

# Fulfiller Returns

This guide details how fulfiller users can create and process returns, as well as how an administrator can set the preferred return address that all returns will default to in the site settings.

## 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 displays the 'General' settings tab within a web application. At the top, a navigation bar includes tabs for 'General', 'Email', 'Storefront', 'Analytics Tools', 'Site', and 'BPM'. Below this, the 'Flexible Auto Capture' section is visible, featuring an information icon. It contains two dropdown menus: the first is labeled 'Ship to Home (STH)' and the second is labeled 'Pickup (BOPIS)'. Both dropdowns show 'Select One' with a lock icon and a downward arrow. At the bottom of the settings area, a search bar is highlighted with a red rectangle; it is labeled 'Return Shipping Address' and has a 'Search' button.

## The Return Process

An update in which the Admin UI's return dashboard is embedded within the Fulfiller UI is now available, giving fulfillers access to more robust return management. The existing functions to create and process returns within the Fulfiller UI will be removed by the end of April 2025. Over the next few weeks, Kibo will be upgrading all Fulfiller implementations to the new process. Please

contact if you have any questions.

An overview of each version is detailed below.

## Classic Fulfiller Returns

The following processes represent the existing Fulfiller behavior that will be deprecated in April 2025 and replaced with the embedded Admin UI.

### 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.

Select Items	Product	Shipped by	Quantity	Reason
<input checked="" type="checkbox"/>	MiMi Flounce Maternity Wrap Dress Part#006-93791-44-L UPC:657107170602	DISTRIBUTION CENTER	Return 1	<ul style="list-style-type: none"> <li>✓ Changed my mind</li> <li>Ordered wrong size</li> <li>Didn't match website</li> <li>Arrived too late</li> <li>Product ran small/large</li> <li>Quality issue</li> <li>Not what was ordered</li> <li>Damaged or defective</li> <li>Found a better price</li> <li>Shortage</li> <li>Other</li> </ul>

Cancel Create Return

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.

Assigned to Your Store Accepted by You

## Select a Store

Please select a location to fulfill this shipment

All Stores

- Anchorage #123
- Baltimore #222
- Canyon Lake #1000
- Dallas #423
- Franklin #2091
- Gallway #091
- Houston #333
- Port of Call #3000

Cancel 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.

Process Return

Select Items

Product

Shipped By

Refund S&H

Quantity

Reason

Return #185

Return Address: 4861 Sunny Day Drive, Irvine, CA 92664

External ID: External123

<input checked="" type="checkbox"/>	<div>Product A</div> <div>UPC: CH01</div>	Example Store	<input type="checkbox"/>	<div>2</div>	Damaged
<input checked="" type="checkbox"/>	<div>Product B</div> <div>UPC: CH02</div>	Example Store	<input type="checkbox"/>	<div>2</div>	Damaged

Return Reduction: USD \$

0

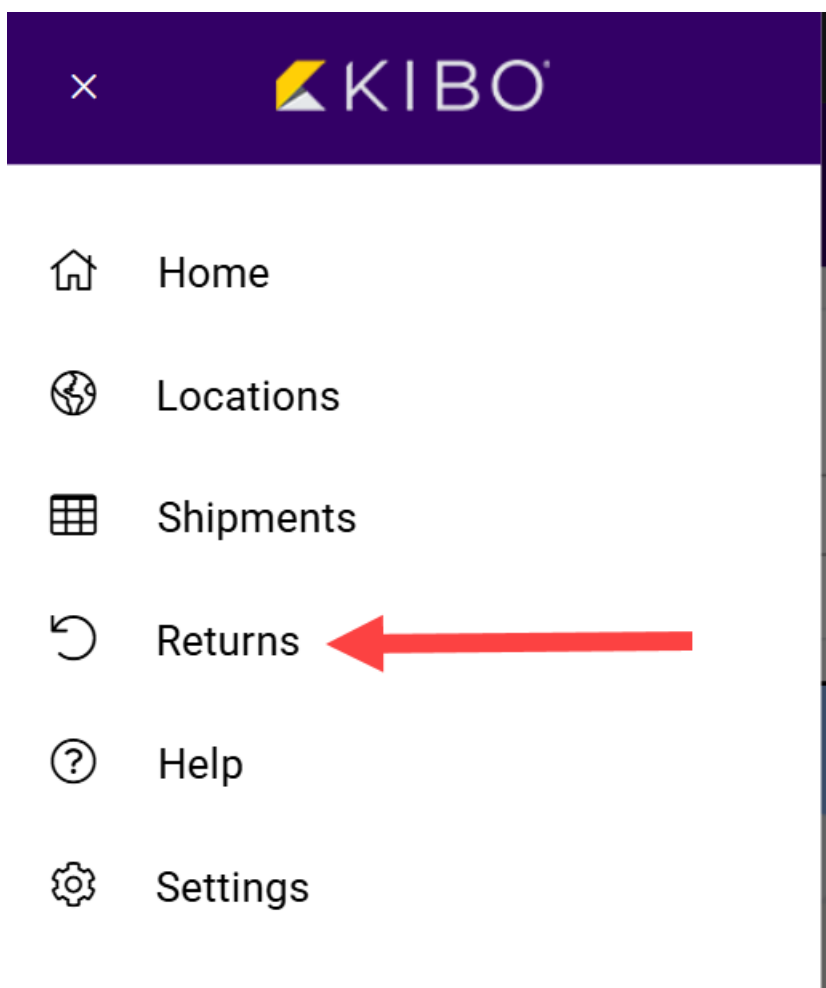
Process These Items

## 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.

## Updated Return UI

Once your implementation is upgraded, the navigation menu will display a link for returns.



This button will load the Admin UI returns dashboard in the Fulfiller UI as shown below. For more information about managing returns using this UI, refer to the [Returns user guides](#).

Returns											
Search											
Return #	Created Date	Last Modified Date	Order #	First Name	Last Name	Return Status	Action Required	Received Status	Refund Status	Replacement Status	Return Amount
2	Jun 13 2017 5:34pm	Jan 23 2018 4:40pm	2	Example	Customer	Closed	No	Waiting	Not Requested	Not Replaced	\$0.01
1	Jun 13 2017 5:07pm	Jan 23 2018 4:41pm	1	Example	Customer	Authorized	No	Waiting	Not Requested	Fully Replaced	\$0.01



While viewing the embedded returns screen, the navigation menu will still be that of the Fulfiller UI. This allows you to easily navigate back to the dashboard or shipment listing page.

## Email Notifications

If the appropriate emails are enabled [in your site settings](#), customers will receive email notifications with their return status and item details whenever a return is created, accepted, rejected, updated, and/or closed.