Fulfiller Returns

This guide details how fulfiller users can create and process returns, as well as how an administrator can set the preferred return address that all returns will default to in the site settings.

Set Return Address

If the original shipment was Ship to Home, then the shipping address for the return (or in other words, the location that expects to receive the returned items if the customer opts to mail the items back instead of delivering them in-person) will be automatically set as the original fulfillment location.

However, this can be overwritten by specifying a preferred return address in the site settings at **System** > **Settings** > **General**. This preference will be applied to all returns.

General	Email	Storefront	Analytics Tools	Site	BPM
Flexible	Auto Cap	ture 0			
Ship	to Home	(STH)			
Sele	ct One 🔒				~
Pick	up (BOPIS	5)			
Sele	ct One 🔒				~
Return Shi Search	ipping Addre	255			

The Return Process

An update in which the Admin UI's return dashboard is embedded within the Fulfiller UI is now available, giving fulfillers access to more robust return management. The existing functions to create and process returns within the Fulfiller UI will be removed in mid 2025. Kibo will be upgrading all Fulfiller implementations to the new process. Please contact if you have any questions.

An overview of each version is detailed below.

Classic Fulfiller Returns

The following processes represent the existing Fulfiller behavior that will be deprecated in April 2025 and replaced with the embedded Admin UI.

Initiate a Return

To begin creating a return:

- 1. Go to **Main** > **Fulfiller**.
- 2. Search for a shipment using the search function. This could be located by looking up the customer's name, the shipment/order ID, or searching for shipments in the Fulfilled status.
- 3. The Return Status column in the item details will say "Item can be returned" if the item is eligible.
- If the desired item is eligible, click Create Return at the bottom of the shipment view. The Create Return modal will be displayed.
- 5. Select which items from the shipment to return and the quantity of each item.
- 6. Select the reason for the return from the drop-down list.

Select Items	Product	Shipped by	Quantity	Reason
√	MiMi Flounce Maternity Wrap Dress Part#006-93791-44-L UPC:657107170602	DISTRIBUTION CENTER	Return 1 🗘	✓ Changed my mind Ordered wrong size Didn't match website
		Cancel	Create F	Arrived too late Product ran small/large Quality issue Not what was ordered Damaged or defective

7. Click **Create Return for These Items** to confirm the selections and open the return.

Process a Return

To process the return in the Fulfiller UI when the items are received:

 Use the search bar to search for the shipment with the active return. The displayed shipment information will include a Return Status column with the associated status, Return ID, and External ID (if one was provided in the return data—this field is not included in the UI creation process described above).

Shipment #55 Irder #3969 tatus: FULFILLEI	73 : Assigned	to Exar	nple Store								
Placed Assigned to Ye			our Store		Accepted by Your Store			Shipped			
03/26/2024, 3:47:49 AM GMT-4 03/26/2024, 3:48:02 Al				3:48:02 AM GMT-4)2 AM GMT-4					/26/2024, 3:48:51 AM	GMT-4
Image	Product	Pro	duct ntifiers	Return Status	Quantity		Quantity Returnable	Price Paid		Discount	Subtotal
Image not available	Product A	UPC Proc	C: CH01 duct Code : 01	Authorized - #185 External Id - External123	:	2	0	USD \$5	5.99	USD \$0.24	USD \$11.74
Image not available	Product B	UPC Proc	C: CH02 duct Code : 02	Authorized - #185 External Id - External123	:	2	0	USD \$2	2.00	USD \$0.00	USD \$4.00
										Subtotal	USD \$15.74
										Adjustment	(USD \$0.00)
									Sh	ipping and Handling	USD \$27.68
										Tax	USD \$0.00
										Total	USD \$43.42

- 2. Click **Process Return** at the bottom of the shipment view (in the same location where the user initially clicked Create Return). This will display a pop-up for you to confirm the return information and close the return.
- 3. If you have not selected a location in the UI and/or are viewing shipments under All Stores, then you will be prompted to select the location where you are processing the return. This allows the inventory record to be restocked at the proper location.

t a Store	×
lease select a location to fulfill this shipment	
All Stores	
Anchorage #123	
Baltimore #222	
Canyon Lake #1000	
Dallas #423	
Franklin #2091	
Gallway #091	
Houston #333	
D-4 0/0 #2002	J
Cancel	elect Store
	t a Store lease select a location to fulfill this shipment All Stores Anchorage #123 Baltimore #222 Canyon Lake #1000 Dallas #423 Franklin #2091 Gallway #091 Houston #333 Det Olococce #2000

- 4. In the **Process Return** pop-up, confirm the item quantity being accepted and reduce the amount that will refunded to the consumer's original payment method if necessary (such as if there is a restocking fee). This is called the Refund Reduction. For instance, if an item's cost was \$10.99 and the refund reduction is \$5.99, then the total refund for the customer will be \$5.00.
- 5. Click **Process Items** to close the return, and KCCP will both refund the customer and update the location inventory levels as needed.

Select Items	Product	Shipped By	Refund S&H	Quantity	Reason	
Return #185 Return Address: 4861 External ID: External12:	Sunny Day Drive, Irvine, CA 926 3	64				
	Product A UPC: CH01	Example Store		2	Damaged	
	Product B UPC: CH02	Example Store		2	Damaged	
Return	Reduction: USD \$ 0					

Print Return Receipt

After the return is closed, you will be returned to the shipment details view. From here, there will be an option to print a return receipt. The return receipt lists the returned items and quantities, as well as provides an explanation of the refund that the customer can expect to receive.

Updated Return UI

Once your implementation is upgraded, the navigation menu will display a link for returns.



Email Notifications

If the appropriate emails are enabled in your site settings, customers will receive email notifications with their return status and item details whenever a return is created, accepted, rejected, updated, and/or closed.