

Scenario 1: Sales Originated at Customer Service or on the Website and Exchange/Return is Initiated at Customer Service
 Scenario 2: Sale Originated at a Store and Exchange/Return is Initiated at Customer Service
 Scenario 3: Sale Originated at Customer Service or on the Website and Exchange/Return is Initiated at a Store
 Scenario 4: Sale Originated at a Store and Exchange/Return is Initiated at a Store

Customer Service Business Processes Map – Current State (for stores not on AJ POS)

Revised on 10/23/19
 Revised on 10/22/19
 Revised on 10/21/19
 Revised on 10/18/19
 Created on 10/17/19

 Denotes Step Performed in NAV Denotes Step Performed in Legacy System

F.2.3A – Process Exchange/Refund – Process the return and exchange of a previously purchased item

Process Owner: Heidi Gygax, Process Trigger: Customer Visits Store, Customer Contacts Customer Service

