Marking an order as returned

RETAILER



	Q, Quickly lookup an order number	Help Documentation 🕤
Orders All orders	Search Orders	ADVANCED SEARCH FILTER ORDERS
Awaiting confirmation Awaiting shipment Shipped Cancellations Returns	Order ID Order Status Date / Time (any) e Start End	
Enquiries All enquiries	Add a filter to start finding orders.	
Reports Orders		
Settings Commission		

Sign into the retailer portal, by going to: 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.



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ll orders		Shipments											
waiting confirmation		Date	MID	Status			Tracking				Order placed		
Awaiting shipment		Date	MID	Status			hacking				2020-08-20 13:30		
Shipped		2020-11-25	444	SHIPPED			Standard Shipping						
Cancellations											Summary		
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All enquiries		SHIPPED											
Reports			SKU	Product Name	Unit Price		Qty	Subtotal (excl_tax)	Тах	Total			
Orders		_			(eror, mey			fariar and					
		free free pstick	frg_lipstick_blush	Frugo Lipstick Colour: Blush	£1.49	1		£1.49	£0.30	£1.79			
Settings		+ Downard posts	na list and return form				Crown total	61.40	60.20	61 70			
Commission		au pack	ng list and return form				Group total	£1.49	10.30	21.75			
Settings													
	1	Totals											
		Retailer Order ID					Subtotal	Tax		Total			
		155218720010004	44		F	Products	£1.49	£0.30		£1.79			
					Standard S	Shipping	£1.63	£0.33		£1.96			
								Order subtotal		£3.12			
								Order tax		£0.63			
								Order total		£3.75			

TUUCO RETAILER

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**.



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Commission													
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						Update	selected products	RETUR	RNED				
	Totals												
	Retz	ailer Order ID				Subtotal	Тах		Total				
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					Standard Shipping	£1.63	£0.33		£1.96				
							Order subtotal		£3.12				
							Order tax		£0.63				
							Order total		£3.75				

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

Once you select 'Returned' further options will appear



TOUGO RETAILER	Q. Quickly lookup an o	order nu	ımber								2		Help Document	tion
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					RETUR	N SELECTED P	RODUCTS							

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

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





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Orders All orders All orders Awaiting confirmation Awaiting shipped Cancellations Returns		Shipments Date 2020-11-25	MID 444		Status SHIPPED	Tracking Standard Shipping			_	s	CONTACT CUSTOMER Order placed 2020-08-20 13:30	Î	
Enquiries All enquiries		SHIPPED								T	otais		
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Settings Commission Settings		Ł Download packing	ist and return form		OK	Cancel	£1.4	9 £0.30	£1.79				
		Add a message to	customer			Update	e selected pr	iducts RE	URNED				
					RETURN SELECTED PRODUC	rs							
	1	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.





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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.

