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The Post-Purchase Process Audit

A 20-minute self-audit for retail & ecommerce operators — find where a request stops, waits, and gets re-keyed.

RUN IT ON ONE REAL EXCHANGE

1 **Pick the last exchange or return that annoyed a customer.** Not the process on the wall — the real one.
2 **Walk it step by step, in the order it actually happened.** Every system, every screen, every wait.

3 **Write down who carried it at each step.** If the answer is "a person copying," mark it.

STEP	SYSTEM IT'S IN	WHO CARRIES IT	WAIT	RE-TYPED?
Customer writes in — "these don't fit"				
Agent finds the order				
Return / exchange started				
Stock for the new size checked				
Label + tracking created				
Refund or store credit issued				
Status reconciled for the customer				

Count the columns honestly. Every name in the "who carries it" column is a handoff. Every wait is a customer wondering. Every re-typed field is a chance to be wrong.

THE NUMBER THAT MATTERS

Total handoffs on one ordinary exchange: _____ If it's more than two, the integration in your stack is a person.

1 **Where does the request sit still?**

A step where nothing moves until a person picks it up — a queue, an inbox, someone's memory.

2 **Where is the same fact typed twice?**

Order number, address, reason code — re-keyed into a second system that never talks to the first.

3 **Where do two systems disagree?**

The portal says received, the warehouse says shipped, the customer hears a third story.

4 **Where does the customer hear nothing?**

The silent gap between steps — no update, because no system owns the whole journey.

5 **Where do the exceptions pile up?**

The cases that fall outside the flow and wait for the one person who can judge them.

YOUR THREE NUMBERS

Handoffs _____ **Systems touched** _____ **Fields re-typed** _____

Mostly a human bridge. The work gets done because someone carries it — and stops when they do.

Connected in places. The seams still eat the day, and exceptions still wait on one person.

Ready to run as a process. Definitions agreed, flow visible end-to-end, people on exceptions — not keystrokes.

WHAT GOOD LOOKS LIKE

- One agent runs the exchange end-to-end — inside your policies, across the systems you already have.
- Your people own the exceptions and the decisions, not the copying.
- Every action leaves a record your team can audit. Nothing lives in one person's head.

Bring your completed audit.

We'll map your post-purchase flow onto a Domain Agent blueprint in one working session. Design Your AI Crew at **tacitrun.com** · dilip@kiwana.ai