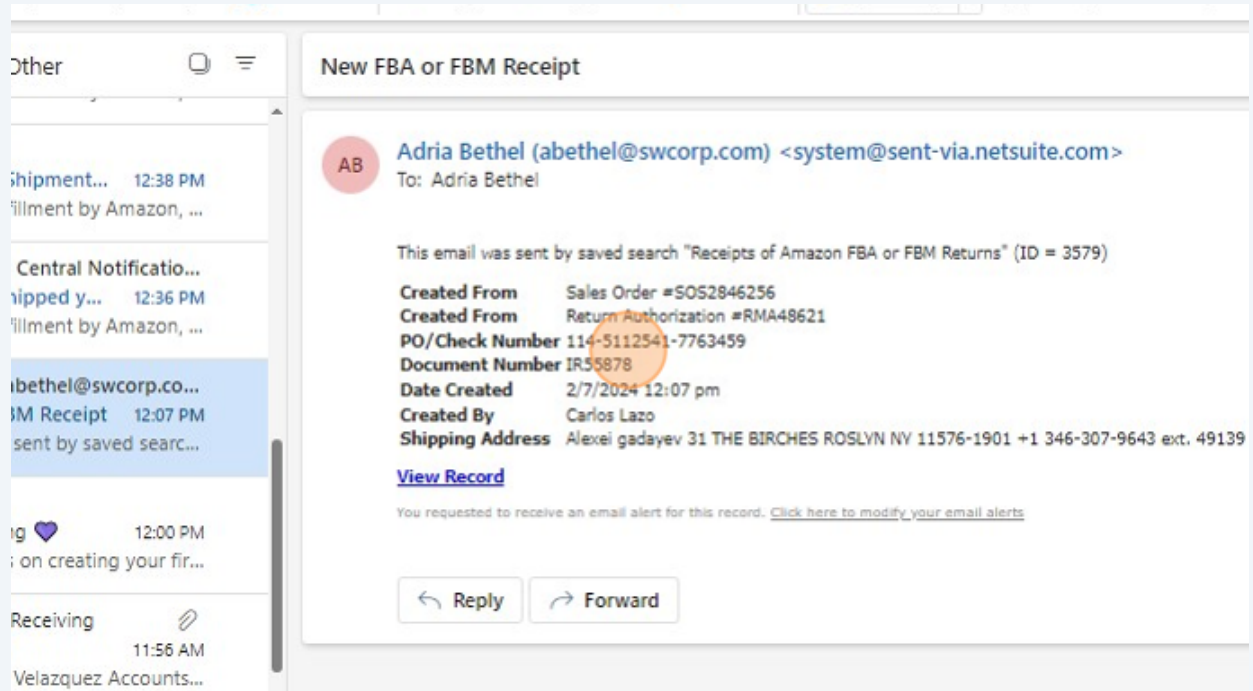


# FBM Returns Part2

1

Email will come in advising that return was received



## 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

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** IRS5878  
**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.

SW CORP<sup>™</sup>  
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)

amazon.com FBA NOT DEPOSITED

ize Return Actions

END DATE  
CHECK #  
111-0977558-9883467  
MEMO

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

**CORP**  
ONE BRANDS

**Opportunities Customers Forecas**

com FBA **NOT DEPOSITED**

114-5112541-7763459

Cash Sale: **CSS52518** / 114-5112541-7763459 (12797 Amazon FBM (Merchant Fulfillment))

Item Fulfillment: **IF362222** (12797 Amazon FBM (Merchant Fulfillment))

Return Authorization: **RMA48621** / 114-5112541-7763459 (12797 Amazon FBM (Merchant Fulfillment))

Sales Order: **SOS2846256** / 114-5112541-7763459 (12797 Amazon FBM (Merchant Fulfillment))

END DATE

CHECK #  
111-0977558-9883467

MEMO

#### 5 Scroll down and click "Related Records"

PRODUCT ADDED

☐ CASTLEGATE ORDER

TIME ORDER CREATED  
12:02 PM

☐ EXCLUDE FROM ELECTRONIC BAP

**Accounting Relationships Communication Related Records System Information Custom Tax Reporting**

RATE

QUANTITY	UNITS	INVENTORY DETAIL	DESCRIPTION	PRICE LEVEL	UNIT PRICE	TAX CODE	AI
1			SteamSpa Executive 12 KW QuickStart Acu- Steam Bath Generator Package with Built-in Auto Drain in Oil Rubbed Bronze	Custom	1,859.20	-Not Taxable-	1

## 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	ST
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 LOCATI
	<u>SS-EXT1200OB-A</u>		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 •** User Notes

VIEW

Case Default ▾

Email

Attach

Letter

PDF

Fax

Refresh

View History

Customize View

#	VIEW	DATE	AUTHOR	MESSAGE	EMAIL SENT	PRIN
---	------	------	--------	---------	------------	------

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 •** 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

**pro-IpuBz70t.jpeg**

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

amazon seller central | ANZZI | United States

Add Products Campaign Manager

### 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:	<b>Wed, Dec 6, 2023, 11:59 PM PST</b>	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 Service
--	--

## 12 Click "Orders"

Menu

- 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 >

ANZZI | United States

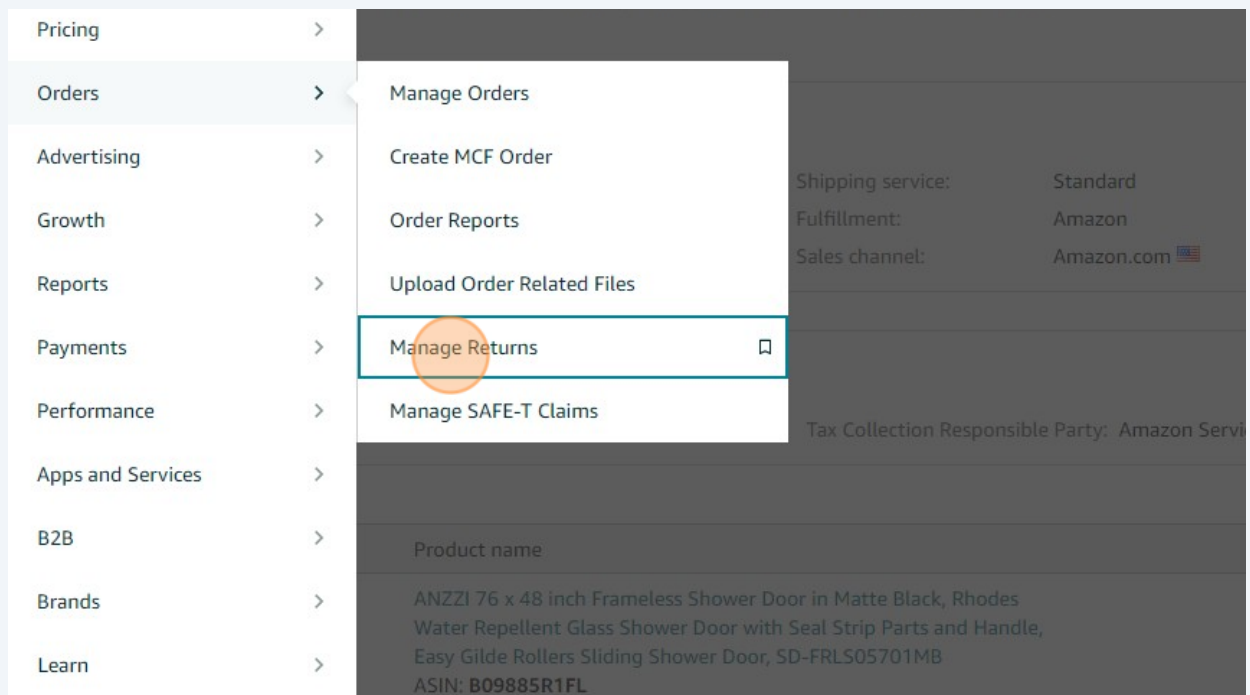
Campaign Manager

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

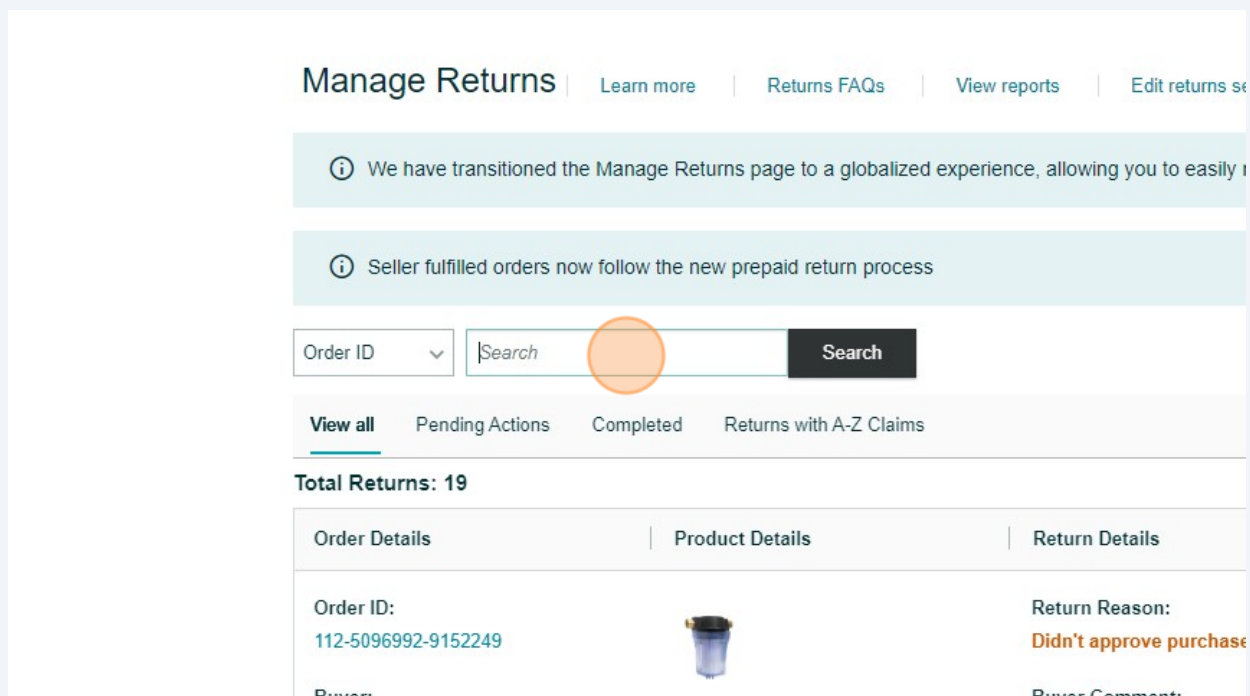
Shipping service:	Standard
Fulfillment:	Amazon
Sales channel:	Amazon.com

Tax Collection Responsible Party: Amazon Service

### 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](#)

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

*i* 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	Request Date: 0 days

## 16 Click "Issue Refund"

Sort By: Newest First ▼

Date Range: Last 30 Days ▼

Country/Region ▼

[View Returns Performance](#)

[Collapse all details sections](#)

	Return Status	Action
Return Date: 01/24/2024	<div><div>At</div><div>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.</div></div>	<div>Edit Authorization</div> <div>Issue Refund</div> <div>Complete</div> <div>Contact Buyer</div>

1/17/2024

Return Date: 01/24/2024

10

## 17 Click "Submit refund"

Amount to be calculated	
Remaining: \$20.00	

<b>Refund amount</b>	
Order amount	\$1,859.20
Additional refunds	\$0.00
Total	\$1,859.20
<b>Amount to refund</b>	<b>\$1,859.20</b>
	+ full tax amount to be calculated

Cancel

Submit refund