A QUESTION FOR THE BOARDROOM

One return. Two open refund requests.

The refund that nearly went twice



Retail COO / customer operations

THE FIELD TEST



Look past the reply

Check which order and payment event each request refers to before recommending a refund.

THE FIELD TEST



Draw the action boundary

Separate reading an order, recommending a refund and issuing one. Give each action a named role.

THE FIELD TEST



Test a second attempt

Run a duplicate request in a safe environment. The second attempt should hold or return the original result.

TAKE IT TO THE MEETING

What stops a perfectly plausible second refund?

The decision guide is free at otomat.ai/insights.