

Claims

What is claimed is:

1. A computer-implemented system for managing inventory by transferring return items to fulfillment centers, comprising:
 - one or more memory devices storing instructions; and
 - one or more processors configured to execute the instructions to perform operations comprising:
 - receiving, from a first mobile device, a return item identifier, a request for a return identifier to be affixed to a tote containing the return item for transferring to a fulfillment center;
 - predicting a zone within a fulfillment center for stowing a return item associated with received return item identifier;
 - modifying a database to assign a return item identifier to a return identifier and a tote identifier associated with a tote containing at least one return item;
 - modifying the database to assign the predicted zone to the tote identifier;
 - modifying the database to assign the fulfillment center and the tote identifier to the return identifier;
 - receiving, from a second mobile device, a return identifier and a tote identifier affixed to a tote containing at least one return item;
 - retrieving, from the database, a fulfillment center assigned to the received return identifier and a predicted zone assigned to the received tote identifier and comparing both against a location of the second mobile;
 - transmitting a request, to the second mobile device, to stow the return items in the tote in the fulfillment

center when the proper transfer was processed based on the comparison; and
modifying the database to assign a return item identifier assigned to the received tote identifier to a predicted zone assigned to the received tote identifier.

2. The computer-implemented system of claim 1, wherein the operations further comprise:
 - receiving, from the second mobile device associated with the fulfillment center, a workstation identifier;
 - retrieving workstation identifiers;
 - determining whether the received workstation identifier matches one of the retrieved workstation identifiers; and
 - when the received workstation identifier matches one of the retrieved workstation identifiers:
 - providing, for presentation via the second mobile device, a user interface that includes a message indicating another device associated with a worker is working on a workstation associated with the received workstation identifier, and
 - when the received workstation identifier does not match one of the retrieved workstation identifiers:
 - storing the received workstation identifier, and
 - transmitting, to the second mobile device, a request for a return identifier and a tote identifier.
3. The computer-implemented system of claim 1, wherein the return identifier includes one or more tote identifiers.
4. The computer-implemented system of claim 1, wherein the operations further comprise:
 - receiving, from the second mobile device, a return item identifier which is not included in the received return identifier; and

transmitting, to the first mobile device, a user interface that includes a message indicating that an incorrect item is in the tote.

5. The computer-implemented system of claim 1, wherein the item identifier associated with the at least one item comprises a stock keeping unit (SKU) associated with the at least one item.
6. The computer-implemented system of claim 1, wherein the operations further comprise:
 - determining whether there are identical return item identifiers among the received return item identifiers; and
 - providing, for presentation via the first mobile device, a user interface that includes a message indicating return items with the identical return item identifiers cannot be placed in the tote.
7. The computer-implemented system of claim 1, wherein the operations further comprise providing, for presentation via the second mobile device, a user interface that includes a selectable interface element for cancelling the received return identifier.
8. The computer-implemented system of claim 2, wherein the user interface that includes a message indicating another device associated with a worker is working on a workstation further comprises a selectable interface element for assigning the workstation to the second mobile device.
9. The computer-implemented system of claim 1, wherein the operations further comprise printing, from a printer associated with the fulfillment center, the transmitted tote identifier and the transmitted return identifier.
10. The computer-implemented system of claim 1, wherein the operations further comprise transmitting, to the first mobile device, a request to affix the printed identifiers on the tote.

11. A computer-implemented method for managing inventory by transferring return items to fulfillment centers, comprising:
 - receiving, from a first mobile device, a return item identifier, a request for a return identifier to be affixed to a tote containing the return item for transferring to a fulfillment center;
 - predicting a zone within a fulfillment center for stowing a return item associated with received return item identifier;
 - modifying a database to assign a return item identifier to a return identifier and a tote identifier associated with a tote containing at least one return item;
 - modifying the database to assign the predicted zone to the tote identifier;
 - modifying the database to assign the fulfillment center and the tote identifier to the return identifier;
 - receiving, from a second mobile device, a return identifier and a tote identifier affixed to a tote containing at least one return item;
 - retrieving, from the database, a fulfillment center assigned to the received return identifier and a predicted zone assigned to the received tote identifier and comparing both against a location of the second mobile device;
 - transmitting a request, to the second mobile device, to stow the return items in the tote in the fulfillment center when the proper transfer was processed based on the comparison; and
 - modifying the database to assign a return item identifier assigned to the received tote identifier to a predicted zone assigned to the received tote identifier.
12. The method of claim 11, further comprising:
 - receiving, from the second mobile device associated with the fulfillment center, a workstation identifier;
 - retrieving workstation identifiers;
 - determining whether the received workstation identifier matches one of the retrieved workstation identifiers; and

when the received workstation identifier matches one of the retrieved workstation identifiers:

providing, for presentation via the second mobile device, a user interface that includes a message indicating another device associated with a worker is working on a workstation associated with the received workstation identifier, and

when the received workstation identifier does not match one of the retrieved workstation identifiers:

storing the received workstation identifier, and transmitting, to the second mobile device, a request for a return identifier and a tote identifier.

13. The method of claim 11, wherein the return identifier includes one or more tote identifiers.
14. The method of claim 11, further comprising:
 - receiving, from the second mobile device, a return item identifier which is not included in the received return identifier; and
 - transmitting, to the first mobile device, a user interface that includes a message indicating that an incorrect item is in the tote.
15. The method of claim 11, wherein the item identifier associated with the at least one item comprises a stock keeping unit (SKU) associated with the at least one item.
16. The method of claim 11, further comprising:
 - determining whether there are identical return item identifiers among the received return item identifiers; and
 - providing, for presentation via the first mobile device, a user interface that includes a message indicating return items with the identical return item identifiers cannot be placed in the tote.

17. The method of claim 11, further comprising providing, for presentation via the second mobile device, a user interface that includes a selectable interface element for cancelling the received return identifier.
18. The method of claim 12, wherein the user interface that includes a message indicating another device associated with a worker is working on a workstation further comprises a selectable interface element for assigning the workstation to the second mobile device.
19. The method of claim 11, further comprising:
 - printing, from a printer associated with the fulfillment center, the transmitted tote identifier and the transmitted return identifier;
 - and
 - transmitting, to the first mobile device, a request to affix the printed identifiers on the tote.
20. A computer-implemented system for managing inventory by re-stocking a return item in fulfillment centers, comprising:
 - one or more memory devices storing instructions; and
 - one or more processors configured to execute the instructions to perform operations comprising:
 - receiving, from a user device associated with a customer, a return request and a reason for return;
 - transmitting a pickup request to a mobile device associated with a delivery worker to pick up a return item associated with the return request and deliver the return item to a return center based on the determination;
 - generating a return item identifier if the return item is in condition of resale to be affixed to the return item;
 - receiving, from a first mobile device, a return item identifier, a request for a return identifier to be affixed to a tote containing the return item for transferring to a fulfillment center;

predicting a zone within a fulfillment center for stowing a return item associated with received return item identifier;

modifying a database to assign a return item identifier to a return identifier and a tote identifier associated with a tote containing at least one return item;

modifying the database to assign the predicted zone to the tote identifier;

modifying the database to assign the fulfillment center and the tote identifier to the return identifier;

receiving, from a second mobile device, a return identifier and a tote identifier affixed to a tote containing at least one return item;

retrieving, from the database, a fulfillment center assigned to the received return identifier and a predicted zone assigned to the received tote identifier and comparing both against a location of the second mobile device to determine an intended transfer of the tote;

transmitting a request, to the second mobile device, to stow the return items in the tote in the fulfillment center when the proper transfer was processed based on the comparison; and

modifying the database to assign a return item identifier assigned to the received tote identifier to a predicted zone assigned to the received tote identifier.