

Illustrative workflow example

Sample Case: Serial Mismatch Review

A warehouse-side exception record showing how Dossentry captures evidence, explains the mismatch, and holds the case before it moves forward.

Return ID	RMA-SAMPLE-1001	Case Type	Serial mismatch
Expected SKU	CRW500RO	Expected Serial	CR15788234
Observed Label	CRE6000M / DSCRE99905	Refund Posture	Hold / Needs review
Primary Risk	Identity mismatch	Next Action	Brand review required

Sample Case: Serial Mismatch Review
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Expected Record		Observed Carton Label	
SKU	CRW500RO	SKU	CRE6000M
Expected	CR15788234	Serial	DSCRE99905
Return ID	RMA-SAMPLE-1001	Refund Posture	HOLD / NEEDS REVIEW
Posture	HOLD / NEEDS REVIEW		

Mismatch

Expected Record		Observed Carton Label	
SKU	CRW500RO	SKU	P929824CL6
Expected Serial	CR15788234	Serial	DSCRE99805
Return ID	RMA-SAMPLE-1001	Refund Posture	HOLD / NEEDS REVIEW
Posture	HOLD / NEEDS REVIEW		

Mismatch

Below the comparison board, there are two photographs: on the left, a stack of cardboard boxes with labels; on the right, an open black plastic case containing a white plastic bag and other components.

This sample uses real handling photos and a generated comparison board to show the exact moment where the expected return record and the observed carton label no longer match.

Case Summary

The return record expected SKU **CRW500RO** with serial **CR15788234**. During inspection, the received carton label showed **CRE6000M / DSCRE99905**. Because the observed identity did not match the expected return record, the warehouse documented the carton, opened the unit for verification, and held the case for brand review before any release decision.

Why the case stayed on hold

Hold rationale

Observed carton identity does not match the expected record. The case needs review before refund release or final disposition.

Evidence sequence

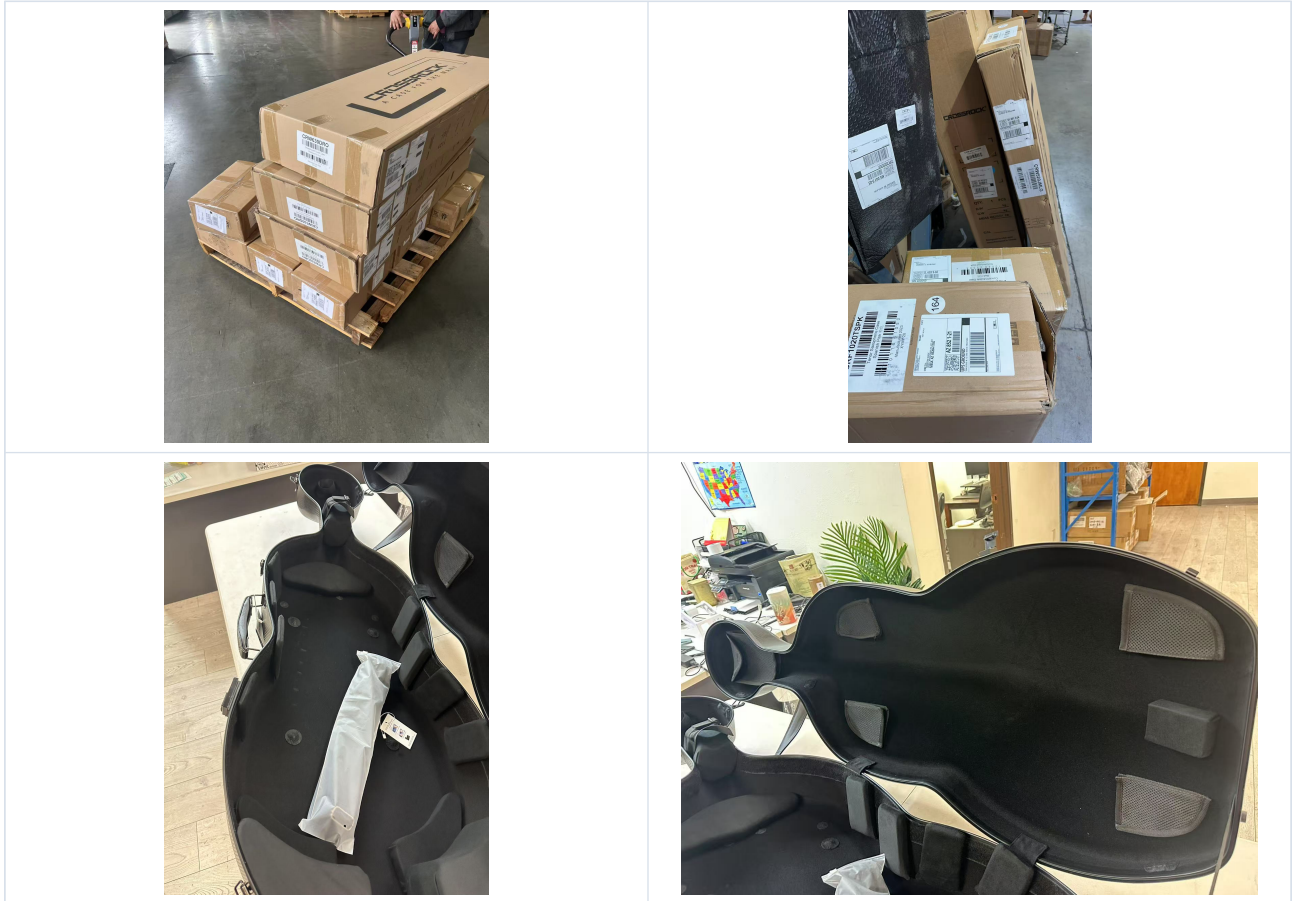
1	Received-carton overview	Shows inbound carton condition and received pallet context.
2	Observed carton label	Captures the label actually found during inspection.
3	Mismatch comparison board	Makes the expected vs observed identity difference obvious at a glance.
4	Opened unit overview	Shows the warehouse opened the case for verification instead of guessing.
5	Interior verification	Confirms interior condition and insert state before escalation.
6	Inspector note + hold state	Explains why the case was blocked from moving forward.

Suggested inspector note

Expected unit record does not match the carton label observed during inspection. Received carton shows model and serial information inconsistent with the expected return record. Unit was opened for verification and the case should remain on hold pending brand review.

Photo Evidence

Use these real handling shots in the walkthrough to reinforce that this sample is grounded in warehouse reality, even though the case itself is presented as an illustrative workflow example.



Close with this line: **Instead of rebuilding the story from folders, screenshots, and chat threads, the warehouse can send one review-ready case record.**