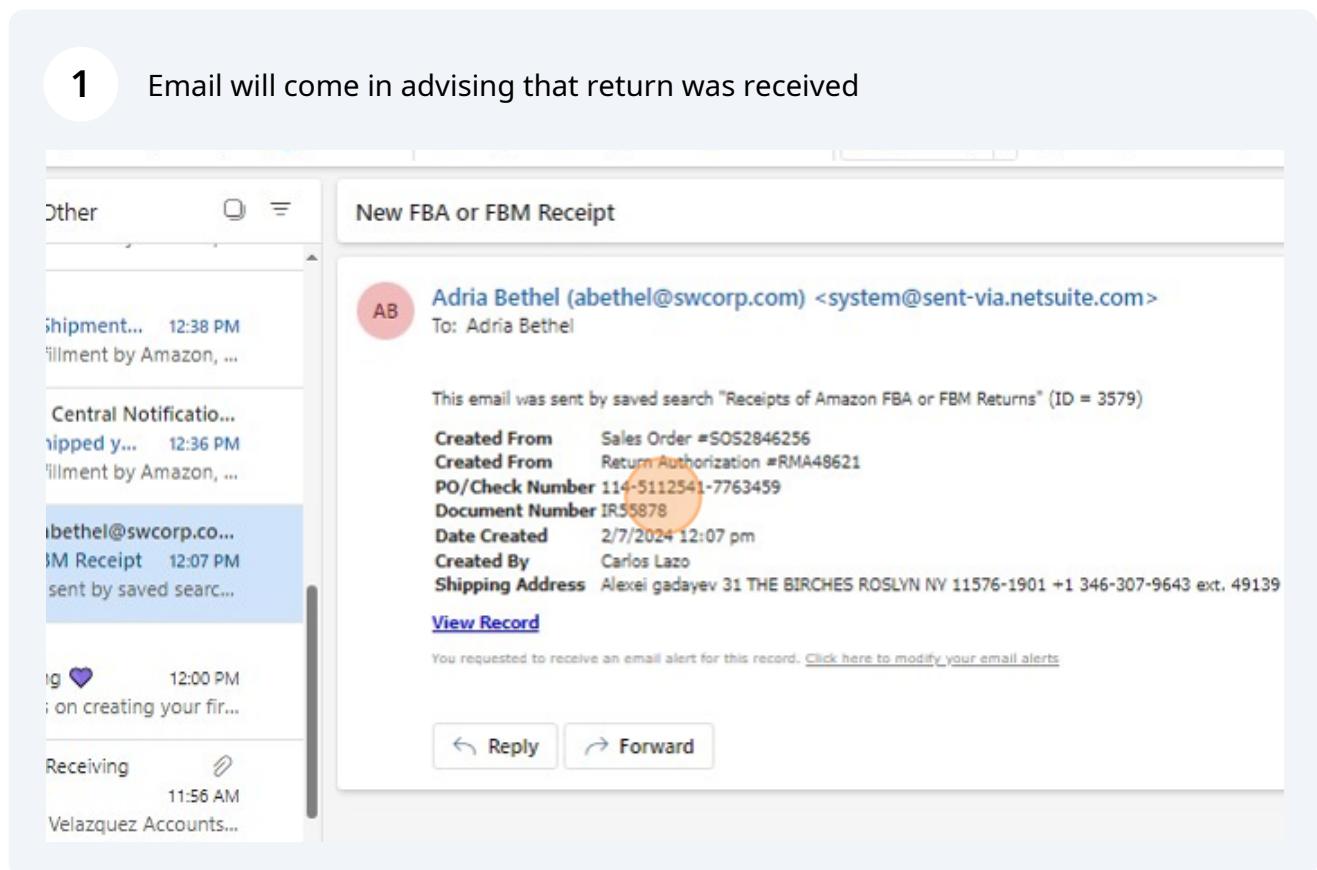


# FBM Returns Part2

Scribe 

- 1 Email will come in advising that return was received



The screenshot shows a NetSuite inbox with a list of messages on the left and a detailed view of an email on the right.

**Inbox List (Left):**

- Shipment... 12:38 PM
- Central Notificatio... 12:36 PM
- Abethel@swcorp.co... 12:07 PM
- Receiving 11:56 AM

**Email View (Right):**

**Subject:** New FBA or FBM Receipt

**To:** Adria Bethel (abethel@swcorp.com) <system@sent-via.netsuite.com>

This email was sent by saved search "Receipts of Amazon FBA or FBM Returns" (ID = 3579)

**Created From:** Sales Order #SOS2846256

**Created From:** Return Authorization #RMA48621

**PO/Check Number:** 114-511254-1-7763459

**Document Number:** IR55878

**Date Created:** 2/7/2024 12:07 pm

**Created By:** Carlos Lazo

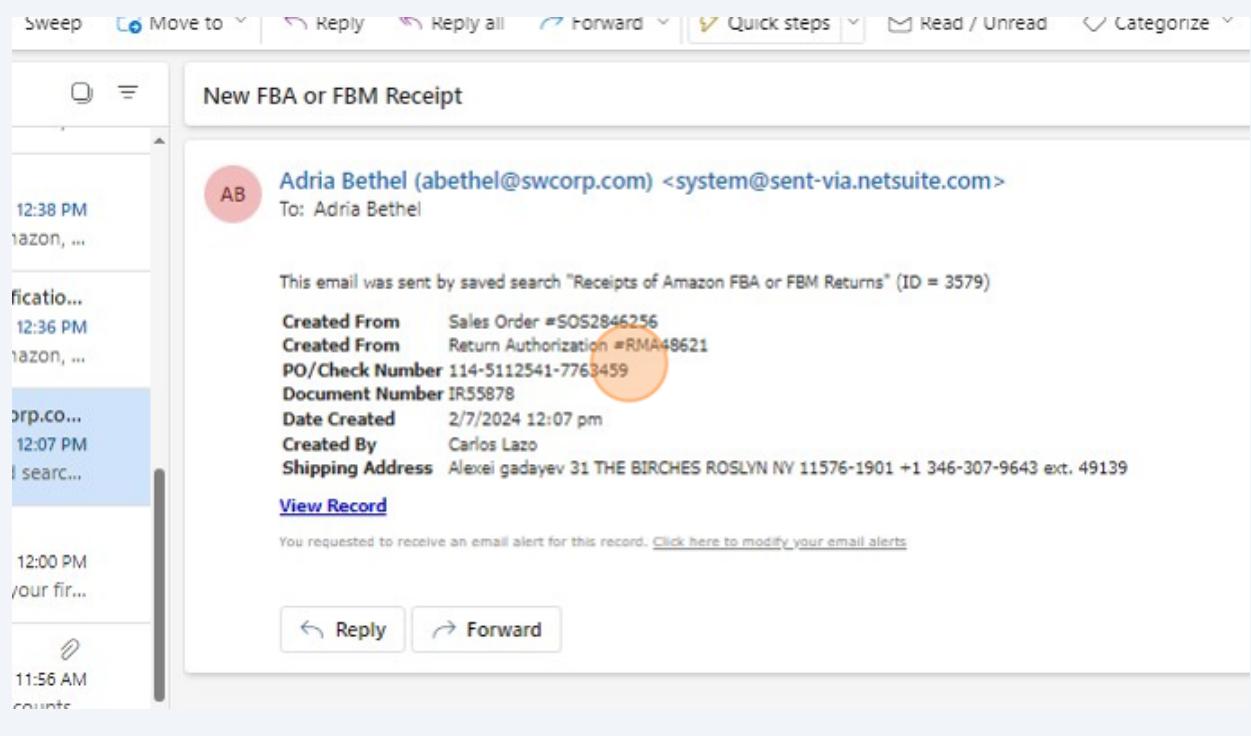
**Shipping Address:** Alexei gadayev 31 THE BIRCHES ROSLYN NY 11576-1901 +1 346-307-9643 ext. 49139

[View Record](#)

You requested to receive an email alert for this record. [Click here to modify your email alerts](#)

[Reply](#) [Forward](#)

2 Copy the PO/Order ID number from the email



Sweep Move to Reply Reply all Forward Quick steps Read / Unread Categorize

New FBA or FBM Receipt

12:38 PM 1azon, ...

ficatio... 12:36 PM 1azon, ...

orp.co... 12:07 PM I searc... 12:00 PM /our fir... 11:56 AM counts

AB Adria Bethel (abethel@swcorp.com) <system@sent-via.netsuite.com>  
To: Adria Bethel

This email was sent by saved search "Receipts of Amazon FBA or FBM Returns" (ID = 3579)

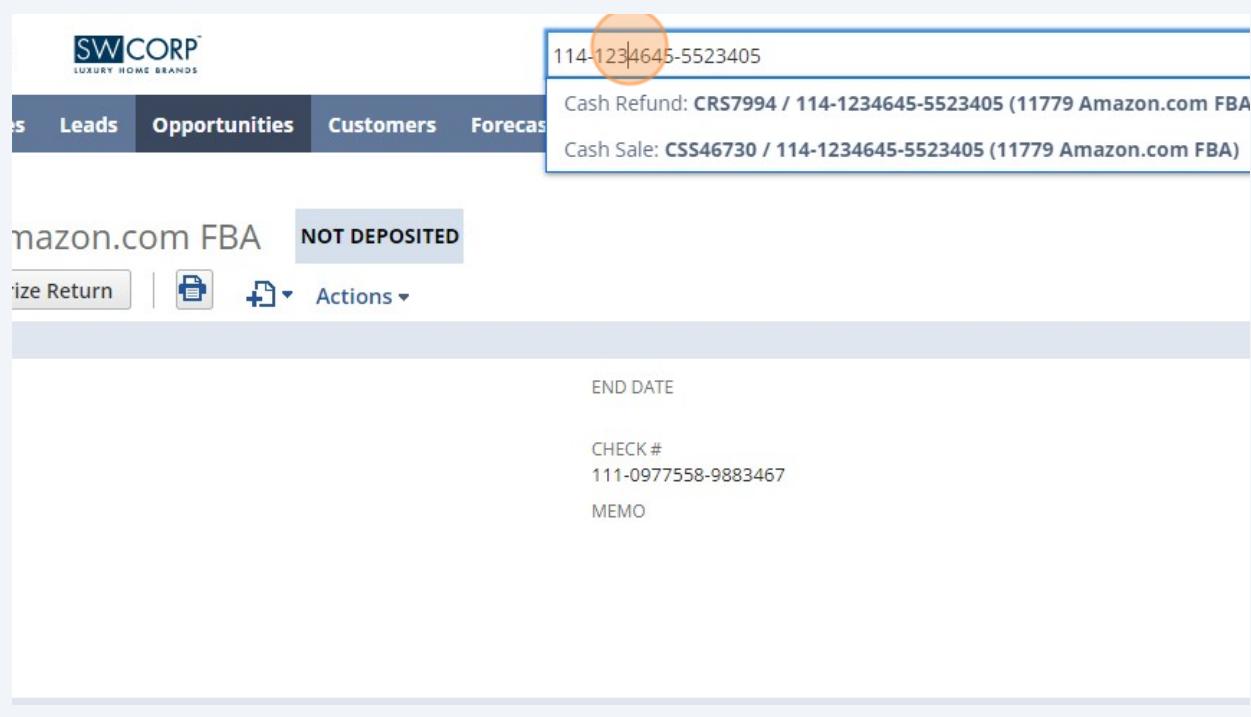
Created From Sales Order #SOS2846256  
Created From Return Authorization #RMA48621  
PO/Check Number 114-5112541-7763459  
Document Number IR55878  
Date Created 2/7/2024 12:07 pm  
Created By Carlos Lazo  
Shipping Address Alexei gadayev 31 THE BIRCHES ROSLYN NY 11576-1901 +1 346-307-9643 ext. 49139

[View Record](#)

You requested to receive an email alert for this record. [Click here to modify your email alerts](#)

Reply Forward

3 Click the "Search" field.



SWCORP LUXURY HOME BRANDS

Leads Opportunities Customers Forecas

114-1234645-5523405

Cash Refund: CRS7994 / 114-1234645-5523405 (11779 Amazon.com FBA)

Cash Sale: CSS46730 / 114-1234645-5523405 (11779 Amazon.com FBA)

azon.com FBA NOT DEPOSITED

size Return | Actions ▾

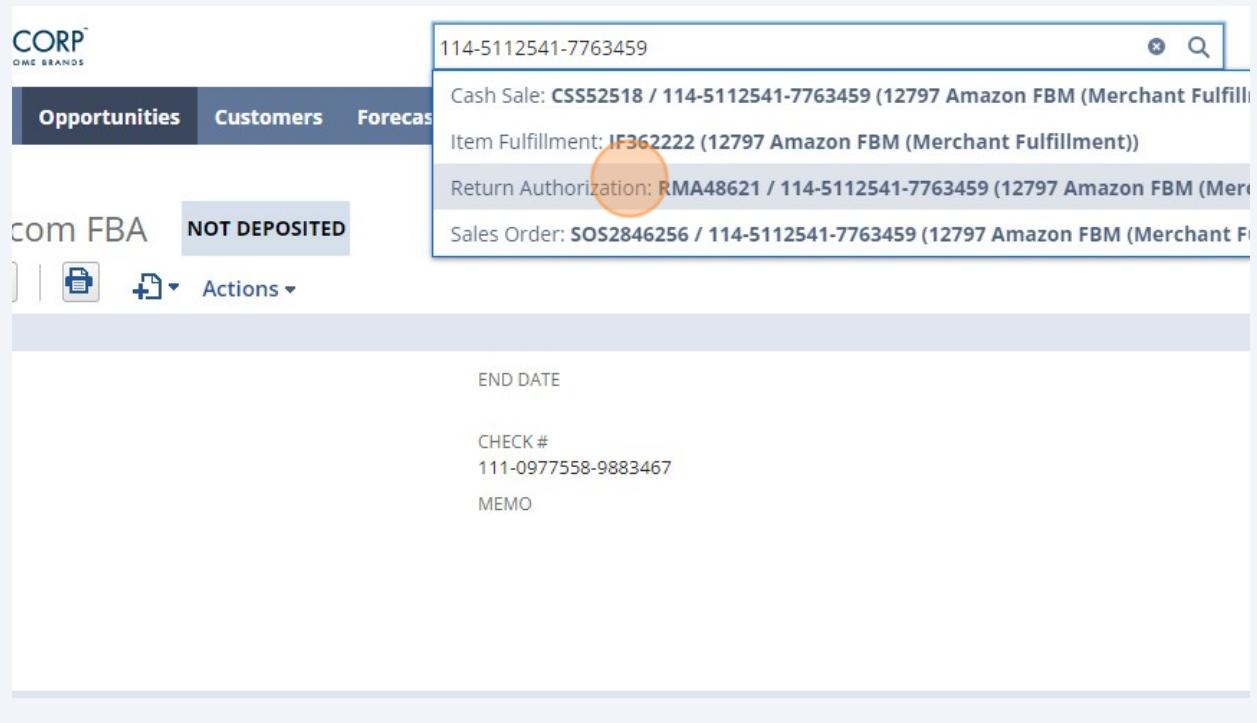
END DATE

CHECK #  
111-0977558-9883467

MEMO

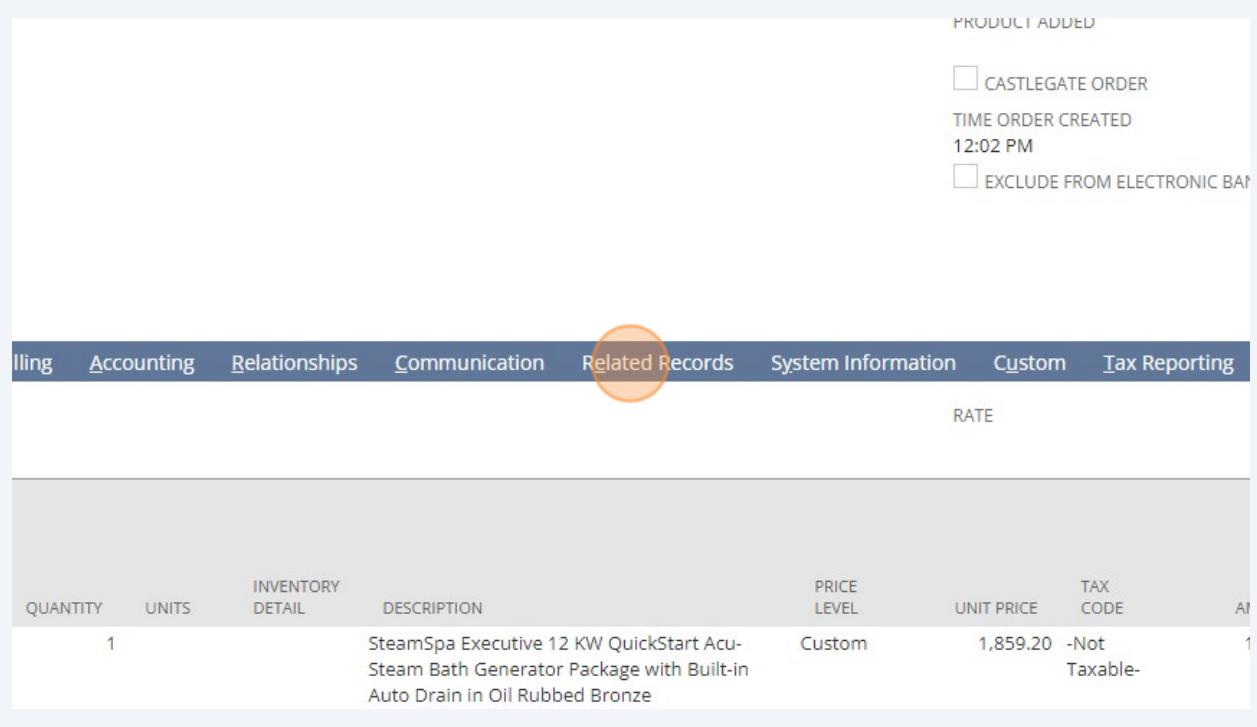
4

Paste the order ID number and then select "Return Authorization:"



5

Scroll down and click "Related Records"



6 Click the date in this case its "2/7/2024"

SALES PARTNER

RETURN LABEL EMAIL  
arcs@swcorp.com

B2C PONUM

Items Promotions Shipping Billing Accounting Relationships Communication **Related Records** System

SOLE CUSTOM CREATED WORK ORDERS

Receipts & Refunds • Transformations

Print

DATE	TYPE	NUMBER
2/7/2024	Item Receipt	IR55878

Back Refund Close Actions ▾

7 Click "Communication"

CREATED FROM  
Return Authorization #RMA48621

Classification

SUBSIDIARY  
Spa World Corporation

CURRENCY  
JS Dollar

CLAIM STATUS

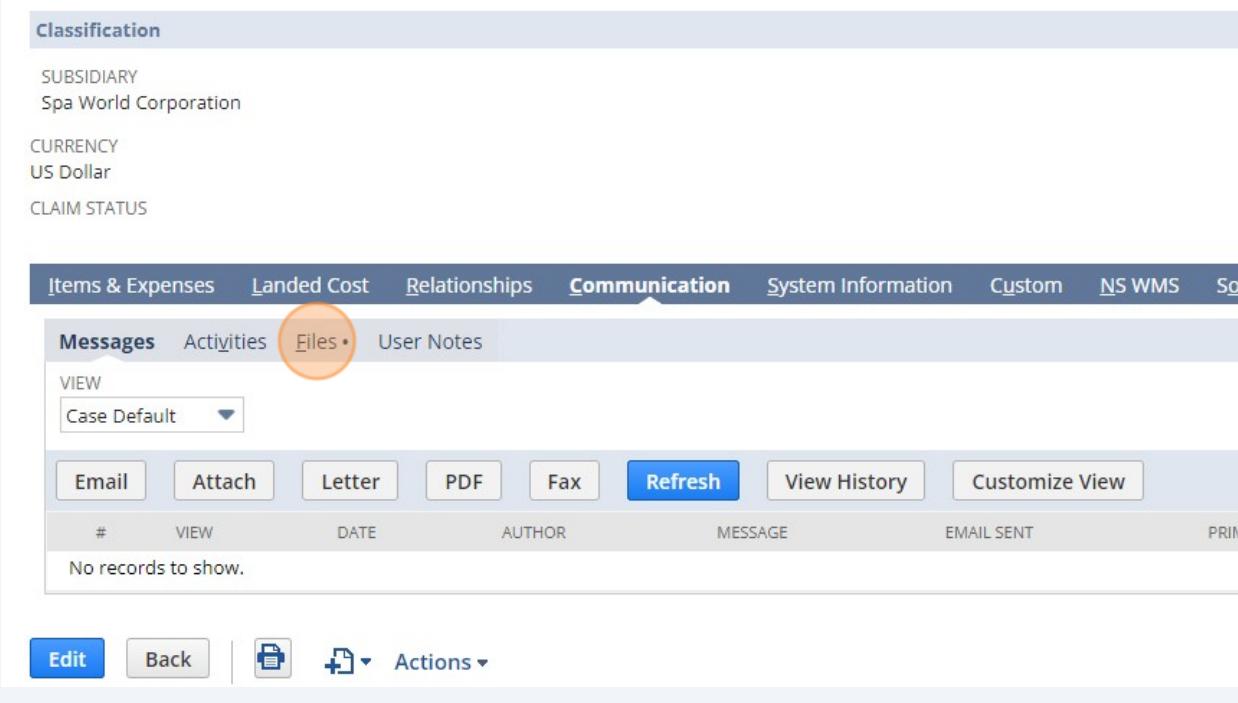
Items & Expenses Landed Cost Relationships **Communication** System Information Custom NS WMS Source

EXCHANGE RATE  
1.00

Items • Expenses

JOB	ITEM	DEPT (ORDERED)	DESCRIPTION	SHIPMENT RECORD ID	ON HAND	TO LOCATION
	<a href="#">SS-EXT1200OB-A</a>		SteamSpa Executive 12 KW QuickStart Acu-Steam Bath Generator Package with Built-in Auto Drain in Oil Rubbed Bronze		0	Miami : Miami Returns Location

8 Click "Files"



Classification

SUBSIDIARY  
Spa World Corporation

CURRENCY  
US Dollar

CLAIM STATUS

Items & Expenses   Landed Cost   Relationships   **Communication**   System Information   Custom   NS WMS   So

Messages   Activities   **Files** (highlighted with an orange circle)   User Notes

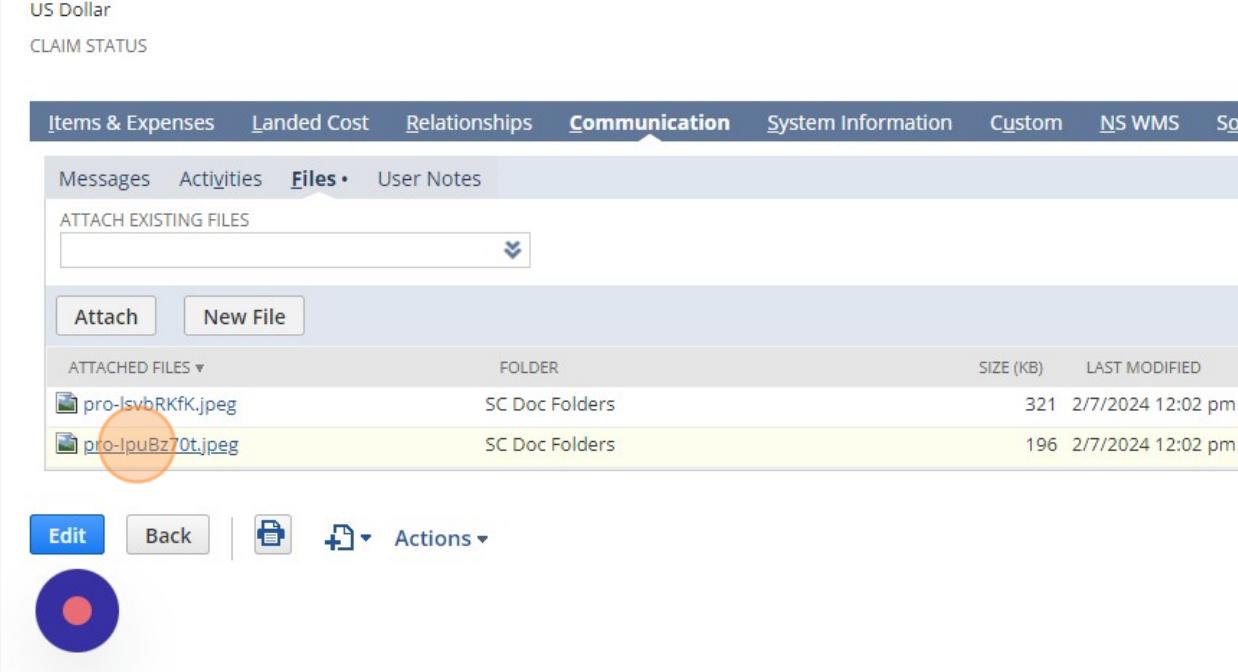
VIEW  
Case Default ▾

Email   Attach   Letter   PDF   Fax   Refresh   View History   Customize View

#	VIEW	DATE	AUTHOR	MESSAGE	EMAIL SENT	PRIM
No records to show.						

Edit   Back   Actions ▾

9 Click "pro-IpuBz70t.jpeg"



US Dollar

CLAIM STATUS

Items & Expenses   Landed Cost   Relationships   **Communication**   System Information   Custom   NS WMS   So

Messages   Activities   **Files** (highlighted with an orange circle)   User Notes

ATTACH EXISTING FILES

Attach   New File

ATTACHED FILES ▾	FOLDER	SIZE (KB)	LAST MODIFIED
pro-lsvbRKfK.jpeg	SC Doc Folders	321	2/7/2024 12:02 pm
<b>pro-IpuBz70t.jpeg</b>	SC Doc Folders	196	2/7/2024 12:02 pm

Edit   Back   Actions ▾



10 Click the links to see condition of return





11 Go to Amazon and click menu

Order details Order ID: # 112-4886190-8821008 | Your Seller Order ID: # 112-4886190-8821008

Go back to order list

**Order summary**

Amazon's Ship By:	Wed, Dec 6, 2023, 11:59 PM PST	Shipping service:	Standard
Purchase date:	Tue, Dec 5, 2023, 1:15 PM PST	Fulfillment:	Amazon
		Sales channel:	Amazon.com

**More details**

Tax Collection Model:	MarketplaceFacilitator	Tax Collection Responsible Party:	Amazon Services
-----------------------	------------------------	-----------------------------------	-----------------

12 Click "Orders"

X Menu ANZZI | United States

- Catalog >
- Inventory >
- Pricing >
- Orders > **Manage Orders**
- Create MCF Order
- Order Reports
- Upload Order Related Files
- Manage Returns
- Manage SAFE-T Claims

Advertising >

Growth >

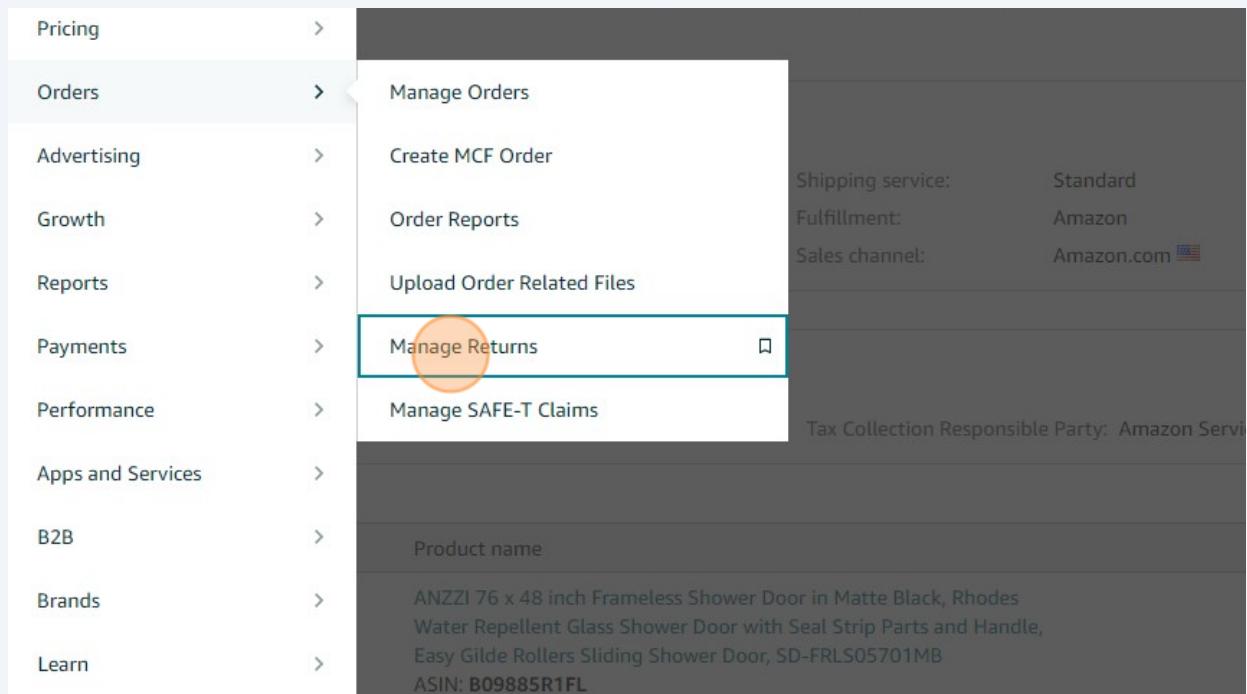
Reports >

Payments >

Performance >

Apps and Services >

### 13 Click "Manage Returns"



### 14 Click the "Search" field.

15 Paste the order ID number and then click "Search"

## Manage Returns

Learn more

Returns FAQs

View reports

Edit returns settings

We have transitioned the Manage Returns page to a globalized experience, allowing you to easily manage your returns across the globe.

Seller fulfilled orders now follow the new prepaid return process

Order ID

114-5112541-7763459

Search

[View all](#)

[Pending Actions](#)

[Completed](#)

[Returns with A-Z Claims](#)

**Total Returns: 19**

Order Details

Product Details

Return Details

Date

Order ID:

112-5096992-9152249



Return Reason:

Didn't approve purchase

Requested  
0 days

16 Click "Issue Refund"

By: Newest First



Date Range: Last 30 Days



Country/Region



[View Returns Performance](#)

[Collapse all details sections](#)

01/24/2024

Return Status

At Issue a refund for the item, either after you receive the item back, or immediately if you allow the buyer to keep the item. This action will release the refund to the buyer. If you have decided to have the item returned, please remember to issue the refund only after you have received the item back.

Action

[Edit Authorization](#)

[Issue Refund](#)

[Complete](#)

[Contact Buyer](#)

01/17/2024

01/24/2024

10

17 Click "Submit refund"

