Receive a Return

When you receive the returned product from the shopper, you must mark it as received and indicate whether you want to restock the returned items or not. This process differs slightly depending on whether you are using the Reverse Logistics feature or not.
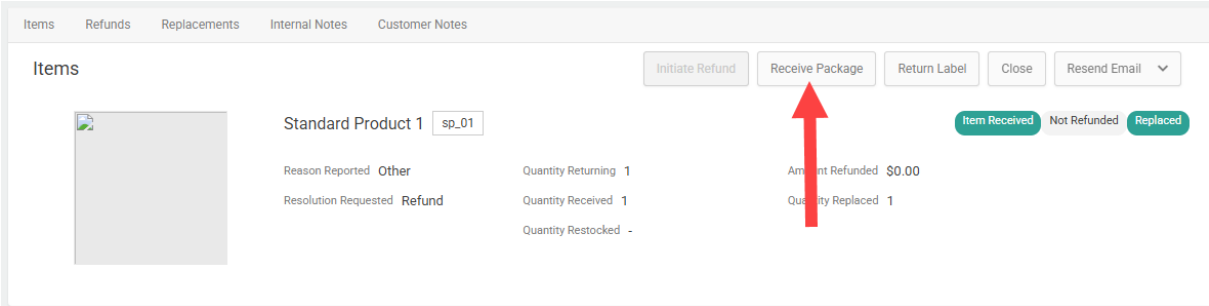
Standard Return Flow

The default return process allows you to simply accept the customer's items and select inventory locations to restock any quantity at.

Receive Package

To receive a package:

1. Go to **Main** > **Orders** > **Returns**.
2. Click on the return you are receiving the product for.
3. In the Items tab, click **Receive Package**.

4. Check the boxes of the return items you are receiving.
5. Enter a **Qty Received Now** to indicate the quantity of the item you received. This must be less than or equal to Qty Returning - Qty Already Received. If all quantity for an item has already been marked received, then this field will not be editable.
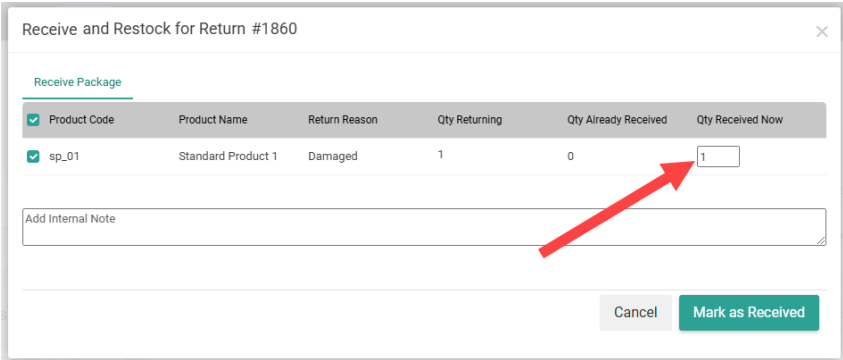
6. Enter an optional internal note if needed.
7. Click **Mark as Received**.

You can then either close the modal or switch to the Restock tab that appears. If not all quantity

has been received yet, you will be able to return to this tab and receive additional items until all quantities in the return have been received.

Restock Items

The Restock tab displays all items that have been marked as received and allows you to update a location's inventory with the returned quantity.

1. Enter a **Qty to Restock**.
2. Select a **Restock Location** from the drop-down menu to indicate where that quantity should be restocked at, which may or may not be the return location. Begin typing a location name to filter the results to matching locations.

3. Click **Submit**.

With Reverse Logistics

Reverse Logistics enables Order Routing to suggest the best handling location based on an item's condition after you receive the package.

Receive Package

To receive a package with Reverse Logistics:

1. Go to **Main** > **Orders** > **Returns**.
2. Click on the return you are receiving the product for.
3. In the Items tab, select **Receive & Handle** from the Receive Package drop-down menu.

4. Check the boxes of the return items you are receiving.

5. Enter a value in **Qty Received Now** to indicate the quantity of the item you received. This must be less than or equal to the Qty Returning - Qty Already Received. If all quantity for an item has already been marked received, then this field will not be editable.

6. Enter an optional internal note if needed.

7. Click **Mark As Received**.

You can then either close the modal or switch to the Handle Package tab that appears. If not all quantity has been received yet, you will be able to return to this tab and receive additional items until all quantities in the return have been received.

Handle Package

This Handle Package tab displays all quantities that have been marked as received and allows you to indicate the condition of an item before assigning it to a handling location.

1. Check the boxes of the received items you want to handle.

2. Enter a **Qty to Handle**. This defaults to the quantity that has been received and not yet handled.

3. If you entered a Qty to Handle that is less than the Qty Already Received, the item will split into an additional row. This allows you to select a different location and/or condition for the remaining quantity if needed.

4. Select a **Condition** from the drop-down menu that best describes each item quantity.

5. Select a **Handling Location** to indicate where that quantity should be handled.

   ○ If you want Order Routing to suggest the handling location, click **Request Handling**
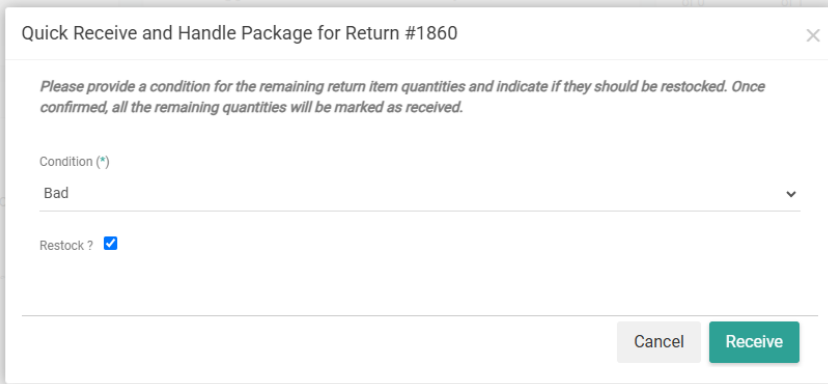
Location at the bottom. Order Routing will automatically select the best option for every item.

- If you would prefer to manually select a location or override Order Routing's suggestion, select a location from the drop-down menu instead. Begin typing a location name to filter the results to matching locations.

6. Check **Restock** if you want to add that quantity back to the location. Whether available inventory will be incremented or not depends on the Update On Hand Inventory on Return Restock return setting.

7. Click **Submit**.

Quick Receive & Handle

Alternatively, Reverse Logistics enables a Quick Receive & Handle option to more efficiently handle the return if all remaining items and their quantity are being received.

1. Go to **Main** > **Orders** > **Returns**.
2. Click on the return you are receiving the product for.
3. In the Items tab, select **Quick Receive & Handle** from the Receive Package drop-down menu.
4. Select a **Condition** from the drop-down menu that best describes all items in the package.
5. Check **Restock** if you want to add that quantity back to the location. Whether available inventory will be incremented or not depends on the Update On Hand Inventory on Return Restock return setting.

Quick Receive and Handle Package for Return #1860   ×

Please provide a condition for the remaining return item quantities and indicate if they should be restocked. Once confirmed, all the remaining quantities will be marked as received.

Condition (*)

Bad

Restock ? ☑

Cancel   Receive

6. Click **Receive**.
7. This will open the Handle Package tab as shown in the previous section, though you will not be able to edit any quantities or item conditions. Review Order Routing's prepopulated location suggestions and use the drop-down menu to manually select a different location if desired.
8. Update the **Restock** checkboxes for any items as needed.
9. Click **Submit**.