

## Create a Return

**This guide will walk you through the steps needed to create a return in the portal.**

Returns can be created by either the supplier or retailer. Orders must be in a **Complete** status to be returned. They include **carrier**, **tracking**, and **return item** information. See the link below for an overview of returns, settings, document fields and more.

[Returns](#)

## Return individual orders

You can create partial or full **returns** for individual orders in the portal. See the instructions below on how to process a return.

### 1. Create a Return draft document

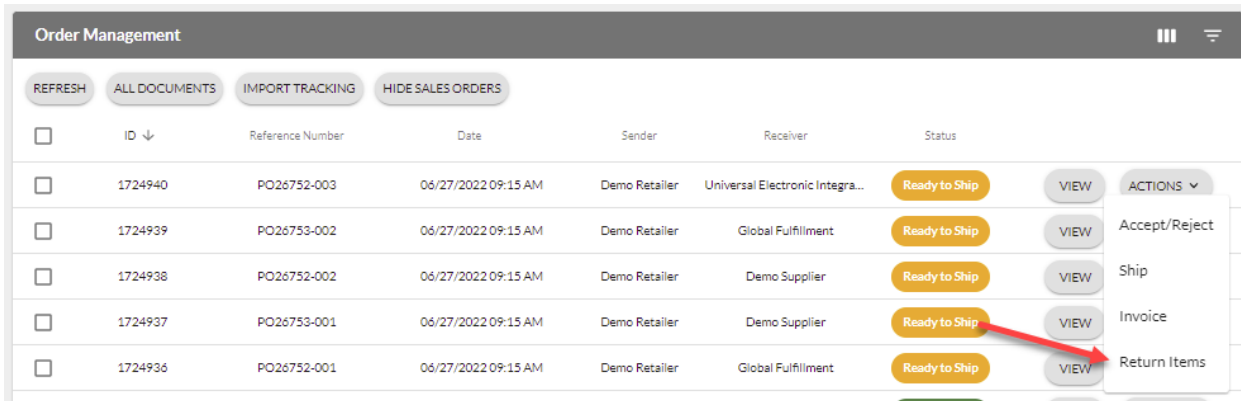
Retailers have a few different options of letting a supplier know an item is being returned. They can communicate this by **email**, send an **EDI 180** document or create a **Return** document in the portal. If suppliers need to communicate information to the retailer, they can also create a **Return**.

The return document is created in the portal and can be submitted as either a **Return** or a **Return Request**. **Return Requests** are sent from the retailer to

the supplier. **Return Responses** are sent from the supplier to the retailer. To create a return/request draft document, users have a 2 options:

### Option 1

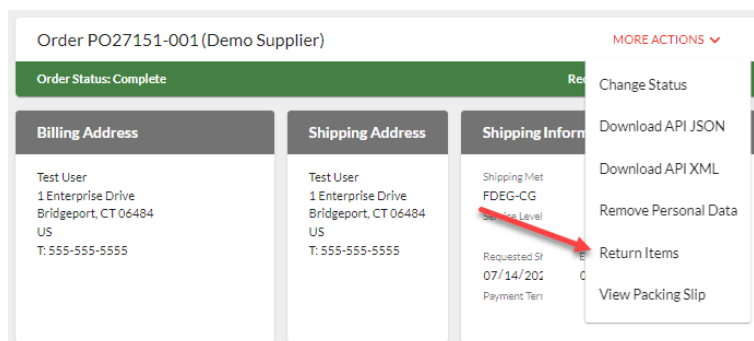
1. Locate the **order** you want to return > click on **More Actions** > **Return Items**



Order Management							REFRESH	ALL DOCUMENTS	IMPORT TRACKING	HIDE SALES ORDERS
ID ↓	Reference Number	Date	Sender	Receiver	Status		VIEW	ACTIONS ↓		
1724940	PO26752-003	06/27/2022 09:15 AM	Demo Retailer	Universal Electronic Integra...	Ready to Ship	VIEW				
1724939	PO26753-002	06/27/2022 09:15 AM	Demo Retailer	Global Fulfillment	Ready to Ship	VIEW		Accept/Reject		
1724938	PO26752-002	06/27/2022 09:15 AM	Demo Retailer	Demo Supplier	Ready to Ship	VIEW		Ship		
1724937	PO26753-001	06/27/2022 09:15 AM	Demo Retailer	Demo Supplier	Ready to Ship	VIEW		Invoice		
1724936	PO26752-001	06/27/2022 09:15 AM	Demo Retailer	Global Fulfillment	Ready to Ship	VIEW		Return Items		

### Option 2

1. Locate the **order** you want to return > click on **View** > **More Actions** > **Return Items**



Order PO27151-001 (Demo Supplier) MORE ACTIONS ↓

Order Status: Complete

Billing Address	Shipping Address	Shipping Information
Test User 1 Enterprise Drive Bridgeport, CT 06484 US T: 555-555-5555	Test User 1 Enterprise Drive Bridgeport, CT 06484 US T: 555-555-5555	Shipping Met FDEG-CG Service Level Requested Sh 07/14/202 Payment Terr

- Change Status
- Download API JSON
- Download API XML
- Remove Personal Data
- Return Items
- View Packing Slip

## 2. Fill out the document

1. Fill out the **Return Items** section to reflect the **Items**, **Return Reason**, **Quantity Returned** and **Unit Price** of the items the customer wants to return
2. Logicbroker will populate the **Return Number** field but you can change it if you wish *\*make sure it is a unique value*
3. Enter in a valid **Tracking Number**, **Carrier** and if the order is being picked up, a **Pickup Date** – if you are submitting this as a **Return Request**, you can leave these fields blank – if the supplier accepts the request you can add tracking and carrier details later
4. Submit
  - If you are submitting this as a **Return Request**, click on **Submit as Request**
  - If you are submitting this as the final **Return** document, click on **Submit**

Create Return For Order PO27160-001 SUBMIT AS REQUEST    SUBMIT

Return Status: Draft Received: 07/14/2022 5:41 PM

Billing Address	Shipping Address	General Information																
Test User 1 Enterprise Drive Bridgeport, CT 06484 US T: 555-555-5555	Test User 1 Enterprise Drive Bridgeport, CT 06484 US T: 555-555-5555	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="font-size: small;">Order ID</td> <td style="font-size: small;">Reference Number</td> </tr> <tr> <td>27160</td> <td>PO27160-001</td> </tr> <tr> <td colspan="2">Return Number</td> </tr> <tr> <td colspan="2">RET_27160</td> </tr> <tr> <td colspan="2">Tracking Number</td> </tr> <tr> <td colspan="2">Carrier</td> </tr> <tr> <td colspan="2">Pickup Date</td> </tr> <tr> <td colspan="2">mm/dd/yyyy <input type="checkbox"/></td> </tr> </table>	Order ID	Reference Number	27160	PO27160-001	Return Number		RET_27160		Tracking Number		Carrier		Pickup Date		mm/dd/yyyy <input type="checkbox"/>	
Order ID	Reference Number																	
27160	PO27160-001																	
Return Number																		
RET_27160																		
Tracking Number																		
Carrier																		
Pickup Date																		
mm/dd/yyyy <input type="checkbox"/>																		

Return Items								
Line	SKU	Partner SKU	UPC	Return Reason	Quantity Ordered	Quantity Returned	Unit Price	Description
1	24-MB01	24-MB01		Arrived late	1	1	\$34.00	Joust Duffie Bag

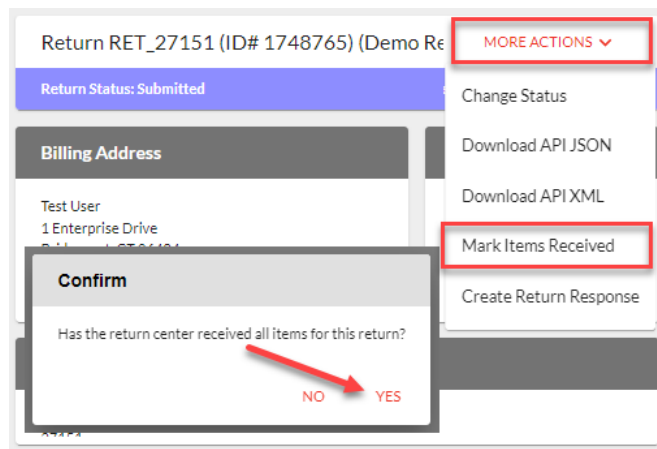


### Default Return Address and Default Return Reason

Configure a Default Return Address and a Default Return Reason so you don't have to specify this information on every return you create. See [Document Settings](#) > Return Addresses and Return Reasons.

## 3. Supplier – Mark items as received

1. Once you have received the return, you will confirm this in the portal > locate the **Return** for the order
2. Click on **More Actions** > **Mark Items Received** > **Yes**



## Need more information?

Visit our [Knowledge Base](#) or log into [Learn Logicbroker](#) for more details on how to optimize your Logicbroker experience.

## Helpful Links

Returns

Document Standards

Order Management FAQs



## Support

Reach out to [support@logicbroker.com](mailto:support@logicbroker.com)