

# Mirage Standard Operating Procedure (SOP)

## Customer Return Process – Current Workflow

Department: Customer Service / Logistics

Last Updated: October 2025

Prepared by: [Your Name]

### 1. Purpose

To ensure all product returns are processed consistently and efficiently, with clear communication between Customer Service Representatives (CSR) and the Logistics Team throughout the return cycle. This SOP defines each step of the return process as currently executed at Mirage.

### 2. Scope

Applies to all customer product returns handled through Mirage, including both domestic and international shipments coordinated via FedEx Freight or other carriers.

### 3. Roles and Responsibilities

#### **Customer Service Representative (CSR)**

- Acts as the primary customer contact for all return requests.
- Validates that returns meet Mirage's return criteria.
- Collects and verifies all required customer and shipment details.
- Coordinates with Logistics to arrange carrier pickup.
- Communicates all scheduling, tracking, and documentation updates to the customer.
- Generates and manages the Return Merchandise Authorization (RMA).
- Adjusts the RMA in case of damaged, missing, or non-reusable materials.

#### **Logistics / Shipping Coordinator**

- Coordinates directly with the carrier to schedule pickups.
- Prepares and provides necessary shipping documentation (Bill of Lading, customs invoices, etc.).
- Confirms the pickup date with the carrier.
- Sends completed documents and pickup confirmation back to the CSR.
- Ensures the appropriate return warehouse is designated and informed.
- Processes the physical return once received, reporting any damage or discrepancies.

#### **Accounting / Finance**

- Processes credits or adjustments once the return is finalized and approved by CSR.
- Maintains records of credits and reconciles return values.

### 4. Procedure Overview

#### **Step 1: Customer Initiates Return — CSR**

1. Customer contacts CSR to request a product return.
2. CSR verifies that the product is eligible per Mirage's return policy.

3. CSR gathers all necessary customer information: contact name, phone, pickup address, hours, number of boxes/pallets, and packaging readiness.

**Step 2: Return Validation and Data Collection — CSR**

1. CSR confirms the return meets policy and packaging standards.
2. CSR retrieves order-level details from D365: order number, item numbers, box count, weight, and original warehouse.
3. CSR compiles all details into a return request packet and forwards to Logistics.

**Step 3: Pickup Scheduling — Logistics**

1. Logistics reviews CSR request and contacts carrier to schedule pickup.
2. Generates Bill of Lading (BOL) and customs invoice as required.
3. Confirms pickup date and verifies return warehouse.
4. Sends confirmation and documents to CSR.

**Step 4: Customer Notification — CSR**

1. CSR forwards pickup confirmation and BOL to the customer.
2. Monitors tracking information and generates RMA once tracking is active.
3. Sends RMA to Shipping, Logistics, and Accounting.

**Step 5: Return Receipt and Inspection — Shipping / Logistics**

1. Shipping inspects returned product and verifies counts.
2. Notes any damage or discrepancies and notifies CSR.

**Step 6: RMA Adjustment — CSR**

1. CSR adjusts RMA for any damage or missing material.
2. Sends updated info to Accounting for credit reconciliation.

**Step 7: Credit and Closure — Accounting / CSR**

1. Accounting issues credit once RMA is finalized.
2. CSR confirms completion with customer and archives all documentation.

## 5. Communication Flow

| Step                 | Responsible      | Communicates With | Method           | Description                          |
|----------------------|------------------|-------------------|------------------|--------------------------------------|
| Return request       | Customer → CSR   | —                 | Email / Phone    | Initial request                      |
| Validation           | CSR              | Customer          | Email / Phone    | Verify eligibility and details       |
| Pickup scheduling    | CSR → Logistics  | Carrier           | Email            | Request and confirm pickup           |
| Pickup confirmation  | Logistics → CSR  | Customer          | Email            | Provide BOL and pickup info          |
| Tracking updates     | CSR              | Customer          | Email / Call     | Share tracking and RMA               |
| Receipt confirmation | Logistics        | CSR               | Email / Internal | Confirm return arrival               |
| Credit confirmation  | CSR / Accounting | Customer          | Email            | Notify completion and credit applied |

## 6. Common Issues & Risk Controls

| Issue                            | Impact                   | Preventive Measure                                 |
|----------------------------------|--------------------------|--|
| Incorrect warehouse return       | Misrouted freight        | Logistics must confirm warehouse before scheduling |
| Missing or inaccurate order data | Delays pickup scheduling | CSR must verify data in D365                       |
| Damaged or incomplete returns    | Credit discrepancies     | Require photo/inspection documentation             |
| Delayed communication            | Customer dissatisfaction | Use standardized templates and response times      |

## 7. Performance KPIs

- Average time from return request to pickup confirmation
- Percentage of returns requiring adjustment
- Average response time to customer return inquiries
- Percentage of returns received at wrong warehouse

## 8. Revision History

| Version | Date     | Description                   | Author      |
|---------|----------|-------------------------------|-------------|
| 1.0     | Oct 2025 | Initial SOP (current process) | [Your Name] |