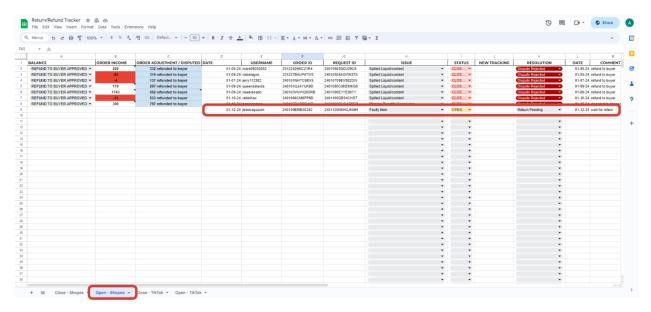**How to Check the Order Income/ Order Adjustment on Shopee**

To ensure that we have received payment for each order, especially the Return and Refund orders. We are keeping an eye on the **Order Income/Order Adjustment.**
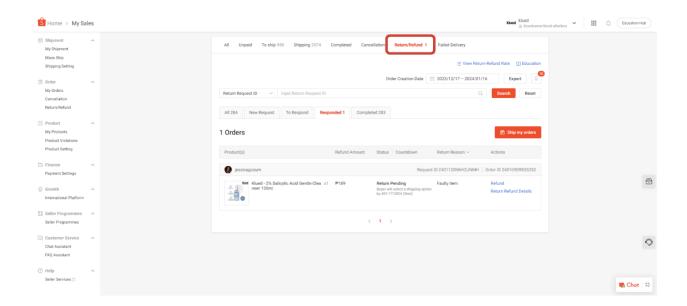
Understanding **Return and Refund tracker** is necessary before moving on to learn how to obtain **Order Income and Order Adjustment**. This was made so that all returns and refunds could be conveniently kept and tracked continuously. Open Shopee: Close Shopee and Open TikTok: Close TikTok are the sheets that are included on this tracker, we're only tracking the Shopee Return/Refund orders.

OPEN Sheet

This is an example of the **Open Sheet** from Shopee. Here, we will enter all of the **Buyer's information**, such as the Date, Username, Order ID, Request ID, Issue, Status, New Tracking Number (if applicable), Resolution, Date of Remarks, and Comment/Remarks.
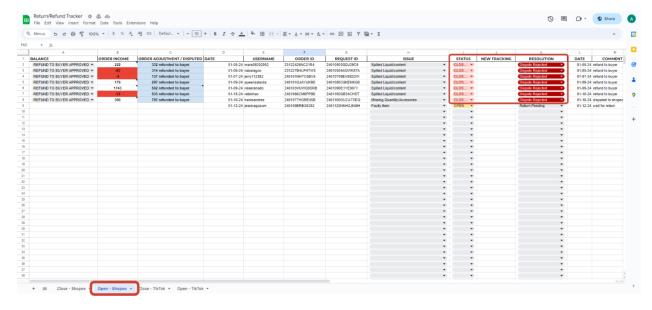

As you can see on the Sheet there are only one **OPEN Status** which is still pending on our Shopee Platform: Return/ Refund page. The number on the Shopee's Return/Refund page should match the count on the Return/Refund Tracker: Open - Shopee Sheet.
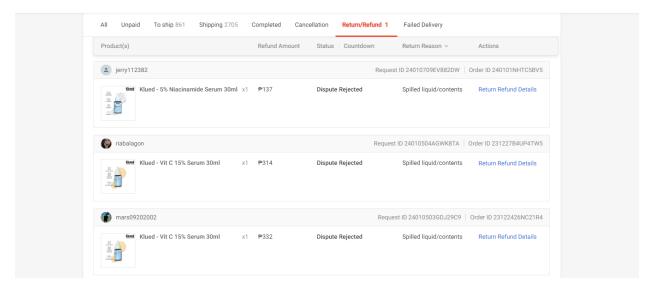
Our **OPEN - Shopee Sheet** still have orders that are tagged as **Status Close**. Why is it the case? Despite the fact that we have submitted the required evidence and documentation, these orders have already been **Dispute Rejected**. We are unable to reopen and contest the decision once they have rendered it. In this instance, we must report and endorsed it to Shopee Team on Viber, to allow them reconsider the decision and re-evaluate the resolution.

Once they have answered and gave the new resolution for it, orders can now be transferred to **Close - Shopee Sheet.**
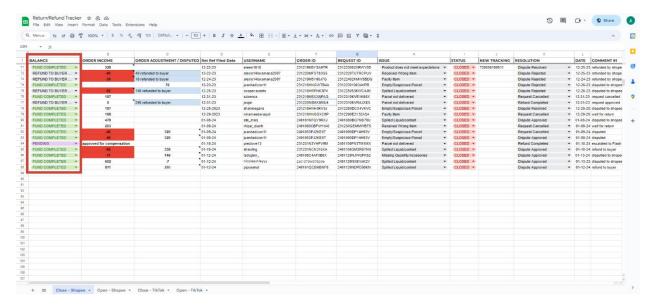
This is what it looks like on our Shopee Platform: Return/Refund page when our dispute has been rejected:
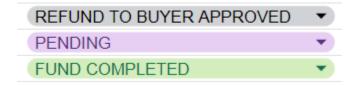

CLOSED Sheet

We are now moving on to the **Closed Shopee Sheet**. Once the Return/Refund order has been closed, we may now cut/move all the buyer details from the OPEN Shopee Sheet and paste it in the CLOSED Shopee Sheet. Changed the **Status, Resolution** and **add comments** if needed. This is the part where we're going to record the **BALANCE, ORDER INCOME** and **ORDER ADJUSTMENTS/DISPUTED.**

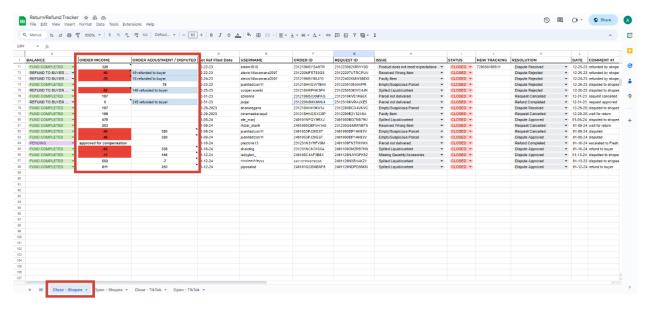In the **Balance Column** there are 3 dropdown Refund to Buyer Approved, Pending and Fund Complete.

- **Refund to Buyer Approved**: we tagged orders refund to buyer approved if customer return the parcel to us or RTS parcel, and if our Dispute has been Rejected even, we endorsed it to Shopee Team.

There are several reasons why our dispute may be rejected

- o Shopee needed additional evidence, and evidence collection period have been closed.
- o Wrong attachment of evidence/ waybill.
- o Application of waybill and fragile sticker does not matched with the courier's evidence.
- **Pending**: it is tagged pending, when orders are endorsed to Shopee team and it is approved for compensation.
- **Fund Complete**:
  - o When buyer cancelled their request for return/refund.
  - o Our dispute has been approved.
  - o Parcel return to seller, and didn't dispute it due to wrong item sent to buyer.
  - o Dispute have been resolved.

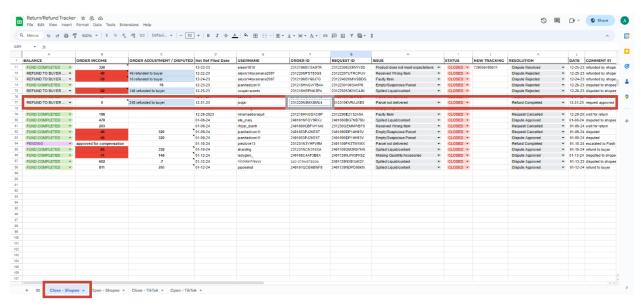## Order Income and Order Adjustments

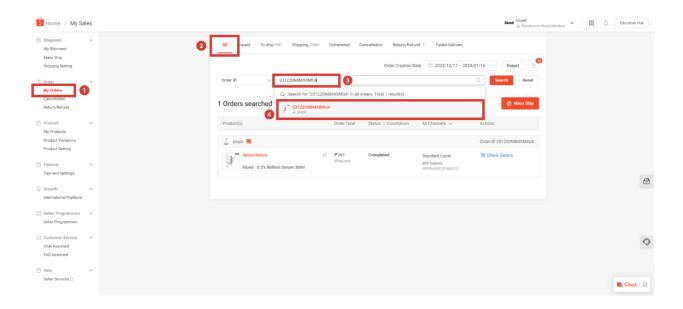There are 2 ways on how to get the Order Income and Order Adjustments:

- **Finance Settings:** Access to the finance area is restricted and requires permission from Sir Miyo.

- **Order Details:** Getting the Order ID of the buyer and searching it in **MY ORDERS** page. This is the way that we should be doing if we don't have the Finance Settings.

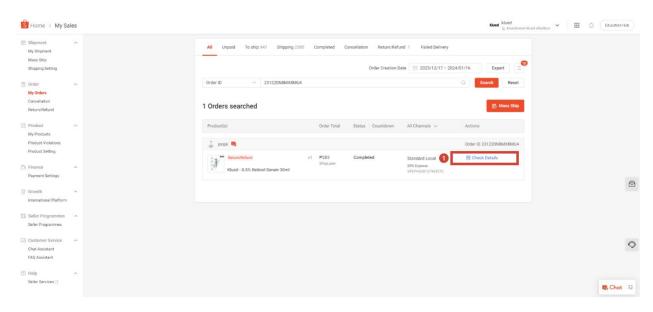Here's a step-by-step process on how to get **Order Income and Order Adjustment.**
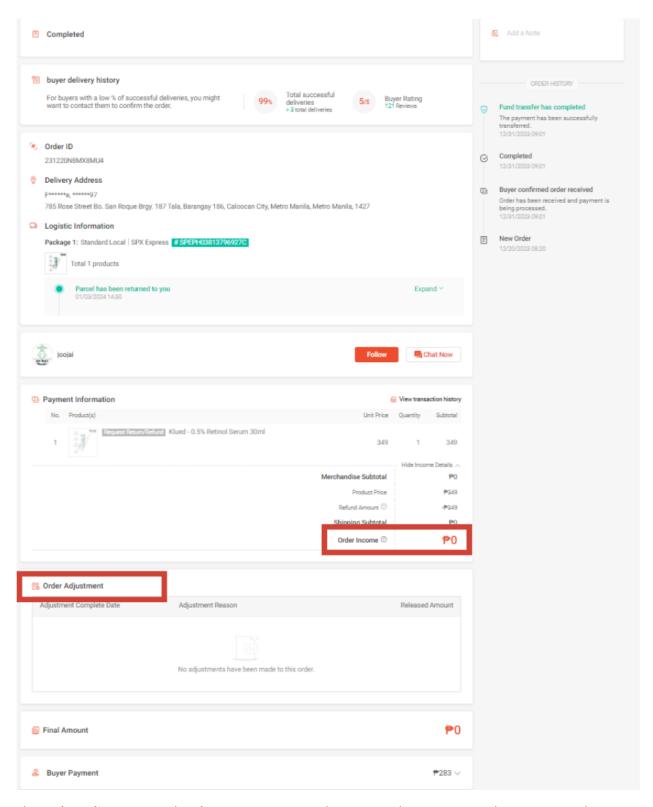
Refund to Buyer Approved:

Locate the Return/Refund Tracker. Within it, find the section pertaining to the buyer's order information. Identify the field labeled "Order ID" and copy the value it contains.

Head over to Shopee Platform. On your home page, navigate to "**My Orders**" and enter the Order ID you copied from the Return/Refund Tracker in the search bar. Select the option that best fits your query from the dropdown menu, and you'll be taken to the specific order details page.
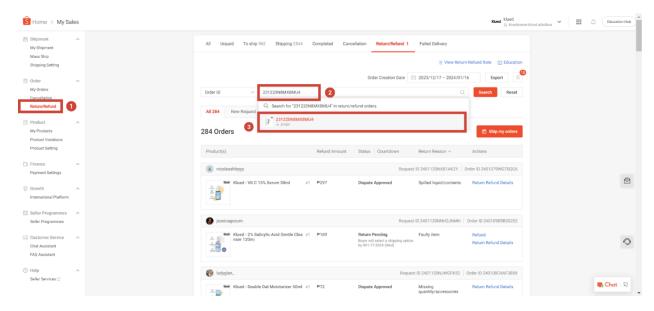

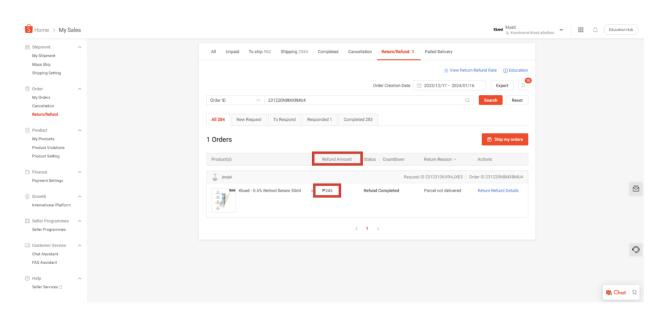Click on Check Details to view buyer details and Order Income.

The **Order Adjustment** and **Order Income** may now be seen on this page. Since this is RTS Parcel, we don't have Order Income and we also need to record the reimbursement on the Order Adjustment the amount that was refunded to buyer. To make it easier to understand what happened to the cell, it is also crucial to place a note in the order income cell.
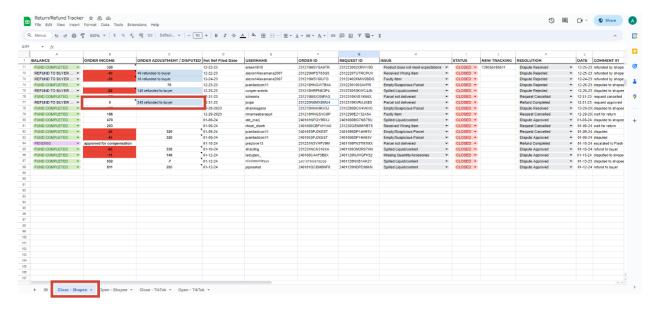
To get the amount Refunded to Buyer

Head over to Shopee Platform. On your home page, navigate to "Return/Refund" and enter the Order ID you copied from the Return/Refund Tracker in the search bar. Select the option that best fits your query from the dropdown menu, and you'll be taken to the specific order details page.
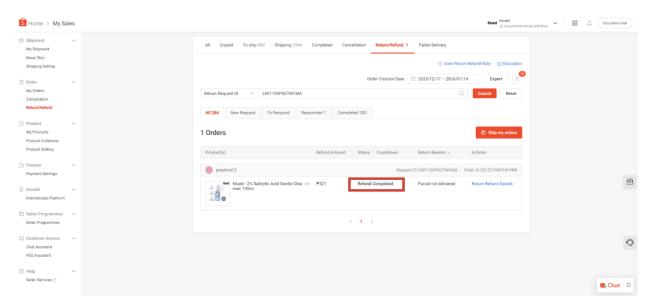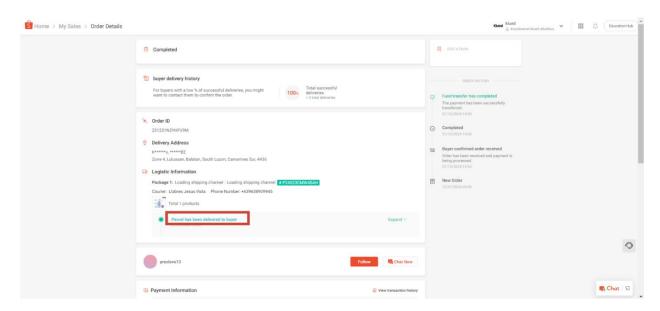

Refunded amount to buyer are now visible on this area.

Record this on the Adjustment Income and insert note on the Order Income cells for easy monitoring and audit.

Pending: This tagging is also the reason why we need to monitor our Return/Refund.

This Return/ Refund Parcel has been tagged as Refund Completed to the buyer even though it is tagged as delivered to buyer.

It is Escalated to Flash Express Team to get the POD. Shopee approved the refund and buyer still gets the parcel.

When this happens, we need to escalate this to Shopee Team to properly compensate us on this issue.
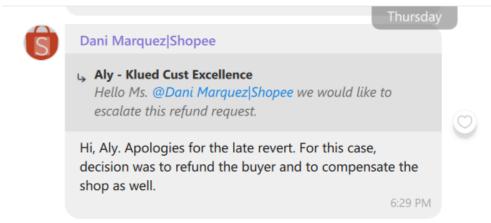
Klued x Shopee - Operations
19 participants

Aly - Klued Cust Excellence

Hello Ms. @Dani Marquez|Shopee we would like to escalate this refund request.

Request ID: 2401100FN3TM1MX

Inapproved po ng Shopee yung refund request ng buyer pero may pod proof po na nareceive niya yung order.
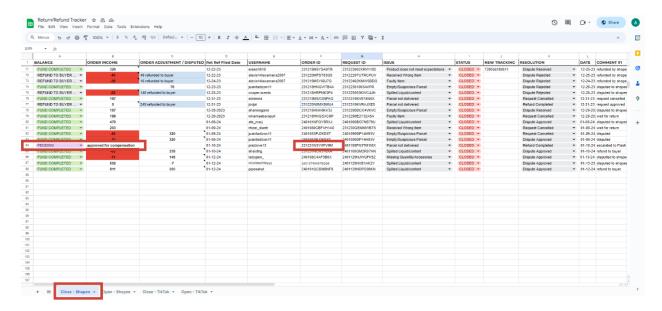
2:37 PM

Klued x Shopee - Operations
19 participants

Thursday

Dani Marquez|Shopee

↳ **Aly - Klued Cust Excellence**
  Hello Ms. @Dani Marquez|Shopee we would like to escalate this refund request.

Hi, Aly. Apologies for the late revert. For this case, decision was to refund the buyer and to compensate the shop as well.
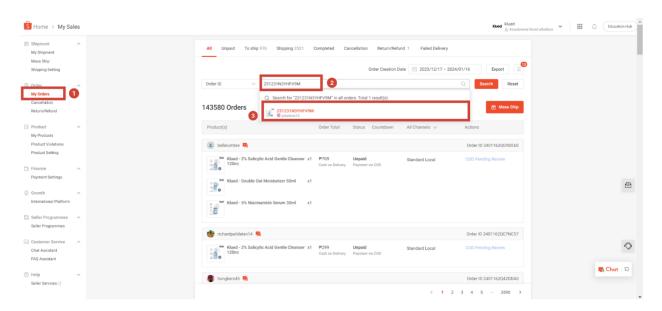
6:29 PM

We can now tag this as **Pending** and keep a note that it is approved for compensation. For easy monitoring and audit. We can change the Balance, Order Income, and Order Adjustment once we've been compensated for it.
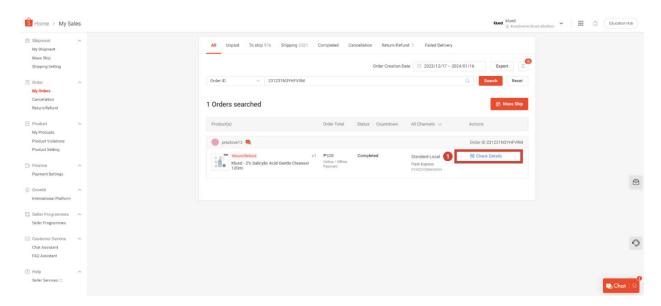
We can now tag this as **Pending** and keep a note that it is approved for compensation. For easy monitoring and audit. We can change the Balance, Order Income, and Order Adjustment once we've been compensated for it.
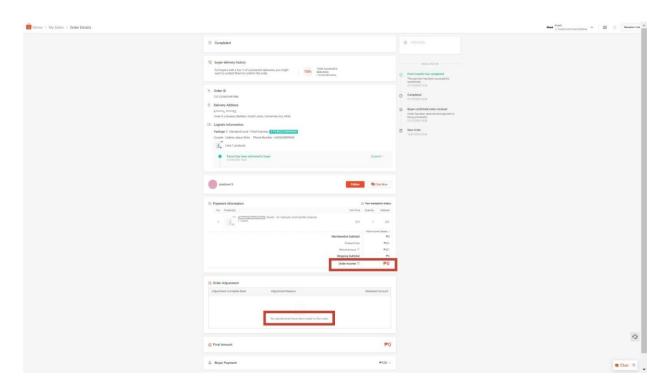
To check the Order Income/ Order Adjustment, locate the Return/Refund Tracker. Within it, find the section pertaining to the buyer's order information. Identify the field labeled "Order ID" and copy the value it contains.

Head over to Shopee Platform. On your home page, navigate to "My Orders" and enter the Order ID you copied from the Return/Refund Tracker in the search bar. Select the option that best fits your query from the dropdown menu, and you'll be taken to the specific order details page.
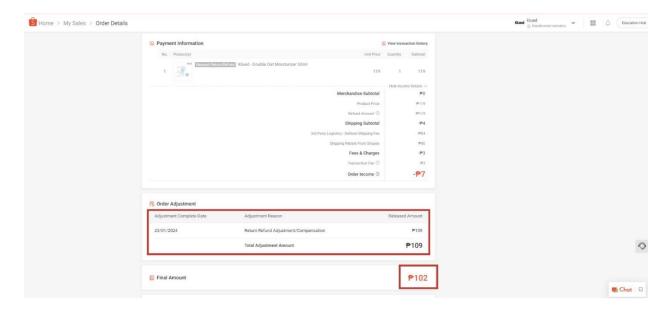
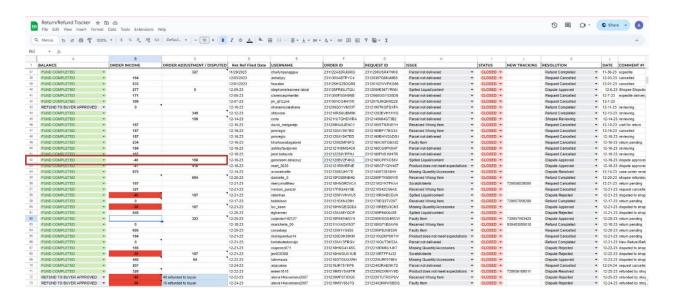Click on Check Details to view buyer details and Order Income.

This page now displays the Order Adjustment and Order Income. It is mark as **pending**, due to the fact that we have not yet received payment for this order. After the order has been out standing for two weeks, we must forward it to the Shopee Team on Viber once again for follow-up.
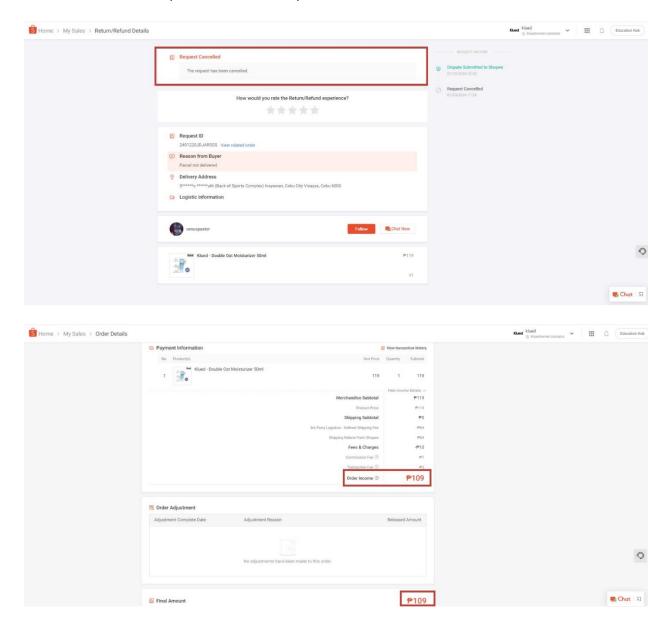
Fund Completed:

You will be able to see the date and the amount compensated for the order in the **Order Adjustment**. Below that is the **Final Amount** of the income we have earned from the said order. This was calculated from adding the order income after refunding the buyer and the compensation received from Shopee.

When recording this on the Return/Refund Tracker, input the **Order Income** and the **Order Adjustment** of the customer's order.

If the Return/Refund Request was cancelled by the customer.

The order income would remain as is because no order adjustment was made and we didn't received a compensation.