

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.

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.
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).
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.
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.

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.