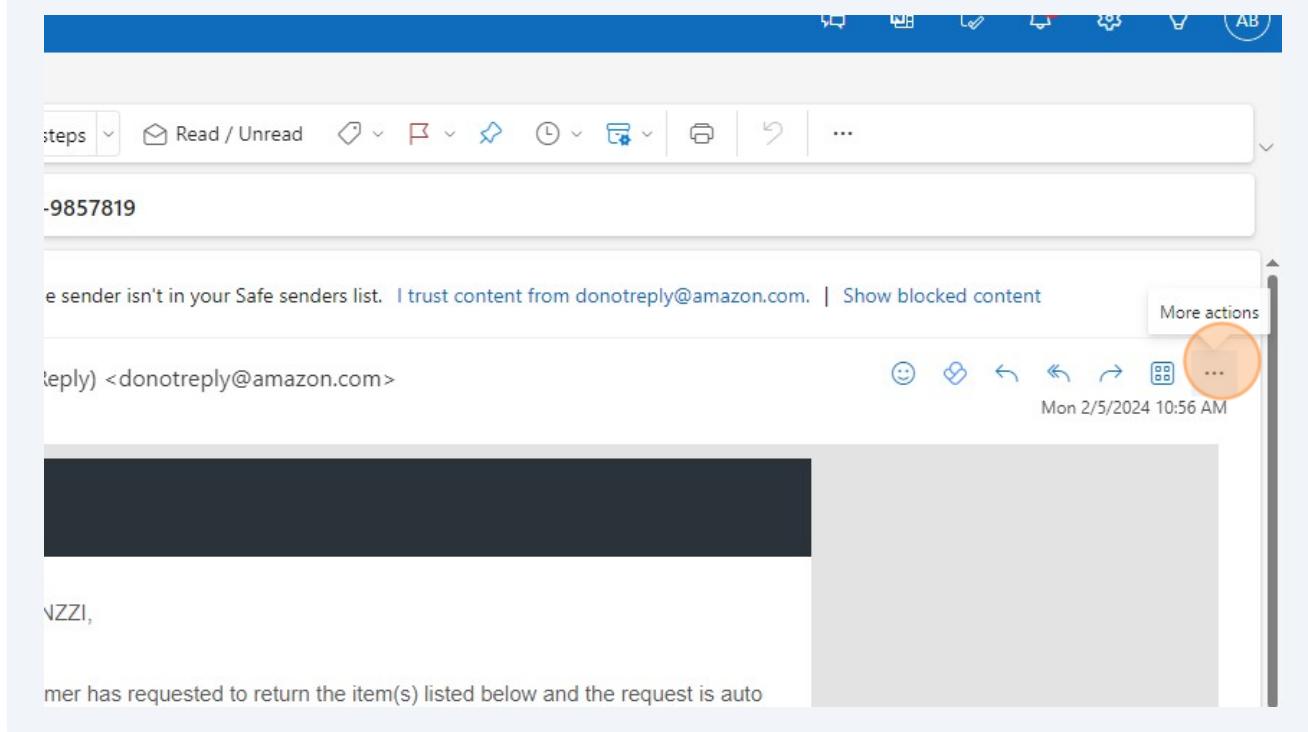
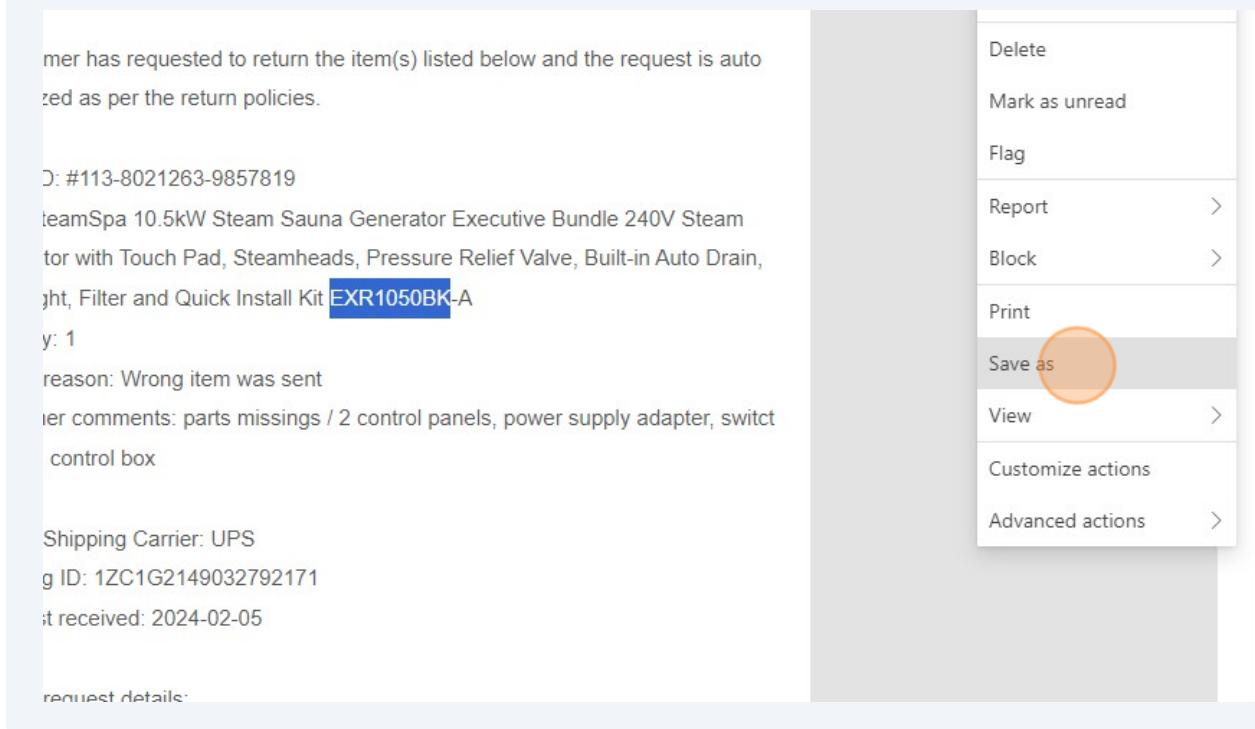


- 1 Open return email received from Amazon

- 2 Click "more actions"



### 3 Click "Save as"



mer has requested to return the item(s) listed below and the request is auto  
zed as per the return policies.

Order ID: #113-8021263-9857819

teamSpa 10.5kW Steam Sauna Generator Executive Bundle 240V Steam  
tor with Touch Pad, Steamheads, Pressure Relief Valve, Built-in Auto Drain,  
Light, Filter and Quick Install Kit EXR1050BK-A

Quantity: 1

Reason: Wrong item was sent

Customer comments: parts missings / 2 control panels, power supply adapter, switch  
control box

Shipping Carrier: UPS

Tracking ID: 1ZC1G2149032792171

Received: 2024-02-05

Request details:

Save as

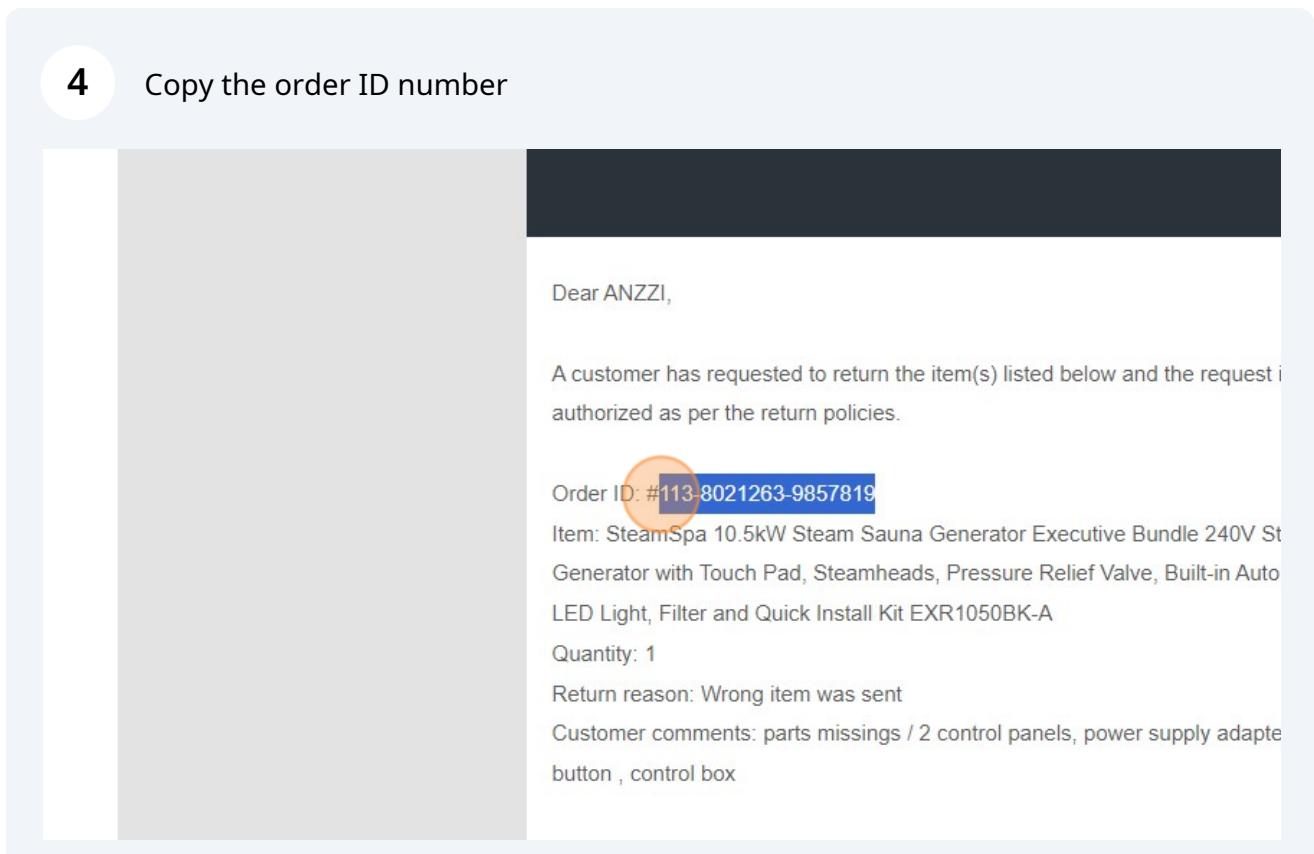
Print

View

Customize actions

Advanced actions

### 4 Copy the order ID number



Dear ANZZI,

A customer has requested to return the item(s) listed below and the request is authorized as per the return policies.

Order ID: #113-8021263-9857819

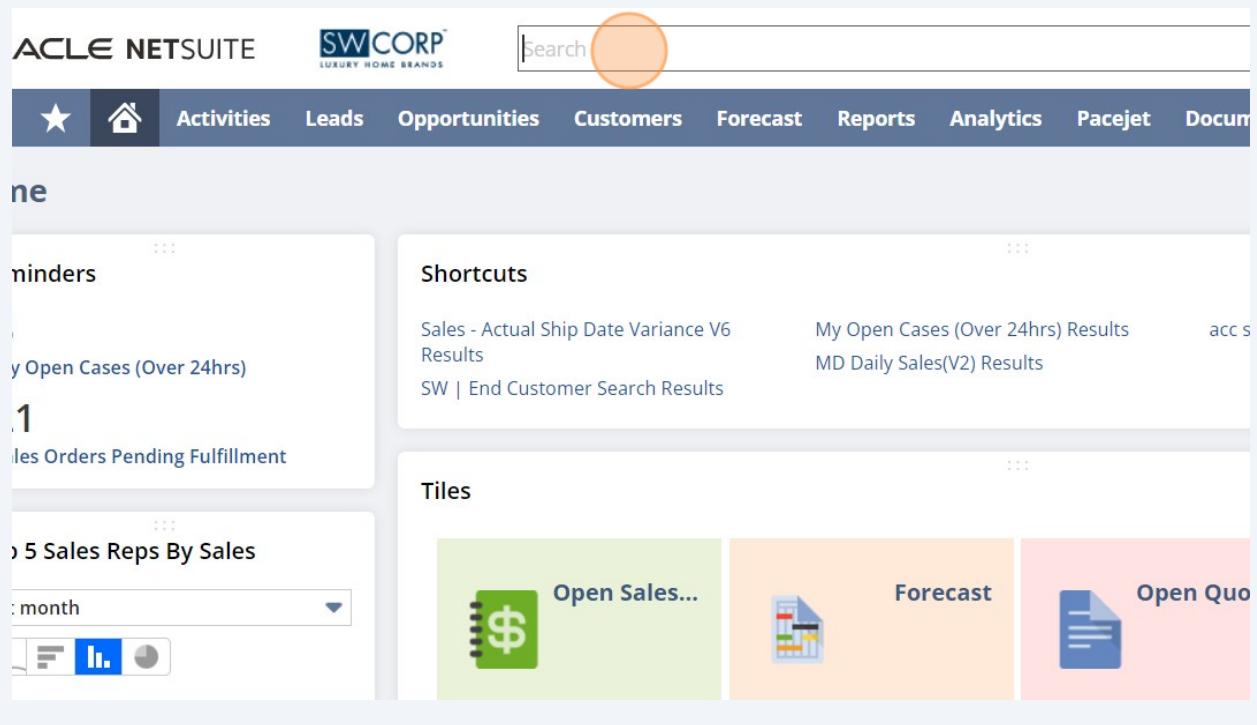
Item: SteamSpa 10.5kW Steam Sauna Generator Executive Bundle 240V Steam  
tor with Touch Pad, Steamheads, Pressure Relief Valve, Built-in Auto  
Light, Filter and Quick Install Kit EXR1050BK-A

Quantity: 1

Return reason: Wrong item was sent

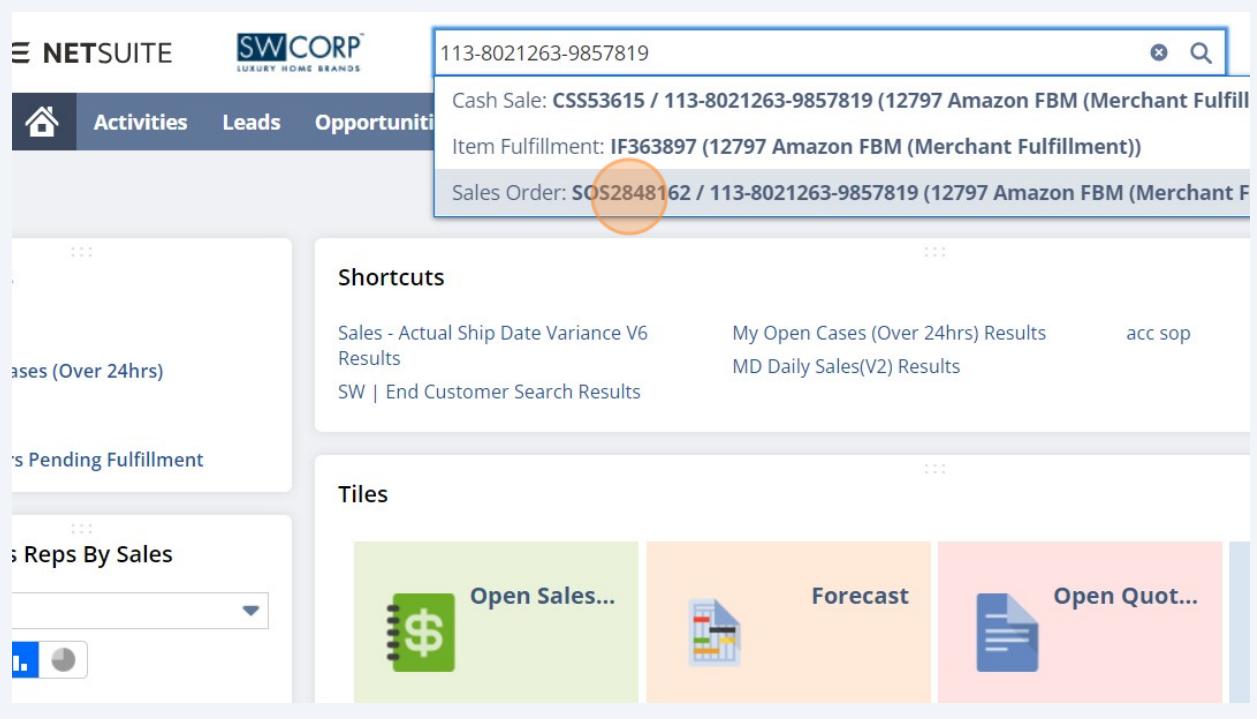
Customer comments: parts missings / 2 control panels, power supply adapter  
button , control box

5 Go to NetSuite paste the order ID into the "Search" field.



The screenshot shows the NetSuite Home Page. At the top, there is a search bar with the placeholder "Search". Below the search bar is a navigation bar with icons for Home, Activities, Leads, Opportunities, Customers, Forecast, Reports, Analytics, Pacejet, and Document. The "Activities" icon is highlighted with a blue background. To the left of the search bar, there is a logo for "ACLE NETSUITE" and "SW CORP LUXURY HOME BRANDS". The main content area on the left shows a "Shortcuts" section with links to "Sales - Actual Ship Date Variance V6 Results", "My Open Cases (Over 24hrs) Results", and "MD Daily Sales(V2) Results". Below this is a "Tiles" section with three cards: "Open Sales..." (green), "Forecast" (orange), and "Open Quo" (pink). To the left of the tiles, there is a "Sales Reps By Sales" tile with a dropdown menu set to "month".

6 Click the Sales Order



The screenshot shows the NetSuite search results page. The search bar at the top contains the order ID "113-8021263-9857819". Below the search bar, the results list includes "Cash Sale: CSS53615 / 113-8021263-9857819 (12797 Amazon FBM (Merchant Fulfillment))", "Item Fulfillment: IF363897 (12797 Amazon FBM (Merchant Fulfillment))", and "Sales Order: SOS2848162 / 113-8021263-9857819 (12797 Amazon FBM (Merchant Fulfillment))". The "Sales Order" result is highlighted with a blue box and circled in orange. The rest of the page is identical to the Home Page screenshot, showing the "Shortcuts" and "Tiles" sections.

7 Scroll down Click "Related Records"

SALES PARTNER

SHIPPING METHOD USED

COMMISSION PAID

PO # 2  
113-8021263-9857819

AWAITING INVENTORY

CALL CONFIRMED

CASTLEGATE ORDER  
TIME ORDER CREATED  
09:01 AM  
SALES ORDER CLOSED RE

EXCLUDE FROM ELECT

Billing Accounting Relationships Communication **Related Records** System Information Custom NS WMS E

RATE

COMMITTED	PICKED	PACKED	FULFILLED	INVOICED	BACK ORDERED	QUANTITY	UNITS
0	1	1	1	1	0	1	1

utive 10.5 KW QuickStart Acu-  
-generator Package with Built-in  
Matte Black

8 Then click "Support Cases"

CREDIT MEMO FILE

COMMISSION PAID

REASON FOR RETURN

PO # 2  
113-8021263-9857819

AWAITING INVENTORY

CALL CONFIRMED

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

SOLE CUSTOM CREATED WORK ORDERS

DATE	TYPE	NUMBER	STATUS
1/26/2024	Cash Sale	CSS53615	Deposited
1/26/2024	Item Fulfillment	IF363897	Shipped

Related Records • Support Cases Transformations

Print

Back Authorize Return Actions

9 Click the drop down Contact Channel and then select "Inbound"

Case

Save Cancel

Disposition Information

CONTACT CHANNEL *	CONTACT REASON *	PRODUCT *
Inbound		
Outbound		
E-mail		
Chat		
Social Media		
Other		
SUBJECT *	CONTACT	PHONE
	<Type then tab>	(866) 588-8008
SUBSIDIARY	EMAIL(S)	STATUS *
Spa World Corporation	arcs@swcorp.com	Not Started
		PRIORITY
		Medium
		QUICK NOTE

10 Click the drop down in contact reason

CONTACT REASON \*

SALES OPPORTUNITY

PRODUCT \*

ITEM \*

PROFILE \*

ASSIGNED TO

CONTACT

EMAIL(S)

PHONE

STATUS \*

PRIORITY

QUICK NOTE

## 11 Select "Returns"

Case

CASE37486 RETURNING EXR1050BK-A 12797 Amazon FBM (Merchant Fulfillm

Save Cancel Enable Spam Lock Actions

**Disposition Information**

CONTACT CHANNEL *	CONTACT REASON *	PRODUCT *
Inbound	Returns	Steam Generator
CUSTOMER *	Refund	ITEM *
12797 Amazon FBM (Merchant Fulfillmen	Wrong Product/Part Received	D-1050-A
Primary Information		Missing Part
NUMBER	Stock Swap	PHONE
CASE37486	Freight Damage	(866) 588-8008
CUSTOM FORM *	Defective Item	STATUS *
Spa World - Case Form	CONTACT	In Progress
SUBJECT *	EMAIL(S)	PRIORITY
RETURNING EXR1050BK-A	arcs@swcorp.com	Medium
SUBSIDIARY	QUICK NOTE	
Spa World Corporation		

## 12 Select Product

CONTACT REASON \*

Returns

SALES OPPORTUNITY

Merchant Fulfillmen

PROFILE \*

Spa World Corporation

ASSIGNED TO

Adria Bethel

CONTACT

<Type then tab>

EMAIL(S)

arcs@swcorp.com

PRODUCT \*

Accessory

Bathtub

Cabinet/Storage

Drop-In Tub

Free Standing Faucet

Free Standing Tub

PART

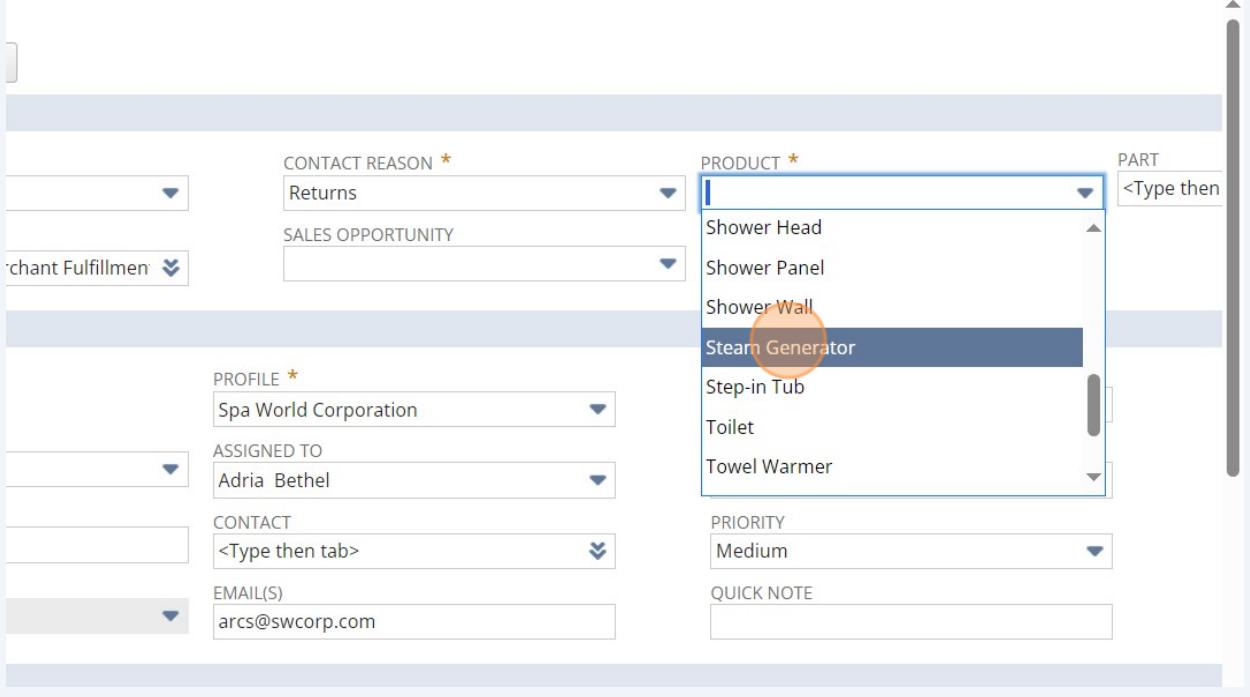
<Type then tab>

PRIORITY

Medium

QUICK NOTE

13 Choose the product that the return is for



CONTACT REASON \* Returns

SALES OPPORTUNITY Merchant Fulfillment

PROFILE \* Spa World Corporation

ASSIGNED TO Adria Bethel

CONTACT <Type then tab>

EMAIL(S) arcs@swcorp.com

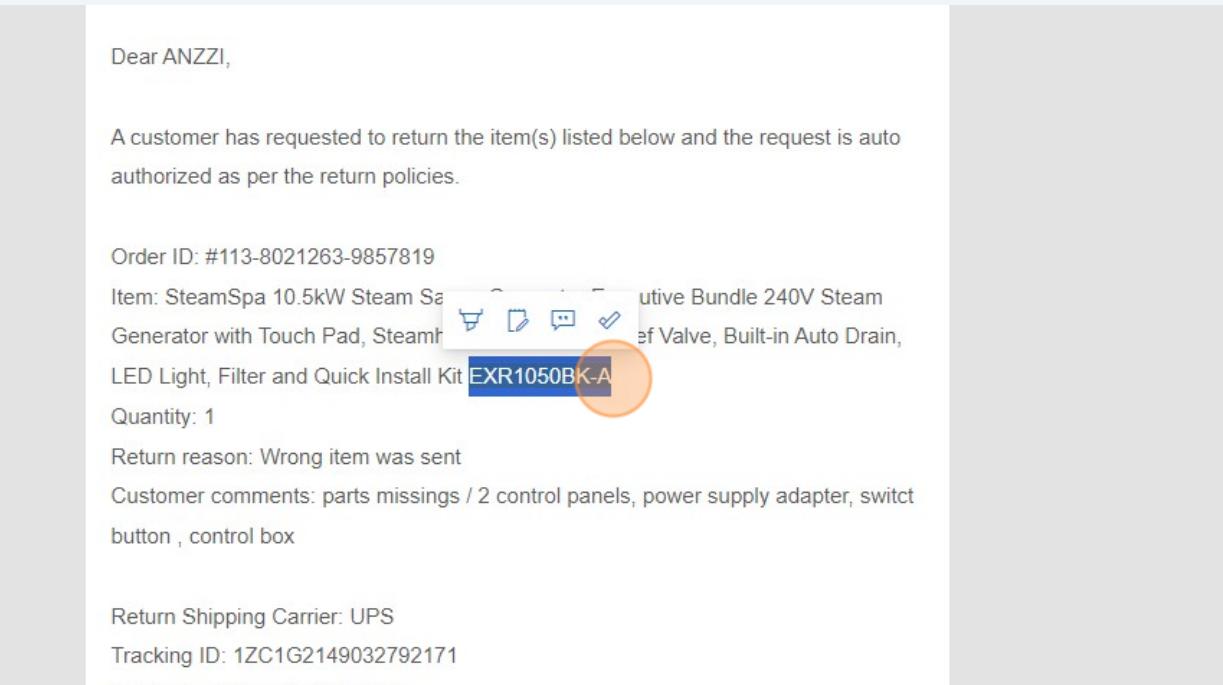
PRODUCT \* **Steam Generator**

PART <Type then tab>

PRIORITY Medium

QUICK NOTE

14 Copy SKU from order or from email regarding the return.



Dear ANZI,

A customer has requested to return the item(s) listed below and the request is auto authorized as per the return policies.

Order ID: #113-8021263-9857819

Item: SteamSpa 10.5kW Steam Sa Generator with Touch Pad, Steam LED Light, Filter and Quick Install Kit **EXR1050BK-A**

Quantity: 1

Return reason: Wrong item was sent

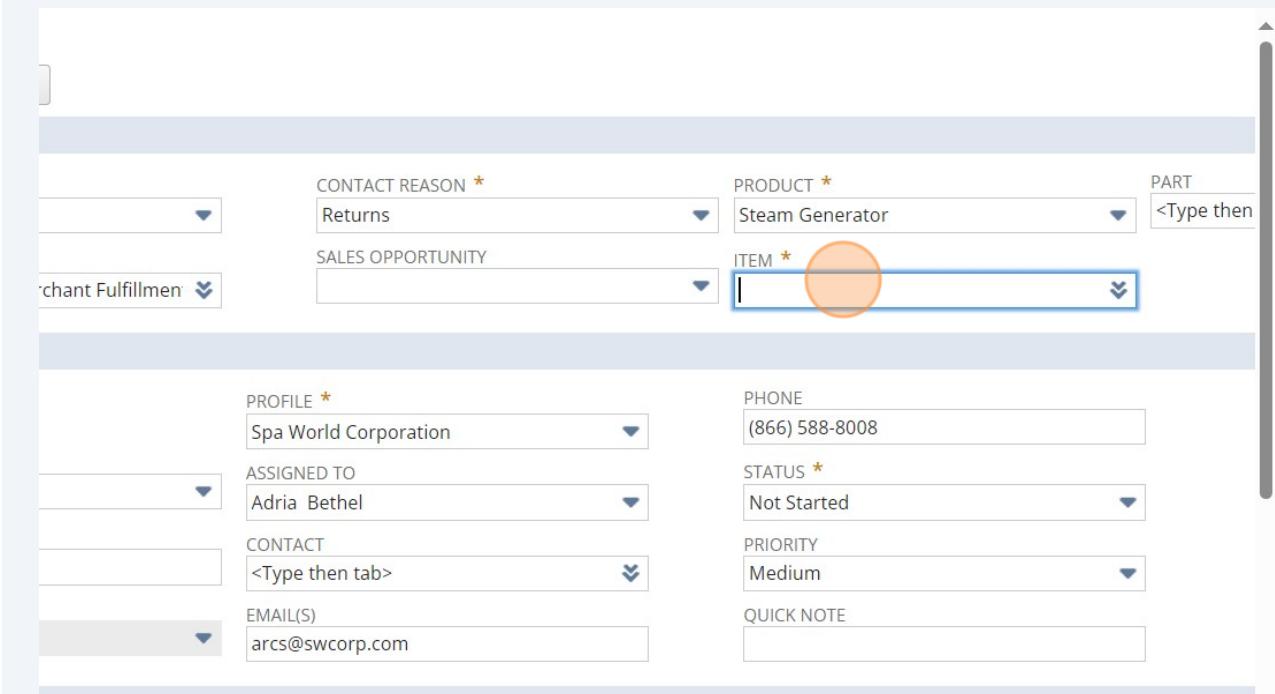
Customer comments: parts missings / 2 control panels, power supply adapter, switch button , control box

Return Shipping Carrier: UPS

Tracking ID: 1ZC1G2149032792171

Request received: 2024-02-05

15 Click the item field and paste the SKU



CONTACT REASON \* Returns PRODUCT \* Steam Generator PART <Type then>

SALES OPPORTUNITY

ITEM \*

PROFILE \* Spa World Corporation PHONE (866) 588-8008

ASSIGNED TO Adria Bethel STATUS \* Not Started

CONTACT <Type then tab> PRIORITY Medium

EMAIL(S) arcs@swcorp.com QUICK NOTE

486 RETURNING EXR1050BK-A 12797 Amazon FBM (Merchant Fulfillment)

Cancel | Enable Spam Lock | Actions

Information

CHANNEL \* on FBM (Merchant Fulfillment)

CONTACT REASON \* Returns PRODUCT \* Steam Generator

SALES OPPORTUNITY

ITEM \* EXR1050BK-A

Information

PROFILE \* Spa World Corporation PHONE (866) 588-8008

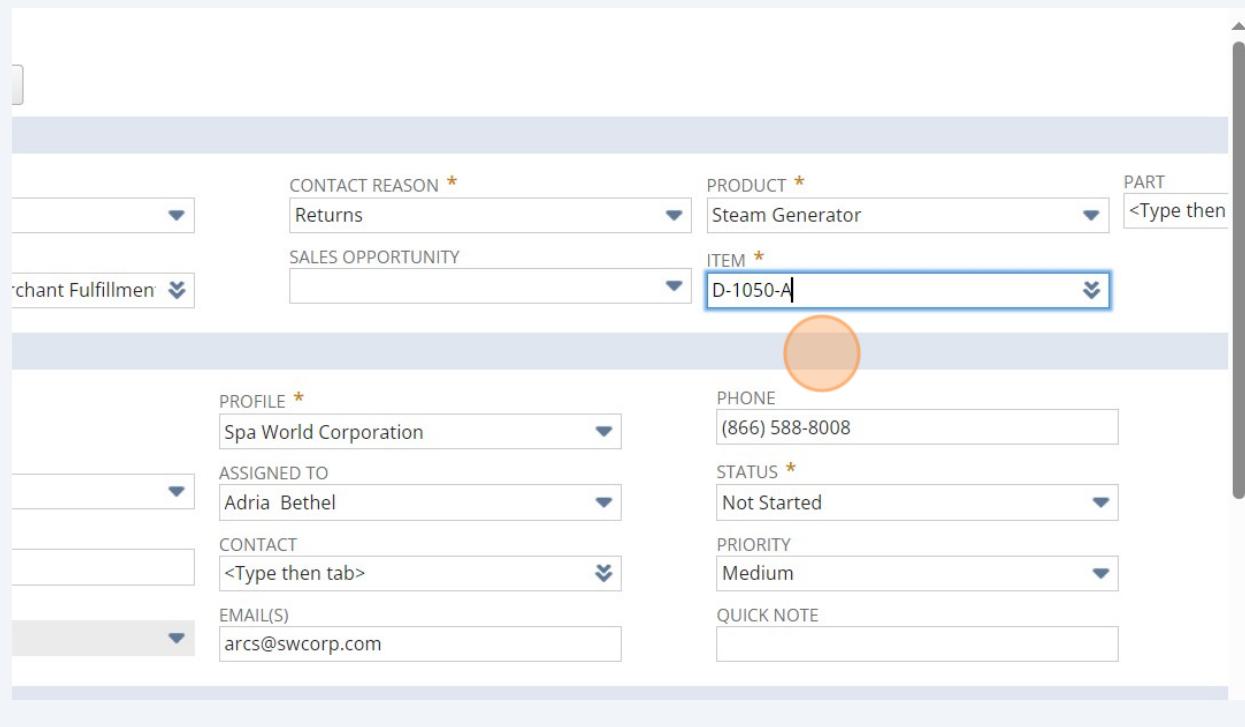
ASSIGNED TO Adria Bethel STATUS \* In Progress

CONTACT PRIORITY Medium

EMAIL(S) arcs@swcorp.com QUICK NOTE

16

If SKU is not available, use a similar product because case cannot be created without an item.



CONTACT REASON \* Returns

PRODUCT \* Steam Generator

SALES OPPORTUNITY Merchant Fulfillment

ITEM \* D-1050-A

PROFILE \* Spa World Corporation

ASSIGNED TO Adria Bethel

CONTACT <Type then tab>

EMAIL(S) arcs@swcorp.com

PHONE (866) 588-8008

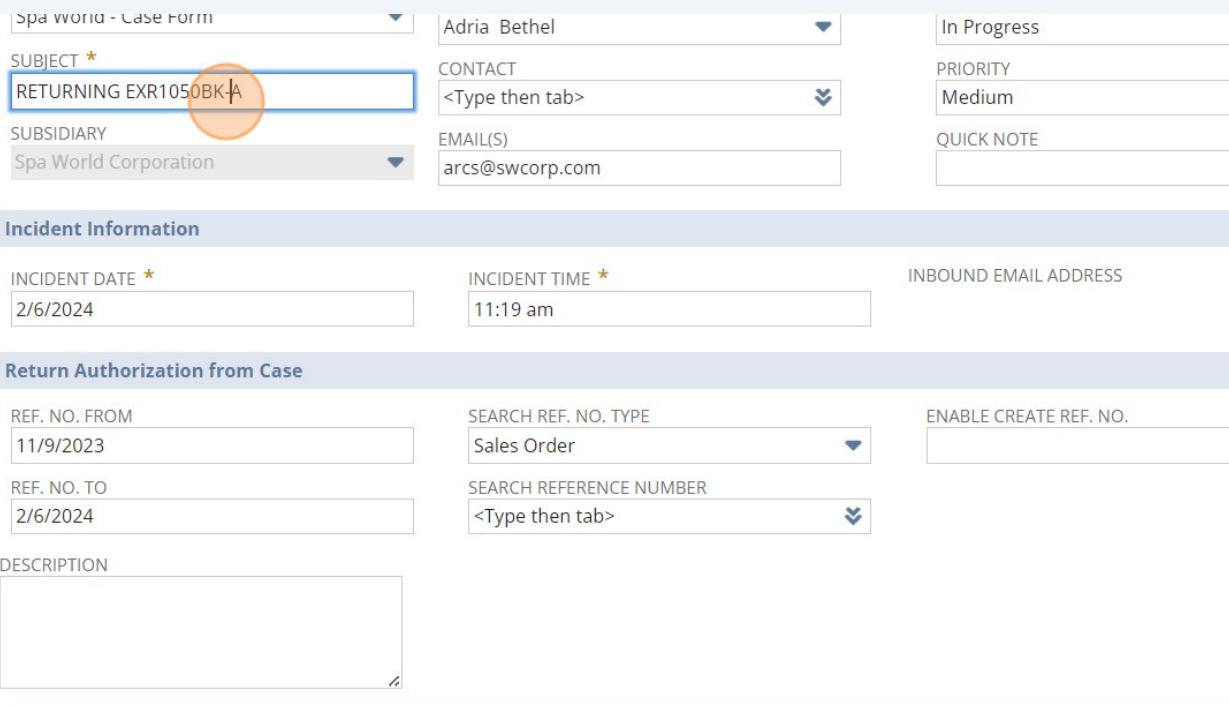
STATUS \* Not Started

PRIORITY Medium

QUICK NOTE

17

Go to the subject field and enter return and item if SKU not found



Spa World - Case Form

Adria Bethel

In Progress

SUBJECT \* RETURNING EXR1050BK/A

CONTACT <Type then tab>

PRIORITY Medium

SUBSIDIARY Spa World Corporation

EMAIL(S) arcs@swcorp.com

QUICK NOTE

**Incident Information**

INCIDENT DATE \* 2/6/2024

INCIDENT TIME \* 11:19 am

INBOUND EMAIL ADDRESS

**Return Authorization from Case**

REF. NO. FROM 11/9/2023

SEARCH REF. NO. TYPE Sales Order

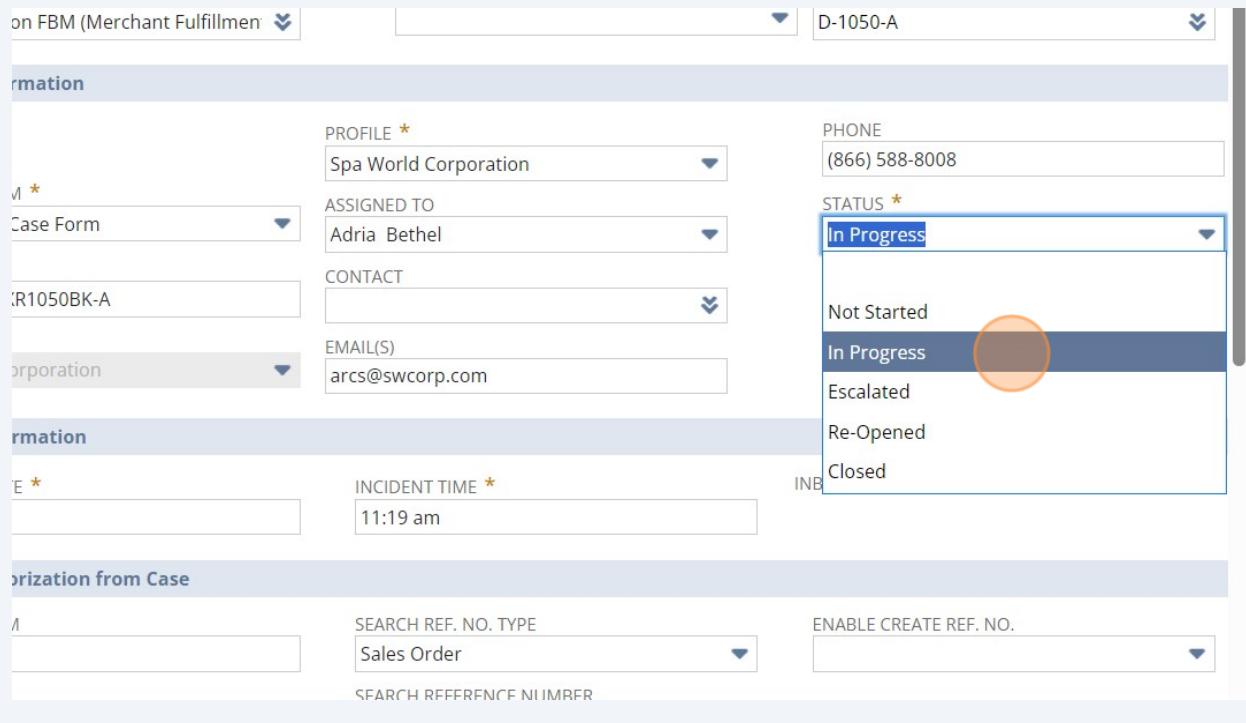
ENABLE CREATE REF. NO.

REF. NO. TO 2/6/2024

SEARCH REFERENCE NUMBER <Type then tab>

DESCRIPTION

## 18 Select status and click "In Progress"



on FBM (Merchant Fulfillmen   D-1050-A 

rmation

PROFILE \*  Spa World Corporation 

ASSIGNED TO  Adria Bethel 

CONTACT 

EMAIL(S)  arcs@swcorp.com

rmation

TE \*  INCIDENT TIME \*  11:19 am

INB

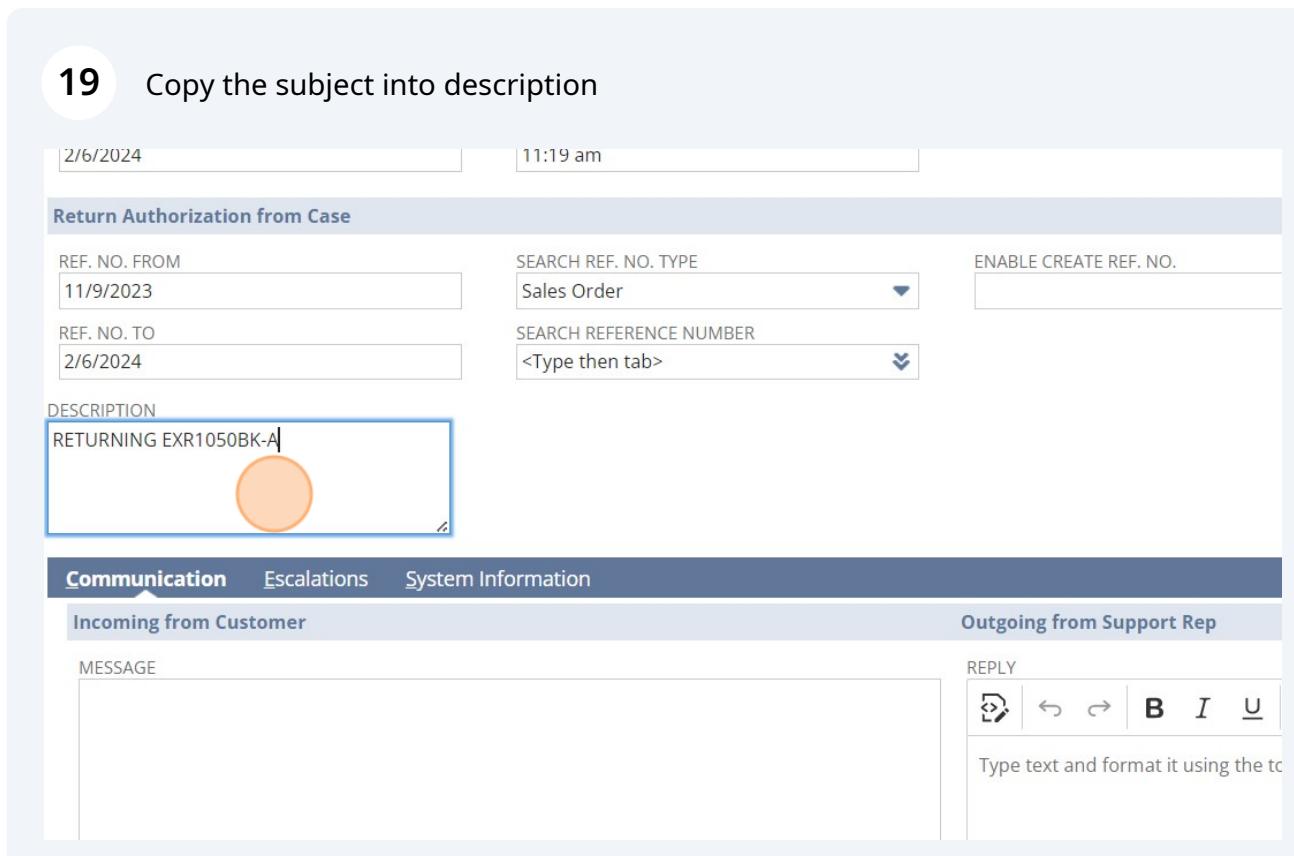
Authorization from Case

SEARCH REF. NO. TYPE  Sales Order 

SEARCH REFERENCE NUMBER 

SEARCH REFERENCE NUMBER 

## 19 Copy the subject into description

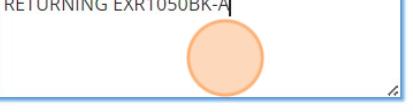


2/6/2024 11:19 am

Return Authorization from Case

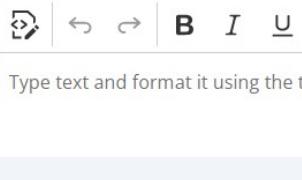
REF. NO. FROM  11/9/2023  SEARCH REF. NO. TYPE  Sales Order  ENABLE CREATE REF. NO. 

REF. NO. TO  2/6/2024  SEARCH REFERENCE NUMBER  <Type then tab> 

DESCRIPTION  RETURNING EXR1050BK-A 

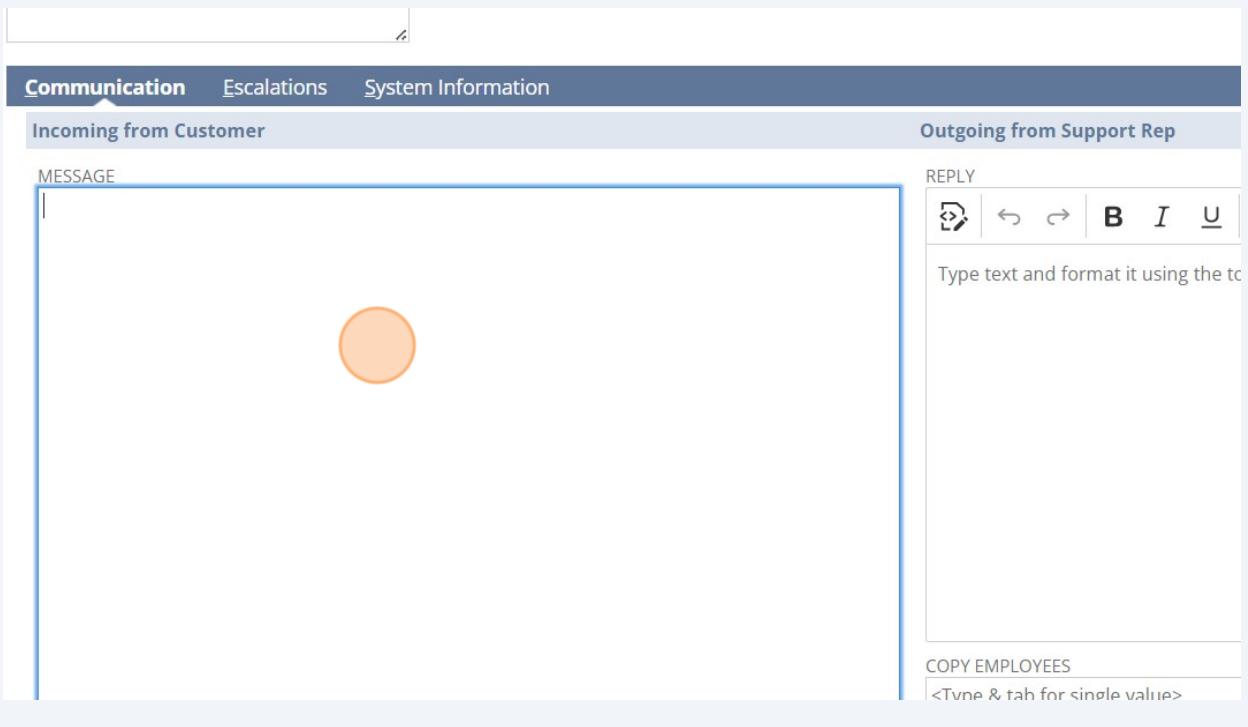
Communication Escalations System Information

Incoming from Customer Outgoing from Support Rep

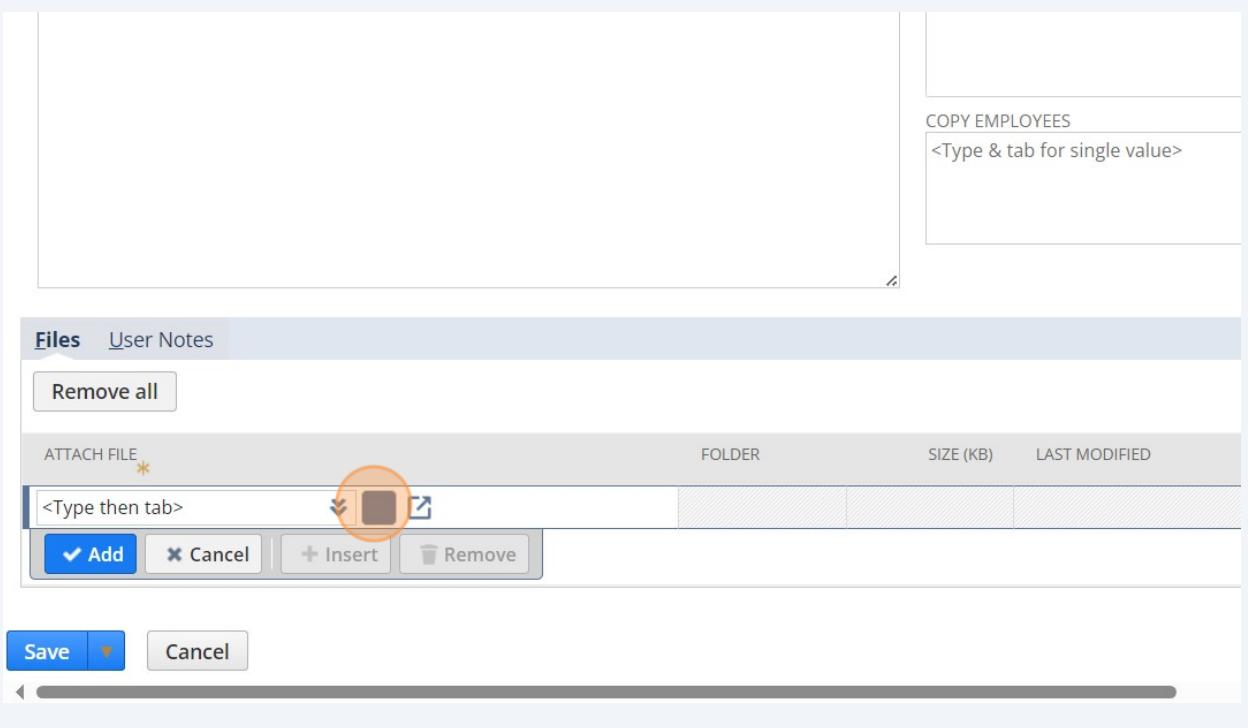
MESSAGE  REPLY 

Type text and format it using the toolbar

20 Input message regarding return



21 Click the plus sign to add in the file saved from the email



22 Select choose file to get the file saved from the email

 **File**

**Save** **Cancel**

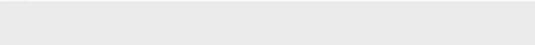
ATTACH FROM \*

Computer 

FILE NAME 

FOLDER \*

pictures 

URL 

SELECT FILE

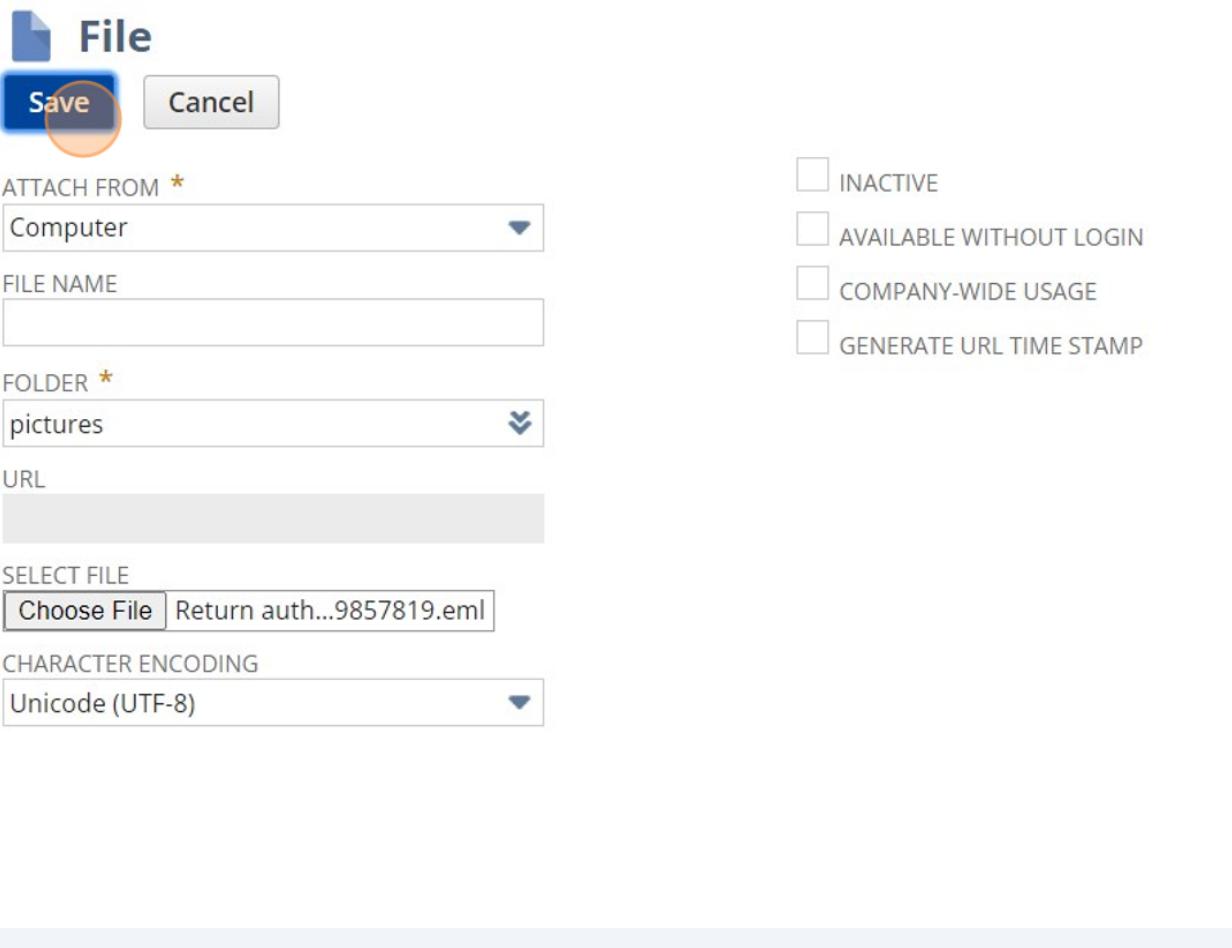
  No file chosen

CHARACTER ENCODING

Unicode (UTF-8) 

INACTIVE  
 AVAILABLE WITHOUT LOGIN  
 COMPANY-WIDE USAGE  
 GENERATE URL TIME STAMP

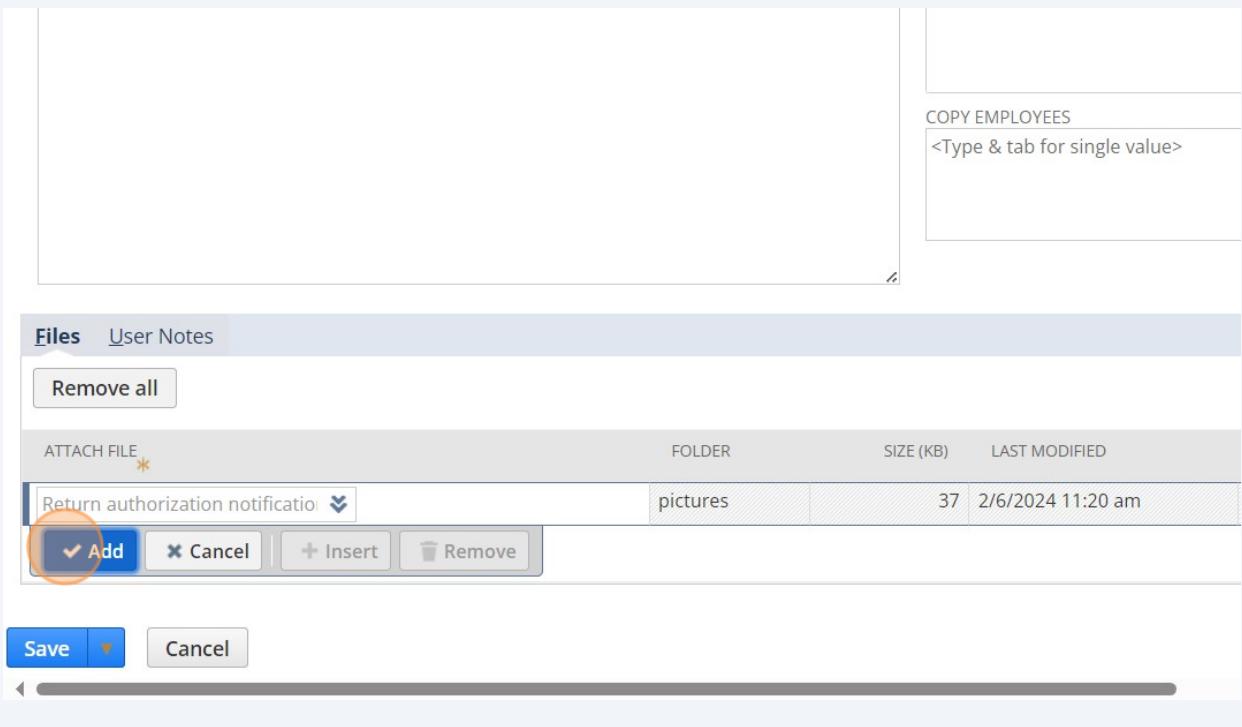
23 Select the file and then click save



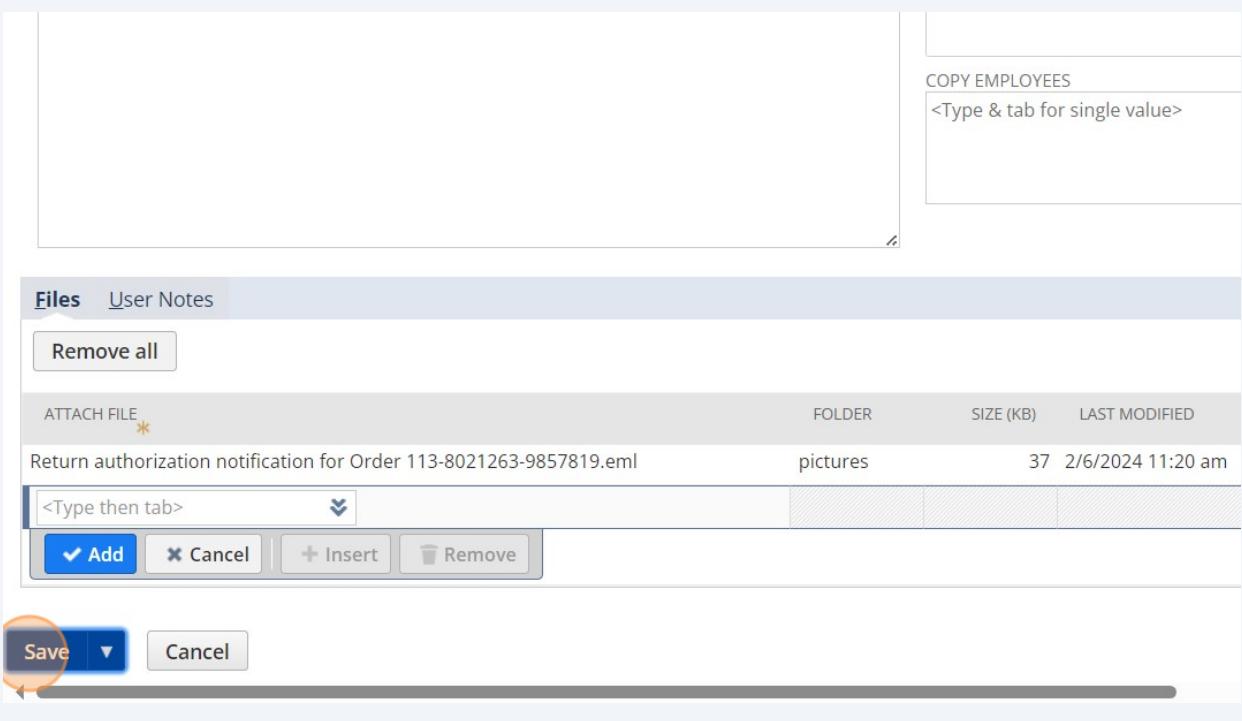
The screenshot shows a file save dialog box. At the top left is a blue folder icon, followed by the word "File". Below that is a blue "Save" button with a white outline, which is circled in orange. To its right is a "Cancel" button. The main area of the dialog has the following fields and options:

- ATTACH FROM \***: A dropdown menu showing "Computer".
- FILE NAME**: An empty text input field.
- FOLDER \***: A dropdown menu showing "pictures".
- URL**: A greyed-out text input field.
- SELECT FILE**: A "Choose File" button followed by the text "Return auth...9857819.eml".
- CHARACTER ENCODING**: A dropdown menu showing "Unicode (UTF-8)".
- Checkboxes (on the right)**:
  - INACTIVE
  - AVAILABLE WITHOUT LOGIN
  - COMPANY-WIDE USAGE
  - GENERATE URL TIME STAMP

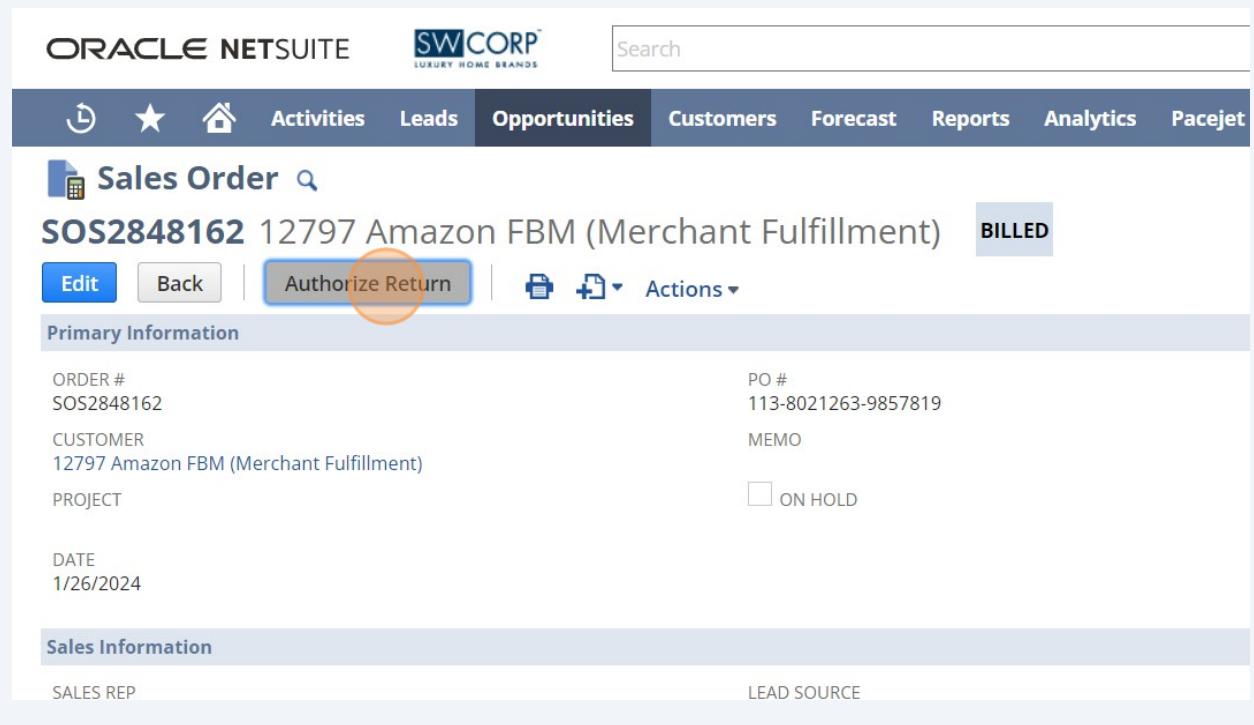
24 Click add to add the image to the case



25 Click Save



26 Scroll to the top and click Authorize Return



ORACLE NETSUITE SWCORP LUXURY HOME BRANDS Search

Sales Order SOS2848162 12797 Amazon FBM (Merchant Fulfillment) BILLED

Edit Back Authorize Return Actions

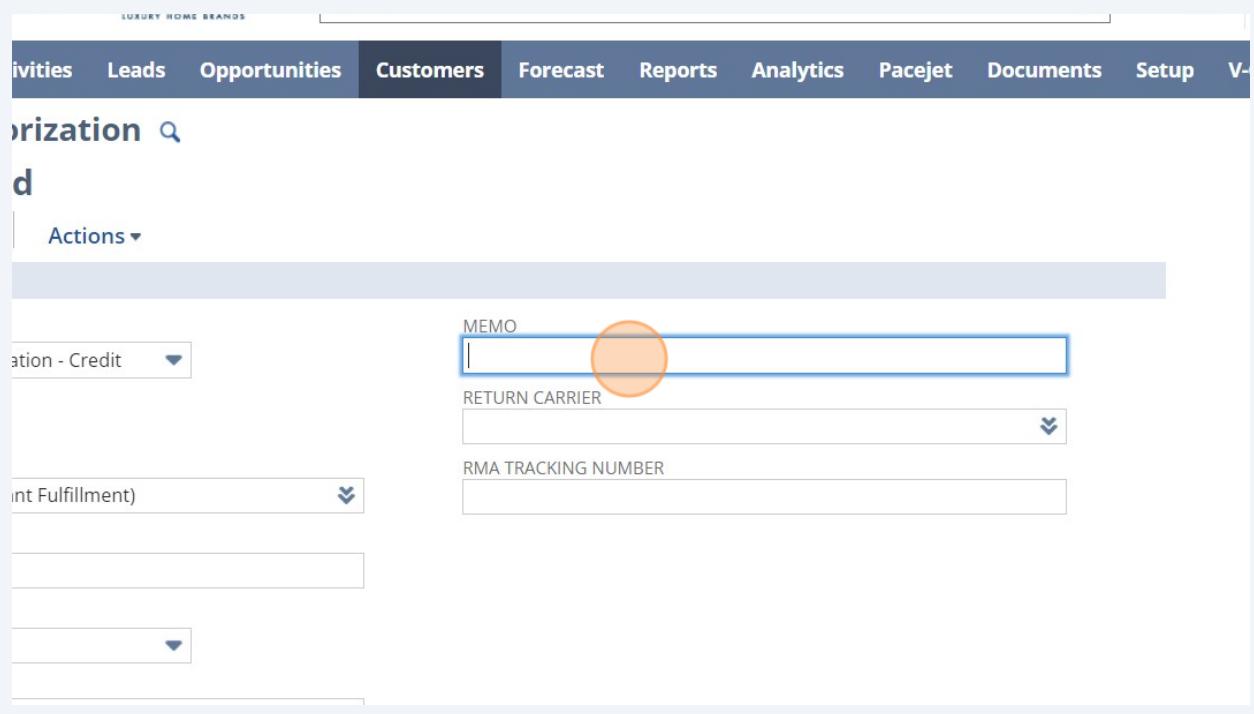
Primary Information

ORDER # SOS2848162	PO # 113-8021263-9857819
CUSTOMER 12797 Amazon FBM (Merchant Fulfillment)	MEMO
PROJECT	<input type="checkbox"/> ON HOLD
DATE 1/26/2024	

Sales Information

SALES REP	LEAD SOURCE
-----------	-------------

27 Then click in the memo field and type let --- know when this is in



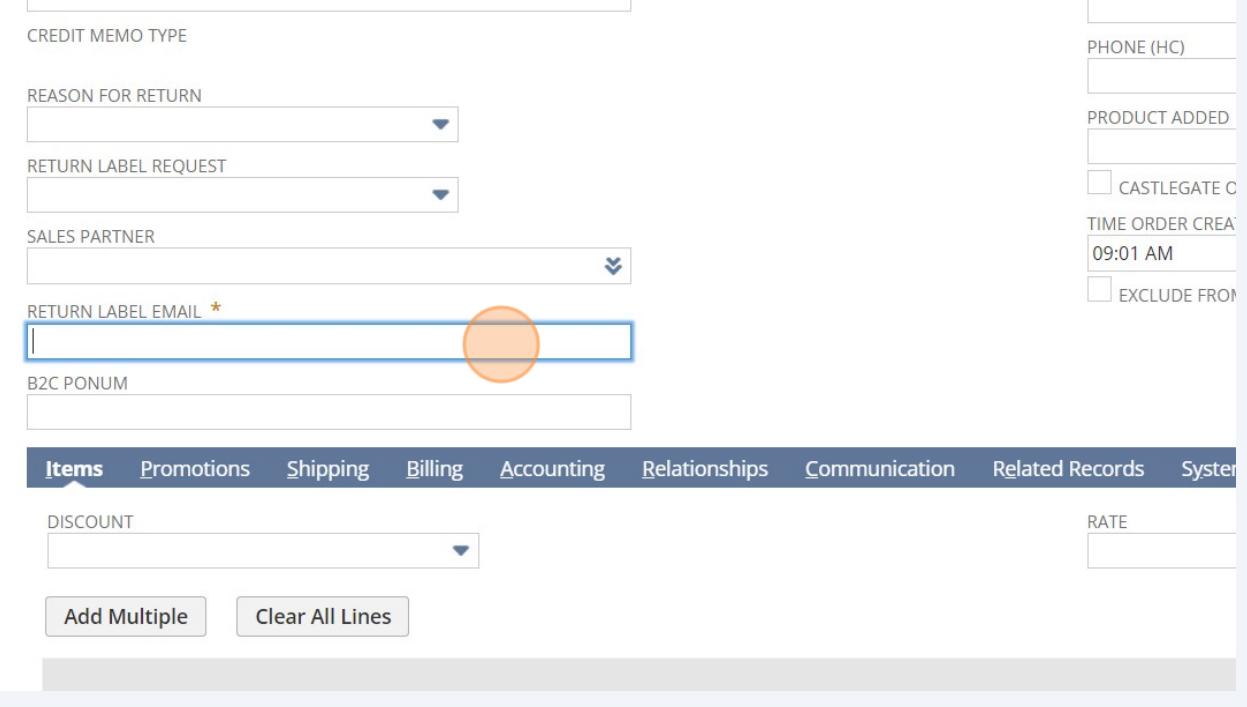
Activities Leads Opportunities Customers Forecast Reports Analytics Pacejet Documents Setup V-

Authorization

Actions

Reason - Credit	MEMO
Merchant Fulfillment)	RETURN CARRIER
	RMA TRACKING NUMBER

**28** Scroll down to Return label email and enter your email



CREDIT MEMO TYPE

REASON FOR RETURN

RETURN LABEL REQUEST

SALES PARTNER

RETURN LABEL EMAIL \*

B2C PONUM

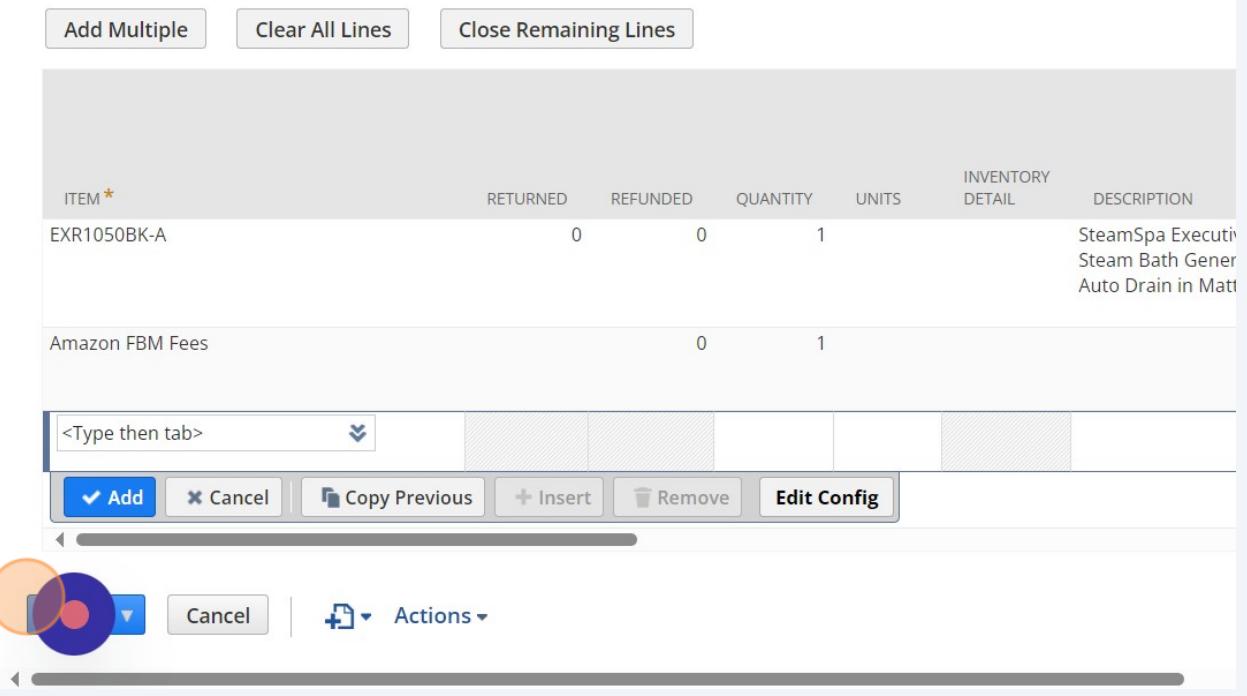
Items Promotions Shipping Billing Accounting Relationships Communication Related Records System

DISCOUNT

RATE

Add Multiple Clear All Lines

**29** Scroll down and click Save



Add Multiple Clear All Lines Close Remaining Lines

ITEM *	RETURNED	REFUNDED	QUANTITY	UNITS	INVENTORY DETAIL	DESCRIPTION
EXR1050BK-A	0	0	1			SteamSpa Executive Steam Bath Generator Auto Drain in Matte Black
Amazon FBM Fees	0	1				

<Type then tab>

✓ Add ✘ Cancel ⌂ Copy Previous + Insert ⌂ Remove ⌂ Edit Config

Cancel ⌂ Actions ⌂