Return View

The Return view provides dimensions and measures related to returned items, refunds, and replacements.

The measures calculated by this view are:

Name	Measure Type	Description
Average Product Loss Total	Average	Average of total product loss for all returns.
Average Return Loss	Average	Average of the sum of total product loss and total shipping loss.
Average Refund Amount	Average	Average of refund amount for all returns.
Average Shipping Loss Total	Average	Average of of shipping loss total for all returns.
Returned Order Count	Count	Count of all orders with an associated return.
Return Count	Count	Count of all returns.
Total Product Loss Total	Sum	Sum of product loss total for all returns.
Total Refund Amount	Sum	Sum of refund amount for all returns.
Total Return Loss	Sum	Sum of total product loss and total shipping loss.
Total Shipping Loss Total	Sum	Sum of shipping loss total for all returns.

The dimensions included in this view are:

Name	Data Type	Description
Channel Code	String	Code that identifies the channel associated with the site for the shopper's return.

Name	Data Type	Description
Contact Address 1	String	Address line one for the contact for the return.
Contact Address 2	String	Address line two for the contact for the return.
Contact Address 3	String	Address line three for the contact for the return.
Contact Address 4	String	Address line four for the contact for the return.
Contact City	String	City provided in the contact address for the return.
Contact Country Code	String	Country code provided in the contact address for the return.
Contact Postal Code	String	Postal or zip code provided in the contact address for the return.
Contact State/Province	String	State or province provided in the contact address for the return.
Currency Code	String	The localized currency code for the monetary amount.
Customer Account ID	String	Internal unique identifier of the customer account.
Customer Email	String	Email address provided by the user when submitting the order.
Customer First Name	String	The first name of the customer.
Customer Interaction Type	String	The type of customer interaction used to create the return. Possible values are Website, Call, Store, or Unknown.
Customer Last Name	String	The last name of the customer.

Name	Data Type	Description
Customer User ID	String	Internal unique identifier of the customer account. If the shopper user is anonymous, the user ID represents a system-generated user ID string.
Location Code	String	The unique user-defined code that identifies the location where the products are returned.
Original Order ID	String	If this return is associated with a previously completed order, the internal unique identifier of the original order.
Original Order Number	String	The order number of the original order where the return was created.
Product Loss Total	Number	The total value of the product returned to the merchant for accounting purposes, calculated by multiplying the cost of the item by its quantity returned.
Receive Status	String	The status that indicates whether the merchant has received the return item from the shopper. The accepted values are "Not requested," "Received," or "Waiting."
Refund Amount	Number	If a refund action was performed for this return, the total amount refunded to the shopper. The refund amount can differ from the sum of the price of the returned items.
Refund Status	String	The status of the refund. The accepted values are "Not requested" if the shopper only wants a replacement or "Refunded" if either a partial or full refund is applied to the return.
Replace Status	String	The status of the replacement order. The accepted values are "Not requested" if there is no replacement order or "Replaced" if a replacement order exits.
Return Created Date	Datetime	The timestamp of the date and time the return was created.
Return ID	String	The internal unique identifier of the return.
Return Number	String	A merchant-specific identifier used to sequentially order returns.

Name	Data Type	Description
Return Status	String	The current status of the return. Valid values for this field are Active, Expired, and Inactive.
Return Type	String	The type of return, which is Refund or Replace. At the top-level return level, this field is deprecated because Refund and Replace items can now be mixed within a single return. For backwards-compatibility with older applications, the field defaults to Replace.
Return Updated Date	Datetime	The timestamp of the date and time the return was most recently updated.
Shipping Loss Total	Number	The total value of shipping the returned product to the merchant for accounting purposes, calculated by multiplying the shipping cost of the item by its quantity returned.
Site ID	Number	Unique identifier for the site. This ID is used at all levels of a store and catalog to associate objects to a site.
Site Name	String	The human readable name for the site associated with the Site ID.