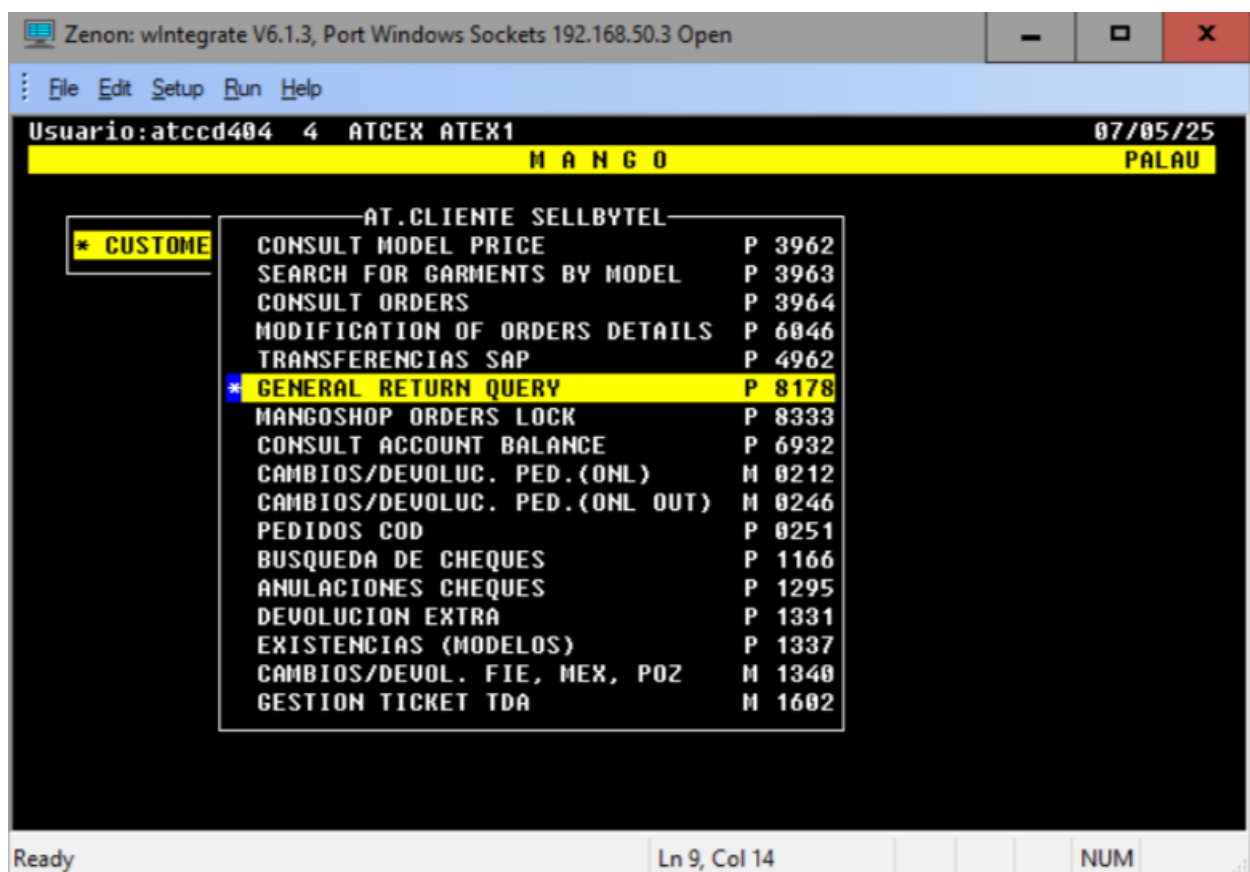# Wintegrate

SUMMARY

1. ACCESS & MAIN MENU

1.1.   ACCESS

Log in from Internet Explorer with a personal username and password.

> 〉 **User blocked for entering the wrong username/password 3 times:**

> We cannot log in again until the user is reset.

1.2.   MAIN MENU

1.3.   OPTIONS USAGE AND LIMITATIONS

1. **CONSULT MODEL PRICE**

    Exclusive for Team Leaders.

    We only use this option if we need to check the price history of an item.

2. **SEARCH FOR GARMENTS BY MODEL**

    Exclusive for Team Leaders.

    We only use this option if we need to search for all the reference numbers of a specific item that we have not found in Collection Life.

3. **CONSULT ORDERS**

    Exclusive for Team Leaders.

    We only use this option if we need to double-check the information, missing in Salesforce regarding deliveries of online orders.

4. **MODIFICATION OF ORDERS DETAILS**

    Used by all agents.

    We only use this option if Salesforce shows the message "*The modification process can only be carried out manually in WTG*" after pressing the button "Modify Address" in the "Order" tab of the case.

5. **TRANSFERENCIAS SAP**

    Deprecated option.

6. **GENERAL RETURN QUERY**

    Used by all agents.

    This option is used to check further information of refunds of items that show "returned" in Salesforce, in case we need further details, and to check the refund status of items that do not show "returned" yet in Salesforce.

7. **MANGOSHOP ORDERS LOCK**

    Used by all agents.

    We only use this option as one of the steps to follow when we have to manually cancel an online order with ERP Wintegrate after Salesforce shows the message "*Automated order cancellation inactive*" after pressing the button "Cancel order" in the "Order" tab of the case. More information in KB "Cancel Orders in Salesforce".

8. **CONSULT ACCOUNT BALANCE**

    Exclusive for Team Leaders.

9. **CAMBIOS/DEVOLUC. PED. (ONL)**

    Used by all agents.

    We use this option to process refunds, exchanges or replacements for online orders placed at **Mango.com** sent from the Spanish or USA warehouse (Order tab in Salesforce, section "General", field "Warehouse" = **Europa Palau or USA New Jersey**).

Warehouse
Europa Palau (00100000)

Warehouse
USA New Jersey (00480001)

10. CAMBIOS/DEVOLUC. PED. (ONL OUT)

Used by all agents.

We use this option to process refunds, exchanges or replacements for online orders placed at **Mangooutlet.com** sent from the Spanish warehouse (Order tab in Salesforce, section "General", field "Warehouse" = **Europa Montcada or Outlet USA**).

Warehouse
Europa Montcada (00100001)

Warehouse
Outlet USA (00480002)

11. PEDIDOS COD

Exclusive for Team Leaders.

12. BUSQUEDA DE CHEQUES

Exclusive for Team Leaders.

13. ANULACIONES CHEQUES

Exclusive for Team Leaders.

* Important: this menu is only used to cancel exclusive online gift vouchers that have not been used. See procedure in Order cancellation

14. DEVOLUCION EXTRA

Used by all agents.

15. EXISTENCIAS (MODELOS)

Exclusive for Team Leaders.

16. CAMBIOS/DEVOL. FIE, MEX, POZ

Used by all agents.

We use this option to process refunds, exchanges or replacements for online orders placed at **Mango.com** sent from the Polish, Mexican or USA warehouses (Order tab in Salesforce, section "General", field "Warehouse" = **Poznan Poland or Mexico**).

Warehouse
POZNAN Poland (00011592)

Warehouse
Mexico (00013921)

2. MODIFICATION OF ORDERS DETAILS

We only use this option if Salesforce shows the message "The modification process can only be carried out manually in WTG" after pressing the button "Modify Address" in the "Order" tab of the case.

How to fill in the fields:

1. Enter the password: **TVIRTUAL** in capital letters.

2. Search for order as explained in 4. WTG - Consult Orders.

3.- Press Enter or 1 to go to **1=General**.

4.- Press **F5** to modify the address.

5. Press F10 in all the "Payment Details" fields until we reach the "Shipment Details" field that we want to modify..

6. Write the new data without altering the order of the fields (street name, postal code, city, etc.) and press button "Accept".

7. Modify all the necessary fields or press F10 until the cursor reaches the bottom of the screen and the message "PRESS ENTER TO CONTINUE" is showed again at the bottom of the window.

```
PRESS ENTER TO CONTINUE (  F5->Modif.Address  )
```

8. Press Enter to go back to main screen and save the changes.

9. Press Enter or 1 to return to 1=General to verify that it has been modified correctly.

10. **Important:** tell the customer that the wrong address will continue to appear in option "My Purchases" on the website because we have modified it in our internal system but it does not get updated on the website. Also tell that when the order is shipped, she/he will receive an automatic email in which the wrong address will continue to appear by default but she/he does not need to worry because the change has been made correctly.

Response example:

We confirm that the change of address has been made correctly in our system, so you will receive your order at the address requested in the following days.

We take this opportunity to inform you that in the shipping confirmation email that you will receive as soon as the order leaves our warehouses, the address indicated when making the purchase will appear by default, even though the modification has been made successfully.

3. GENERAL RETURN QUERY

This option is used to check further information of refunds of items that show "returned" in Salesforce, in case we need further details, and to check the refund status of items that do not show "returned" yet in Salesforce.

How to fill in the fields:

⟩ **PEDIDO**

Enter order number + 00 at the end and press Enter in all other fields.

* USA: Order number WITHOUT 40 at the front + 00 at the end.
* Türkiye: Order number WITHOUT TR at the front + 00 at the end.

```
TIEN6853 - VISUALIZADOR DE DEVOLUCIONES/CAMBIOS          USUARIO: atcex595 - FECHA: 08/06/2021 - HORA: 11:06

PEDIDO: CGHJ1300   PEDIDO EXTERNO:                  FECHA DEVOLUCION DESDE: 00/00/00   - FECHA HASTA: 08/06/21
TIPO: 0 - TODOS                   SITUACION: 0 - TODOS              ALMACEN..: 00000000 - TODOS
TPV: 000 M.P:    - TODOS        CLIENTE: 00100000 ERROR: 98- TODOS              PAIS...: 000 -

CLIENTE  PEDIDO   FECHA DEV  FECHA GEST          IMPORTE ALMACEN  TPV DB M.P TIP SIT COMENTARIOS                   XML
00100000 CGHJ1300 10/03/2021 10/03/2021           65,98 00010010 600         0    B                             N 010
00100000 CGHJ1300 09/02/2021 00/00/0000            0,00 00010010 600         R    B                             N 010

F4 = FIN / F7 = ATRAS / F10 = AYUDA / F12 = EXCEL
```

➢ **CLIENTE**

Shows the code of the warehouse from which the order has been sent:

- 100000 = Mango warehouse in Palau de Plegamans (Spain) - MANGO.COM orders.

- 100001 = Mango warehouse in Palau de Plegamans (Spain) - MANGOOUTLET.COM orders.

- 011821 = Fiege warehouse in Germany (closed down).

- 013921 = Geodis warehouse in Mexico.

- 480001 = USA warehouse - MANGO.COM orders.

- 480002 = USA warehouse - MANGOOUTLET.COM orders.

- 014658 = Russian warehouse - MANGO.COM orders (closed down).

- 010685 = Russian warehouse - MANGOOUTLET.COM orders (closed down).

➢ **FECHA DEV**

Date on which warehouse/store/Customer Service has processed the refund/exchange.

➢ **FECHA GEST**

Date on which the exchange/refund has been made effective.

To see more details, Press **F6**.

```
PEDIDO: CGX00F00    PEDIDO EXTERNO:                    FECHA DEVOLUCION DESDE: 00/00/00    -
                              ═══ VENTANA HISTORIAL ═══

│  HISTORIAL DEVOLUCION:

│  DATOS PEDIDO                    DATOS DEVOLUCION

│  FECHA PEDIDO...: 13/02/2021     FECHA DEVOLUCION.: 06/03/2021
│  FACTURA........: 80141899       FACTURA.ABONO....: 90017997    OFI.DEVOLUCION...: 00000000
│  IMPORTE PEDIDO.:        109,97  IMP. DEVOLUCION..:        44,99 LYTY REDIMI:
│  IMPORTE TRANS..:          0,00  IMP. TRANS. DEVO.:         0,00 LYTY OBTENI:
│  UNIDADES.......:             3  UNIDADES.........:            1
│  F. EXPEDICION..: 14/02/2021     FECHA ABONO......: 00/00/0000
│  VOTF...........: N - 00000000                      00/00/0000
│  ENVIA A TIENDA.: N - 00000000   TIENDA DEVOLUCION: 00010010
│  FEC. ENTREGA...: 00/00/0000     NEXE
│  CHEQUE/VALE....: N              CHEQUE/VALE......: N
│  IMPORT CHEQUE..:          0,00  IMP.CHEQ.DEVUELT.:         0,00

│ F1 = PAGOS / F7 = ATRAS
```

To see the date that the refund was made, press **F1 after F6**.

```
PEDIDO    CGX00F00  COD.PAGO  MNG0001K24F2

FACTURA    DOC.CARGO  EMP  FEC.ORIG.   IMPORTE DIV ESTADO    FEC.REMESA FEC.ENVIA FEC.PAGADO DOC.PAGO  EMP  FEC.CREA.  HORA

9090017997 1300014385 0173 2021-03-06    44,99 BGN Abono                                                    2021-03-06 12:44




<F4>Volver  <F11>Mas Datos  <PrevPag>  <AvPag>                                              Pag. 01/ 01
```

> **Refund by bank transfer**

- *Estado Pagado* **=** Refund made. We can confirm to customer that the transfer has been made and he
  will receive it in the next few days.

  * If the customer has not received a refund and more than 5 days have passed since the date of
  payment:
  - Verify the correct bank details with the customer.
  - Escalate the case to Ebusiness.

- *Estado Remesado* = It means that the refund is in progress, but has not yet been confirmed.

  Press F11 to see the bank account to which the refund has been made.

```
PEDIDO   CGX00F00  COD.PAGO  MNG0001K24F2
CTA.BANCARIA          _____
```

> **IMPORTE**

Total amount refunded to customer. In the case of a size exchange, 0 €.

If the refund/exchange is processed by TARA or ERROR and the customer paid shipping costs to receive the order, the amount of the shipping costs is automatically added to the amount of the refund..

> **ALMACEN**

Code of warehouse/store that has processed the refund:

- - 10010 = Mango warehouse in Parets del Valles (Spain) - MANGO.COM orders.
- - 10001 = Mango warehouse in Parets del Vallés (Spain) - MANGOOUTLET.COM orders.
- - 11821 = Fiege warehouse in Germany (closed down).
- - 13921 = Geodis warehouse in Mexico.
- - 48001 = USA warehouse - MANGO.COM orders.
- - 48002 = USA warehouse - MANGOOUTLET.COM orders.
- - 14658 = Russian warehouse - MANGO.COM orders (closed down).
- - 10685 = Russian warehouse - MANGOOUTLET.COM orders (closed down).
- - Oher codes = refunds/exchanges processed in a physical store. The number corresponds to the store number.

Note: exchanges/refunds processed by Customer Service agents or by some local warehouses (example Rebound - see Transport Manual), will also be recorded with warehouse 10010.

> **TPV**

Método de pago (ver apartado 16. TPVs - Códigos Formas de Pago Online de este documento).
Payment method (see Online TPVs - Payment method codes)

> **DB** ("Datos Bancarios")

> > Does not show any data: it means that bank details are not required to process the refund.

➢ Shows an "S": it means that there are bank details registered for the refund of the order.

➢ Shows a "N": it means that customer has not indicated bank details for the refund of said order.

We must always tell the customer to enter the bank details personally online in their account or by accessing as guest. We must avoid as much as possible to enter and keep bank details of customers. We can only enter the bank details or correct the bank details already entered if customer insists that we do so. If they say they tried and it did not work, we need to check if there is some kind of technical issue and escalate it to Ebusiness. Bear in mind that if you enter bank details through this WTG option, the details will not be saved for future refunds, they will only be saved for the current order.

In case needed, we can enter the bank details, view them and/or modify them by pressing F11.

➢ **TIP**

Type of refund or transaction:

➢ **O = ONLINE**
All orders made personally by the customer on MANGO.COM or MANGOOUTLET.COM (except VOTF orders).

➢ **V = VOTF**
IPAD orders made by the staff of Mango stores.

➢ **P = FALTA PICKING**
Item that could not be included in the order due to lack of stock (it is marked in red in Manto - Pedidos).
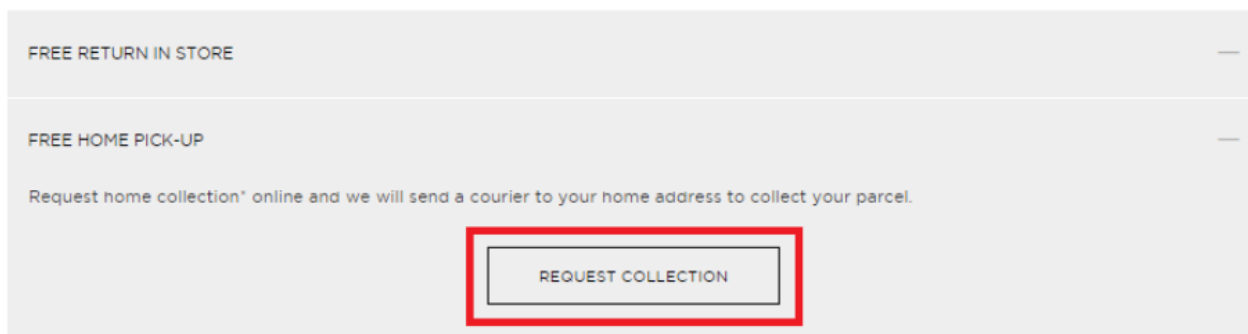
➢ **T = TRANSPORTE**
Shipping costs.

- ➢ **R = RECOGIDA (a domicilio de la devolución)**

Indicates that customer has requested a home collection through the option My Account/My Purchases > Returns.

RETURNS

You have 60 days from receipt of the order to make any exchanges or returns.

FREE RETURN IN STORE   —

FREE HOME PICK-UP   —

Request home collection* online and we will send a courier to your home address to collect your parcel.

REQUEST COLLECTION

"Fecha Dev" is the date on which customer requested the home collection on the web.

"Importe" will always be 0,00. It is not possible to see which items customer has requested collection for.

- ➢ **SIT**

Status of the refund/exchange:

- ➢ **B = PROCESSED**

The refund is already in WTG - Consult Orders and should already appear in Salesforce, in section Order > Lines. For home collections (TIP R) it means that it has been correctly registered in the system but we have not yet requested the corresponding carrier to carry out the collection.

- ➢ **R = RECEIVED**

Previous step before changing to status B, everything is correct and will be processed soon.

- ➢ **P = PENDING**

Normally because bank details are missing or because it is an undelivered COD order..

- ➢ **A = UPDATED**

Previous step before changing to status B, everything is correct and will be processed soon.

- ➢ **C = CORRECTED**

Corresponds to a refund of transport.

> **Z = INCIDENCE**

Incorrect bank details, some of the references are incorrect or another error.

See details in column "Comentarios" to know how to resolve the incident.

> **E**

Should be interpreted based on the letter that appears in the field TIP:

* TIP R: it means that the home collection request has been SENT to the carrier.

It means that this order has been included in the Pick-ups file that we send to the carrier to request carrying out the home collections.

* TIP O: only for COD orders. It means that the COD order does not have any delivery date recorded in the system. See KB "Refund KO / Because of COD in SIT E".

> **H = HISTORICAL**

Old returns of more than 6 months that were never processed due to error or lack of bank details.

> **COMENTARIOS**

> <u>Does not show any data</u>: it does not have any error..

> <u>Error message "Ref incorrectas", "Mas unidades que pedido origin", "Artículo personalizado"</u>: See how to correct changes and returns below in the section 7.1. Corregir Cambios/Devoluciones colgadas en WTG.

> <u>Error message "Faltan Datos Banco" or "Datos Banc. Incorrectos"</u>: see above how to enter or correct them, in section DB ("*Datos Bancarios*").

Press Enter to see the references.

If the refund/exchange has many references, press "Page Down" on the keyboard to see the rest of the references.

> **ACC** ("Action")

> "Dev" for refund or "Cam" for exchange.

➢ In case of exchange, the new size requested by the customer is shown in column "TA" under "CAMBIO" (exchange):

➢ **MOTIVO** (Reason)

➢ **N.JUST u OTROS** = Change of mind, it did not suit, does not like it, etc.

➢ **ERROR** = Wrong size, color or item

➢ **TARA =** Quality issue

➢ **IMP.TRANS**

One way shipping costs (if any). They are only refunded when processing the return for "Tara" or "Error".

➢ **IMP.ROPA**

Amount of each item without taking into account the shipping costs.

3.1.   CORRECT EXCHANGE/REFUND STUCK IN WTG

How to proceed depending on the error message showed in "Comments":

➢ **COMMENT "REF INCORRECTAS" OR "MAS UNIDADES QUE PEDIDO ORIGIN"**

Press Enter to see which references the store/warehouse has scanned.

Open a new WTG screen, search for order in "Consult Orders" and press 3 to see order references.

Compare the order references with those of GRQ (General Return Query) to detect the mistake:

> **Extra reference**

1.- Press F3.

2.- In "TECLEE PASSWORD": CAMBIOS (in Capitals)

3.- Move the cursor with arrows until we reach the reference that we want to delete.

4.- Press F5=BORRAR (*delete*).

5.- "¿DESEA GUARDAR CAMBIOS?": S, if everything is correct.

6.- F7 to exit.

* There is more than one extra reference: press Enter again, F5 to delete reference, F7 to exit and so on for each additional reference. Do not delete 2 references at the same time (WTG will only save the first deleted reference, following changes will not be saved).

7.- Check that error has been corrected by pressing F4 and searching for order again. If error message no longer appears or SIT has changed from Z to P, A, R, or B, it means it has been corrected successfully.

* Error keeps appearing/SIT is still Z: check references again; there may be more errors appart from the one we just fixed.

8.- Add an comment in the case indicating all modifications that have been made.

9.- If the extra reference belongs to another order and customer has also returned it, process refund as explained in Process exchange/refund in WTG 10. Cambios/Devoluc. Ped de este documento.

➤ **Incorrect reference/Size/Color** = Wrong size, color, or item

1, 2 and 3.- Proceed as above.

4.- Overwrite reference by typing correct reference/size/color. In correct fields, just press Enter without modifying anything.

* Reference is correct - We only have to modify size/color: when cursor is on reference field, press Enter to pass on to size, etc.

5, 6, 7, 8 and 9 - Proceed as above.

➤ **Incorrect order number**

1.- After viewing references, F7 to return to main screen.

2.- Press F3.

3.- In "TECLEE PASSWORD": CAMBIOS (in Capitals).

4.- A small window "VENTANA DE PEDIDO" will appear, press Enter to pass on to field "PEDIDO". Write correct order number and press Enter in rest of fields.

5.- "¿DESEA GUARDAR CAMBIOS?": <mark>S</mark>, if everything is correct.

6.- Refund of incorrect order will appear automatically canceled in status X and refund of correct order will be in SIT Z "Incorrect Ref" until next day. In 24 hours it will be processed correctly and error message will disappear.

7.- Add a comment in the case indicating all modifications that have been made.

> **COMENTARIO "COD SIN PAGO"**

Ver apartado 11. Pedidos COD de este documento.

4. MANGOSHOP ORDERS LOCK

We only use this option as one of the steps to follow when we have to manually cancel an online order with ERP Wintegrate after Salesforce shows the message "*Automated order cancellation inactive*" after pressing the button "Cancel order" in the "Order" tab of the case. More information in KB "Cancel Orders in Salesforce".

How to fill in the fields:

1. Password: E-SHOP.

```
APLICACION:            -COMERCIAL  PROCESO:
EMPRESA...:                                    FECHA:

BLOQUEADOS:            CLIENTE..:
PEDIDO....:
PEDIDO  E DATOS CLIENTE              PAIS        CODIGO POSTAL  BL
_____ _ _____  _____ _____  __




              ══════ CONTROL TIEN1491 ══════

       INTRODUZCA PALABRA DE PASO: █





                                                        PAG:
```

2. In field "BLOQUEADOS", write letter "T".

3. In "CLIENTE" press F1, choose the option that corresponds to the warehouse from which the order will be shipped and press

Enter:

```
APLICACION: TIEN1491  -COMERCIAL  PROCESO: BLOQUEO DE PEDIDOS MNG-SHOP
EMPRESA...:  3 PUNTO-FA, S.L.                    FECHA: 30/05/21

BLOQUEADOS: T          CLIENTE..:         0
PEDIDO....:
PEDIDO  E DATO ┌─ CLIENTES MANGO ONLINE ─┐      CODIGO POSTAL  BL
_____ _ ____ │ 00100000  - MANGO ONLINE│ ___  _____  __
               │ 00100001  - M.O.L. OUTLET│
               │ 00480001  - M.O.L. USA   │
               │ 00480002  - USA OUTLET   │
               │ 00010739  - M.O.L. TURQUIA│
               │ 00010812  - TURQUIA OUTLET│
               │ 01390001  - M.O.L. CHINA │
               │ 00010828  - M.O.L. RUSIA │
               │ 00010685  - RUSIA OUTLET │
               │ 00011821  - FIEGE        │
               │ 00012548  - KOREA        │
               │ 00013868  - ZFS          │
               │ 00013921  - MEXICO       │
               │ 00012147  - FBAY         │
               │ 00014658  - 3PL RUSIA    │
[S] Bloqueados [└──────────────────────────┘ F4] Salir [F1] Clientes MOL
```

4. Enter the order number with 00 in "PEDIDO".

5. Press the tab key to make the cursor jump from the first column in front of the order number to the "BL" column.

6. Write "S".

7. Press F4.

8. ¿TODOS LOS DATOS SON CONFORMES? S/N ..: write "S".

5. CAMBIOS/DEVOLUC. PED.

We use these options to process refunds, exchanges or replacements for online orders.

We have 3 different options with similar names. We need to select each one depending on the shipment warehouse and the website/app where the order has been placed (Mango.com or Mangooutlet.com). Proceed as follows:

1. If the order was placed in Mango.com, first check in Salesforce the warehouse from which it was shipped. To do this, check the "Warehouse" field in the "Order > General" tab and select the corresponding option as explained below:

   ➢ **CAMBIOS/DEVOLUC. PED. (ONL)**
      We use this option to process refunds, exchanges or replacements for online orders placed at **Mango.com** sent from the Spanish or USA warehouse (Order tab in Salesforce, section "General", field "Warehouse" = **Europa Palau or USA New Jersey**).

   > Warehouse
   > Europa Palau (00100000)
   >
   > Warehouse
   > USA New Jersey (00480001)

   ➢ **CAMBIOS/DEVOL. FIE, MEX, POZ**
      We use this option to process refunds, exchanges or replacements for online orders placed at **Mango.com** sent from the Polish, Mexican or USA warehouses (Order tab in Salesforce, section "General", field "Warehouse" = **Poznan Poland or Mexico**).

   > Warehouse
   > POZNAN Poland (00011592)
   >
   > Warehouse
   > Mexico (00013921)

Türkiye refunds, exchanges and replacements must be dealt by accessing WTG with specific credentials.

2. If it was placed in Mangooutlet.com, select:

   ➢ **CAMBIOS/DEVOLUC. PED. (ONL OUT)**
      We use this option to process refunds, exchanges or replacements for online orders placed at **Mangooutlet.com** sent from the Spanish warehouse (Order tab in Salesforce, section "General", field "Warehouse" = **Europa Montcada or Outlet USA**).

Warehouse
Europa Montcada (00100001)

Warehouse
Outlet USA (00480002)

3. Select the corresponding submenu according to the shipping warehouse, example for **CAMBIOS/DEVOLUC. PED. (ONL)**:

* PEDIDOS ONLINE = Europa Palau

* PEDIDOS USA. = USA New Jersey

And same for **CAMBIOS/DEVOLUC. PED. (ONL OUT):**

* PEDIDOS ONLINE OUTLET = Europa Montcada

* PEDIDOS USA OUTLET = Outlet USA

4. On next screen:

   〉 **OPER**

   Enter personal ID in capital letters.

〉 * Agents without code: back to queue selecting "No platform access" and also send an email to Team Leader requesting the access.

〉 **PEDIDO**

Enter the order number followed by "00" at the end using button "Edit > Paste" from top bar or Shift + Insert.

If message "PEDIDO NO LOCALIZADO" appears: it means that we have entered an order number that does not exist or that we have not chosen the correct WTG option according to warehouse and website.

Customer details will appear automatically.

Important: compare data with order details in Salesforce to make sure we have correct order.

5.   Question "ETIQUETA DEVOLUCIÓN TRANS.?": press always N (NO).

6.   Go to tab Order > Lines in Salesforce to see the references included in the order.

7.   In EAN13 enter the 8 digits of the reference + size + color without leaving spaces ((it can be typed manually with keyboard or copied and pasted with button "Edit > Paste" from the bar menu or with Shift+Insert).

It shows message "MODELO INEXISTENTE": we have entered a reference that does not belong to the order by mistake. We have to re-process exchange/refund from the beginning by pressing F4 and in "GRABAR CAMBIOS?" press N.

Shows message "NO HAY MÁS UNIDADES": we have introduced a reference that has already been refunded/exchanged.

8. If the reference is correct, the system will recognize it, will fill in the model name and at the bottom it will show which option to type in field "Accion":

   ➢ Exchange/Replacement: press 1, write size and same color code (color exchanges are not offered).

* Note: IPAD / Click&Collect / ShipFromStore orders cannot be exchanged/replaced, only refund can be done.

* COD orders: exchange/replacement can only be processed for orders delivered to customer. Lost packages, parcels returned to warehouse etc. cannot be replaced because customer has not paid. Customer will have to place a new order.

➢ Refund: press 2, same size and color.

9. In "Motivo" choose exchange/refund reason:

➢ TARA (quality issue): press 1.

➢ ERROR (lost/crossed parcel, received incorrect item/size/color, missing item, etc.): press 2.

  Important: when we choose TARA or ERROR delivery shipping costs are automatically refunded (for not reaching free shipping minimum or for express delivery/24h, if any).

➢ SIN MOTIVO (item sent due to change of mind/does not fit or undelivered packages returned to warehouse by carrier): press 3.

➢ 4, 5, 6, 7, 8, 9=OTROS MOTIVOS: we do not use them. These are the additional reasons that appear in the return form and are reserved for exchanges/refunds processed from warehouse:

  4 - It is too big for me

  5 - It is too small for me

  6 - It doesn't look good on me

  7 - It doesn't match the online image

  8 - It arrived late

  9 - I purchased various sizes

10. After adding all references press F4 (it's like ESC button).

   Note: if we have to enter many references we can see fields "Cambiadas", "Devueltas", "Tot. Unid." and "TOTAL" as a guide to know how many are missing:

11. Then it asks "GRABA LOS CAMBIOS?": if everything is ok, press S (YES).

12. Last question "ACTUALIZAR STOCK?": press always N (NO).

   Note: if the bank details are required to process refund (example: IPAD or COD order, etc.) and they are not recorded in the system, at this point WTG automatically sends an email to the customer requesting to add bank details through the web (he must enter details in "My Purchases" > "I'm not registered-View a specific online order" or in "My Account").

13. Add a comment in the case indicating that exchange/refund has been processed and for which items.

14. In GRQ (General Return Query) the exchange/refund will appear processed from warehouse 1001 (Palau warehouse) by default. This means that it is not possible to differentiate which refunds have been processed by Customer Service and which by warehouse.

6. DEVOLUCION EXTRA

Utilizamos esta opción exclusivamente para procesar la devolución de los gastos de envío de **IDA** (importe que el cliente pagó para recibir el paquete por no llegar al mínimo de compra, porque seleccionó envío express, etc.) o de **VUELTA** (importe que pagó para retornar el paquete al almacén de Mango a través de la empresa de transportes de su elección por no disponer de métodos de devolución gratuitos en drop point, recogida a domicilio, etc.).

We use this option exclusively to **process the refund of shipping costs** for **DELIVERY** (amount that customer paid to receive the package due to not reaching the minimum purchase amount, because they selected express shipping, etc.) or **RETURN** (amount paid to send the package back to Mango warehouse through the transport company of her/his choice due to free return methods at drop point, home collection, etc. not being available).

14.1. REFUND OF DELIVERY SHIPPING COSTS

➢ **IF A STORE, WAREHOUSE OR CUSTOMER SERVICE PROCESSES THE REFUND BY SELECTING "TARA" OR "ERROR" AS REASON**: the shipping delivery costs paid to receive the package are automatically added to the refund of the returned items.

   ➢ This amount can be checked in field "**IMP. TRANS. DEVO**." by pressing F6 on the main screen of WTG - GRQ:

> ➤ Or in the field "IMP. TRANS" by pressing Enter on the main screen of <u>WTG - GRQ</u> to view the content:

> ➤ **IF THE REFUND WAS NOT PROCESSED BY SELECTING "TARA" OR "ERROR" AND THE CUSTOMER CLAIMS THE REFUND OF THE SHIPMENT CLAIMING THAT ANY OF THE ITEMS WAS RETURNED DUE TO AN ERROR OR QUALITY PROBLEM**, we will have to process the refund of the delivery shipping costs manually in a separate transaction as explained below.

14.2. REFUND OF RETURN SHIPPING COSTS

> ➤ They are always processed manually.

> ➤ As explained in the "Return Conditions" in the "Help" section of the website, for greater security, we advise customers to send packages to our warehouse by certified mail or with acknowledgment of receipt.

> ➤ In addition, Mango will not accept postage due or cash on delivery shipments, nor will pay the shipping or return costs derived from such shipments.

> ➤ The estimated cost of shipping costs depends on the country and is limited in WTG as a general rule to a maximum amount of **40 €** (or the equivalent amount in the currency of the country). However, in the majority of cases the amount must be much lower.

> > ➤ **Shipping costs less than 30 €:** reimburse the entire shipment even if customer sent several items but not all were defective/incorrect. Example: customer paid 15 € to send 4 items and only 2 were defective; we must refund the 15 €.

- ➢ -**Shipping costs over 30 €:** check if customer has sent the package by certified standard mail with acknowledgment of receipt:
  - ▪ Customer sent it with premium service / courier / etc.: reimburse only the proportional part of the defective / incorrect items. Example: customer paid 35 € to send 4 items and only 1 was faulty - We refund 8,75 €.
  - ▪ Customer sent it with standard service but it exceeds 30 € because she/he returns them together with other non-defective items: refund only the proportional part to the defective/incorrect items.
  - ▪ Customer sent it with standard service but it still exceeds 30 € and all items are defective: refund the total amount up to a maximum of 40 €.
- ➢ **Shipping costs over 40 €:** proceed as in the previous section and in case customer sent it standard and all the items are defective, escalate to EBUSS.
- ➢ Important: some payment platforms do not allow to refund shipping costs directly on the platform. Before processing the refund, check in "Payment methods - Bank details required to process refund" if it is necessary to ask the customer to enter her/his bank account number online in her/his account.

14.2.1. HOW TO PROCESS THE REFUND OF RETURN SHIPPING COSTS WHEN THE CUSTOMER SENDS US A PHOTO OF THE RECEIPT OF THE POST OFFICE (OR ANOTHER TRANSPORT COMPANY)

- 〉 There may be 2 situations:

  - o REFUND OF THE ITEMS HAS NOT YET BEEN PROCESSED IN GRQ:

    *We must wait for the established refund period to be able to first process the refund of the items and then the amount of the shipping costs.
    * Follow the procedure detailed in Refund KO / Returned by post or home collection.

  - o REFUND IS ALREADY PROCESSED IN WTG:

    Process refund in **WTG** - **Devolucion Extra** as follows:

1.- Select the corresponding shipping warehouse.

```
*MANGO* TIEN5740   CAPTURA DE IMPORTE DE TRANSPORTE      FECHA: 03/08/21

 Pedido...:
 Fecha....:   /  /

 Importe..:      ┌─ CLIENTES MANGO ONLINE ─┐
 Concepto.:      │ 00100000  - MANGO ONLINE │
                 │ 00100001  - M.O.L. OUTLET │
                 │ 00480001  - M.O.L. USA │
                 │ 00480002  - USA OUTLET │
                 │ 00010739  - M.O.L. TURQUIA │
                 │ 00010812  - TURQUIA OUTLET │
                 │ 01390001  - M.O.L. CHINA │
                 │ 00010828  - M.O.L. RUSIA │
                 │ 00010685  - RUSIA OUTLET │
                 │ 00011821  - FIEGE │
                 │ 00012548  - KOREA │
                 │ 00013868  - ZFS │
                 │ 00013921  - MEXICO │
                 │ 00012147  - FBAY │
                 │ 00014658  - 3PL RUSIA │
                 └──────────────────────┘
```

2.- Press "1" if you want to process the refund of the DELIVERY shippping costs (TRANSPORTE ORIGINAL) or "2" if you want to reimburse the RETURN costs (TRANSPORTE EXTRA):

```
*MANGO* TIEN5740   CAPTURA DE IMPORTE DE TRANSPORTE      FECHA: 03/08/21

 Pedido...:
 Fecha....:   /  /
                 ┌─── OPCIONES DEVOLUCION ───┐
 Importe..:      │                            │
 Concepto.:      │  1 - TRANSPORTE ORIGINAL   │
                 │  2 - TRANSPORTE EXTRA      │
                 │                            │
                 └────────────────────────────┘
```

3.- Enter the order number + 00 in field "Pedido":

```
*MANGO* TIEN5740   CAPTURA DE IMPORTE DE TRANSPORTE      FECHA: 03/08/21

 Pedido...: U75R5U00
 Fecha....: 04/08/21

 Importe..: 0,00
 Concepto.: Abono de transporte extra




[F4]=Salir [F7]=Retroceder
```

4.- Enter the amount separated by commas and press Enter:

```
*MANGO*  TIEN5740   CAPTURA DE IMPORTE DE TRANSPORTE        FECHA: 03/08/21

Pedido...: U75R5U00
Fecha....: 04/08/21

Importe..: 11,50
Concepto.: Abono de transporte extra






[F4]=Salir [F7]=Retroceder
```

5.- "**GRABA LOS CAMBIOS?**": If everything is correct, press **S**, to save changes.

```
*MANGO*  TIEN5740   CAPTURA DE IMPORTE DE TRANSPORTE        FECHA: 03/08/21

Pedido...: U75R5U00
Fecha....: 04/08/21

Importe..: 000000011,50
Concepto.: Abono de transporte extra






GRABA LOS CAMBIOS? (S/N)
```

6.- Now the return will already appear in GRQ with "**TIP T**":

```
CLIENTE  PEDIDO  FECHA DEV  FECHA GEST      IMPORTE ALMACEN TPU DB M.P TIP SIT COMENTARIOS                    XML
00100001 U75R5U00 28/06/2021 28/06/2021      10,99 00011689 549        0   B                                 N 001
00100001 U75R5U00 13/07/2021 13/07/2021      11,99 00011689 549        0   B                                 N 001
00100001 U75R5U00 19/07/2021 19/07/2021      54,99 00010010 549        0   B                                 N 001
00100001 U75R5U00 04/08/2021 00/00/0000      11,50 00010010 549        T   R                                 N 001
```

MANGO