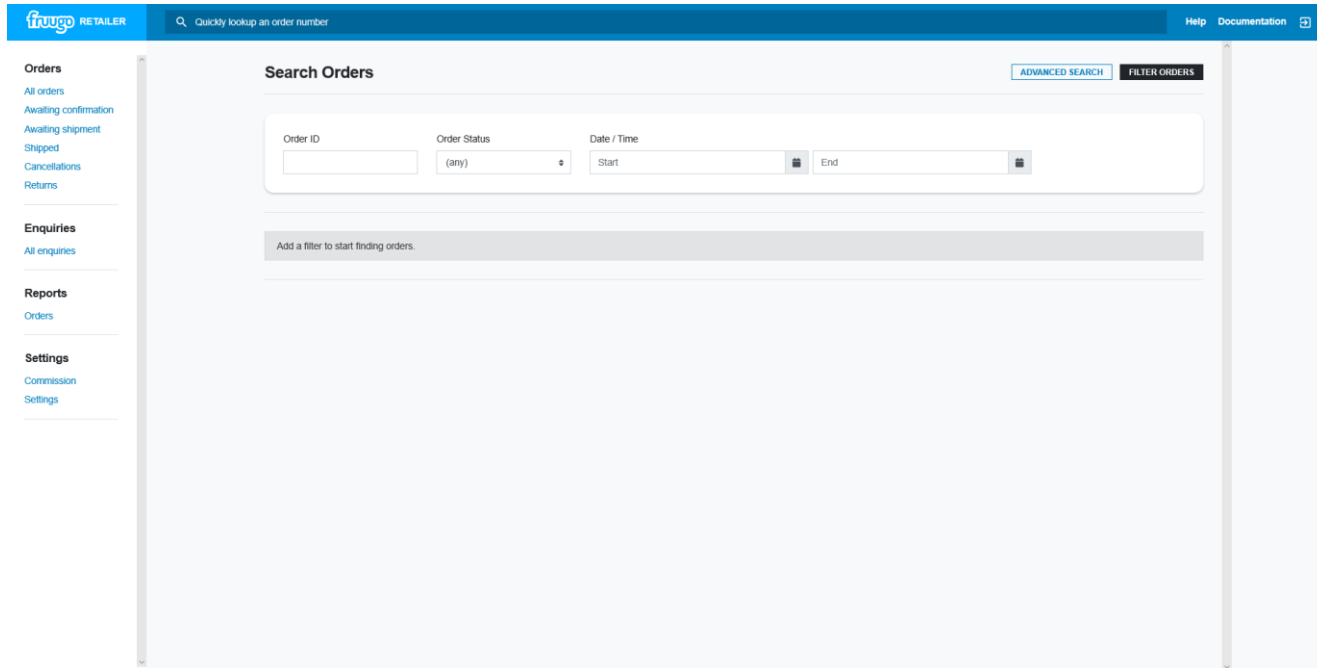


# Marking an order as returned



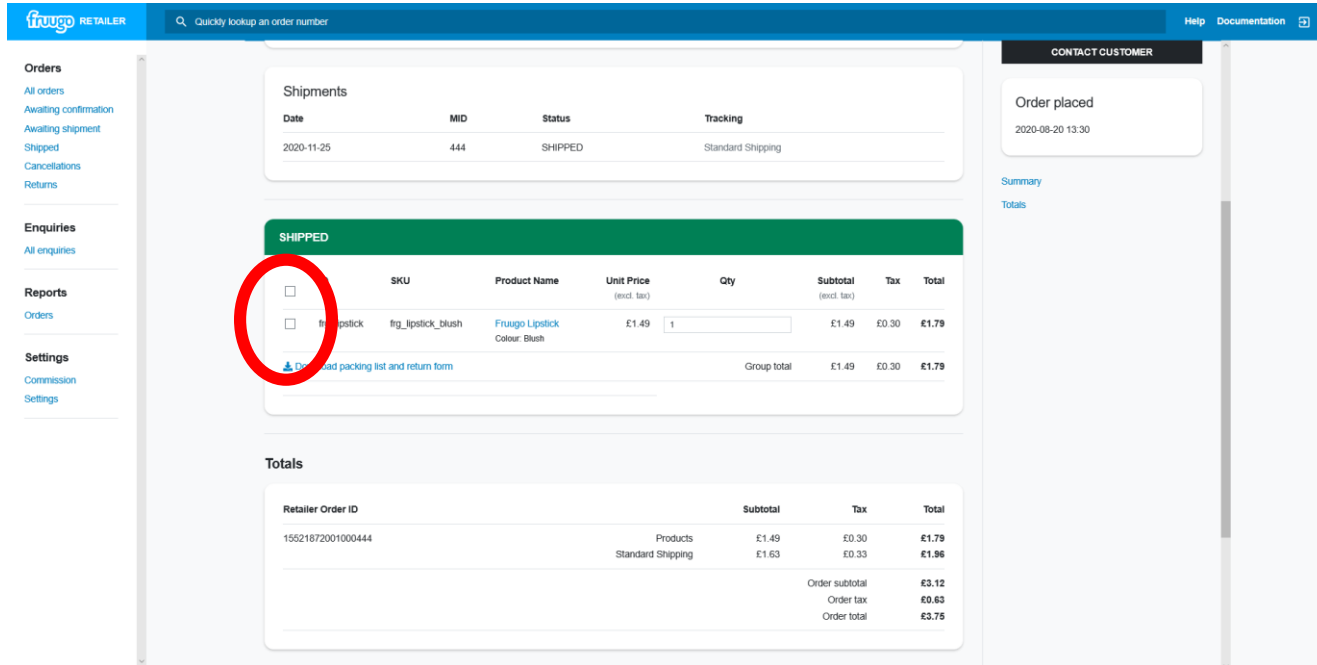
Sign into the retailer portal, by going to:

[Retailer.fruugo.com](https://Retailer.fruugo.com)

You can sign in using your Fruugo credentials. If you are unsure of these, please let us know.

Once in your account you can navigate the portal using the bar on the left hand side of the page.

You can click the 'Shipped' tab or search for the order by entering the short order number, or the first 8 digits of the long order number.



The screenshot shows the fruugo RETAILER interface. On the left is a navigation menu with sections: Orders (All orders, Awaiting confirmation, Awaiting shipment, Shipped, Cancellations, Returns), Enquiries (All enquiries), Reports (Orders), and Settings (Commission, Settings). The main content area is titled 'CONTACT CUSTOMER' and shows an order placed on 2020-08-20 13:30. Below this is a 'Shipments' table with one entry: Date 2020-11-25, MID 444, Status SHIPPED, Tracking Standard Shipping. A 'SHIPPED' banner is followed by a product list table with columns: SKU, Product Name, Unit Price (excl. tax), Qty, Subtotal (excl. tax), Tax, and Total. The first row is for 'Fruugo Lipstick' (SKU: frg\_lipstick\_blush, Product Name: Fruugo Lipstick Colour: Blush) with a unit price of £1.49 and a quantity of 1. The subtotal is £1.49, tax is £0.30, and the total is £1.79. A red circle highlights the checkboxes in the first two rows of this table. Below the product list is a 'Totals' section with a table showing the breakdown of the order total.

SKU	Product Name	Unit Price (excl. tax)	Qty	Subtotal (excl. tax)	Tax	Total
<input type="checkbox"/>						
<input type="checkbox"/>	frg_lipstick_blush Fruugo Lipstick Colour: Blush	£1.49	1	£1.49	£0.30	£1.79
Group total				£1.49	£0.30	£1.79

Retailer Order ID	Subtotal	Tax	Total
15521872001000444			
	Products	£1.49	£1.79
	Standard Shipping	£1.63	£1.96
	Order subtotal		£3.12
	Order tax		£0.63
	Order total		£3.75

Once you have opened the order, you should see a screen which looks like the image opposite.

Here you will see the customers shipping details and the order details.

To mark the order as returned, you should select the boxes next to the item.

We have highlighted these boxes in **Red**.



fruugo RETAILER  Help Documentation

**Orders**  
All orders  
Awaiting confirmation  
Awaiting shipment  
Shipped  
Cancellations  
Returns

**Enquiries**  
All enquiries

**Reports**  
Orders

**Settings**  
Commission  
Settings

**Shipments**

Date	MID	Status	Tracking
2020-11-25	444	SHIPPED	Standard Shipping

**SHIPPED**

ID	SKU	Product Name	Unit Price (excl. tax)	Qty	Subtotal (excl. tax)	Tax	Total
<input checked="" type="checkbox"/>	frg_lipstick	frg_lipstick_blush	£1.49	1	£1.49	£0.30	£1.79
Group total					£1.49	£0.30	£1.79

[Download packing list and return form](#)

Update selected products **RETURNED**

**Totals**

Retailer Order ID	Subtotal	Tax	Total
15521872001000444	Products £1.49	£0.30	£1.79
	Standard Shipping £1.63	£0.33	£1.96
	Order subtotal		£3.12
	Order tax		£0.63
	Order total		£3.75

**CONTACT CUSTOMER**

Order placed  
2020-08-20 13:30

Summary  
Totals

Once you click the boxes, the option to mark the order as returned will appear.

Once you select 'Returned' further options will appear



fruugo RETAILER

Quickly lookup an order number

Help Documentation

**CONTACT CUSTOMER**

Order placed  
2020-08-20 13:30

Summary  
Totals

**Shipments**

Date	MID	Status	Tracking
2020-11-25	444	SHIPPED	Standard Shipping

**SHIPPED**

ID	SKU	Product Name	Unit Price (excl. tax)	Qty	Subtotal (excl. tax)	Tax	Total
<input checked="" type="checkbox"/>	frg_lipstick	frg_lipstick_blush	Fruugo Lipstick Colour: Blush	1	£1.49	£0.30	£1.79
Group total					£1.49	£0.30	£1.79

[Download packing list and return form](#)

Update selected products **RETURNED**

Add a message to customer

**RETURN SELECTED PRODUCTS**

**Totals**

Here you can add a return message to the customer (optional).

To continue, you should click the 'Return Selected Products' button to continue.



fruugo RETAILER

Quickly lookup an order number

Help Documentation

CONTACT CUSTOMER

Orders

- All orders
- Awaiting confirmation
- Awaiting shipment
- Shipped
- Cancellations
- Returns

Enquiries

- All enquiries

Reports

- Orders

Settings

- Commission
- Settings

Shipments

Date	MID	Status	Tracking
2020-11-25	444	SHIPPED	Standard Shipping

SHIPPED

ID	SKU	Prod	Subtotal (incl. tax)	Tax	Total
<input checked="" type="checkbox"/>	frg_lipstick	frg_lipstick_blush	£1.49	£0.30	£1.79
<a href="#">Download packing list and return form</a>			£1.49	£0.30	£1.79

Update selected products **RETURNED**

Add a message to customer

**RETURN SELECTED PRODUCTS**

Order placed

2020-08-20 13:30

Summary

Totals

Totals

You will then be asked to confirm that you wish to return the item and refund the customer.

Click 'OK' to continue or 'CANCEL' to cancel the return.



fruugo RETAILER  Help Documentation

**CONTACT CUSTOMER**

Order placed  
2020-06-20 13:30

Summary  
Totals

**Shipments**

Date	MID	Status	Tracking
2020-11-25	444	RETURNED	Standard Shipping

**RETURNED**

ID	SKU	Product Name	Unit Price <small>(incl. tax)</small>	Qty	Subtotal <small>(incl. tax)</small>	Tax	Total
<input type="checkbox"/>	frg_lipstick	frg_lipstick_blush Fruugo Lipstick Colour: Blush	£1.49	1	£1.49	£0.30	£1.79
<a href="#">Download packing list and return form</a>					Group total	£1.49 £0.30	£1.79

**Totals**

Retailer Order ID	Subtotal	Tax	Total
15521872001000444	Products £1.49	£0.30	£1.79
	Standard Shipping £1.63	£0.33	£1.96
		Order subtotal	£3.12
		Order tax	£0.63
		Order total	£3.75

The order status will then change to returned and the customer will be notified via email that their order has been marked as returned by the retailer and a refund processed.