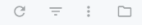


Returns Dashboard

The Returns dashboard provides a high-level overview of returns that have been made on orders from the site. This can be viewed under the order topic at **Kibo Standard Reports > Order > Returns Dashboard** in the navigation menu.

Returns Dashboard



Site Name

Return Created Date

Location Code

Is any value

Is in the last 3 months

Is any value

9

Returns Count

\$10,557.00

Refund Total

\$1,091.16

Return Total Loss

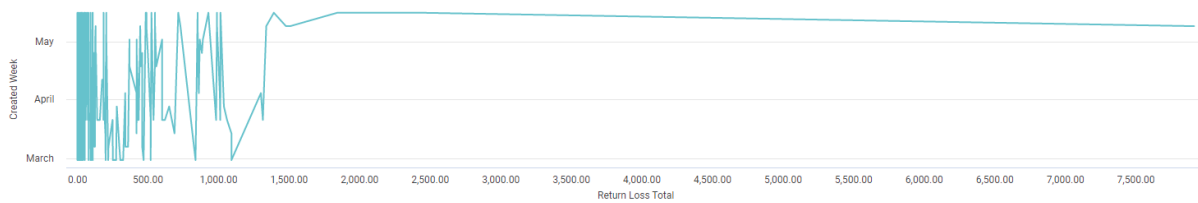
\$0.00

Shipping Total Loss

\$9,820.44

Product Loss Total

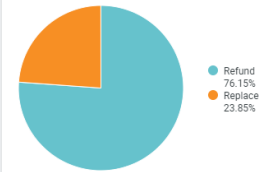
Loss Total Over Time



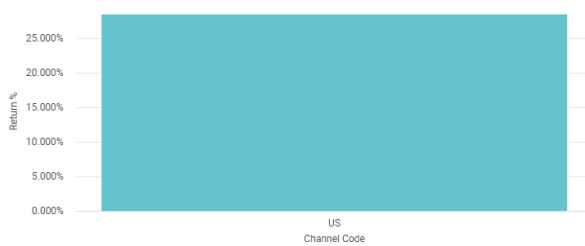
Return Reasons Count

	Created Month	<	2022-05		2022-04		2022-03	
	Reason		Return Count	Return %	Return Count	Return %	Return Count	Return %
1	Changed My Mind		261 (99%)	99.24%	207 (99%)	82.47%	242 (99%)	88.00%
2	RSC to Store or Cus...		2 (100%)	0.76%	3 (100%)	1.20%	4 (100%)	1.45%
3	Defective		0		13 (100%)	5.18%	9 (100%)	3.27%
4	Delivery from Store ...		0		4 (100%)	1.59%	8 (100%)	2.91%
5	Ship to Store Shorta...		0		6 (100%)	2.39%	3 (100%)	1.09%
6	Ship to home ShortL...		0		6 (100%)	2.39%	3 (100%)	1.09%
7	Delivery from Store ...		0		4 (100%)	1.59%	1 (100%)	0.36%
8	Arrived Too Late		0		2 (100%)	0.80%	1 (100%)	0.36%
9	Found a Better Price		0		2 (100%)	0.80%	2 (100%)	0.73%
10	Mis-Tint		0		2 (100%)	0.80%	1 (100%)	0.36%
11	Didn't Match Website		0		1 (100%)	0.40%	1 (100%)	0.36%
12	Order Wrong Size		0		1 (100%)	0.40%	0	

Returns By Return Type



Return Percentage By Channel Code



Return Percentage By Customer Interaction Type



Most Returned Products

Return Month				2022-05	2022-04	2022-03
Product Name	Current Rank	Last Month Rank	Movement	Return Count	Return Count	Return Count
20 ACE 6 in. W High-Carbon Steel Flexible Joint Knife	25	12	▼ -13	4	8	0
27 Ace 6 in. Lockback Utility Knife Red 1 pk	25	10	▼ -15	4	10	1
28 Fox Run 15 in. W Parchment Paper	29	12	▼ -17	3	8	8
30 Magnolia Home by Joanna Gaines by Joanna Gaines Eggshell Yarn Ultra White Base...	29	39	▲ -10	3	2	4
31 Marshalltown Blue Steel Taping Knife 6 in. L	29	16	▼ -13	3	7	1
32 Weber 22 in. Original Kettle Charcoal Grill Copper	29	7	▼ -22	3	14	1
33 Ace 4 in. W High-Carbon Steel Flexible Joint Knife	33	33	-	2	3	0
34 Nupla Strike Pro 24 oz Dead Blow Hammer Steel Head Fiberglass Handle	33	33	-	2	3	3
35 Collins 2.5 lb Steel Blacksmith Hammer 16 in. Hickory Handle	33	44	▲ -11	2	1	2
36 Milwaukee Fastback 7-1/4 in. Press and Flip Utility Knife Red 1 pc	33	44	▲ -11	2	1	1
37 Collins 3 lb Steel Drilling Hammer 10 in. Hickory Handle	33	44	▲ -11	2	1	3
38 Proctor Silx Black Glass/Plastic 1.7 L Electric Tea Kettle	33	62	▲ -29	2	0	0
39 Thermos White Plastic Carafe	33	24	▼ -9	2	4	1
40 STIHL FARM BOSS MS 271 20 in. 50.2 cc Gas Chainsaw Tool Only	33	18	▼ -15	2	5	4
41 Collins 8 lb Steel Sledge Hammer 36 in. Hickory Handle	33	62	▲ -29	2	0	3
42 Weber Genesis II S-435 4 burner Liquid Propane Grill Stainless Steel	33	62	▲ -29	2	0	1
43 Weber Stainless Steel Black Grill Brush 1 pk	33	44	▲ -11	2	1	0
44 Weber Black Grill Cover For Genesis II and Genesis II LX 400 series gas grills	33	62	▲ -29	2	0	0
45 Big Green Egg 13 in. MiniMax Charcoal Kamado Grill and Smoker Green - Copy	33	18	▼ -15	2	5	4
46 3-Year Ace Protection Plan	33	62	▲ -29	2	0	0
47 Item Assembly	33	18	▼ -15	2	5	2
48 Estwing 16 oz Smooth Face Curved Claw Hammer Steel Handle	48	62	▲ -14	1	0	0
49 Collins 2.5 lb Steel Engineer Hammer 16 in. Hickory Handle	48	62	▲ -14	1	0	1
50 DeWalt 3/8 in. Keyless VSR Corded Drill Bare Tool 8 amps 2500 rpm	48	62	▲ -14	1	0	0

The supported filters that can be applied to this dashboard are:

Name	Description	Default
Site Name	Restrict results to one or more of your sites.	All
Return Created Date	Limit results to only returns created within this time range.	Past thirteen weeks
Location Code	Restrict results to one or more location code.	All

The measures that are calculated by this dashboard are:

Name	Description
Return Count	Total number of returns generated.
Total Shipping Loss	Sum of total shipping loss for all returns.
Total Product Loss	Sum of total product loss for all returns.
Total Return Loss	Sum of total loss in return (Product Loss + Shipping Loss).
Total Refunded Amount	Sum of refund amount for all returns.
Returned Order Count	Total number of orders with an associated return.

The tiles that make up this dashboard are:

Name	Description
Return Count	The total count of returns created.
Return Total Loss	The total return loss for all returns.
Shipping Total Loss	The total shipping loss for all returns.
Product Total Loss	The total product loss all returns.
Refund Total	The total refunded amount for all returns.
Loss Total Over Time	The loss total bucketed by calendar week.

Name	Description
Most Returned Products	A list of products sorted in descending order by the count of returned orders for the current month. Includes the current month rank and revenue, the previous month rank and revenue, and the change in rank.
Return Reasons Count	The returned order count for each return reason as both a number and as a percentage of the returned order count for all reasons.
Returns By Return Type	The relative percentage of total returns for each return type.
Return Percentage By Channel Code	The number of orders placed through a certain channel that have one or more associated returns as a percentage of the total number of orders placed through that channel.
Return Percentage By Customer Interaction Type	The number of orders placed through a certain customer interaction type that have one or more associated returns as a percentage of the total number of orders placed through that customer interaction type.