

ABSTRACT

A computer-implemented database system for processing a returned item may include a memory storing instructions and at least one processor configured to execute the instructions to perform a process. The process may include receiving information relating to a returned item and selecting a first terminal among a first group of terminals. The process may also include receiving, via a first user interface, a first response to one or more first queries. The process may further include determining, based on the first response, a first condition category of the returned item. The process may further include transmitting the information relating to the returned item to the second terminal. The process may also include causing a second display associated with the second terminal to display in a second user interface one or more second queries.