WebStupet Management, LLC
Email: Support@WebStupet.com
Phone: 316-247-2287
www.WebStupet.Com

Returns

This article describes Returns Management in Opencart for WebStupet Clients. After reading this article you will be able to process returns

Managing Returns

1. Each time a sales order is created Opencart sends an email to the store email from your store name. The subject is "New Product Return Request" and the customer name.

2. Log into your WebStupet Opencart administration account.

3. Expand the Sales Menu and click Returns to access all returns.

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4. Click on the action button to begin work on a return.

5. The General Tab shows the general information about the return, such as the customer and the product. Although you can change this information, WebStupet recommends that the only thing you change is the Return Action because the other information was entered by the customer. Therefore, you'll probably want to retain it as written. The Return Action should only be set when the return is complete and should indicate the resolution of the return request.

6. Click the History tab to change the status of the return. Status changes should follow your business procedures for processing returns.

1. **Return Status:** Select the Return Status to which you want to update the order.

2. **Notify Customer:** Check if you want the customer to be sent an email updating him or her of the return status. Do not check if you do not what the customer to be notified.

3. **Comments:** Input comments related to the status change. Be careful! The comments are sent to the customer if Notify Customer is checked.

7. Click Add History and a record of the status is shown in the History grid.

History

Date Added	Comment	Status	Customer Notified
13/09/2018	Item Received	Pending	Yes

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Add History

Return Status   Pending ▼

Notify Customer   ✓

Comment

⊕ Add History

Delete Returns

You have the ability delete returns; however, WebStupet does not recommend that you delete an actual return request received from a customer. It is a better practice to set the return status to a status such as denied so that a record remains. However, if you have input test returns deleting may be appropriate.

1. To delete check the box for the return request(s) you want to delete and click the trash can.

Test Account ▼   🕪 Logout

Product Returns   Home › Product Returns   + 🗑

☰ Product Return List

	Return ID ˅	Order ID	Customer	Product	Model	Status	Date Added	Date Modified	Action
☐	3	17	John Doe	Canon EOS 5D	Product 3	Pending	13/09/2018	13/09/2018	✏
☐	2	15	Jane Doe	Apple Cinema 30"	Product 15	Denied	13/09/2018	13/09/2018	✏
☐	1	12	John Doe	iPhone	product 11	Awaiting Products	13/09/2018	13/09/2018	✏

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▼ Filters

Return ID
Return ID

Order ID
Order ID

Customer
Customer

Product

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Add Return

You may need to use the Add Return functionality, if your business allows customer to request returns over the phone or, if you want to use Opencart for inventory control, you'll need to input any returns made a physical locations you operate.

1. Click the plus button to start a return.

General Tab

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2. **Order Number:** Input the order number associated with the product to be returned.

3. **Order Date:** Input the order date associated with the product to be returned.

4. **Customer:** Input is optional. Select the WebStupet customer account and customer information will be populated automatically. For guest orders select –none--, you will be required to input the customer information.

5. **First Name:** Input the customer's first name. This field is required.

6. **Last Name:** Input the customer's last name. This field is required.

7. **E-mail:** Input the customer's e-mail. This field is required.

8. **Telephone:** Input the customers phone number. This field is required.

9. **Product:** Select desired product to be returned. If your setup has more than five products you may need to type the first few letters of the product name to be able to select it. This field is required.

10. **Model:** This field is automatically populated once the product is selected. The field is required.

11. **Quantity:** Input the quantity to be returned. Input is required.

12. **Return Reason:** Select the appropriate return reason. Selection is required.

13. **Opened:** Select Unopened or Opened. Selection is required.

14. **Comment:** Input additional comments if necessary. This field is optional.

15. **Return Action**: If you know how you are going to resolve the return you can select the appropriate return action. Otherwise leave the field blank. Selection is optional.

16. **Return Status:** Select the appropriate return status.

17. Click the disk at the top right to save your work.