

- Home ()
- System Requirements (requirements/)
- Installation (installation/)
- Updating OpenCart (upgrading/)
- Getting Started (getting-started/)
- Where to download (download/)
- Browsing the Store Front (store-front/)
- ▶ Admin Interface ()
- ▶ Catalog ()
- ▶ Extensions ()
- ▶ Sales ()
- ▶ Marketing ()
- ▶ System ()
- ▶ Tools ()
- ▶ Reports ()
- ▶ Developer Guide ()

Returns

Adding a new return


The Return section under Sales > Returns lets you manage merchandise returns. You must manually enter the product and return information to create a new return. To insert a new return, click the "Insert" button in the right corner above the returns list.

Return details

Filling in the Returns Details tab is the first step in creating a new return. The following details are required to fill out a return:

- **Order ID:** the ID of the order that was returned.
- **Order Date:** the date that order was made.
- **Customer**
- **First Name**
- **Last Name**
- **E-mail**
- **Telephone**

Order Information

* Order ID	<input type="text" value="Order ID"/>
Order Date	<input type="text" value="Order Date"/> 
Customer	<input type="text" value="Customer"/>
* First Name	<input type="text" value="First Name"/>
* Last Name	<input type="text" value="Last Name"/>
* E-Mail	<input type="text" value="E-Mail"/>
* Telephone	<input type="text" value="Telephone"/>

Products

The Products section fills out more information about the product that was returned, and why it was returned. You will need to manually type in the product that the customer returned. Typing in "Apple" will bring up all the apple products in the store. We selected the Apple Cinema 30" from the drop down, and the "Model" space was auto-completed for us. You may also include the quantity, the return reason, whether or not the product was opened, the customer's comments, the return action (credit issued, refunded, replacement sent), and return status (awaiting products, complete, pending). The return status names can be added in the return statuses (system/localisation/return/) section.

Product Information & Reason for Return

* Product 	<input type="text" value="Apple Cinema 30"/>
Model	<input type="text" value="Product 15"/>
Quantity	<input type="text" value="Quantity"/>
Return Reason	<input type="text" value="Dead On Arrival"/> ▼
Opened	<input type="text" value="Unopened"/> ▼
Comment	<div><input type="text" value="Comment"/></div>
Return Action	<input type="text" value=""/> ▼
Return Status	<input type="text" value="Awaiting Products"/> ▼


Editing a return

Merchandise returns are automatically added to the Returns section when submitted by the customer. The Returns form is located in the store front on the Returns page, under Customer Service in the footer.

Product Returns

Please complete the form below to request an RMA number.

Order Information

* First Name	<input type="text" value="Jane"/>
* Last Name	<input type="text" value="Doe"/>
* E-Mail	<input type="text" value="janedoe@email.com"/>
* Telephone	<input type="text" value="555-555-5555"/>
* Order ID	<input type="text" value="3"/>
Order Date	<input type="text" value="Order Date"/> 

Product Information & Reason for Return

* Product Name	<input type="text" value="Spring Photos"/>
* Product Code	<input type="text" value="p10001"/>
Quantity	<input type="text" value="1"/>
* Reason for Return	<p><input type="radio"/> Dead On Arrival</p> <p><input type="radio"/> Faulty, please supply details</p> <p><input type="radio"/> Order Error</p> <p><input type="radio"/> Other, please supply details</p> <p><input type="radio"/> Received Wrong Item</p>
* Product is opened	<p><input type="radio"/> Yes <input checked="" type="radio"/> No</p>
Faulty or other details	<div><div>Faulty or other details</div><div></div></div>

The information filled out in this form will be saved in Sales > Returns. The fields that the customer entered above will be included in the same fields when viewing the return in the administration. You can edit the status of the return to Awaiting Products, Pending, or Completed. When the status is updated in the administration, the customer will be able to view the status of their order under My Account > "View your return requests" in the store front.

Published with GitHub Pages (<http://pages.github.com>)