

Customer Service Portal manual

Version 1 – 29 Nov 2024



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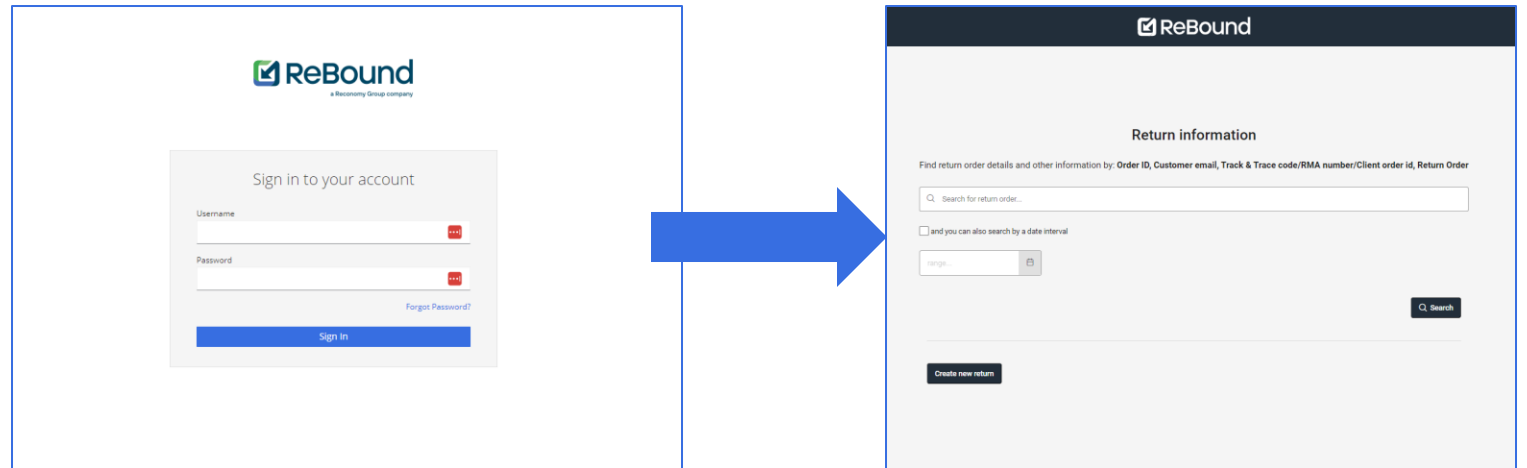
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Customer Service portal, further referred as CS portal.

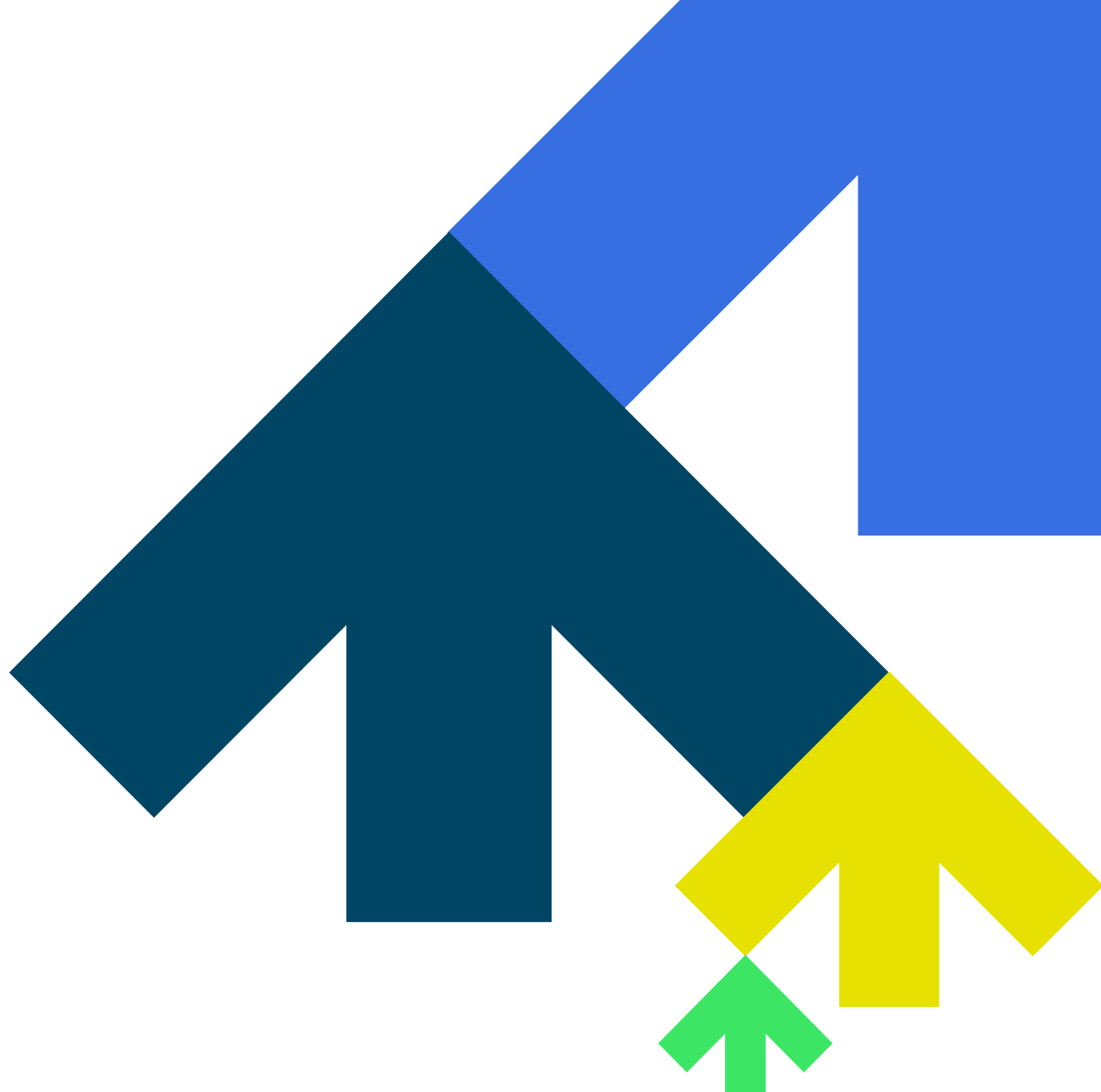
1. Access the CS portal

Access the CS portal by URL <https://customer-service.reboundplatform.com/> and login with username and password.

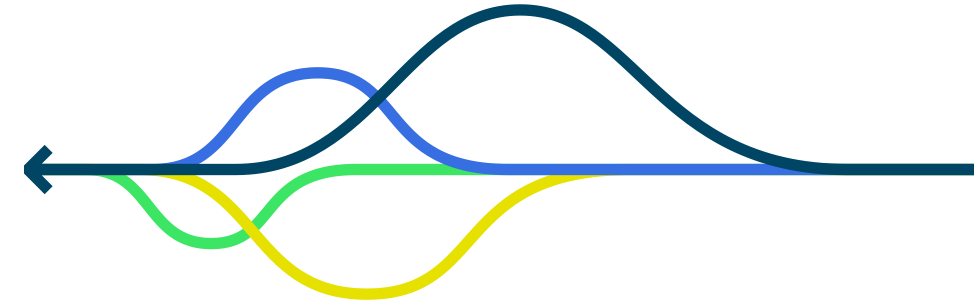


2. Searching for an existing return.

- a) Searching by RMA/Order ID
- b) Searching by consumer email
- c) Searching by Return ID
- d) Searching by Tracking Number



Actions available for CS agents based on the way of searching



Way of searching for existing order or return

- a) Searching by RMA/Order ID
- b) Searching by consumer email

- c) Searching by Return ID
- d) Searching by Tracking Number

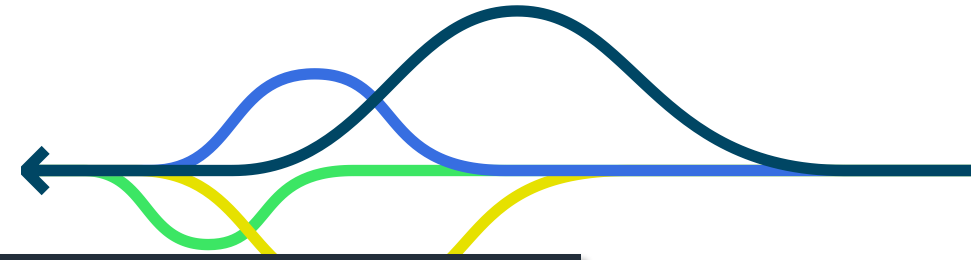
- Create a return for more items

Available actions

- Track and trace the return
- Download / print label for existing return
 - Cancel return

A. Searching by RMA/Order ID.

On the search screen, fill in the RMA or Order ID. (e.g., CSPortalManual123)

A screenshot of the ReBound web application's search interface. The page has a dark blue header with the ReBound logo. The main content area is white and titled "Return information". Below the title, there is a search instruction: "Find return order details and other information by: Order ID, Customer email, Track & Trace code/RMA number/Client order id, Return Order". A search input field is highlighted with a blue border and contains the text "CSPortalManual123". Below the input field, there is a checkbox labeled "and you can also search by a date interval". Underneath the checkbox is a date range selector with a "range..." input and a calendar icon. A "Search" button with a magnifying glass icon is also highlighted with a blue border. At the bottom left, there is a "Create new return" button. The ReBound logo is also present in the bottom right corner of the page.

A. Searching by RMA/Order ID.

The resulting table will have: **Orders** & **Returns**.
Choose the “Orders” tab for the information of the matching sales orders.
Choose the “Returns” for the information of the matching returns.



Orders

Returns



Logout

Here are the search results:

Orders (1)

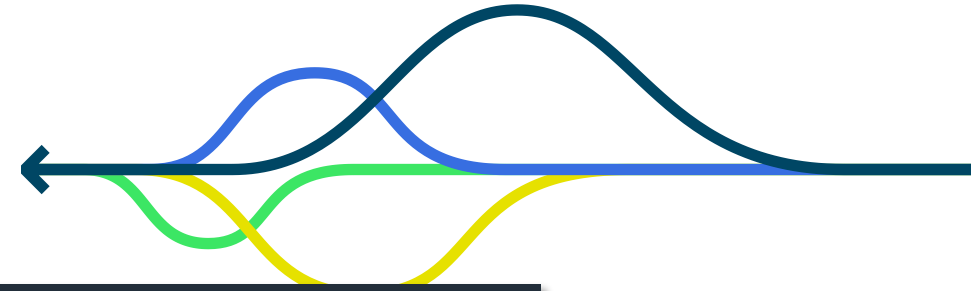
Returns (1)

ORDER ID	CLIENT ORDER ID	CLIENT	CONSUMER NAME	CONSUMER EMAIL	CREATED DATE	ACTIONS
(00)787000000203061679	CSPortalManual123	Nasty Gal	John Doe	CSPortalManual123@gmail.com	February 1, 2024 at 11:13:45 AM	See details

Back

B. Searching by consumer email

On the search screen, fill in consumer's email.
(e.g., CSPortalManual123@gmail.com)



ReBound

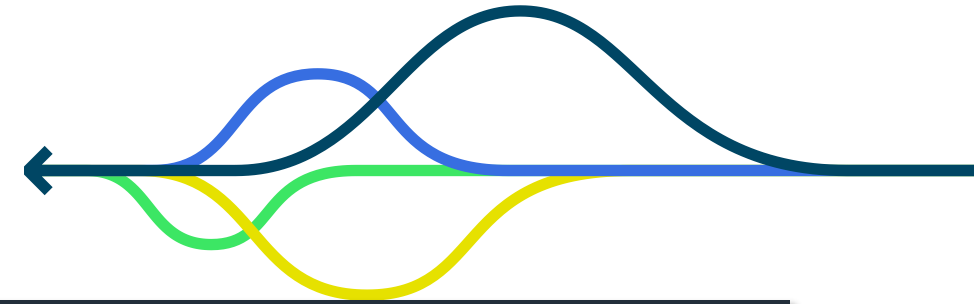
Return information

Find return order details and other information by: **Order ID, Customer email, Track & Trace code/RMA number/Client order id, Return Order**

and you can also search by a date interval

B. Searching by consumer email

You will find all the sales orders, that were shared to ReBounce's system, and all the returns created under that specific email address.



Orders

ReBounce							Logout	
Here are the search results:								
Orders (5)	Returns (2)	ORDER ID	CLIENT ORDER ID	CLIENT	CONSUMER NAME	CONSUMER EMAIL	CREATED DATE	ACTIONS
		(00)787000000203062041	CSPortalManual456	KAREN MILLEN	John Doe	CSPortalManual123@gmail.com	February 1, 2024 at 11:44:52 AM	See details
		(00)787000000203062010	CSPortalManual123	Nasty Gal	John Doe	CSPortalManual123@gmail.com	February 1, 2024 at 11:37:30 AM	See details

Returns

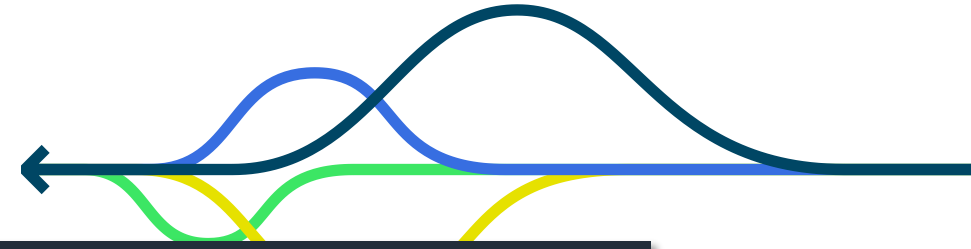
ReBounce							Logout		
Here are the search results:									
Orders (5)	Returns (2)	RETURN ID	CLIENT ORDER ID	CLIENT	CONSUMER NAME	CONSUMER EMAIL	STATUS	CREATED DATE	ACTIONS
		RO_b0e67a5b-e1e7-48c9-96bb-e593fd278fb0	CSPortalManual123	Nasty Gal	John Doe	CSPortalManual123@gmail.com	CONFIRMED	February 1, 2024 at 11:37:55 AM	See details ⋮
		RO_fc0d2f8d-d0de-4fc7-92dc-f9dd7126a6ff	CSPortalManual123	Nasty Gal	John Doe	CSPortalManual123@gmail.com	CONFIRMED	February 1, 2024 at 11:14:47 AM	See details ⋮


[Back](#)

Note: Multiple results are shown if the consumer has made purchases or returns more than once.

C. Searching by Return ID

On the search screen, fill in Return ID.
(e.g., RO_b0e67a5b-e1e7-48c9-96bb-e593fd278fb0)



 ReBounce

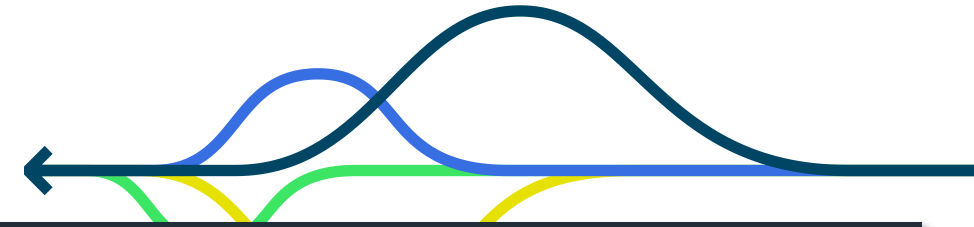
Return information

Find return order details and other information by: **Order ID, Customer email, Track & Trace code/RMA number/Client order id, Return Order**

and you can also search by a date interval

C. Searching by Return ID

You will find the information for the matching return order.



ReBound Logout

Here are the search results:

Returns (1)

RETURN ID	CLIENT ORDER ID	CLIENT	CONSUMER NAME	CONSUMER EMAIL	STATUS	CREATED DATE	ACTIONS
RO_b0e67a5b-e1e7-48c9-96bb-e593fd278fb0	CSPortalManual123	Nasty Gal		CSPortalManual123@gmail.com	CONFIRMED	February 1, 2024 at 11:37:55 AM	See details ⋮

[Back](#)

You can reprint label and cancel the return directly from the search results table by pressing on the button ⋮

ReBound Logout

Here are the search results:

Returns (1)

RETURN ID	CLIENT ORDER ID	CLIENT	CONSUMER NAME	CONSUMER EMAIL	STATUS	CREATED DATE	ACTIONS
RO_b0e67a5b-e1e7-48c9-96bb-e593fd278fb0	CSPortalManual123	Nasty Gal		CSPortalManual123@gmail.com	CONFIRMED	February 1, 2024 at 11:37:55 AM	See details ⋮ Print label Cancel return

[Back](#)

C. Searching by Return ID

Note: When searching by Return Order ID, the consumer's name will not be visible on the table. Complete information is available by clicking on “View order”.



ReBound

The tracking of your Return

See below in what stage your parcel is. Click on parcel history to see the full history of your parcel's journey.

[View Order](#) [Print Label](#) [Cancel Return](#)

Return registered online → In transit → Your parcel arrived at its destination

In postal network In local warehouse

Return tracking

Feb 1, 2024, 10:38:19 AM Return Order Confirmed

Customer Information	Return Information
Name: John Doe	Client: Nasty Gal
Email: CSPortalManual123@gmail.com	RMA: CSPortalManual123
Language: en	Postal product: EVRi paperless drop-off
Address: Kelsall house, Telford, TF3 3BD, GB	Tracking number: H00JVD0003094771

Structured Bardot Puff Sleeve Mini Prom Dress
EAN: 888235206950
Size: M
Price: 58.80 EUR

[Details](#)

D. Searching by Tracking Number

On the search screen, fill in Tracking Number. (e.g., 3SCYCL5256199)

The screenshot shows the ReBound web application interface. At the top, there is a dark blue header with the ReBound logo. Below the header, the main content area is titled 'Return information'. Underneath this title, there is a search instruction: 'Find return order details and other information by: Order ID, Customer email, Track & Trace code/RMA number/Client order id, Return Order'. A search input field is highlighted with a blue border and contains the text 'H00JVD0003094771'. Below the search field, there is a checkbox labeled 'and you can also search by a date interval' which is currently unchecked. At the bottom of the search area, there is a small, partially visible date range input field.

You will find the information of the return that matches the tracking number.

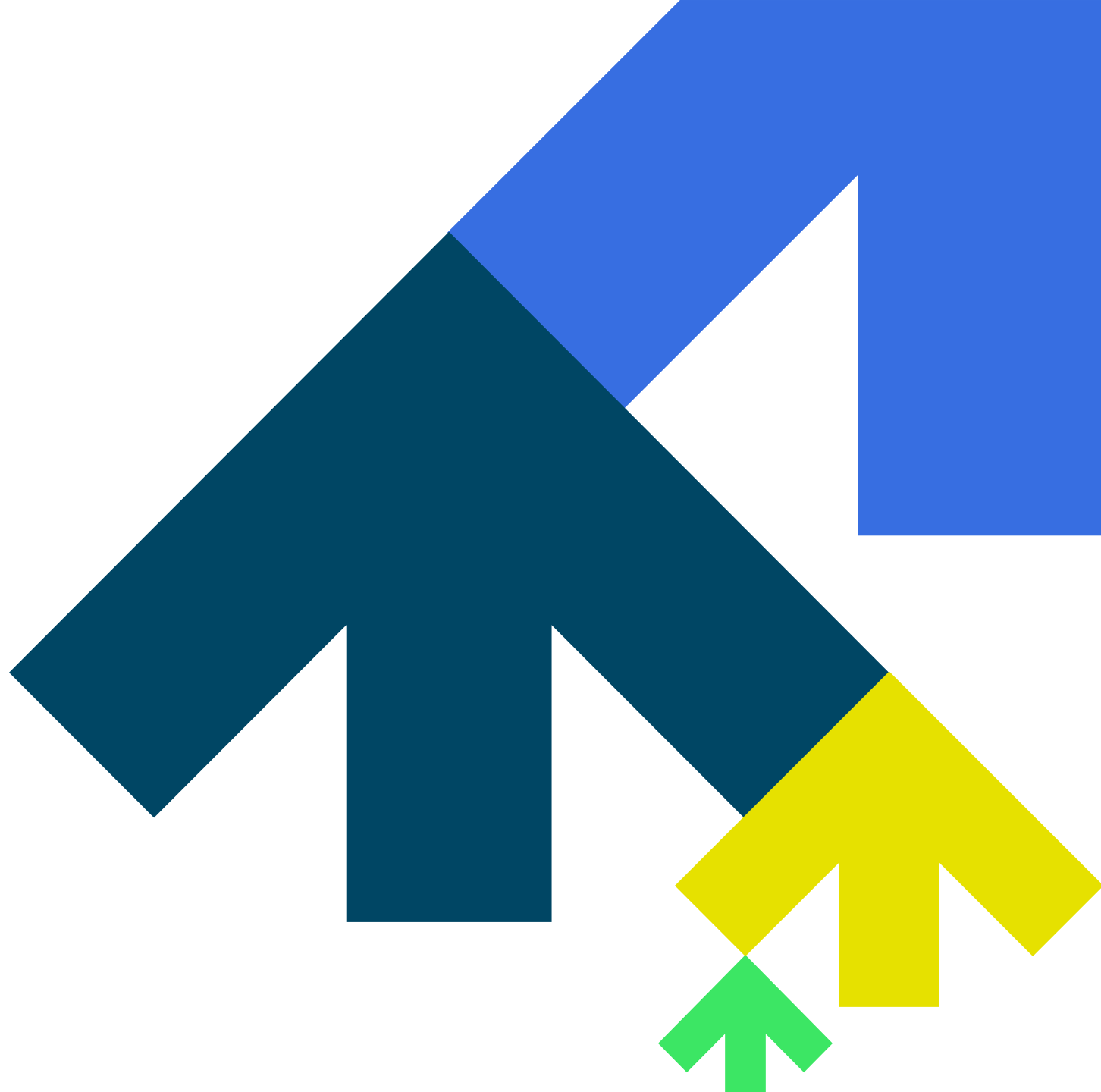
The screenshot shows the search results page in the ReBound application. The header is the same as in the previous screenshot. Below the header, the text 'Here are the search results:' is displayed. Underneath, there is a section titled 'Returns (1)'. A table with 8 columns is shown, containing one row of search results. The columns are: RETURN ID, CLIENT ORDER ID, CLIENT, CONSUMER NAME, CONSUMER EMAIL, STATUS, CREATED DATE, and ACTIONS. The row contains the following data: RETURN ID: RO_b0e67a5b-e1e7-48c9-96bb-e593fd278fb0; CLIENT ORDER ID: CSPortalManual123; CLIENT: Nasty Gal; CONSUMER NAME: (empty); CONSUMER EMAIL: CSPortalManual123@gmail.com; STATUS: CONFIRMED; CREATED DATE: February 1, 2024 at 11:37:55 AM; ACTIONS: See details (with a dropdown arrow). At the bottom left of the results area, there is a 'Back' button.

RETURN ID	CLIENT ORDER ID	CLIENT	CONSUMER NAME	CONSUMER EMAIL	STATUS	CREATED DATE	ACTIONS
RO_b0e67a5b-e1e7-48c9-96bb-e593fd278fb0	CSPortalManual123	Nasty Gal		CSPortalManual123@gmail.com	CONFIRMED	February 1, 2024 at 11:37:55 AM	See details ⋮

3. Orders and Returns Views

Searching will yield results shown in a table, as described in the previous chapter. These will differ depending on the data used in the search:

- When searching by RMA / Order ID / consumer email, both sales orders and returns will be obtained.
- When searching by Return ID / Tracking number, only returns will be obtained (the specific returns you searched for).



Orders view

Choose "Orders" to see all orders related to your search query.



ReBound								Logout
Here are the search results:								
Orders (5)	Returns (2)							
ORDER ID	CLIENT ORDER ID	CLIENT	CONSUMER NAME	CONSUMER EMAIL	CREATED DATE	ACTIONS		
(00)787000000203062041	CSPortalManual456	KAREN MILLEN	John Doe	CSPortalManual123@gmail.com	February 1, 2024 at 11:44:52 AM	See details		
(00)787000000203062010	CSPortalManual123	Nasty Gal	John Doe	CSPortalManual123@gmail.com	February 1, 2024 at 11:37:30 AM	See details		

Clicking on "See details" will bring you on the order page.

Orders view

ReBound

1 Create return 2 Summary 3 Return Created

Client info

Client Name: Nasty Gal Rebound Order ID: (00)78700000203061679
Client Order ID: CSPortalManual123

Customer details


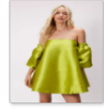
Customer Information

First Name: John
Last Name: Doe
Email: CSPortalManual123@gmail.com
Language: Select a Language

Customer Address Information

Address: Kelsall house
City: Telford
Postal Code: TF3 3BD
Country: United Kingdom

Add the product(s) that will be returned

	Article: Tulle Gathered Volume Mini Dress EAN: 88823520951 Size: M Price: 56 EUR	Selected for return? <input type="checkbox"/>	Reason for return: Select a reason for return
	Article: Structured Bardot Puff Sleeve Mini Prom Dress EAN: 888235209950 Size: M Price: 58.00 EUR	Item already returned? <input type="checkbox"/>	Reason for return: Wrong size

Lookup Postal Services

Select the postal service

Back Continue



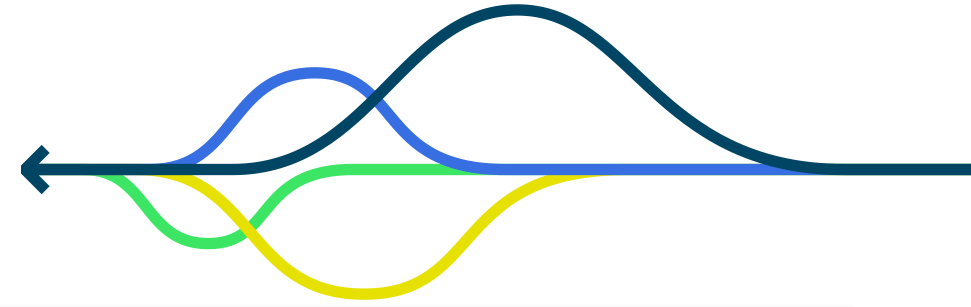
On this page you can:

- See order details
- See which items have already been returned
- Create returns for the items that have not yet been returned.

Note: These returns are currently not visible to consumers in the returns' portal.

Returns view

Choose "Returns" to see all returns related to your search query.



ReBound Logout

Here are the search results:

Orders (5) **Returns (2)**

RETURN ID	CLIENT ORDER ID	CLIENT	CONSUMER NAME	CONSUMER EMAIL	STATUS	CREATED DATE	ACTIONS
RO_b0e67a5b-e1e7-48c9-96bb-e593fd278fb0	CSPortalManual123	Nasty Gal	John Doe	CSPortalManual123@gmail.com	CONFIRMED	February 1, 2024 at 11:37:55 AM	See details ⋮
RO_fc0d2f8d-d0de-4fc7-92dc-f9d7126a6ff	CSPortalManual123	Nasty Gal	John Doe	CSPortalManual123@gmail.com	CONFIRMED	February 1, 2024 at 11:14:47 AM	See details ⋮

[Back](#)

Click on ⋮ to expand a menu with extra options:

- Print label
- Cancel return

Clicking on "See details" will bring you on the return page.

Returns view

ReBounce

The tracking of your Return

See below in what stage your parcel is. Click on parcel history to see the full history of your parcel's journey.

[View Order](#) [Print Label](#) [Cancel Return](#)


Return registered online → In transit → Your parcel arrived at its destination

In postal network In local warehouse

Return tracking

Feb 1, 2024, 10:38:19 AM Return Order Confirmed

Customer Information		Return Information	
Name:	John Doe	Client:	Nasty Gal
Email:	CSPortalManual123@gmail.com	RMA:	CSPortalManual123
Language:	en	Postal product:	EVRI paperless drop-off
Address:	Kelsall house, Telford, TF3 3BD, GB	Tracking number:	H00JVD0003094771

 **Structured Bardot Puff Sleeve Mini Prom Dress**
EAN: 888235206950
Size: M
Price: 58.80 EUR

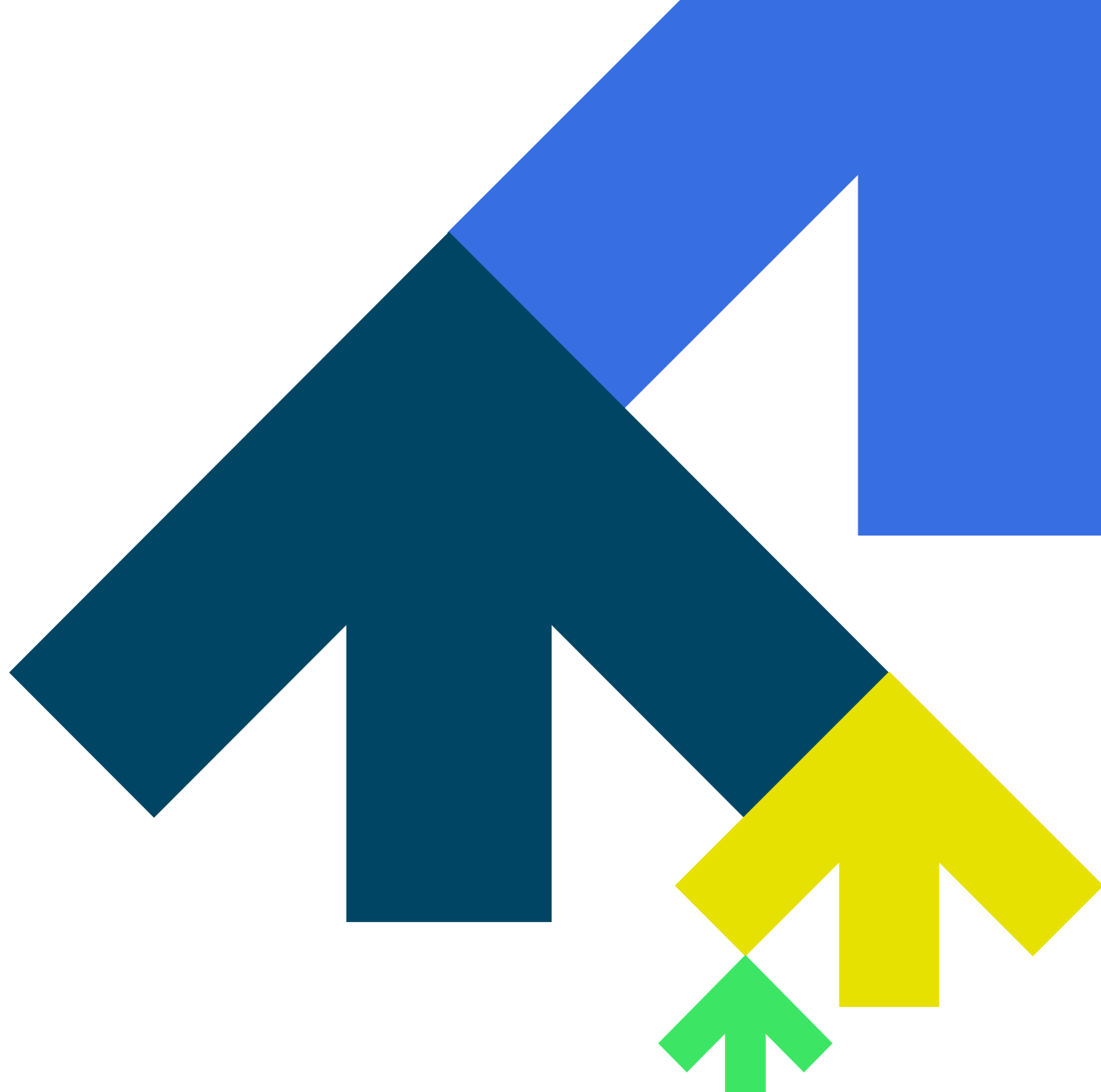
[Details >](#)

From this page, you can:

- See the return's information (e.g., expected items, selected carrier)
- Track the return
- Cancel the return
- Reprint the return label
- Go to the sales order page by clicking on "View order".
- By clicking on "Details" you can find General and Customs information about the return and the Return Reason.

4. Actions with existing returns

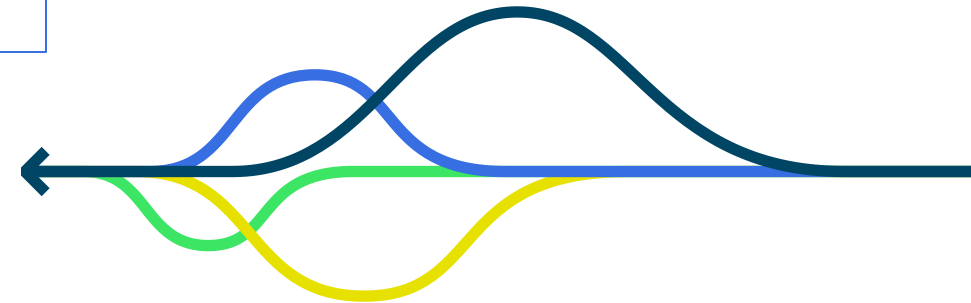
- a) Return more items
- b) Track and trace the return
- c) Download the label for the existing return
- d) Cancel returns



Only available when searching by: RMA, Order ID, consumer's email.

A. Return more items

As a search result, you see a table with two tabs: **Orders & Returns**. Choose the "Orders" tab and click "See details" for the needed order.






Last Name: City:

Email: Postal Code:

Language: Country:

Add the product(s) that will be returned

	Article: Tulle Gathered Volume Mini Dress EAN: 888235206951 Size: M Price: 56 EUR	Selected for return? <input checked="" type="checkbox"/> Reason for return: <input type="text" value="Select a reason for return"/> Wrong size Wrong color Damaged Other
	Article: Structured Bardot Puff Sleeve Mini Prom Dress EAN: 888235206950 Size: M Price: 58.80 EUR	Item already returned! Reason for return:



Lookup Postal Services

Select the postal service

1. Select the item(s) to be returned
2. Toggle the bar next to "Selected for return"
3. Choose the return reason
4. Click on "Lookup postal services".

3

Only available when searching by: RMA, Order ID, consumer's email.

A. Return more items

	Article: Tulle Gathered Volume Mini Dress EAN: 888235206951 Size: M Price: 56 EUR	Selected for return? <input checked="" type="checkbox"/>
		Reason for return: Wrong color

	Article: Structured Bardot Puff Sleeve Mini Prom Dress EAN: 888235206950 Size: M Price: 58.80 EUR	Item already returned? <input type="checkbox"/>
		Reason for return: Wrong size



Select the postal service

1

ASDA paperless drop-off



InPost UK paperless drop-off



EVRI paperless drop-off



Hermes Returns UK / MP range



Royal Mail - R48 Paperless



Let's care for the planet! Leave the packaging material in the parcel and we'll recycle it for you. Please consider dropping off by foot or bike.

Additional required information:

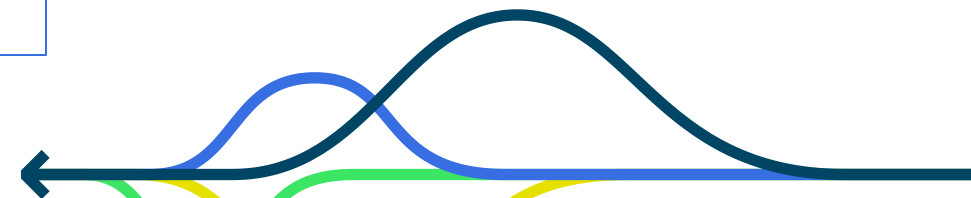
2

RMA Number: CSPortalManual123

3

Back

Continue



- 1 You will see the available postal services, and you can select the one preferred by the consumer.
- 2 You will be required to fill in the RMA Number, which corresponds to the order number. (e.g., CSPortalManual123)
- 3 You can click on "Continue" when it's done.


Only available when searching by: RMA, Order ID, consumer's email.

A. Return more items


1 Create return 2 **Summary** 3 Return Created

Almost there! Check your return summary below and click submit to finalize it.

Products

	Article: Tulle Gathered Volume Mini Dress	Selected for return: yes
	EAN: 888235206951	
	Size: M	Reason for return:
	Price: 56	

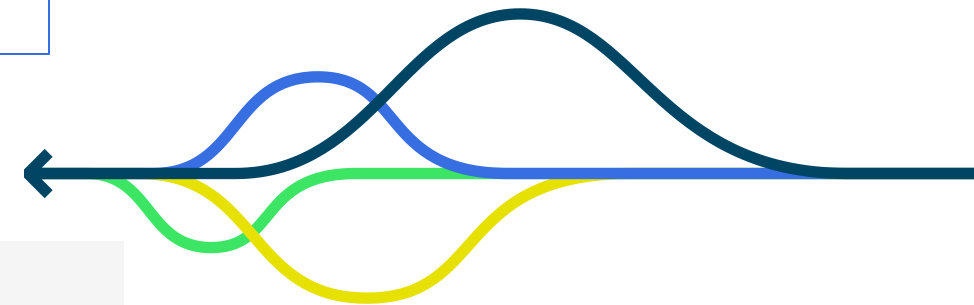
Selected service

 ASDA paperless drop-off

Consumer contact

Label and confirmation will be sent to:

[Back](#) [Submit](#)



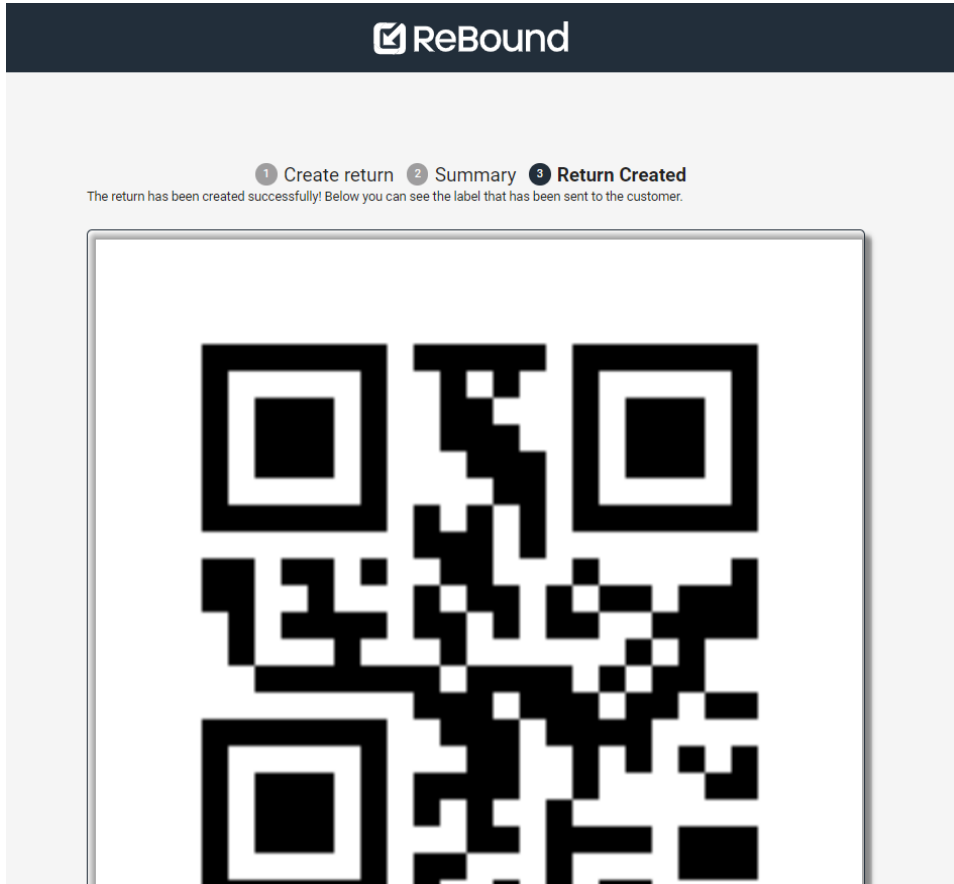
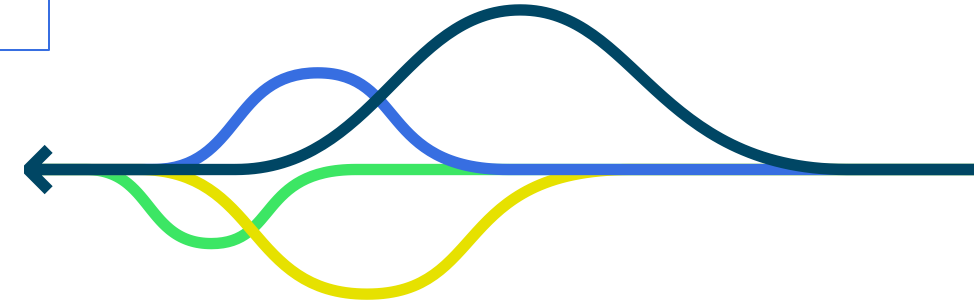
You will see a return summary, which includes the consumer's email address.

This will be used to send a return confirmation email with the label attached.

If all is correct, you can continue by clicking on "Submit".

Only available when searching by: RMA, Order ID, consumer's email.

A. Return more items



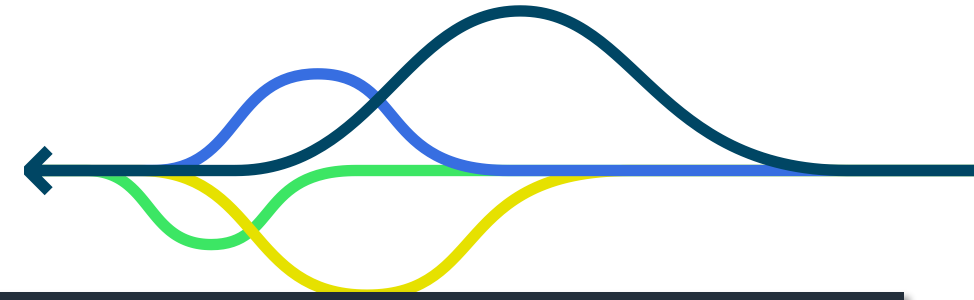
- Once submitted, the return label will be generated. For paperless services, the label will be a QR code or barcode.
- The return label is sent to the consumer automatically via email. It can also be downloaded by the Customer Service Agent.

Notes:

- Existing returns can't be modified.
- Additional items can be returned for existing sales orders by creating an additional return.
- This is only possible if the consumer already created (or attempted creating) a return for their order from the returns' portal.

B. Track and trace the return

After finding the desired return, click “See details” to open the track and trace page.



The screenshot displays the ReBound interface. At the top, the ReBound logo and a 'Logout' link are visible. Below the header, the text 'Here are the search results:' is followed by tabs for 'Orders (5)' and 'Returns (2)'. A table lists search results with columns for 'STATUS', 'CREATED DATE', and 'ACTIONS'. Two entries are shown, both with a status of 'CONFIRMED' and a date of 'February 1, 2024'. The 'ACTIONS' column for each entry contains a 'See details' link. A blue arrow points from the 'See details' link in the second row to a larger, detailed tracking page.

The detailed tracking page, titled 'The tracking of your Return', features a progress bar with icons for a location pin, a truck, and a flag. The steps are: 'Return registered online' (highlighted in green), 'In transit' (subdivided into 'In postal network' and 'In local warehouse'), and 'Your parcel arrived at its destination'. Below the progress bar is a 'Return tracking' section with a dropdown menu showing 'Feb 1, 2024, 10:38:19 AM Return Order Confirmed'. At the bottom, there are two information boxes: 'Customer Information' (Name: John Doe, Email: CSPortalManual123@gmail.com, Language: en, Address: Kelsall house, Telford, TF3 3BD, GB) and 'Return Information' (Client: Nasty Gal, RIMA: CSPortalManual123, Postal product: EVRI paperless drop-off, Tracking number: H00JVD0003094771). A product image and details for 'Structured Bardot Puff Sleeve Mini Prom Dress' (EAN: 888235206950, Size: M, Price: 58.80 EUR) are also visible.

STATUS	CREATED DATE	ACTIONS
CONFIRMED	February 1, 2024 at 11:37:55 AM	See details
CONFIRMED	February 1, 2024 at 11:14:47 AM	See details

Return tracking

Feb 1, 2024, 10:38:19 AM Return Order Confirmed

Customer Information

Name: John Doe
Email: CSPortalManual123@gmail.com
Language: en
Address: Kelsall house, Telford, TF3 3BD, GB

Return Information


Client: Nasty Gal
RIMA: CSPortalManual123
Postal product: EVRI paperless drop-off
Tracking number: H00JVD0003094771

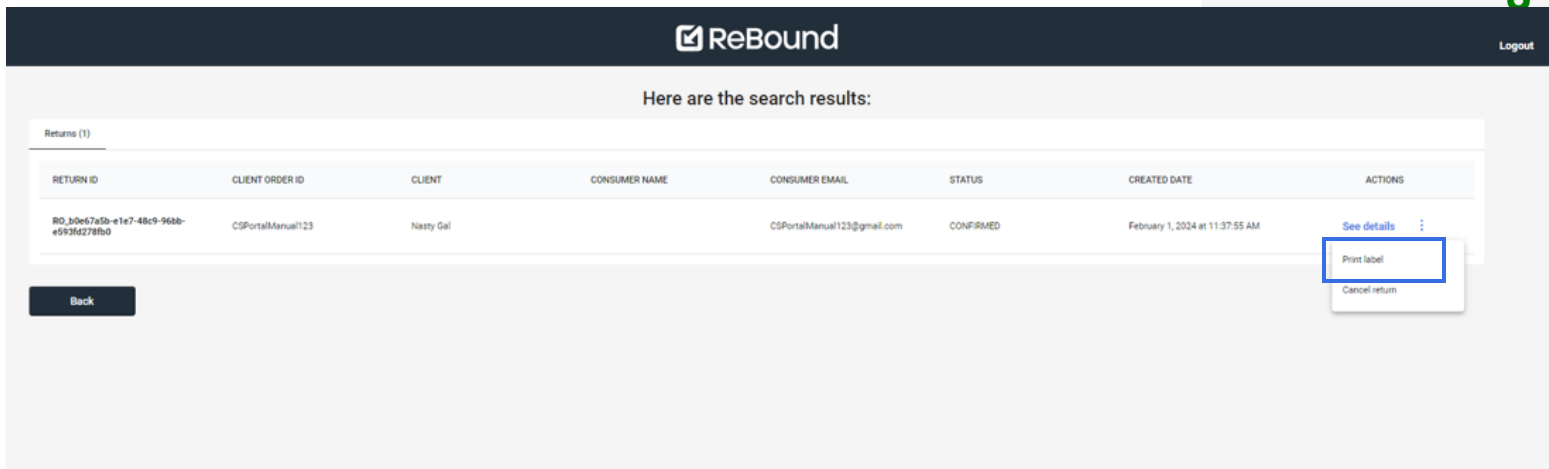
Structured Bardot Puff Sleeve Mini Prom Dress
EAN: 888235206950
Size: M
Price: 58.80 EUR

C. Download the label for the existing return

After finding the desired return, there are 2 ways to download/print the label.

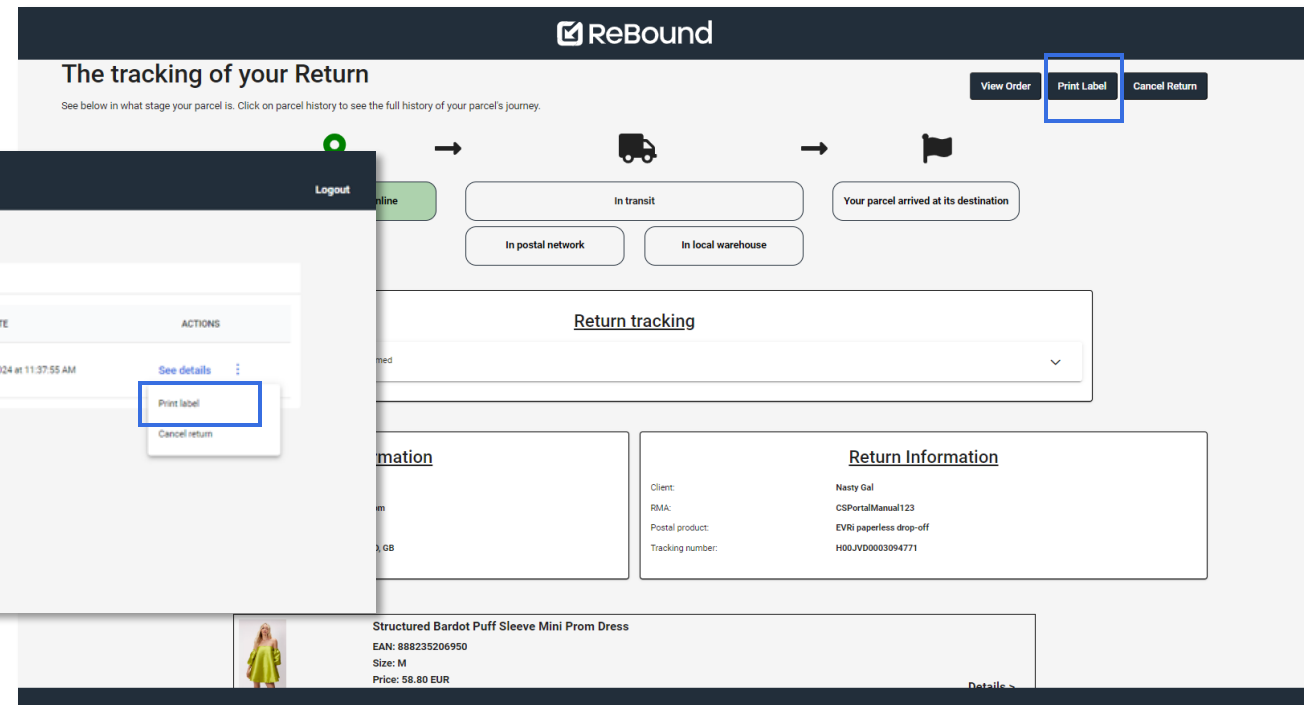
Option 1.

In the search results table, click on  and choose “Print label”.



Option 2.


On the return details page, click on “Print label”.

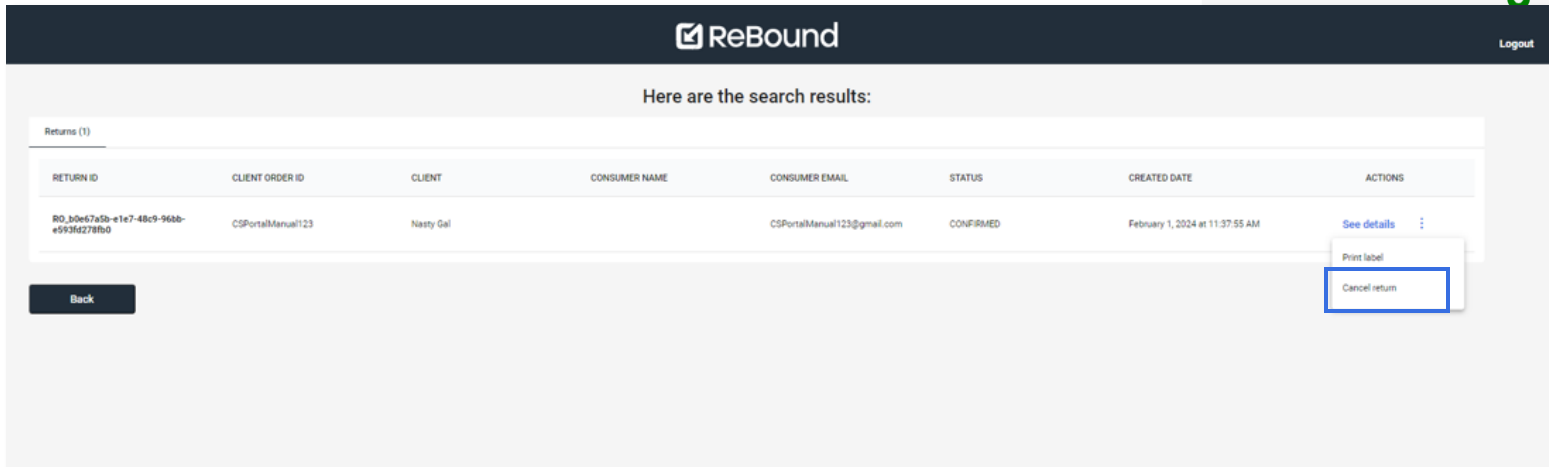


D. Cancel existing returns

After you have found the relevant return, there are 2 ways to cancel the return.

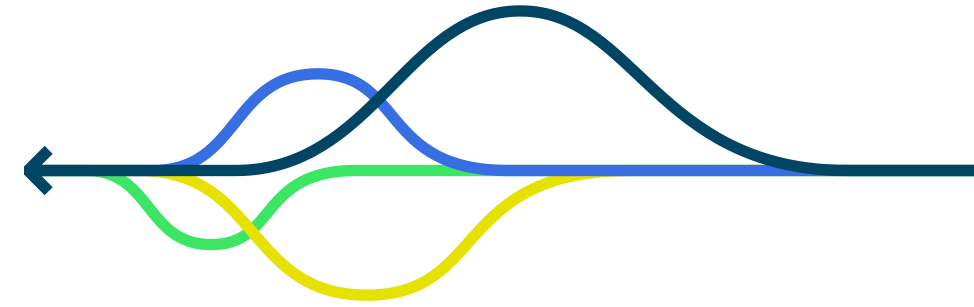
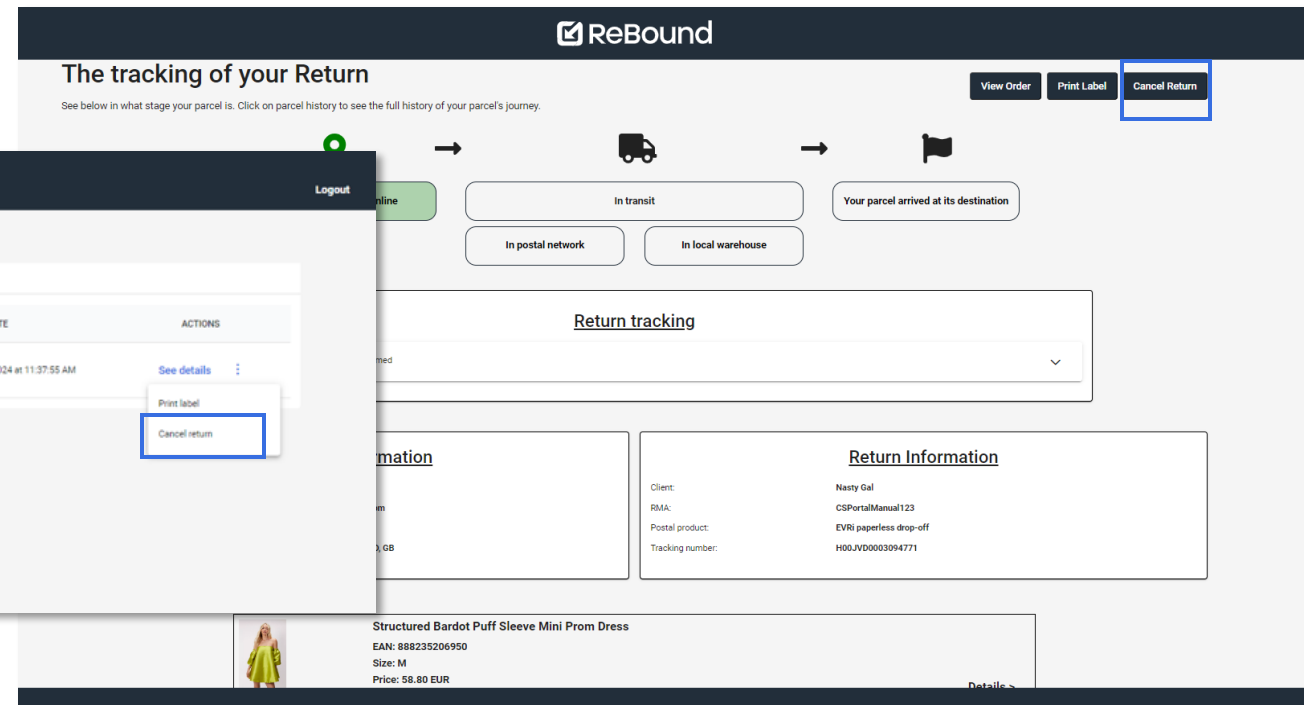
Option 1.

In the search results table, click on  and choose “Cancel return”.



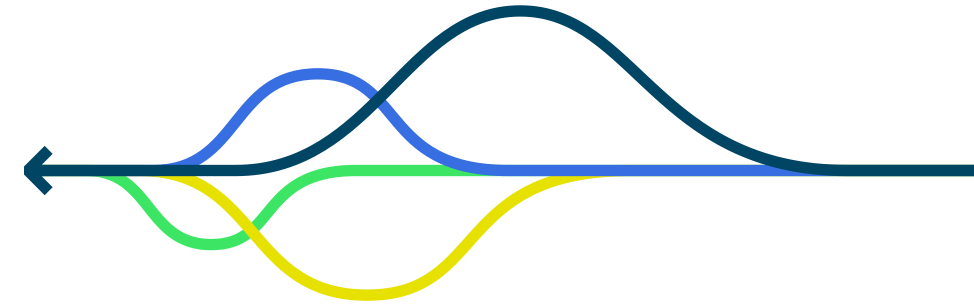
Option 2.

On the return details page, click on “Cancel return”.



D. Cancel existing returns

In both cases the confirmation is required before the return is cancelled,



Please note that it is only possible to cancel a return **if consumer has not dropped off the return in post office yet.**

The screenshot displays a return management interface. At the top, a progress bar shows the return's status: 'Return registered online' (highlighted in green), 'In transit' (with sub-steps 'In postal network' and 'In local warehouse'), and 'Your parcel arrived at its destination'. A central confirmation dialog box asks, 'Are you sure that you want to cancel return?' with two options: 'No, Keep return' and 'Yes, Cancel return'. Below the progress bar, a timestamp reads '1, 2024, 10:38:19 AM Return Order Confirmed'. The bottom section is divided into two columns: 'Customer Information' (John Doe, CSPortalManual123@gmail.com, en, Kelsall house, Telford, TF3 3BD, GB) and 'Return Information' (Client: Nasty Gal, RMA: CSPortalManual123, Postal product: EVRI paperless drop-off, Tracking number: H00JVD0003094771).

D. Cancel existing returns

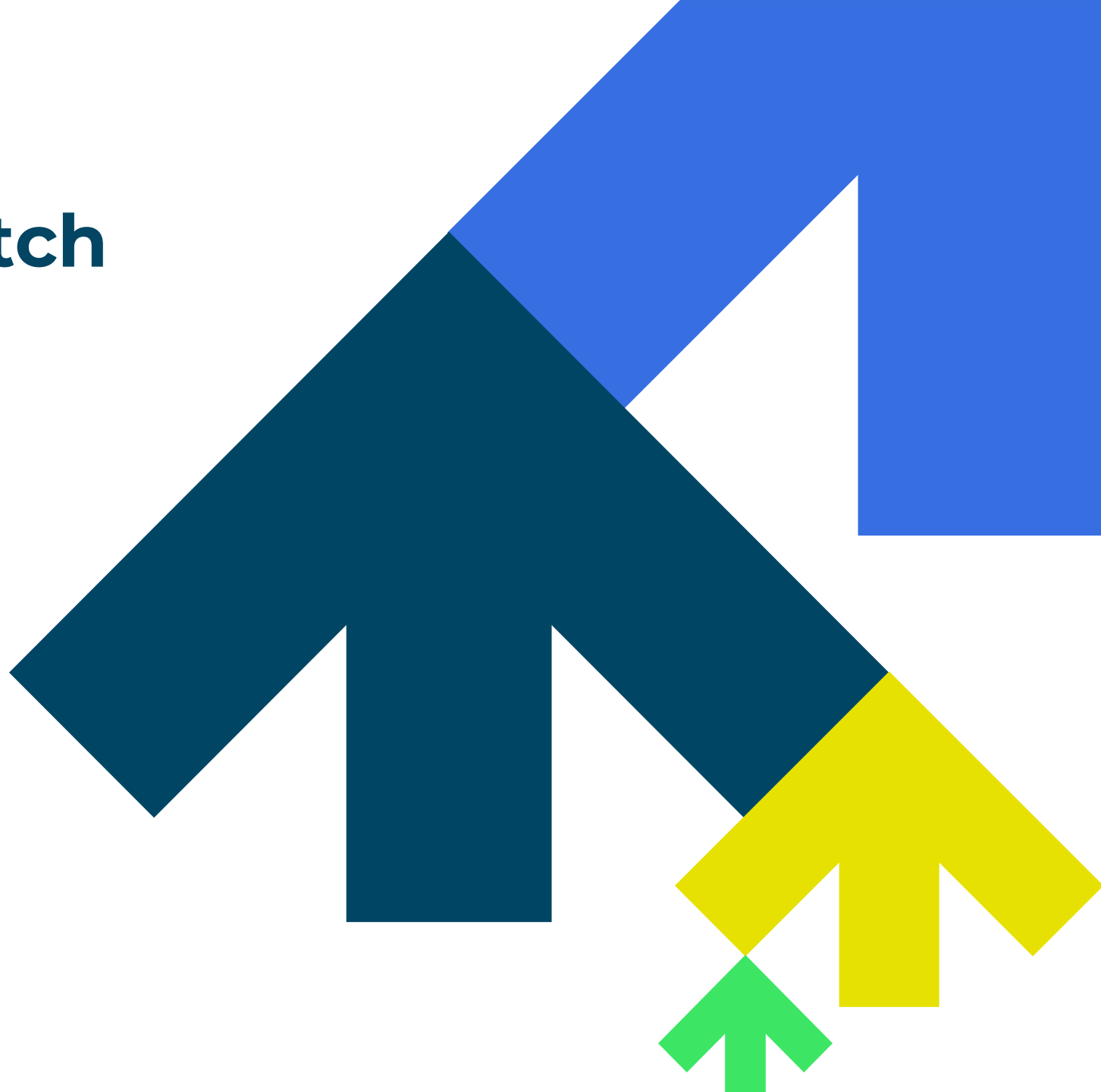
The image displays two screenshots of the ReBounce web interface. The top screenshot shows a confirmation message: "Confirmed This return was cancelled." with an information icon and a close button. The bottom screenshot shows the return status changed to "Cancelled" in the top right corner. The interface includes a "Return tracking" section with a truck icon and a flag icon, and a "Your parcel arrived at its destination" message. The bottom screenshot also shows a "Return tracking" section with a truck icon and a flag icon, and a "Your parcel arrived at its destination" message. The bottom screenshot also shows a "Return tracking" section with a truck icon and a flag icon, and a "Your parcel arrived at its destination" message.

Once cancelled, you see a confirmation message at the top.

The status of the return changed to "Cancelled".

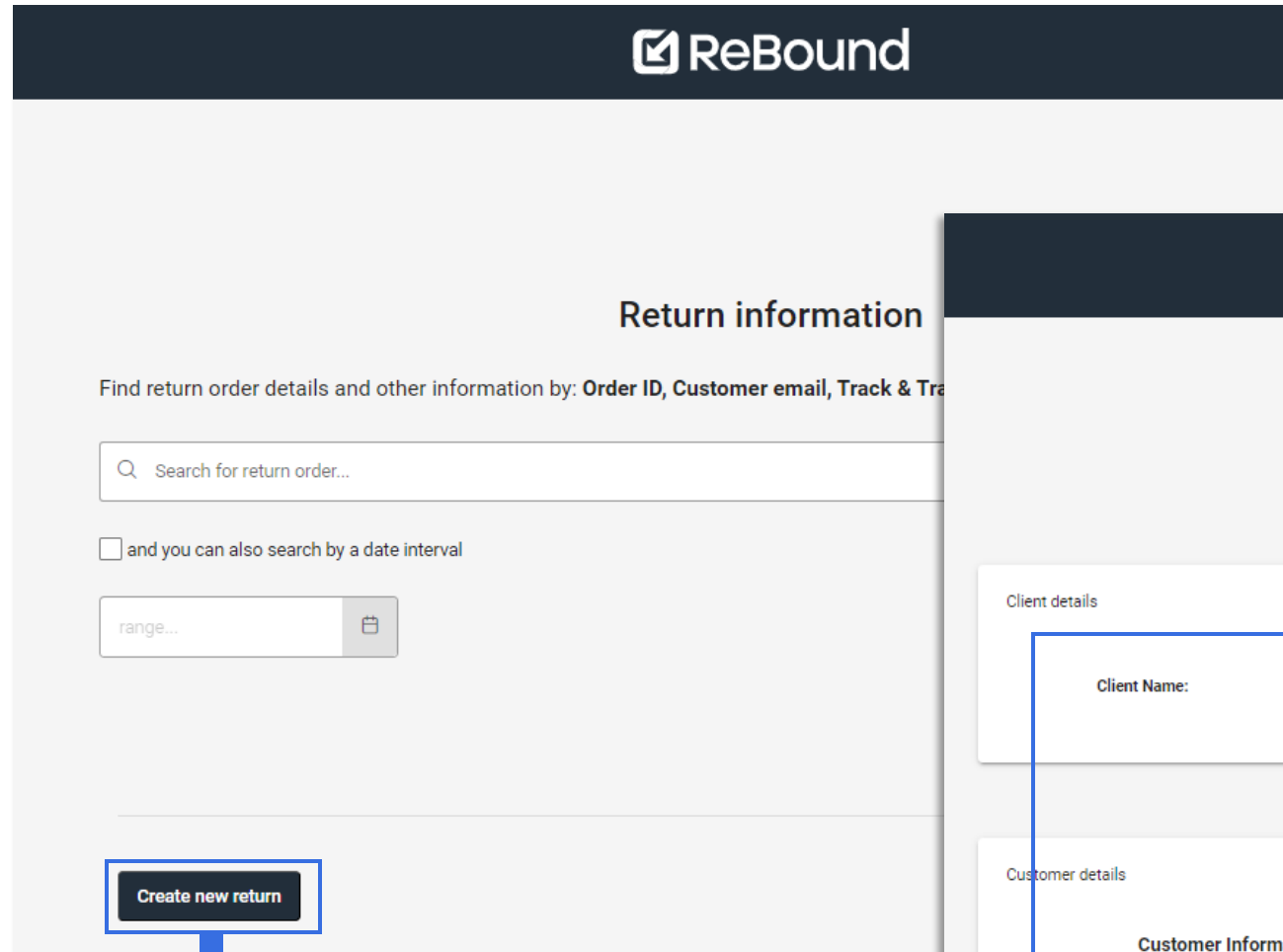
5. Creating new returns* from scratch

*These returns are currently not visible to consumers in the Consumer Portal.

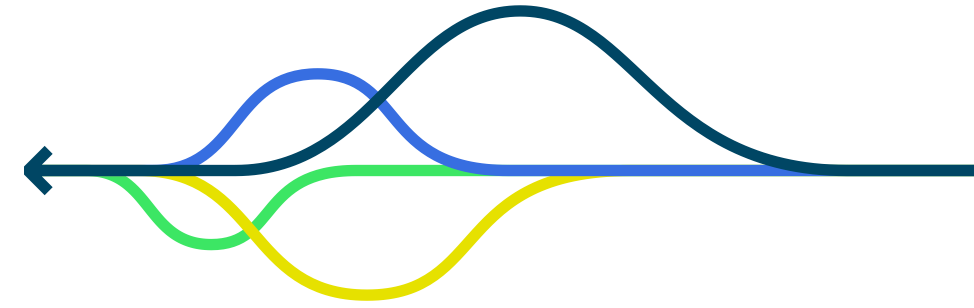


Creating a new return

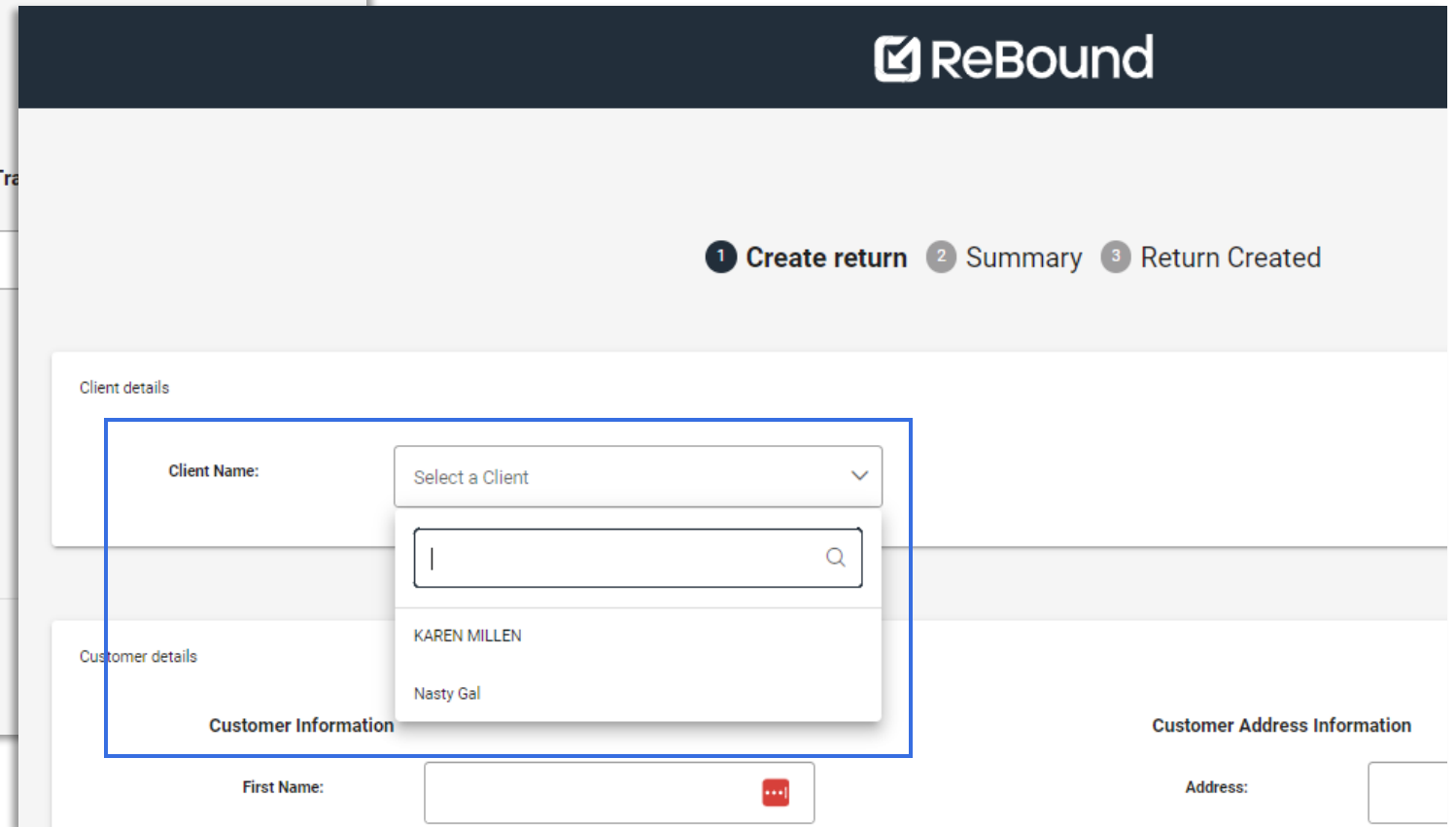
On the search page click on “Create new return”.



The screenshot shows the ReBound search interface. At the top is the ReBound logo. Below it is the heading "Return information". A search bar contains the text "Search for return order...". Below the search bar is a checkbox labeled "and you can also search by a date interval" and a date range selector with the text "range...". At the bottom left, a button labeled "Create new return" is highlighted with a blue box.



On the next page select the brand you wish to create the return for.



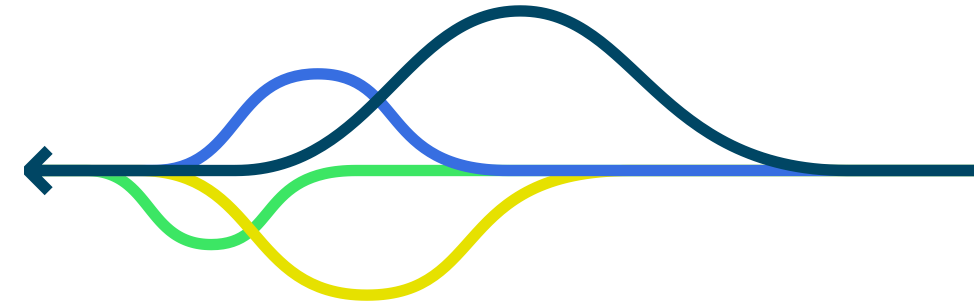
The screenshot shows the ReBound "Create return" page. At the top is the ReBound logo. Below it is a progress indicator with three steps: "1 Create return", "2 Summary", and "3 Return Created". The main content area is divided into sections: "Client details" with a "Client Name:" label and a dropdown menu showing "Select a Client"; "Customer details" with a search input field; "Customer Information" with a "First Name:" label and an input field; and "Customer Address Information" with an "Address:" label and an input field. The dropdown menu is open, showing the name "KAREN MILLEN" and "Nasty Gal".

Creating a new return

The screenshot shows the 'Create return' form in the ReBounce system. The form is divided into three main sections, each highlighted with a blue box and a numbered callout:

- 1** (top): Client details, including a dropdown for 'Client Name' (Nasty Gal).
- 2** (middle): Customer details, split into 'Customer Information' (First Name: John, Last Name: Doe, Email: CSPortalManual123@gmail.com, Language: EN) and 'Customer Address Information' (Address: Kelsall house, City: Telford, Postal Code: TF3 3BD, Country: United Kingdom).
- 3** (bottom): Item details, including 'General' (Article: Structured Bardot Puff Sleeve Mini Prom Dress, EAN: 888235206950, Size: M, Price Currency: EUR) and 'Reason for return' (Selected for return? toggle, Reason for return: Wrong product dropdown menu).

At the bottom of the form, there are buttons for 'Add one more', 'Lookup Postal Services', 'Select the postal service', 'Back', and 'Continue'.



Fill in the required information:

- 1 Customer Info including address.
- 2 Item details
- 3 Make sure that the item is “selected for return” and a return reason is selected

Creating a new return

If customs data is needed, enable it and fill in the data.

Note: Customs data is always required if the return physically crosses customs borders. (e.g., US → UK or EU → UK)



General

Article:

EAN:

Size:

Price Currency: ✕ ▾

Price:

Selected for return?

Reason for return: ✕ ▾

Country of origin: ▾

Weight:

Customs data needed?

Tariff Code:

Customs Value:

Customs Currency: ▾

Add one more

Lookup Postal Services

More items can be added by clicking on “Add one more” and filling in the item data.

Creating a new return



EAN: 888235206950 Selected for return?



Size: M Reason for return: Wrong product



Price Currency: EUR


Customs data needed?

Add one more

Select the postal service

ASDA paperless drop-off  InPost UK paperless drop-off 

EVRI paperless drop-off  Hermes Returns UK / MP range 

Royal Mail drop-off 

Let's care for the planet! Leave the packaging material in the parcel and we'll recycle it for you. Please consider dropping off by foot or bike.

Additional required information:

RMA Number: CSPortalManual123

- 1 After all items and their data were added, click on “Lookup postal services”
- 2 You will see the available postal services. You can select the consumer’s preferred one.
- 3 You will have to fill in the RMA Number (which corresponds to the order number).
- 4 When ready, click on “Continue”.

Creating a new return

You will see a summary page with details on the returned item(s), the postal service selected and the consumer's email address for receiving the label. Clicking "Submit" will confirm the return and generate the return label.




1 Create return 2 **Summary** 3 Return Created

Almost there! Check your return summary below and click submit to finalize it.

Products

PLACEHOLDER	Article: Structured Bardot Puff Sleeve Mini Prom Dress	Selected for return: yes
	EAN: 888235206950	
	Size: M	Reason for return: Wrong product
	Price: 58.80	

Selected service

 ASDA paperless drop-off

Consumer contact

Label and confirmation will be sent to:

[Back](#) [Submit](#)

The return label is sent to the consumer automatically via email. It can also be downloaded by the Customer Service Agent.

For paperless services, the label will be a QR code or barcode.

