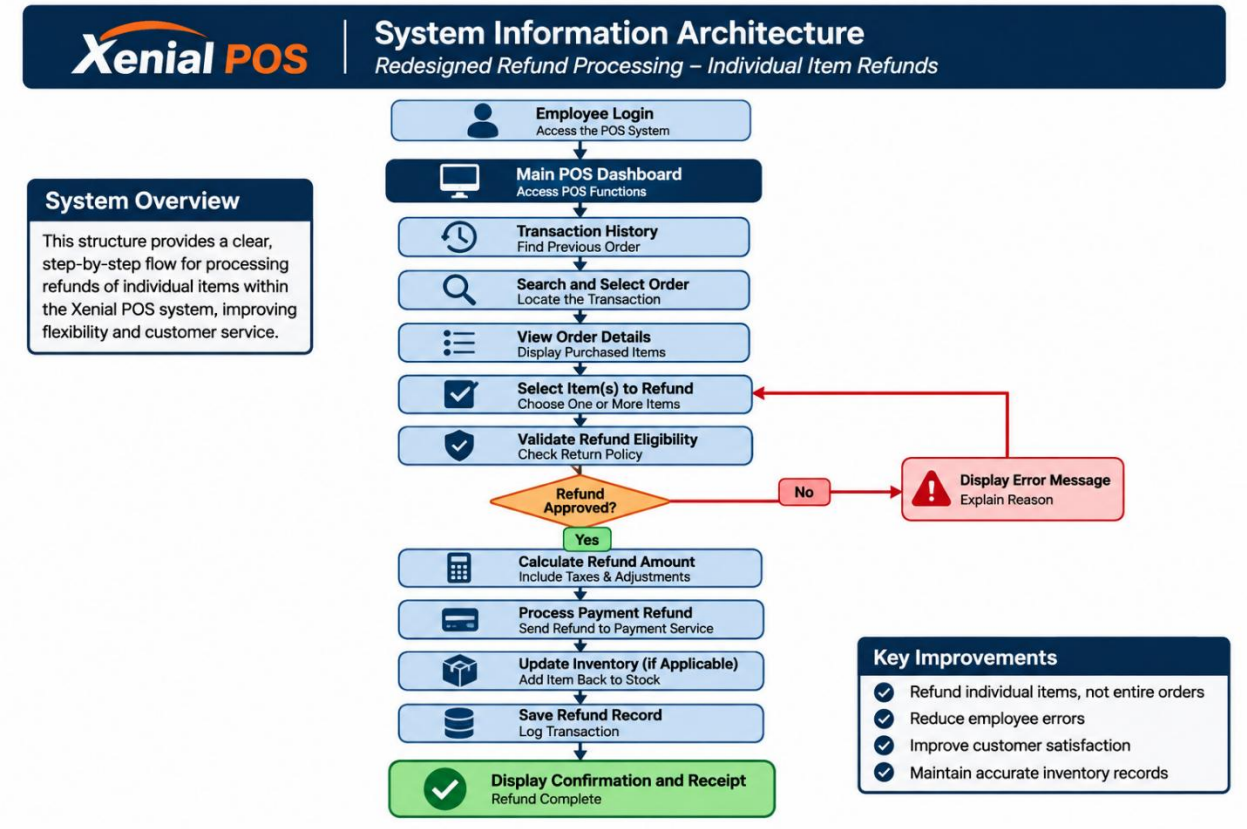
Xenial POS Refund Processing- Proposed System Information Architecture

The purpose is to organize the POS so a cashier can find a previously completed transaction, choose the returned item or items, process a partial refund, and confirm the result with a printed receipt that verifies the refund has been placed back on the customer's payment method. This is a proposed structure for the capstone prototype.

Site/System Structure



I based the structure on the primary task: a cashier needs to process a partial refund accurately and efficiently. The task is performed in the following sequence:

1. Find the original transaction so that the cashier can verify the original purchase.
2. View transaction details to see the items and payment information.
3. Select the item or items being returned so that the refund is limited to the correct products.
4. Review the refund before submitting it to help prevent mistakes.

5. Get supervisor approval when necessary to support error recovery or authorization.
6. Show confirmation and save a record so that cashier and supervisor can verify what happened.

I have kept the main cashier workflow focuses on Transactions- Find Transaction – Refund so that it is easy to find. Supporting pages such as recent refunds and help are separated from the core task to reduce clutter. This organization also connects to the project's success measure correct item selectin, refund accuracy, task completion, completion time and critical errors.

The structure is intended to support the cashier and supervisor personas and the refund scenario developed for the project. UX and should be conducted prior to final design.