

ABSTRACT

Disclosed embodiments provide systems and methods related to collecting return items using an automated kiosk based on a real time risk decision. The automated kiosk captures return item information representing a return item and transmits the return item information and a request for return risk level relating to the return item to a server operable to execute a machine learning model trained on historical information to determine the risk level. The server determines the risk level based on the received return by using the machine learning model and transmits the determined risk level to the kiosk in real-time. Based on the determined risk level and a return amount associated with the return item, the server may also process a refund in real-time.