance frameworks having system engineering is tended to. Instead of the dominant part of past methodologies, coordinated for serial and arborescent arrangements, a work topology is dissected. In the thought about framework, the exogenous, dubious request might be put at each system hub. The exchange of products between the hubs, represented by the request up-to stock administration system, is performed with non-unimportant lead-time delay. A model of hub dynamic cooperation is proposed and portrayed in a properly picked state space. Formal rules for the reference stock level determination are introduced.

The created display consolidating conveyed arrange up-to strategy is subjected to formal and numerical investigation.[17][16]

Worldwide ICT industry is guaranteed to represent around 2 percent of worldwide carbon dioxide which is a figure proportional to the flight business. This is because of absence of attention to lessen the ecological effect of ICT items and administrations by the ICT business specialists. Thusly, we proposed a GreenDash framework, an electronic dashboard that gives a stage to programming engineers to quantify green programming outline. Programming engineers proficient to compute support ability of green programming configuration in view of the four segments of Information System (IS): database, equipment, individuals and system. GreenDash Framework helps programming engineers to guarantee that they considered about green programming in planning programming item and administrations.[18]

Dashboards permit administrators in monitor different exercises and improvements in their areas of expertise. There are different existing undertaking asset arranging frameworks that are institutionalized that can be utilized by exchanging deals industry. Anyway there are different modules that are repetitive to this industry that influence the speed and proficiency of the framework. The proposed framework is a factual dashboard that not just monitors every one of the tasks from customer demand to arrange conveyance yet in addition thinks about security of customer information by authorizing different security instruments. The framework has six modules including login module and five dashboards. The login module is anchored utilizing SHA256 hash to store secret word, variable salt and ReCaptcha component. The five dashboards incorporated into the framework are Sourcing Dashboard, Records Dashboard, Activity Dashboard, Deals Dashboard and Administrator Dashboard. The dashboard is tried to be anchored from SQL Infusion, Cross Site Scripting attack (XSS), Cross Site Request Forgery attack (CSRF), Brute Force and Session Fixation.[19]

Globalization, lead time lessening and cost weights, and different components make it nontrivial for most organizations to devise and oversee viable coordination administrations to meet customer prerequisites. They are in an ideal situation utilizing the administrations of particular outsider coordination specialist co-ops. These suppliers contend wildly and need to create and enhance their administrations constantly to increase upper hand. Incorporating the coordination procedure for enhancing correspondence and coordination is the most attainable route for outsider coordination suppliers to manage these weights. However, the surviving writing gives minimal hypothetical direction to incorporating the coordination life-cycle, including requesting, transportation, and warehousing. This paper builds up a Data Framework Outline Item Hypothesis for the class of coordinated Request, Transportation and Distribution center Administration Frameworks in light of a contextual investigation and a writing survey. The hypothesis helps customers and specialist organizations to get and outline data frameworks for planning, overseeing and controlling straightforward and consistent coordination forms that enhance benefit viability...[20]Author discussed Working with Dashboard Content of Shipping Cost, Average Cost, Text Object, Total Shipping Cost and Font Type.[21]As per the analysis of various research articles and solutions here we are proposing Activity dashboard to show the various

activities of placed order in electronic commerce industry. This activity dashboard contains Group, Component, Priority and status of all placed orders. The implementation of the activity dashboard is shown in the next section.

III. IMPLEMENTATION OF REFUNDS PROCESS

Refund process contains three phases they are: Process a refund, Authorize a refund, Edit a Refund. Process a Refund option enables you to process a refund request. Authorize a Refund option enables you to authorize a refund. Edit a Refund option enables you to edit a refund. Using this Refund functionality options industry people can do refund process very effectively. The proposed three phases are:

1. Process a Refund
2. Authorize a Refund
3. Edit a Refund

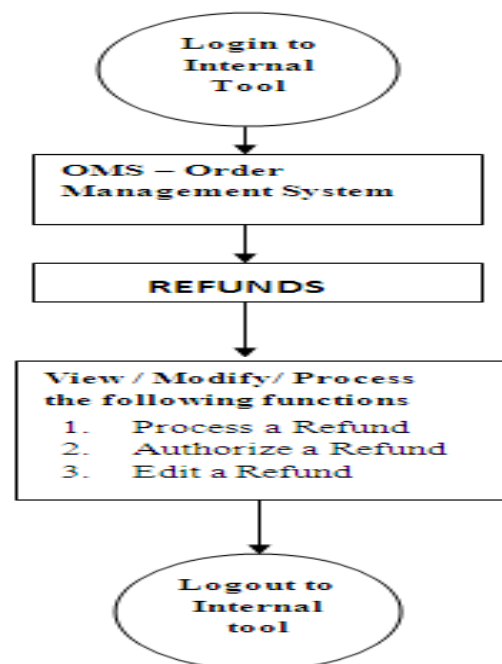


Figure 1: Navigation Flowchart of Refund process

Taxonomy	Schema	Entity	Master Database	CMS	OMS	Finance	Reports	Logout
					Order Management			
					Payment Mode			
					Payment Gateway			
					Refunds			
					Activity dashboard			
					Fraud List			
					Order Status			
					Order on Hold			
					Mail Configuration			

Figure 2: Navigation Flow of OMS

Flowchart:

- Step 1: Open internal OMS by entering URL
- Step 2: Enter valid data
- Step 3: Select OMS menu
- Step 4: In OMS dropdown list select Refunds



Efficient Implementation of Refund Process in Online Shopping Industry Internal Tool-OMS

1. Process a Refund

This phase enables you to process a refund request. The following steps show how to implement step by step of Process a refund in internal tool of ecommerce industry.

1. In the OMS tab, select Refunds (Shown in Figure 1).
2. Internal tool should display the Refund management page

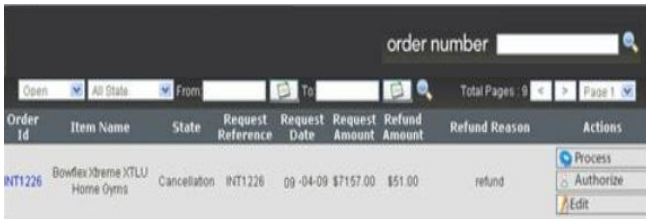
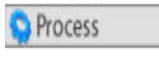


Figure 3: Refund management page

Field	Description
Open	Displays the status of the orders. The available options are Open and Closed . Open : Select open to view all that orders that needs to be processed. Closed : Select closed to view all the orders that have been processed.
All State	Displays the state of the order. The available options are: Cancellation , Return and Partial Refund .
From	Select the date form when the orders must be searched.
To	Select the date till when the orders will be searched.
Order Id	Displays the unique identification number of the order.
Item Name	Displays the item name.
State	Displays the state of the refund order. The possible options are: Cancellation , Return and Partial Refund . Note : If the refund state is Partial Refund then, the item name will not be displayed.
Request Reference	Displays the order id.
Request Date	Displays the date on which the refund was requested.
Request Amount	Displays the refund request amount.
Refund Amount	Displays the refund amount.
Refund Reason	Displays the reason for refund.

Actions	Displays the actions that can be performed on each order. The available options are: Process, Authorize and Edit.
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Table 1: Summary of Refund management page

3. In the Actions column, select the  button.
4. OMS displays the Refund Process screen.
5. Select the Physical Check option to pay the refund through a physical check.

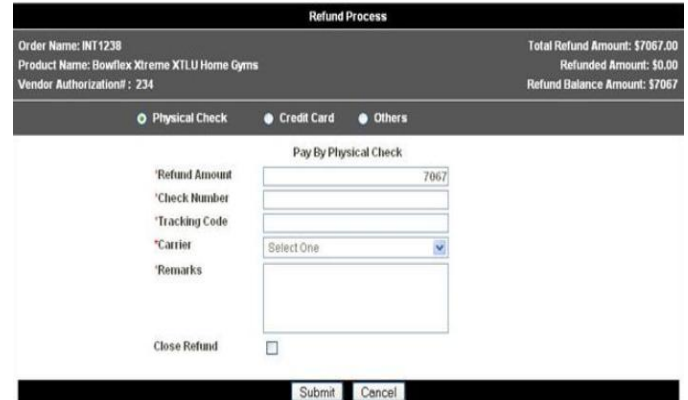


Figure 4: Refund process- Physical check option

Field	Description
Refund Amount	Type the refund amount in this field. This field is mandatory.
Check Number	Type the check number in this field. This field is mandatory.
Tracking Code	Type the tracking code in this field. This field is mandatory.
Carrier	Select the carrier from the drop-down list. This field is mandatory.
Remarks	Type your reason for closing the refund process.
Close Refund	Select this option to close the refund process.

Figure 4: Refund process- Physical check option summary

6. Click Submit to pay the refund through a physical check.
7. Click Credit Card option to pay the refund through a credit card.

Figure 5: Refund process- Credit Card Option

Field	Description
Refund Amount	Type the refund amount in this field. This field is mandatory.
Credit Card Number	Displays the credit card number in this field. This field is not-editable.
Transaction Id	Displays the transaction id in this field. This field is not-editable.
CC Expiry Date	Displays the credit card expiry date. This field is not-editable.
Remarks	Type your reason for closing the refund process.
Close Refund	Select this option to close the refund process.

Table 2: Refund process- Credit Card summary

- Click Submit to pay the refund through credit card option.
- Click Others option to pay the refund through other options.

Figure 6: Refund process- Others Option

Field	Description
Refund Amount	Type the refund amount in this field. This field is mandatory.
Remarks	Type your reason for closing the refund process.
Close Refund	Select this option to close the refund process.

Table 3: Refund process- Others Option Summary

10. Type the refund amount and remarks and click Submit.

2. Process a Refund

This option enables you to authorize a refund.

1. In the OMS tab, select Refunds(Figure 2: Navigation Flow of OMS).

2. OMS displays the Refund management page(Figure 3: Refund management page).

Field	Description
Open	Displays the status of the orders. The available options are Open and Closed. Open: Select open to view all that orders that needs to be processed. Closed: Select closed to view all the orders that have been processed.
State	Displays the state of the order. The available options are: Cancellation, Return and Partial Refund.
From	Select the date form when the orders must be searched.
To	Select the date till when the orders will be searched.
Order Id	Displays the unique identification number of the order.
Item Name	Displays the item name.
State	Displays the state of the refund order. The available options are: Cancellation, Return and Partial Refund. Note: If the refund state is Partial Refund then, the item name will not be displayed.
Request Reference	Displays the order id.
Request Date	Displays the date on which the refund was requested.
Request Amount	Displays the refund request amount.
Refund Amount	Displays the refund amount.
Refund Reason	Displays the reason for refund.
Actions	Displays the actions that can be performed on each order. The available options are: Process, Authorize and Edit.

Table 4: Summary of refund process fields


- In the Actions column, select the  Button.
- OMS displays the Authorize Refund Amount page.



Figure7: Authorize Refund Amount page


Field	Description
Refund Amount	Displays the authorized refund amount in this field. This field is not-editable.
Request Reference	Displays the order id. This field is not-editable.
Authorization Reference	Type the authorization reference code in this field. This field is mandatory.

- Select Save to save the authorization note.

3. Edit a Refund.

This option enables you to edit a refund.

- In the OMS tab, select Refunds (Shown in Figure 1).
- Internal tool should display the Refund management page(Table:3)

- In the Actions column, select the  button.
- OMS displays the Update Refund Amount page.

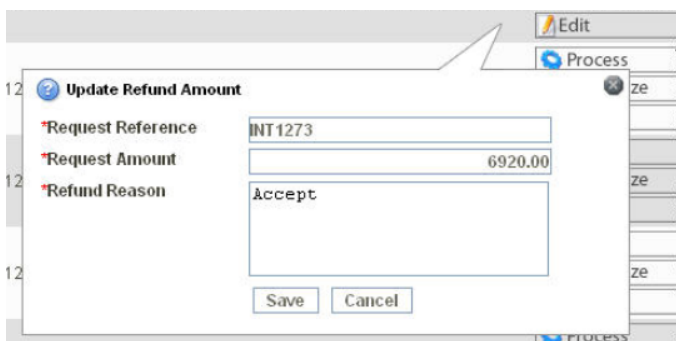


Figure 8: Update Refund Amount page

Field	Description
Request Reference	Displays the request reference number in

	this field. This field is not-editable.
Refund Amount	Type the request amount in this field. This field is not-editable.
Refund Reason	Type the reason for initiating the refund in this field. This field is mandatory.

Table 5: Summary of request reference, refund amount and reason

- Click Save to save the updated authorization amount.

IV. RESULT AND ANALYSIS

Consumer Returns and Refund Laws by State. Approximately each customer has return a purchased trade item for a refund, swap, or store credit at some-point. While merchant's are necessary to accept returns in only definite situations, some state have laws governing the revelation of refund and return policies. Refund process contains three phases they are: Process a refund, Authorize a refund, Edit a Refund. Process a Refund option enables you to process a refund request. Authorize a Refund option enables you to authorize a refund. Edit a Refund option enables you to edit a refund. Using this Refund functionality options industry people can do refund process very effectively. The proposed three phases are: Process a Refund, Authorize a Refund, Edit a Refund. Process a Refund -This option enables you to process a refund request. Authorize a Refund - This option enables you to authorize a refund. Edit a Refund - This option enables you to edit a refund. This proposed implementation is effective and provides necessary solution in internal refund process. It should under implementation of OMS.

V. CONCLUSION

An order management system should provide one centralized place to manage orders from all sales channels. Centralizing this in one system is critical to delivering a superior customer experience by providing order status, on-time deliveries and meeting customer expectations for buy, fulfill and return anywhere. The purpose of this research work is to recommend E-Commerce domain industry to integrate and implement functionality in existing Order Management System model. For increasing sales, revenue and Customer interest on particular store this research work Proposed Refund process contains three phases they are: Process a refund, Authorize a refund, Edit a Refund. Process a Refund option enables you to process a refund request. Authorize a Refund option enables you to authorize a refund. Edit a Refund option enables you to edit a refund. Using this Refund functionality options industry people can do refund process very effectively.

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