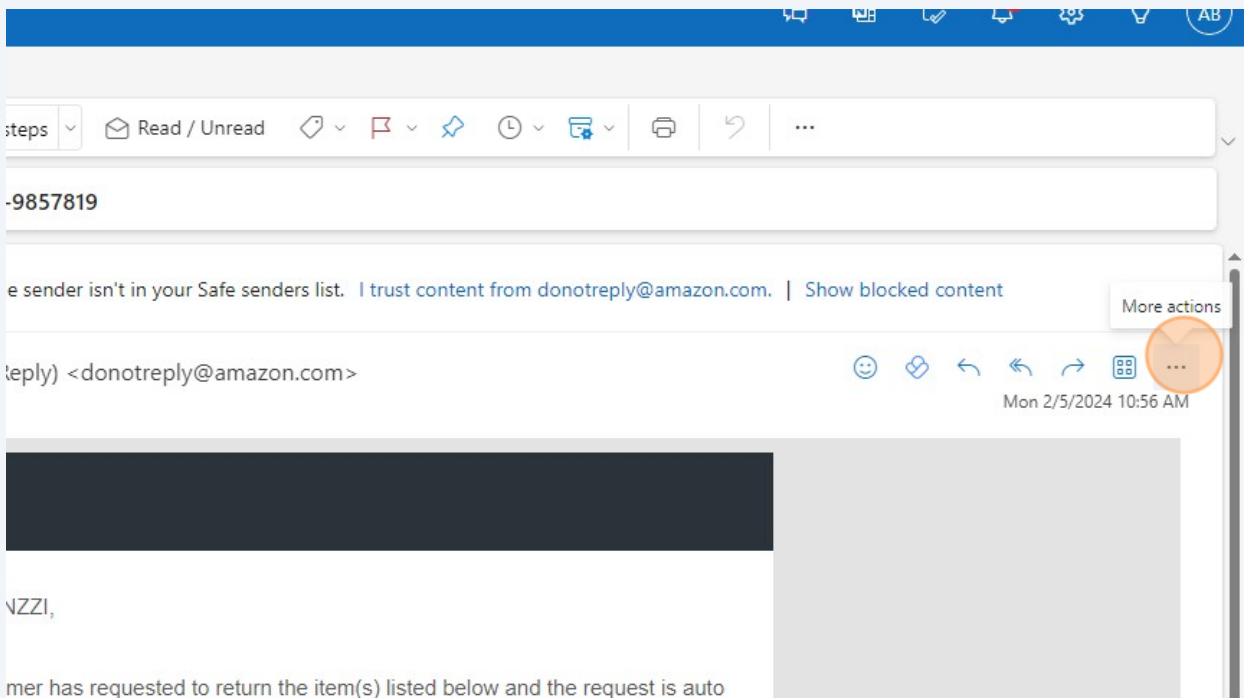


1 Open return email received from Amazon

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.

D: #113-8021263-9857819

eamSpa 10.5kW Steam Sauna Generator Executive Bundle 240V Steam
tor with Touch Pad, Steamheads, Pressure Relief Valve, Built-in Auto Drain,
ght, Filter and Quick Install Kit **EXR1050BK-A**
y: 1

reason: Wrong item was sent

ier comments: parts missings / 2 control panels, power supply adapter, switct
control box

Shipping Carrier: UPS

g ID: 1ZC1G2149032792171

it received: 2024-02-05

request details:

- Delete
- Mark as unread
- Flag
- Report >
- Block >
- Print
- Save as
- 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 i
authorized as per the return policies.

Order ID: #113-8021263-9857819

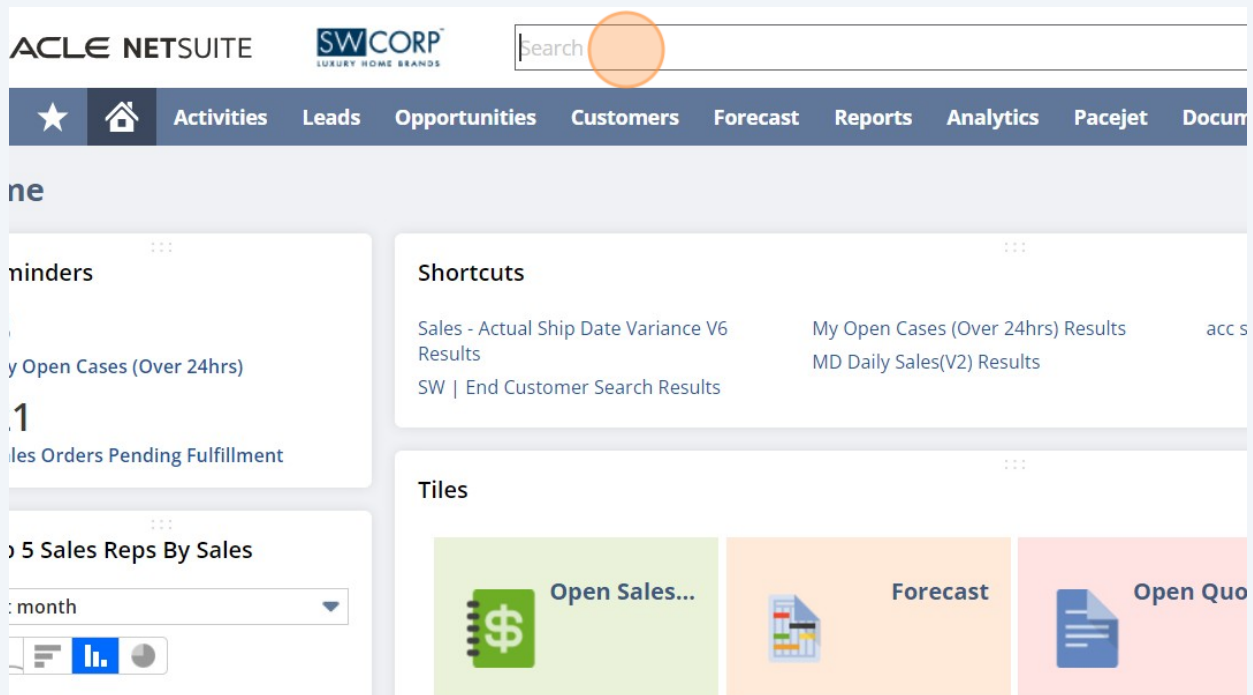
Item: SteamSpa 10.5kW Steam Sauna Generator Executive Bundle 240V St
Generator with Touch Pad, Steamheads, Pressure Relief Valve, Built-in Auto
LED Light, Filter and Quick Install Kit EXR1050BK-A

Quantity: 1

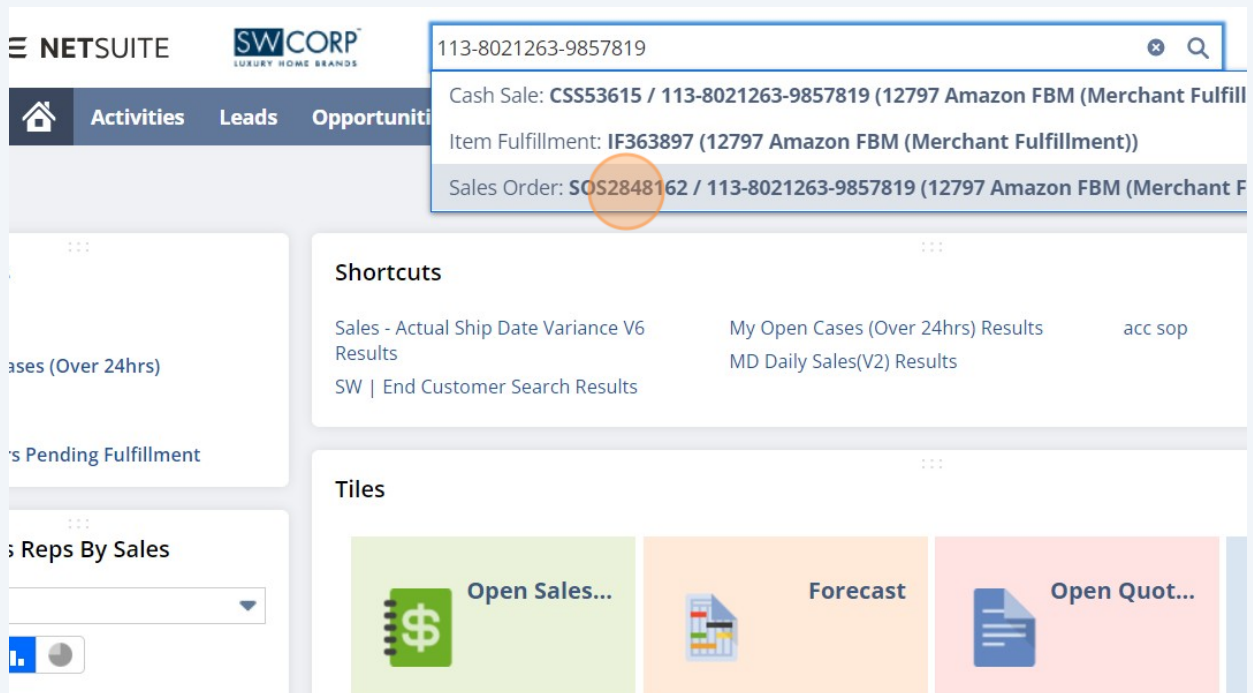
Return reason: Wrong item was sent

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

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



6 Click the Sales Order



7 Scroll down Click "Related Records"

ads Opportunities Customers Forecast Reports Analytics Pacejet Documents Setup V-Config V-

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 Ef

RATE

	COMMITTED	PICKED	PACKED	FULFILLED	INVOICED	BACK ORDERED	QUANTITY	UNITS
cutive 10.5 KW QuickStart Acu- nerator Package with Built-in Matte Black	0	1	1	1	1	0	1	

8 Then click "Support Cases"

CREDIT MEMO TYPE

REASON FOR RETURN

RETURN LABEL REQUEST

☐ COMMISSION PAID

PO # 2
113-8021263-9857819

☐ AWAITING INVENTORY

☐ CALL CONFIRMED




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

SOLE CUSTOM CREATED WORK ORDERS

Related Records • Support Cases Transformations

Print

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

 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 *
<div>Inbound</div>		
Outbound	SALES OPPORTUNITY	ITEM *
E-mail		<Type then tab>
Chat		
Social Media	PROFILE *	PHONE
Other	Spa World Corporation	(866) 588-8008
	ASSIGNED TO	STATUS *
	Adria Bethel	Not Started
SUBJECT *	CONTACT	PRIORITY
	<Type then tab>	Medium
SUBSIDIARY	EMAIL(S)	QUICK NOTE
Spa World Corporation	arcs@swcorp.com	


10 Click the drop down in contact reason

	CONTACT REASON *	PRODUCT *	PART
			<Type then
Merchant Fulfillmen	SALES OPPORTUNITY	ITEM *	
		<Type then tab>	
	PROFILE *	PHONE	
	Spa World Corporation	(866) 588-8008	
	ASSIGNED TO	STATUS *	
	Adria Bethel	Not Started	
	CONTACT	PRIORITY	
	<Type then tab>	Medium	
	EMAIL(S)	QUICK NOTE	
	arcs@swcorp.com		

11 Select "Returns"

 **Case**

CASE37486 RETURNING EXR1050BK-A 12797 Amazon FBM (Merchant Fulfillmen

 Actions

Disposition Information

CONTACT CHANNEL *
Inbound

CUSTOMER *
12797 Amazon FBM (Merchant Fulfillmen

CONTACT REASON *
Returns
Returns
Refund
Wrong Product/Part Received
Missing Part
Stock Swap
Freight Damage
Defective Item

PRODUCT *
Steam Generator

ITEM *
D-1050-A

Primary Information

NUMBER
CASE37486

CUSTOM FORM *
Spa World - Case Form

SUBJECT *
RETURNING EXR1050BK-A

SUBSIDIARY
Spa World Corporation

PROFILE
Spa Wo

ASSIGNED TO
Adria B

CONTACT
[Dropdown]

EMAIL(S)
arcs@swcorp.com

PHONE
(866) 588-8008

STATUS *
In Progress

PRIORITY
Medium

QUICK NOTE

12 Select Product

CONTACT REASON *
Returns

SALES OPPORTUNITY
[Dropdown]

PRODUCT *
Accessory
Bathtub
Cabinet/Storage
Drop-In Tub
Free Standing Faucet
Free Standing Tub

PART
<Type then tab>

PROFILE *
Spa World Corporation

ASSIGNED TO
Adria Bethel

CONTACT
<Type then tab>

EMAIL(S)
arcs@swcorp.com

PRIORITY
Medium

QUICK NOTE

13 Choose the product that the return is for

The screenshot shows a return form with several fields. The 'PRODUCT' dropdown menu is open, showing a list of items: Shower Head, Shower Panel, Shower Wall, Steam Generator (highlighted with an orange circle), Step-in Tub, Toilet, and Towel Warmer. Other fields include CONTACT REASON (Returns), SALES OPPORTUNITY, PROFILE (Spa World Corporation), ASSIGNED TO (Adria Bethel), CONTACT (<Type then tab>), EMAIL(S) (arcs@swcorp.com), PRIORITY (Medium), and QUICK NOTE.

CONTACT REASON *	PRODUCT *	PART
Returns	[Dropdown Menu]	<Type then
SALES OPPORTUNITY		
PROFILE *		
Spa World Corporation		
ASSIGNED TO		
Adria Bethel		
CONTACT		
<Type then tab>		
EMAIL(S)		
arcs@swcorp.com		
PRIORITY		
Medium		
QUICK NOTE		

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

The screenshot shows an email from ANZZI regarding a return request. The email contains the following information:

Dear ANZZI,

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 [redacted] utive Bundle 240V Steam Generator with Touch Pad, Steam [redacted] ef Valve, Built-in Auto Drain, 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, switct button , control box

Return Shipping Carrier: UPS

Tracking ID: 1ZC1G2149032792171

Request received: 2024-02-05

15 Click the item field and paste the SKU

Form fields visible in the first screenshot:

- Channel: Merchant Fulfillment
- Contact Reason: Returns
- Product: Steam Generator
- SALES OPPORTUNITY: (empty)
- ITEM: (empty) - This field is highlighted with an orange circle.
- 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: (empty)

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

Buttons: Cancel, Enable Spam Lock, Actions

Form fields visible in the second screenshot:

- Channel: Merchant Fulfillment
- Contact Reason: Returns
- Product: Steam Generator
- SALES OPPORTUNITY: (empty)
- ITEM: EXR1050BK-A - This field is highlighted with an orange circle.
- Profile: Spa World Corporation
- Phone: (866) 588-8008
- Assigned To: Adria Bethel
- Status: In Progress
- Contact: (empty)
- Priority: Medium
- Email(s): arcs@swcorp.com
- Quick Note: (empty)

16

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




	CONTACT REASON *	PRODUCT *	PART
	Returns	Steam Generator	<Type then
Merchant Fulfillmen	SALES OPPORTUNITY	ITEM *	
		D-1050-A	
	PROFILE *	PHONE	
	Spa World Corporation	(866) 588-8008	
	ASSIGNED TO	STATUS *	
	Adria Bethel	Not Started	
	CONTACT	PRIORITY	
	<Type then tab>	Medium	
	EMAIL(S)	QUICK NOTE	
	arcs@swcorp.com		

17








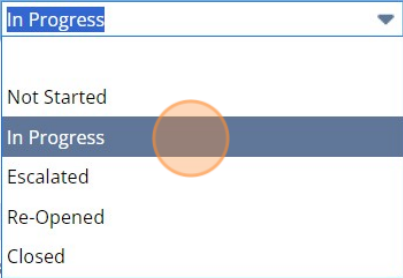


Go to the subject field and enter return and item if SKU not found

Spa world - Case Form	Adria Bethel	In Progress
SUBJECT *	CONTACT	PRIORITY
RETURNING EXR1050BK-A	<Type then tab>	Medium
SUBSIDIARY	EMAIL(S)	QUICK NOTE
Spa World Corporation	arcs@swcorp.com	
Incident Information		
INCIDENT DATE *	INCIDENT TIME *	INBOUND EMAIL ADDRESS
2/6/2024	11:19 am	
Return Authorization from Case		
REF. NO. FROM	SEARCH REF. NO. TYPE	ENABLE CREATE REF. NO.
11/9/2023	Sales Order	
REF. NO. TO	SEARCH REFERENCE NUMBER	
2/6/2024	<Type then tab>	
DESCRIPTION		



18 Select status and click "In Progress"

on FBM (Merchant Fulfillmen   D-1050-A 



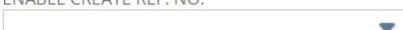
Information

PROFILE 	PHONE
 Spa World Corporation 	 (866) 588-8008
ASSIGNED TO	STATUS 
 Adria Bethel 	
CONTACT	
	
EMAIL(S)	
 arcs@swcorp.com	

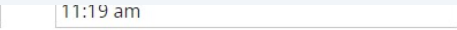
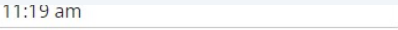
Information

INCIDENT TIME 	INCIDENT
 11:19 am	








Authorization from Case

SEARCH REF. NO. TYPE	ENABLE CREATE REF. NO.
 Sales Order 	
SEARCH REFERENCE NUMBER	



19 Copy the subject into description

2/6/2024  11:19 am 

Return Authorization from Case

REF. NO. FROM	SEARCH REF. NO. TYPE	ENABLE CREATE REF. NO.
 11/9/2023	 Sales Order 	
REF. NO. TO	SEARCH REFERENCE NUMBER	
 2/6/2024	 <Type then tab> 	

DESCRIPTION

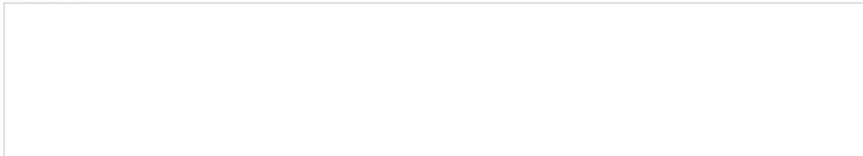
 RETURNING EXR1050BK-A 

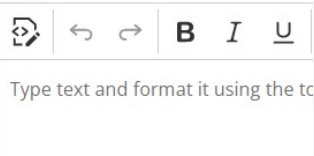



Communication Escalations System Information

Incoming from Customer **Outgoing from Support Rep**

MESSAGE

REPLY



    **B** *I* U

Type text and format it using the toolbar

20

21

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


Choose 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

 **File**

Save

Cancel

ATTACH FROM *

Computer

FILE NAME

FOLDER *

pictures

URL

SELECT FILE

Choose File

Return auth...9857819.eml

CHARACTER ENCODING

Unicode (UTF-8)

☐ INACTIVE

☐ AVAILABLE WITHOUT LOGIN

☐ COMPANY-WIDE USAGE

☐ GENERATE URL TIME STAMP

24 Click add to add the image to the case

COPY EMPLOYEES
<Type & tab for single value>

Files

User Notes

Remove all

ATTACH FILE*

FOLDER

SIZE (KB)

LAST MODIFIED

Return authorization notificatio

pictures

37

2/6/2024 11:20 am

✓ Add

✕ Cancel

+ Insert

🗑 Remove

Save

Cancel

25 Click Save

COPY EMPLOYEES
<Type & tab for single value>

Files

User Notes

Remove all

ATTACH FILE*

FOLDER

SIZE (KB)

LAST MODIFIED

Return authorization notification for Order 113-8021263-9857819.eml

pictures

37

2/6/2024 11:20 am

<Type then tab>

✓ Add

✕ Cancel

+ Insert

🗑 Remove

Save

Cancel

26 Scroll to the top and click Authorize Return

ORACLE NETSUITE **SWCORP** LUXURY HOME BRANDS Search

Activities Leads Opportunities Customers Forecast Reports Analytics Pacejet

Sales Order

SOS2848162 12797 Amazon FBM (Merchant Fulfillment) **BILLED**

Edit Back **Authorize Return** Actions ▾

Primary Information

ORDER #	PO #
SOS2848162	113-8021263-9857819
CUSTOMER	MEMO
12797 Amazon FBM (Merchant Fulfillment)	
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

LUXURY HOME BRANDS

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

Authorization

d

Actions ▾

ation - Credit ▾

MEMO

RETURN CARRIER

RMA TRACKING NUMBER

nt Fulfillment)

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

PHONE (HC)

PRODUCT ADDED

☐ CASTLEGATE C

TIME ORDER CREA

09:01 AM

☐ EXCLUDE FROM

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 Executi Steam Bath Gener Auto Drain in Matt
Amazon FBM Fees		0	1			
<Type then tab>						

✓ Add ✕ Cancel 📄 Copy Previous ➕ Insert 🗑 Remove Edit Config

Cancel 📄 Actions