

# Employee Returns System User Manual

Version 1.0

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## 1. Introduction:

Welcome to the Employee Returns System, a tool designed to simplify return processes within retail distribution centers. This manual provides guidance on navigating the system for entering and retrieving return details. As businesses focus on customer satisfaction, this system aims to streamline return transactions for employees and their superiors.

The Employee Returns System offers a centralized hub for processing return information. Whether you're a seasoned employee or a managerial authority, this system caters to the diverse needs of a dynamic retail environment. From user-friendly interfaces to robust data storage capabilities, our commitment to efficiency is reflected in every aspect of the system.

## 2. Accessing the System:

**2.1** To enter the system, employees must input their Badge ID number. Access is granted to authorized personnel and their superiors, ensuring a secure environment. Inaccuracies in entries trigger a pop-up message, guiding users to rectify the input: "Wrong Badge Number! Please enter a valid Employee Number."

**2.2** The Employee Returns System not only provides a gateway to streamlined return processes but also upholds the integrity of entered data. Serving as a cornerstone in maintaining an accurate record of returns, it contributes to the overall efficiency of the distribution center.

## 3. Inputting Return Details:

**3.1** Upon successful entry into the portal, you will encounter the ScanReturns home screen.

**3.2** Here, utilizes the pertinent packing slip attached to the product to input the following information:

### 3.3

- **Customer Name**
  - Ex: "John Doe"
- **Order Number**
  - Ex: "123456789"
- **Product Name being Returned**
  - Ex: "Power Through Polo"
- **Size**
  - Ex: "M"
- **Color**
  - Ex: "White"
- **Gender**
  - Ex: "Male"

**3.4** Clicking the "Save Details" button ensures preservation in the "ReturnLogs" tab.

## 4. Viewing Return Logs:

**4.1 & 4.2** Navigate to the "ReturnLogs" tab, an essential tool for maintaining detailed logs of returns for internal use.

The displayed information includes:

### 4.3

- **Timestamp (date and time of creation)**
  - Ex: "2023-11-29 13:29:06"
- **Employee Badge Number**
  - Ex: "DC-#####"
- **Customer Name**
  - Ex: "John Doe"
- **Order Number**
  - Ex: "123456789"
- **Product Name**
  - Ex: "Power Through Polo"
- **Size**
  - Ex: "M"
- **Color**
  - Ex: "White"
- **Gender**
  - Ex: "Male"

**4.4** All entered data is permanently saved for historical reference.

## 5. Searching for Specific Returns:

**5.1** Access the "SearchReturns" tab to meticulously search for specific return details.

**5.2** Enter the Order Number precisely to retrieve relevant information, mirroring the "ReturnLogs."

**5.3** A meticulously tailored search function ensures pinpoint accuracy in locating specific return data, safeguarding against erroneous entries. In the event of an inaccurate entry, a prompt pop-up message will guide users, indicating "Order number not found."

## **6. Frequently Asked Questions (FAQ):**

### **6.1 Badge ID not working?**

*Q: If my Badge ID is not working, what should I do?*

*A: For swift resolution, please contact Corporate.*

### **6.2 Unsure what badge number is?**

*Q: If I am unsure about my badge number, where can I seek clarification?*

*A: Consult the Human Resources department for assistance.*

### **6.3 How to find input details?**

*Q: How can I find the required input details for returns?*

*A: Reference the packing slip attached to the returned product for comprehensive information.*

### **6.4 Packing slip missing information?**

*Q: What should I do if the packing slip is missing information?*

*A: In such cases, promptly contact the leader of the respective division for guidance.*

### **6.5 Details not saving?**

*Q: If the entered details are not saving, what is the recommended course of action?*

*A: Seek resolution by promptly contacting the leader of the division.*

### **6.6 System not working?**

*Q: What should I do if the system malfunctions?*

*A: Technical issues can be addressed by contacting computer support. It is advisable to retain packing slips until the portal is restored.*

*Note: For any further inquiries or exigencies, please contact the relevant department, as detailed in the FAQ section.*