

Fulfiller Returns

Although the Admin UI includes more robust [return management](#), returns can also be handled through the Fulfiller UI for completed shipments.

Fulfiller Return Process

A fulfiller user, such as a store associate, can create and process a return by following the below steps.

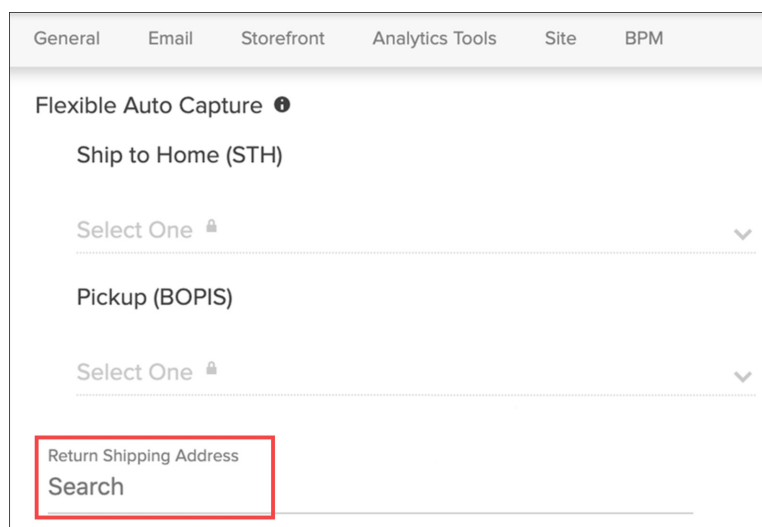
1. Search for the relevant shipment or order that the return will be made on.
2. View the shipment details and see which items are eligible for return.
3. If any desired items are eligible, select the quantity and initiate the return.
4. Mark the item(s) as received once the customer has delivered them.
5. Refund an amount to the consumer.
6. Close the return.

Customers will receive email notifications with their return status and item details when the return is created, accepted, and closed.

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.



The screenshot shows a settings page with a navigation bar at the top containing 'General', 'Email', 'Storefront', 'Analytics Tools', 'Site', and 'BPM'. The 'General' tab is selected. Below the navigation bar, there is a section titled 'Flexible Auto Capture' with a help icon. Under this section, there are two dropdown menus. The first dropdown is labeled 'Ship to Home (STH)' and has 'Select One' with a lock icon and a downward arrow. The second dropdown is labeled 'Pickup (BOPIS)' and also has 'Select One' with a lock icon and a downward arrow. At the bottom of the page, there is a red-bordered box containing the text 'Return Shipping Address' and 'Search'.


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 +

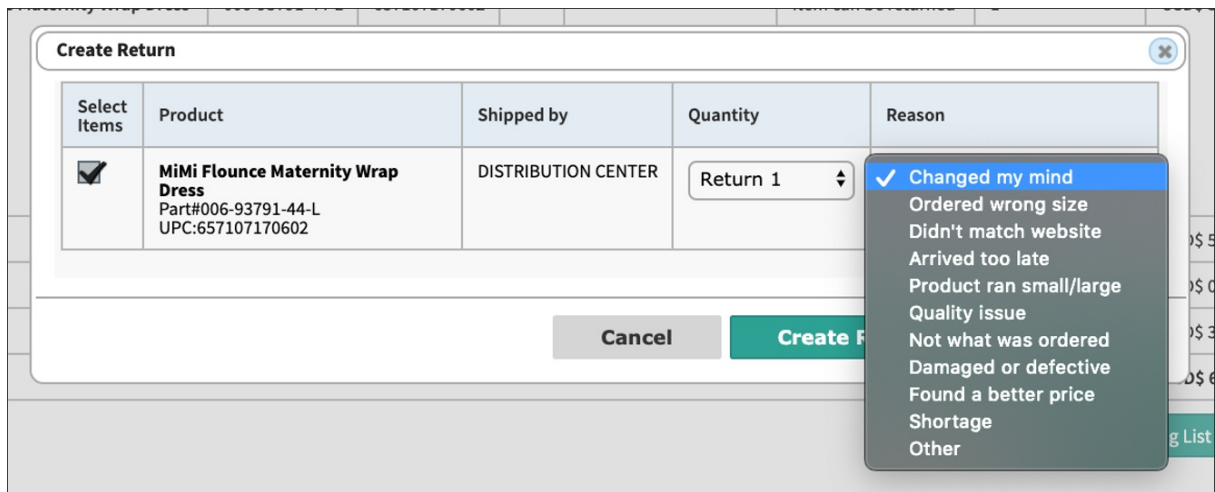
Order Notes +

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.



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).

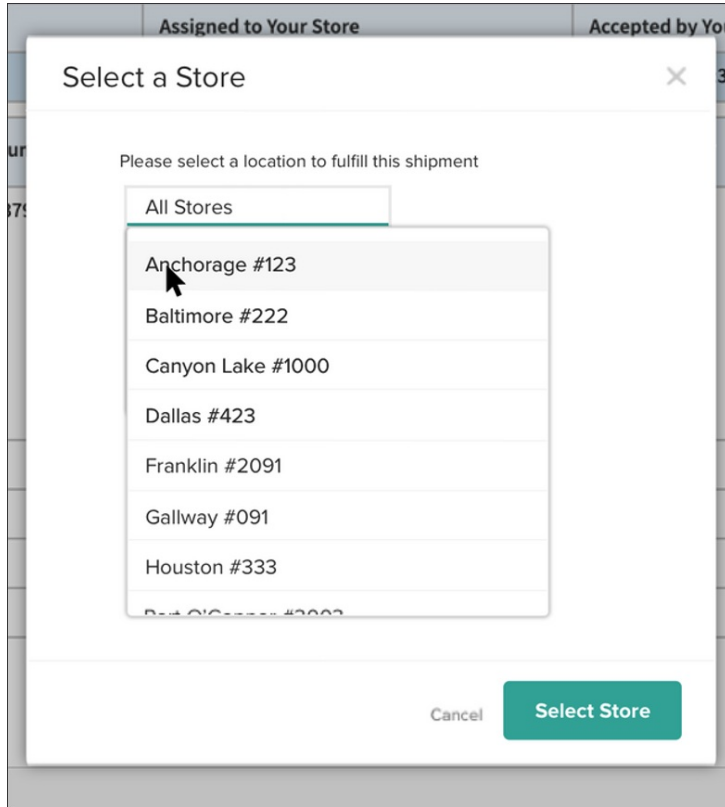
Shipment #5573: Assigned to Example Store
 Order #3969
 Status: FULFILLED

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

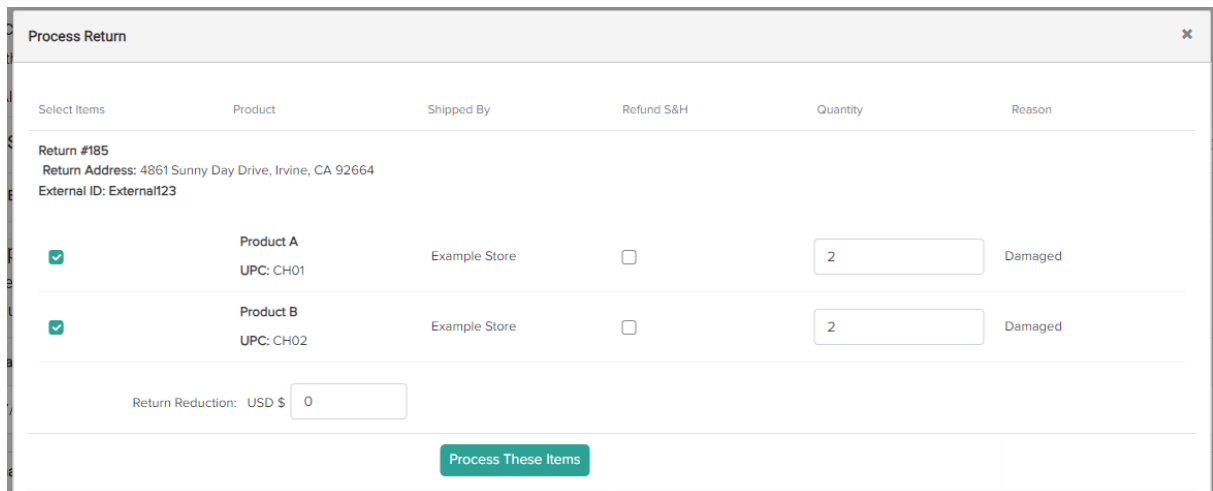
2. Click **Process Return** at the bottom of the shipment view (in the same location where the user initially clicked Create Return). This will display a pop-up for you to confirm the return information and close the return.
3. If you have not selected a location in the UI and/or are viewing shipments 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.



The screenshot shows a 'Select a Store' dialog box with a close button (X) in the top right corner. The main text reads 'Please select a location to fulfill this shipment'. Below this is a search input field containing 'All Stores'. A dropdown menu is open, listing several store locations: Anchorage #123, Baltimore #222, Canyon Lake #1000, Dallas #423, Franklin #2091, Gallway #091, and Houston #333. At the bottom of the dialog, there are two buttons: 'Cancel' and '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.



The screenshot shows a 'Process Return' form with a close button (X) in the top right corner. The form contains the following information:

- Return #185
- Return Address: 4861 Sunny Day Drive, Irvine, CA 92664
- External ID: External123

Select Items	Product	Shipped By	Refund S&H	Quantity	Reason
<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.