BUSINESS CASE WHITEPAPER · COM-018

Returns portal configuration

See how your approved returns policy behaves in the portal.



The decision

The published returns policy and the customer portal may produce different outcomes.

What the fee buys

We configure a merchant's approved return rules for one store and test three customer scenarios.

When to commission

Buy after the merchant approves the rules and identifies who can resolve policy ambiguities.

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SCOPE AND OPERATING CASE

How the work changes the decision

Starting position

A buyer requests a return on the last eligible day under the merchant's approved policy.

In this illustrative case

Trace the date rule, expected portal response and escalation route for a disputed date.

Inputs and ownership

Share one store's approved policy and three test scenarios with expected outcomes.

1. Confirm return rules
2. Configure portal
3. Test three scenarios

Using the handover

Use the scenario results to check that approved rules lead to the expected next action.

An alternative to buying

Change a known wording issue internally if the underlying policy and portal rule already agree.

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INVESTMENT AND EVALUATION

Test the case before approving spend

£599 GBP · one-time catalogue fee excluding applicable VAT

Full cost to the buyer

Subscriptions, platform fees, advertising and fulfilment charges are separate. Include the cost of preparing inputs, reviewing the output and implementing any subsequent changes.

A time-only comparison

At an illustrative £40 per staff hour, the fee alone equals 14.97 hours. Replace £40 with your own fully loaded hourly cost. Divide the full incremental cost by that rate to find your break-even hours. Count only effort you can reasonably avoid. This illustration predicts no saving.

What to measure

Count expected versus observed outcomes for three agreed return scenarios. Record a baseline before work begins. Use the same scope and definition at follow-up, and note changes outside this service.

Timing and dependencies

Pay upfront at the external checkout. You can prepare immediately. We track clearance and start intake when payment clears, which can take up to seven business days depending on the payment system. The estimate after start and receipt of complete inputs is 3–7 working days.

Approval test

Buy after the merchant approves the rules and identifies who can resolve policy ambiguities. Assign an owner for the handover and a date for checking the measure. If the inputs or owner are missing, defer the purchase.

Basis: Routine Works service specification COM-018, GBP catalogue fee and an illustrative working case. View service scope.

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