



Suhas Bhairav

AI Bulk Product Return Reverse Logistics Triage

**Automate classifying bulk returns into resale,
repair, or liquidation with AI.**

Delivers instant, explainable triage of bulk returns to
accelerate disposition decisions.

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Triage Model

Introduce an AI-driven triage model that sorts bulk returns into resale, repair, or liquidation. Establish scope, inputs, and expected outputs.

Key move Start with a small, auditable batch to test model assumptions.

PRACTICAL CHECKLIST

- 01** Collect bulk returns data: order IDs, SKUs, quantities, condition, images, return reason codes.
- 02** Define the triage rules: resale criteria, repair viability, and liquidation thresholds.
- 03** Set acceptable error tolerance and human-in-the-loop thresholds for edge cases.
- 04** Determine required outputs: disposition label, confidence score, and suggested actions.
- 05** Identify data privacy and data retention requirements.
- 06** Create validation datasets: historical returns with known dispositions for model calibration.

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Data, Tools, and Human Review

Outline the data requirements, tools, and where human review is essential. It also covers governance and model lifecycle.

Key move Document every override with reason codes to preserve audit trails.

PRACTICAL CHECKLIST

- 01** Data: bulk return records, SKU metadata, condition notes, photos, and disposition history.
- 02** Tools: AI classifiers, image analysis, rule engines, and workflow automation platforms.
- 03** Human review: review low-confidence items and override with clear reason codes.
- 04** Data quality: enforce field standards, deduplicate records, and standardize condition grading.
- 05** Model metrics: track precision, recall by pile, and mean confidence.
- 06** Security & compliance: implement access controls and data privacy safeguards.

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Adoption Plan & Metrics

Outline a weekly, low-risk rollout with clear ownership and approvals. Define milestones, governance, and measurable outcomes.

Key move Establish go/no-go criteria before full rollout.

PRACTICAL CHECKLIST

- 01** Week 1: pilot on a representative bulk batch with human-in-the-loop.
- 02** Week 2: validate accuracy, adjust thresholds, and publish disposition rules.
- 03** Week 3: automate triage for non-critical items; escalate edge cases.
- 04** Week 4: measure impact on time-to-disposition and gross margin.
- 05** Ownership: assign a single owner for data quality, model updates, and approvals.
- 06** Guardrails: cap automation at a defined confidence threshold; require human review beyond it.

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ABOUT THE CREATOR

Suhas Bhairav

I build AI systems that combine distributed architecture, retrieval, knowledge graphs, security, and practical workflow design. My focus is AI that can be used repeatedly by real teams: understandable, reliable, and grounded in the work people already do.

EXPERTISE

- Principal systems architecture and applied AI engineering
- Production-grade AI systems, agentic workflows, RAG, and knowledge graphs
- Full-stack workflow applications across AWS, Google Cloud, Azure, on-premise, and hybrid environments
- Practical AI implementation patterns for automotive, manufacturing, finance, logistics, cybersecurity, sales, and customer operations
- Security, governance, observability, approvals, and failure-mode thinking for operational AI systems

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