

Overview Section

From your Commerce Interface home screen you will find the Return Orders tab on the far left bottom. Once you have clicked on the tab you'll be routed to the Return Orders tab and can view the 3 statuses (*Awaiting Vendor Review = needs action, RO Reviewed = return order has been scheduled, and RO Shipped = return order has shipped*). If you have any Return Orders (RO) to review and action you'll find the details by clicking on the RO# you wish to action.

The screenshot shows the 'Return Orders' overview page. At the top, there are three status filters: 'Awaiting Vendor Review' (selected), 'RO Reviewed', and 'RO Shipped'. Below the filters is a table with columns: Review, RO#, Status, Permalink, Warehouse, CO Qty, RO Qty, RO Created, RO Review By, RO Confirmed, Projected Ship By, and Shipped On. Three rows of return orders are visible, all with a status of 'Awaiting Vendor Review'. A search box is located in the top right corner. Callouts include: 'Select the Return you need to process.' pointing to the 'Review' column checkboxes; 'Here you can view the Return Orders that need to be scheduled and view orders that have been scheduled/shipped.' pointing to the status filters; and 'Use the search function for easy lookup by RO# and permalink.' pointing to the search box.

Order Details

In the Order Detail's you'll find all the necessary information to confirm and schedule the delivery for the Return Order. Please review and confirm that all the information is accurate. You'll be able to review what we ordered and what we need to return. Before you submit please verify your shipping information. If you need to make a change please select edit and update the address.

The screenshot shows the 'Review Return Order Details' page for RO #1. At the top, there are three icons: 'RO Created' (8/11/2015), 'RO Review By' (8/13/2015), and 'RO Shipped By' (8/21/2015). Below this is the 'Deal Information' section with a table containing columns: RO #, Clip ID, RA # (optional), Permalink, Warehouse, CO Qty, and RO Qty. The 'Item Information' section follows with a table of items, including columns for Item Name, UPC, CO Qty, and RO Qty. The 'Shipping Information' section is at the bottom, divided into 'Vendor Shipping Information' and 'Groupon Shipping Information'. Callouts include: 'If you require an RA# number on the shipping label please enter it here.' pointing to the 'RA #' field; 'Please review all the item information and confirm all the details are accurate.' pointing to the 'Item Information' table; and 'Before you submit your request please confirm the Ship To information is accurate. If you need make an edit please click on Edit and make the necessary changes.' pointing to the 'Edit' button in the shipping information section.

Once you have reviewed your information and confirm its accuracy, please submit the request.

Before you submit your request please confirm the Ship To information is accurate. If you need make an edit please click on Edit and make the necessary changes.

After you hit submit you'll have one last chance to confirm your contact information and then submit the final request.

Submit Vendor Information for RO#

RA #tmp-ra-test

Contact Information
 Shaya Chabot
 9084335370
 shaya.chabot@gmail.com

Shipping Address
 140 Smith St
 140 Smith St
 Keasbey NJ 08832 US

Additional Notes: (Content limited to 255 characters.)
 Any additional notes to warehouse.

Go Back Submit

You'll receive the message below in the green banner that your submission was successful.

GROUPON Goods Vendor information submitted successfully. arao@groupon.com

Review Return Order Details

Return Orders > RO Details

RO #2

1 RO Created 8/12/2015
 2 RO Reviewed On 8/13/2015
 3 RO Shipped By 8/22/2015

Deal Information
 RA # tmp-ra-test

RO #	Opp ID	Permalink	Warehouse	CO Qty	RO Qty
2	Giraldi Milan Men's Oxford Boot	gg-giraldi-milan-mens-oxford-boot	Groupon (KFC)	0	0

Item Information

Item Name	UPC	CO Qty	RO Qty
Milan Blk 10	889434079376	0	0
Milan Blk 10.5	889434079383	0	0
Milan Blk 11	889434079390	0	0
Milan Blk 12	889434079406	0	0

Shipping/Tracking

After your order has shipped you will receive an email from Commerce Interface and at that time you will be able to view the tracking details under the RO Shipped tab.

Return Orders

Search

All Awaiting Vendor Review RO Reviewed RO Shipped

Review	RO#	Status	Permalink	Warehouse	CO Qty	RO Qty	RO Created	RO Review By	RO Confirmed	Projected Ship By	Ship Date
3	3	Awaiting Vendor Review	gg-mens-giraldi-lennon-boot	Groupon (KFC)	120	0	8/13/2015	8/15/2015		8/23/2015	
5	5	Awaiting Vendor Review	gg-bucco-cora-womens-wedges	Groupon (KFC)	10	0	8/13/2015	8/15/2015		8/23/2015	
7	7	Awaiting Vendor Review	gg-bucco-cora-womens-wedges	Groupon (KFC)	10	0	8/13/2015	8/15/2015		8/23/2015	
9	9	Awaiting Vendor Review	gg-mitty-womens-crochet-flats	Groupon (KFC)	-12	0	8/13/2015	8/15/2015		8/23/2015	
1	1	Shipped	gg-mens-giraldi-lennon-boot	Groupon (KFC)	360	0	8/13/2015	8/15/2015	8/13/2015	8/23/2015	8/14/2015

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From the All details status you can quickly view the orders that have shipped. Click on the RO# to view the Return Order Details.

Review Return Order Details

Return Orders > RO Details

RO # 1

1 RO Created 8/13/2015 2 RO Reviewed On 8/13/2015 3 RO Shipped On 8/14/2015

Carrier	Tracking	Ship Date
UPS	ABCD-UPS	1438275432000
CHR	ABCDE123-ABF	1438275432000

Deal Information
RA # Casepack not required

RO #	Opp ID	Permalink	Warehouse	CO Qty	RO Qty
1	Giraldi Lennon	gg-mens-giraldi-lennon-boot	Groupon (KFC)	360	0

Item Information

Item Name	UPC	CO Qty	RO Qty
Lennon Blk 10	889434081454	6	0

Here you can track your order by the carrier tracking number. Click the hyper link to view updated tracking details from the carrier.