

# Fulfiller Returns

This guide details how fulfiller users can create and process returns using the streamlined returns experience

## The Return Process

### Create a Return

An update in which the the Fulfiller application has now adopted Admin UI's create return flow. This ensures a consistent workflow across both applications and delivers additional features and functionality to better support return processes.

### Process a Return

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 2026. Kibo will be upgrading all Fulfiller implementations to the new process. Please contact [Kibo Support](#) 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 is being deprecated in 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.
4. If the desired item is eligible, click **Create Return** at the bottom of the shipment view. The Create Return modal will be displayed.

Shipment #63: Assigned to Distribution Center  
Order #42  
Status: FULFILLED

Placed	Assigned to Your Store	Accepted by Your Store	Picked Up
03/25/2020, 7:09:31 PM GMT-4	03/25/2020, 7:09:31 PM GMT-4	03/25/2020, 7:10:13 PM GMT-4	03/27/2020, 3:25:50 AM GMT-4

Image	Product	Product Identifiers	Return Status	Quantity	Price Paid	Discount	Subtotal
	Black Pants	UPC: 00400270160136	Item can be returned	1	\$11.00	\$0.00	\$11.00
Subtotal							\$11.00
Adjustment							(\$0.00)
Shipping and Handling							\$2.47
Tax							\$0.77
Total							\$14.24

Customer Information +  
Shipment History +  
Order Notes +

Accept or reject a return, based on whether return complies with our return policy [View Return Policy](#)

[Create Return](#)

When the return is accepted, a refund will be applied to the payment method used to purchase the products

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.

**Create Return**

Select Items	Product	Shipped by	Quantity	Reason
<input checked="" type="checkbox"/>	MiMi Flounce Maternity Wrap Dress Part#006-93791-44-L UPC:657107170602	DISTRIBUTION CENTER	Return 1	<input checked="" type="checkbox"/> Changed my mind <input type="checkbox"/> Ordered wrong size <input type="checkbox"/> Didn't match website <input type="checkbox"/> Arrived too late <input type="checkbox"/> Product ran small/large <input type="checkbox"/> Quality issue <input type="checkbox"/> Not what was ordered <input type="checkbox"/> Damaged or defective <input type="checkbox"/> Found a better price <input type="checkbox"/> Shortage <input type="checkbox"/> Other

[Cancel](#) [Create Return](#)

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:

1. 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 #5573: Assigned to <b>Example Store</b> Order #3969 Status: <b>FULFILLED</b>								
Placed		Assigned to Your Store		Accepted by Your Store		Shipped		
03/26/2024, 3:47:49 AM GMT-4		03/26/2024, 3:48:02 AM GMT-4		-		03/26/2024, 3:48:51 AM GMT-4		
Image	Product	Product Identifiers	Return Status	Quantity	Quantity Returnable	Price Paid	Discount	Subtotal
Image not available	Product A	UPC : CH01 Product Code : CH01	Authorized - #185 External Id - External123	2	0	USD \$5.99	USD \$0.24	USD \$11.74
Image not available	Product B	UPC : CH02 Product Code : CH02	Authorized - #185 External Id - External123	2	0	USD \$2.00	USD \$0.00	USD \$4.00
Subtotal								USD \$15.74
Adjustment								(USD \$0.00)
Shipping and Handling								USD \$27.68
Tax								USD \$0.00
Total								USD \$43.42

- 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.
- 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.

Assigned to Your Store Accepted by You

## Select a Store

Please select a location to fulfill this shipment

All Stores

- Anchorage #123
- Baltimore #222
- Canyon Lake #1000
- Dallas #423
- Franklin #2091
- Gallway #091
- Houston #333
- Port of Seattle #2002

Cancel Select Store

4. In the **Process Return** pop-up, confirm the item quantity being accepted and reduce the amount that will be 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.

Process Return

Select Items

Product

Shipped By

Refund S&H

Quantity

Reason

Return #185

Return Address: 4861 Sunny Day Drive, Irvine, CA 92664

External ID: External123

<input checked="" type="checkbox"/>	Product A UPC: CH01	Example Store	<input type="checkbox"/>	<input type="text" value="2"/>	Damaged
<input checked="" type="checkbox"/>	Product B UPC: CH02	Example Store	<input type="checkbox"/>	<input type="text" value="2"/>	Damaged

Return Reduction: USD \$

Process These Items

## 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 links for create and process returns.

Home

Locations

Shipments

Returns

Create Returns

Process Returns

## Create a Return

To create a return using the streamlined flow:

1. Navigate to Returns: **Go to Main > Fulfiller > Returns > Create Return.**
2. Search and **Select Order**: Search for the order or shipment you want to process a return for using the improved search functionality.

Order Number	Submitted Date	Last Name	First Name	Order Total	Order Status	Payment Status	Fulfillment Status	Return Status	Order Type	Channel
68	Sep 22 2025 9...	Puddy	David	\$1,483.49	Processing	Unpaid	Fulfilled	None	Offline	Test

3. **Select Returnable Items:** Use the checkboxes on the right of the Returnable Items table to select the product(s) to return. You can create multiple returns for a single order as needed

Order Details											
Order: 68 Customer: David Puddy											
Returnable Items											
Shipment #	Line Id	Code	Products	Qty Ordered	Qty Fulfilled	Qty Returned	Qty Rejected	Qty Returnable	Reported Issue	Resolution	Qty to Return
37	1	Code: Luminar_Speaker	Luminar Speaker	1	1	0	0	1	Defective	Refund	1
37	2	Code: Aura_Smartwatch	Aura Smartwatch	1	1	0	0	1	Missing Part	Refund	1
37	3	Code: Echoflow_Headphones	Echoflow Headphones	2	2	0	0	2	Late	Refund	1

If you are using [return rules](#) that limit a product to a maximum quantity and/or a return window that is now closed, then that information will be noted in Returnable Items.

4. **Select Return Reason:** For each selected product, select the reason for the return using the Reported Issue drop-down menu. The default reasons that are available out-of-the-box are listed below, but you can customize your list of return reasons with [an API Extension action](#).

- Damaged
- Defective
- Missing Parts
- Different Expectations
- Late
- No Longer Wanted
- Other

5. For each selected product, select the resolution type that the shopper seeks under Resolution:

Type	Description
Replace	Select this option if the shopper desires a replacement product. You can still provide a refund to the shopper under this option.
Refund	Select this option if the shopper only desires a refund. You can still send a replacement if conditions change later in the process.

6. For each selected product, enter the **Quantity to Return**.

7. **Click Initiate Return**

8. Select a **return location** from the drop-down menu that appears

- The selected location will be where all returned items should be delivered by the customer
- Choose Return Location: Create return location drop down in Fulfiller will only display locations that the Fulfiller has access to

Select Return Location

Once a return location has been selected, you may create the return.

Select the Return Location

Search

Central Warehouse

Distribution Center

Fulfillment Center East

Warehouse\_001

< 1 >

Cancel Create Return

9. Create the Return: Click **Create Return** to finalize the return creation

The return will now be visible in the Returns section and can be managed using the enhanced returns interface.

## Process a Return

The Process Return button will load the Admin UI returns dashboard in the Fulfiller UI as shown below. For more information about managing returns using this UI, refer to the [Returns user guides](#).

Return #	Created Date	Last Modified Date	Order #	First Name	Last Name	Return Status	Action Required	Received Status	Refund Status	Replacement Status	Return Amount
2	Jun 13 2017 5:34pm	Jan 23 2018 4:40pm	2	Example	Customer	Closed	No	Waiting	Not Requested	Not Replaced	\$0.01
1	Jun 13 2017 5:07pm	Jan 23 2018 4:41pm	1	Example	Customer	Authorized	No	Waiting	Not Requested	Fully Replaced	\$0.01



While viewing the embedded returns screen, the navigation menu will still be that of the Fulfiller UI. This allows you to easily navigate back to the dashboard or shipment listing page.

## 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.