Returns - User Guide

Introduction

Returns are a reality of doing business for most e-commerce sites. A customer may find that the item they ordered doesn't fit, or that it doesn't fit their needs. The product may be damaged in shipping. There are many reasons why a customer could choose to return an item they purchased in your store. This guide covers how you, as the site administrator, issue RMAs (Return Merchandise Authorizations) and process returns.

Creating RMAs for Returns

You can only create RMAs for orders that have already been shipped. That makes sense, as you wouldn't authorize a return for something you haven't sent out yet.

Order #R987654321

✔ APPROVE   ✉ RESEND   ← BACK TO ORDERS LIST

H84764146760 - SHIPPED PACKAGE FROM 'DEFAULT'

ITEM DESCRIPTION	PRICE	QUANTITY	TOTAL
Ruby on Rails Bag SKU: ROR-00012	$22.99	1 x shipped	$22.99
UPS Ground (USD)			$5.00
No tracking details provided.			

LINE ITEM ADJUSTMENTS

NAME	AMOUNT
North America 5.0%:	$1.15

ORDER ADJUSTMENTS

NAME	AMOUNT
Tax:	$1.21

ORDER TOTAL

$25.35

ORDER INFORMATION

STATUS: ● COMPLETE

SUBTOTAL: $22.99

TAX: $1.15

TOTAL: $25.35

SHIPMENT: ● SHIPPED

PAYMENT: ● PAID

DATE COMPLETED: September 28, 2014 11:12 PM

👤 CUSTOMER DETAILS

📝 SHIPMENTS

⚙ ADJUSTMENTS

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↪ RETURN AUTHORIZATIONS

⬇ CUSTOMER RETURNS

To create an RMA for a shipped order, click the order's "Return Authorizations" link, then click the "New Return Authorization" button. The form that opens up enables you to select which items will be authorized to be returned, and issue an RMA for the corresponding amount.

	PRODUCT	STATE	CHARGED	PRE-TAX REFUND AMOUNT	REIMBURSEMENT TYPE	EXCHANGE FOR
☐	Ruby on Rails Bag	Shipped	$22.99	22.99	✕ ▾	✕ ▾

Total Pre-Tax Refund: 0.00

STOCK LOCATION

Select a stock location	✕ ▾

REASON

Select a reason for the return authorization	✕ ▾

MEMO

✔ CREATE or ✕ CANCEL

To use it, just select each line item to be returned, and either a reimbursement type or exchange item. Selecting the "Original" reimbursement type will refund a user back to their original payment method when the items are returned and approved. Selecting an exchange item will create a new shipment to ship the exchange item to the customer. The form will automatically calculate the RMA value based on the sale price of the item(s), but you will have to confirm the amount when the reimbursement is issued. This gives you a chance to adjust for handling fees, restocking fees, damages, etc.

Input the reason and any memo notes for the return, and select the Stock Location the item is coming back to. Click the "Create" button.

Now you just need to wait for the package to be received at your location.

Processing Returns

Once you receive a return package, you need to create a "Customer Return". To do so, go to the order in question and click "Customer Returns". Click the "New Customer Return" button.

🛒 ORDERS   ⊞ PRODUCTS   📄 REPORTS   🔧 CONFIGURATION   📢 PROMOTIONS   👤 USERS

Order #R987654321 ➜ Customer Returns   **+ NEW CUSTOMER RETURN**   ← BACK TO ORDERS LIST

NO CUSTOMER RETURNS FOUND, **ADD ONE!**

—— **ORDER INFORMATION** ——

STATUS: ● COMPLETE

SUBTOTAL: $22.99

TAX: $1.15

TOTAL: $25.35

SHIPMENT: ● SHIPPED

PAYMENT: ● PAID

DATE COMPLETED: September 28, 2014 11:12 PM

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Select which of the authorized return items were received, and to which Stock Location. Once done click the "Create" button.

ORDERS PRODUCTS REPORTS CONFIGURATION PROMOTIONS USERS

Order #R987654321 ➜ New Customer Return

← BACK TO CUSTOMER RETURN LIST

ITEMS IN RETURN AUTHORIZATIONS

	PRODUCT	SKU	PRE-TAX AMOUNT	EXCHANGE FOR
☑	Ruby on Rails Bag	ROR-00012	$22.99	

OTHER ITEMS IN ORDER

NONE

STOCK LOCATION

Default ✕ ▾

✓ CREATE or ✕ CANCEL

ORDER INFORMATION

STATUS: ● COMPLETE

SUBTOTAL: $22.99

TAX: $1.15

TOTAL: $25.35

SHIPMENT: ● SHIPPED

PAYMENT: ● PAID

DATE COMPLETED: September 28, 2014 11:12 PM

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The return items are marked as accepted, and now you can create a reimbursement for the $22.99 you owe the customer.

Order #R987654321 ➡ Customer Return #CR046341107   ← BACK TO CUSTOMER RETURN LIST

ACCEPTED

PRODUCT	SKU	PRE-TAX AMOUNT	PREFERRED REIMBURSEMENT TYPE	EXCHANGE FOR	ACCEPTANCE ERRORS
Ruby on Rails Bag	ROR-00012	$22.99	Original		{}

↩ CREATE REIMBURSEMENT

REIMBURSEMENTS

NONE

ORDER INFORMATION

STATUS: 🟠 RETURNED

SUBTOTAL: $22.99

SHIP TOTAL: $5.00

TAX: $1.15

TOTAL: $30.35

SHIPMENT: 🟢 SHIPPED

PAYMENT: 🟢 PAID

DATE COMPLETED: September 28, 2014 11:12 PM

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The reimbursement form will be populated according to your original reimbursement or exchange selections chosen during the return authorization form. You may override the selected reimbursement type or exchange item now if you would like, otherwise click the "Reimburse" button to create the refund.

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BEHIND THE BEST STOREFRONTS™

🛒 ORDERS   ▦ PRODUCTS   📄 REPORTS   🔧 CONFIGURATION   📢 PROMOTIONS   👤 USERS

Order #R987654321 ➜ Editing Reimbursement #RI228463616

← BACK TO CUSTOMER RETURN

ITEMS TO BE REIMBURSED

PRODUCT	PREFERRED REIMBURSEMENT TYPE	REIMBURSEMENT TYPE OVERRIDE	PRE-TAX REFUND AMOUNT	TOTAL	EXCHANGE FOR
Ruby on Rails Bag	Original	✕ ▾	22.99	$24.14	✕ ▾

UPDATE

CALCULATED REIMBURSEMENTS

REIMBURSEMENT TYPE	DESCRIPTION	AMOUNT
Refund	Credit Card	$24.14

↩ REIMBURSE   or   ✕ CANCEL

ORDER INFORMATION

STATUS:	🟠 RETURNED
SUBTOTAL:	$22.99
SHIP TOTAL:	$5.00
TAX:	$1.15
TOTAL:	$30.35
SHIPMENT:	🟢 SHIPPED
PAYMENT:	🟢 PAID
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Your return-processing is complete! As you can see there will now be a $22.99 refund issued to the original credit card.

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| 🛒 ORDERS | ⧉ PRODUCTS | 📄 REPORTS | 🔧 CONFIGURATION | 📢 PROMOTIONS | 👤 USERS |

Order #R987654321 ➜ Reimbursement #RI228463616

⬅ BACK TO CUSTOMER RETURN

ITEMS REIMBURSED

PRODUCT	PREFERRED REIMBURSEMENT TYPE	REIMBURSEMENT TYPE OVERRIDE	EXCHANGE FOR	PRE-TAX AMOUNT	TOTAL
Ruby on Rails Bag	Original			$22.99	$24.14

REFUNDS

DESCRIPTION	AMOUNT
Credit Card	$24.14

CREDITS

DESCRIPTION	AMOUNT

ORDER INFORMATION

STATUS:	🟠 RETURNED
SUBTOTAL:	$22.99
SHIP TOTAL:	$5.00
TAX:	$1.15
TOTAL:	$30.35
SHIPMENT:	🟢 SHIPPED
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👤 CUSTOMER DETAILS

✏ SHIPMENTS

⚙ ADJUSTMENTS

💳 PAYMENTS

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About Spree Commerce

Spree Commerce is an automated enterprise solution built specifically for ecommerce. We effectively manage your operations so you can focus on serving your customers and growing your business.

Take it for a test drive

You can even create your own personal store.

[Try The Demo](#)

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