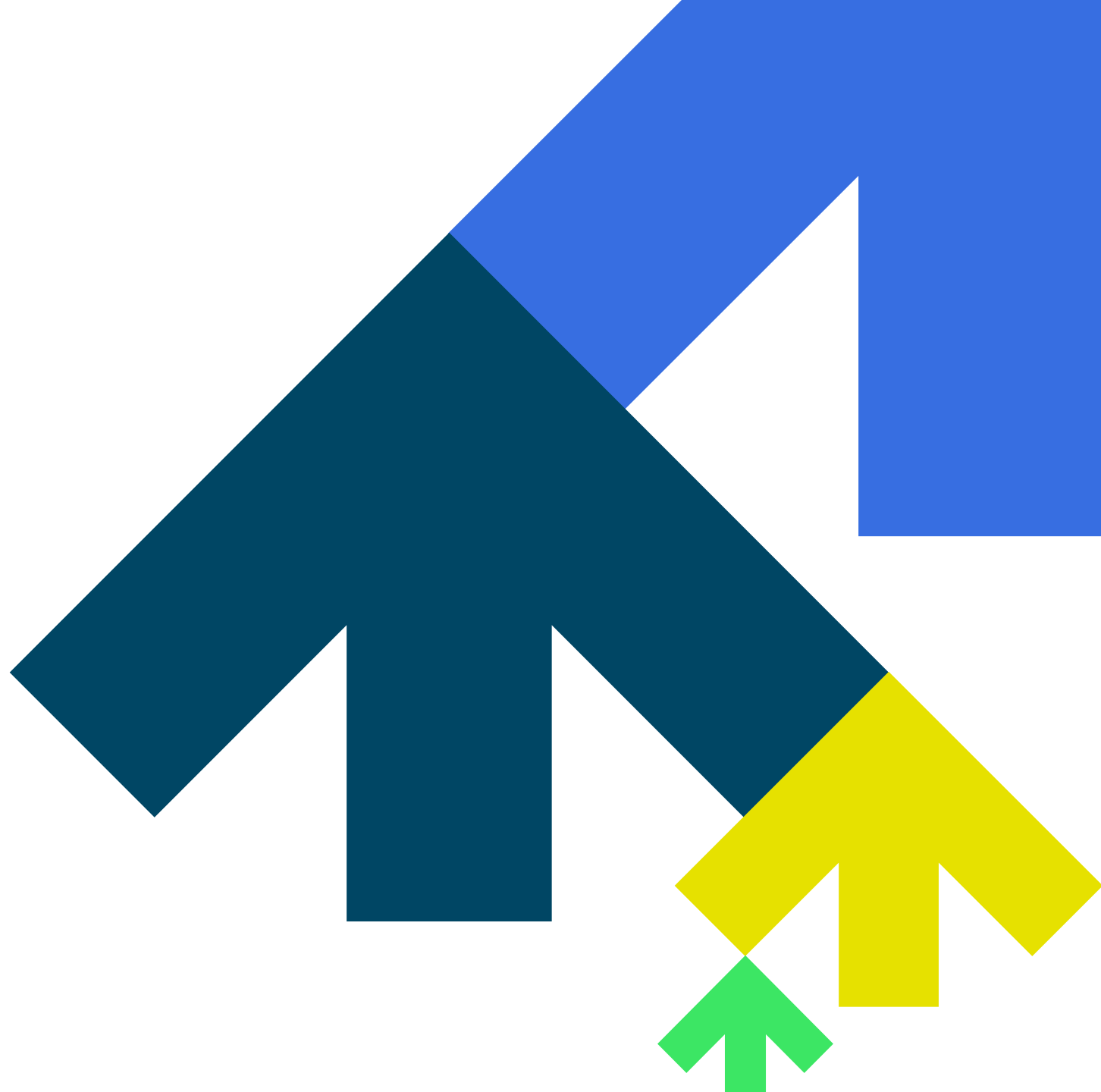


# Customer Service Portal manual

Version 1 – 05 Feb 2024



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## 5. Create a new return

*Customer Service portal, further referred as CS portal.*

# Actions available for CS agents.



## Way of searching for existing return

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

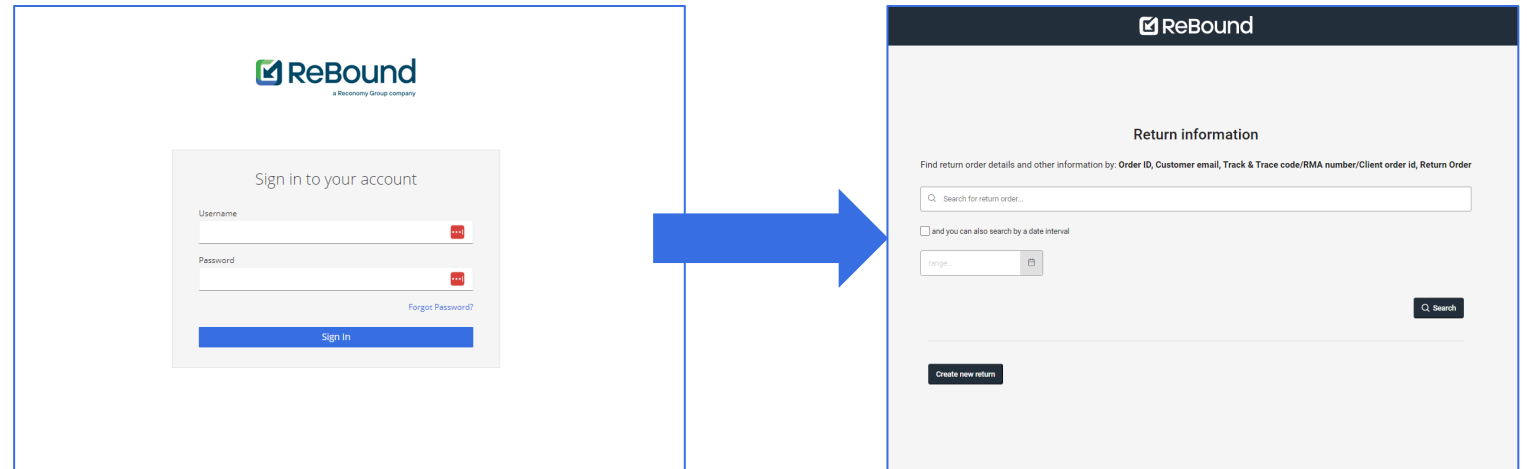
## Available actions

- Create a return for more items

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

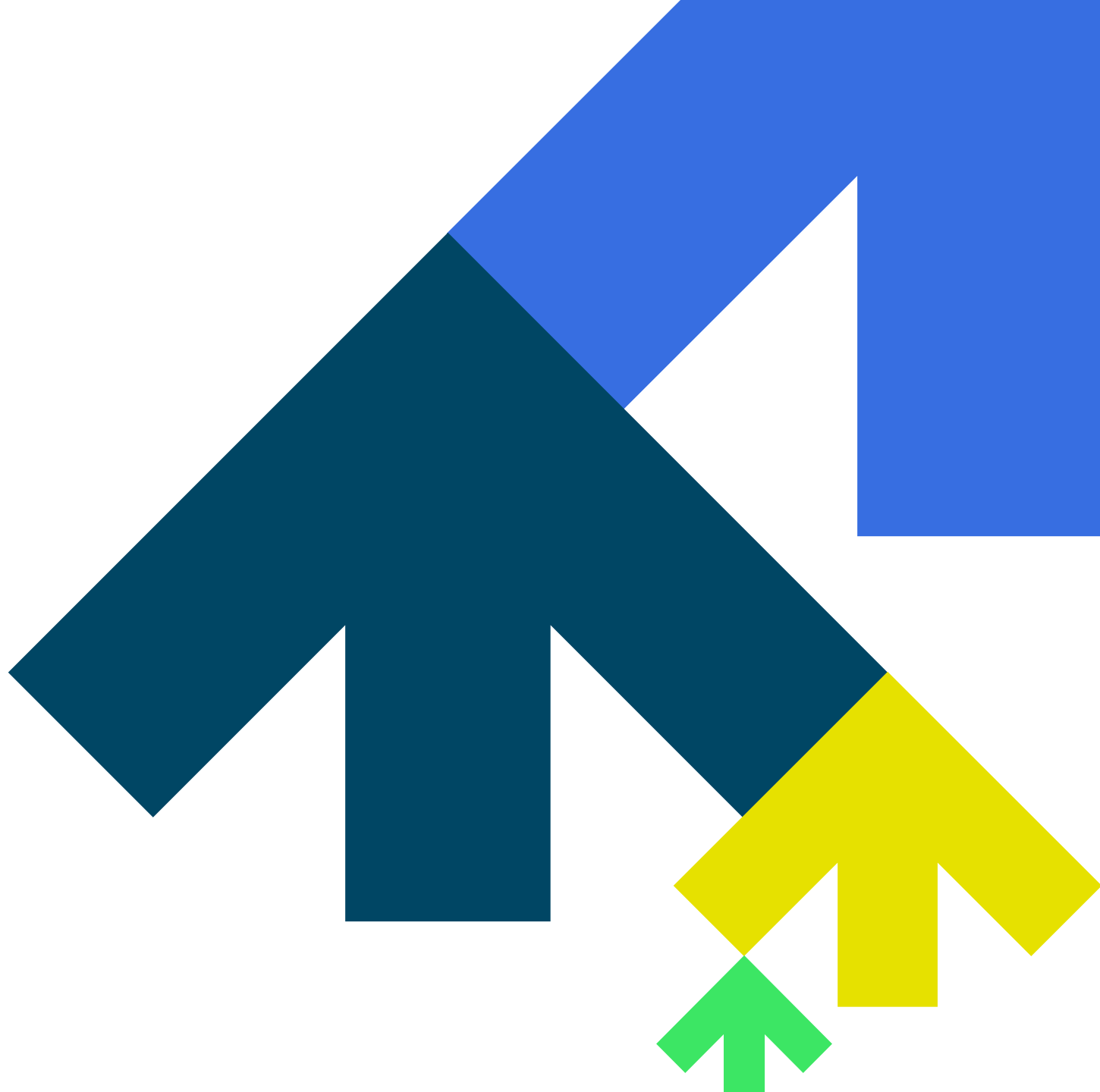
# 1. Access the CS portal

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

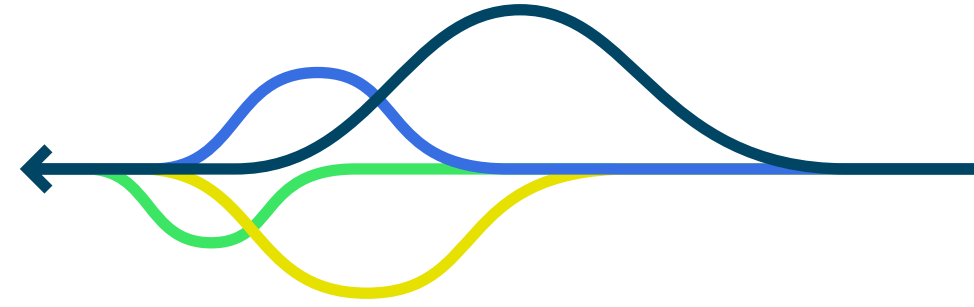


## 2. Searching for an existing return.

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



# A. Searching by RMA/Order ID.



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

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

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.

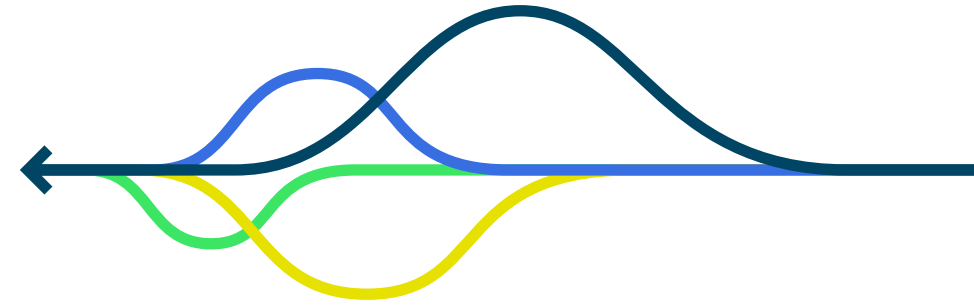
Orders Returns

ReBounce

Here are the search results:

ORDER ID	CLIENT ORDER ID	CLIENT	CONTACT NAME	CONTACT EMAIL	CREATED DATE	ACTIONS
08E7F0888282861479	CSPortalManual123	None Ltd	John Doe	CS@rebound123@gmail.com	February 1, 2024 at 11:13 AM AEST	<a href="#">See Details</a>

# B. Searching by consumer email



You will find all the sales orders\* and all the returns created under that specific email address.

Return information

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

CSPortalManual123@gmail.com

and you can also search by a date interval

Range: [ ]

Search

Create new return

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

## Orders

Here are the search results:

ORDER ID	CLIENT ORDER ID	CLIENT	CONSUMER NAME	CONSUMER EMAIL	CREATED DATE	ACTIONS
18278788888888888888	CPH123456789	ABC COMPANY	John Doe	CPH123456789@gmail.com	February 1, 2024 at 11:44:52 AM	<a href="#">See Details</a>
18278788888888888888	CPH123456789	ABC COMPANY	John Doe	CPH123456789@gmail.com	February 1, 2024 at 11:37:50 AM	<a href="#">See Details</a>

## Returns

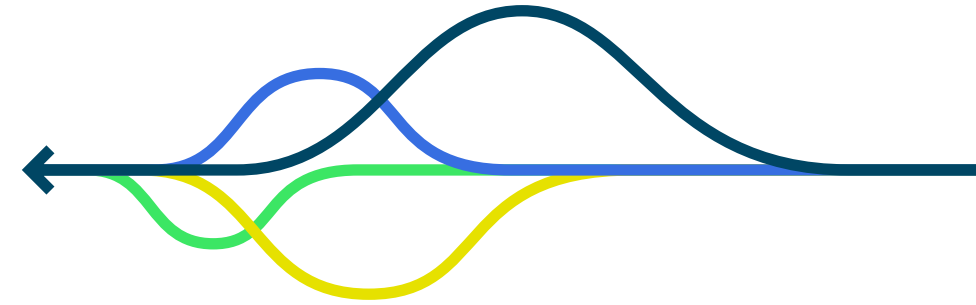
Here are the search results:

RETURN ID	CLIENT ORDER ID	CLIENT	CONSUMER NAME	CONSUMER EMAIL	STATUS	MARKED DATE	ACTIONS
18278788888888888888	CPH123456789	ABC COMPANY	John Doe	CPH123456789@gmail.com	CPH123456789	February 1, 2024 at 11:37:50 AM	<a href="#">See Details</a>
18278788888888888888	CPH123456789	ABC COMPANY	John Doe	CPH123456789@gmail.com	CPH123456789	February 1, 2024 at 11:44:52 AM	<a href="#">See Details</a>

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

\*All the sales orders that were shared to ReBound's system (when a consumer looked them up in the returns portal).

# C. Searching by Return ID



You will find the information for the matching return order.

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

range:

On the search screen, fill in Return ID. (e.g., RO\_b0e67a5b-e1e7-48c9-96bb-e593fd278fb0)

ReBound

Here are the search results:

RETURN ID	CLIENT ORDER ID	CLIENT	CONTACT NAME	CONTACT EMAIL	STATUS	CREATED DATE	ACTIONS
RO_b0e67a5b-e1e7-48c9-96bb-e593fd278fb0	CP0000000123	Happy Gal	CP0000000123@gmail.com	CONFIRMED	Return	1/20/24 11:27:53 AM	See details

You can reprint label and cancel the return directly from the search results table\*:

ReBound

Here are the search results:

RETURN ID	CLIENT ORDER ID	CLIENT	CONTACT NAME	CONTACT EMAIL	STATUS	CREATED DATE	ACTIONS
RO_b0e67a5b-e1e7-48c9-96bb-e593fd278fb0	CP0000000123	Happy Gal	CP0000000123@gmail.com	CONFIRMED	Return	1/20/24 11:27:53 AM	See details Print label Cancel return

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 "See details".

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.

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

Return tracking

Feb 1, 2024 10:30:19 AM Return Open Confirmed

Customer Information

Name: John Doe  
Email: CP0000000123@gmail.com  
Language: en  
Address: 123 Main Street, Sydney, NSW 2000, AU

Return Information

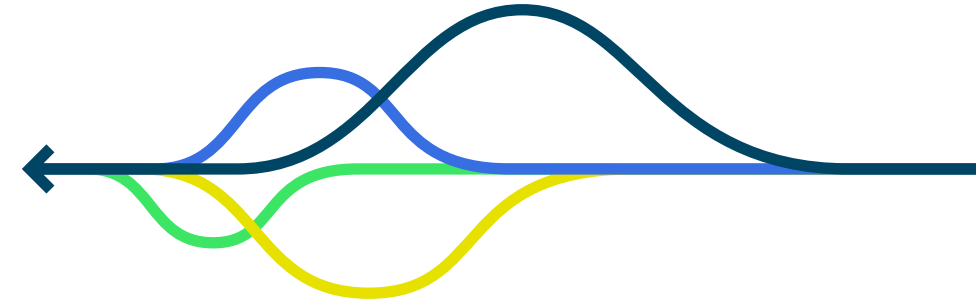
Client: Happy Gal  
RMA: CP0000000123  
Product: EVO Ladies Dress - Off  
Tracking number: 12345678901234567890

Structured Bardot Puff Sleeve Mini Prom Dress  
EAN: 0987654321098  
Size: M  
Price: \$9.99 USD

\*By pressing on the  button.



## D. Searching by Tracking Number



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

H00JVD0003094771

and you can also search by a date interval

range...

Search

Create new return

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

ReBound

Here are the search results:

RETURN ID	CLIENT ORDER ID	CLIENT	CONSUMER NAME	CONSUMER EMAIL	STATUS	CREATED DATE	ACTIONS
3534247615147-1999-1999-1999-1999-1999	CPH0000000123	Acme Inc	John Doe	john.doe@acme.com	CONFIRMED	Received 1/23/24 at 11:27:00 AM	<a href="#">View Details</a>

Back

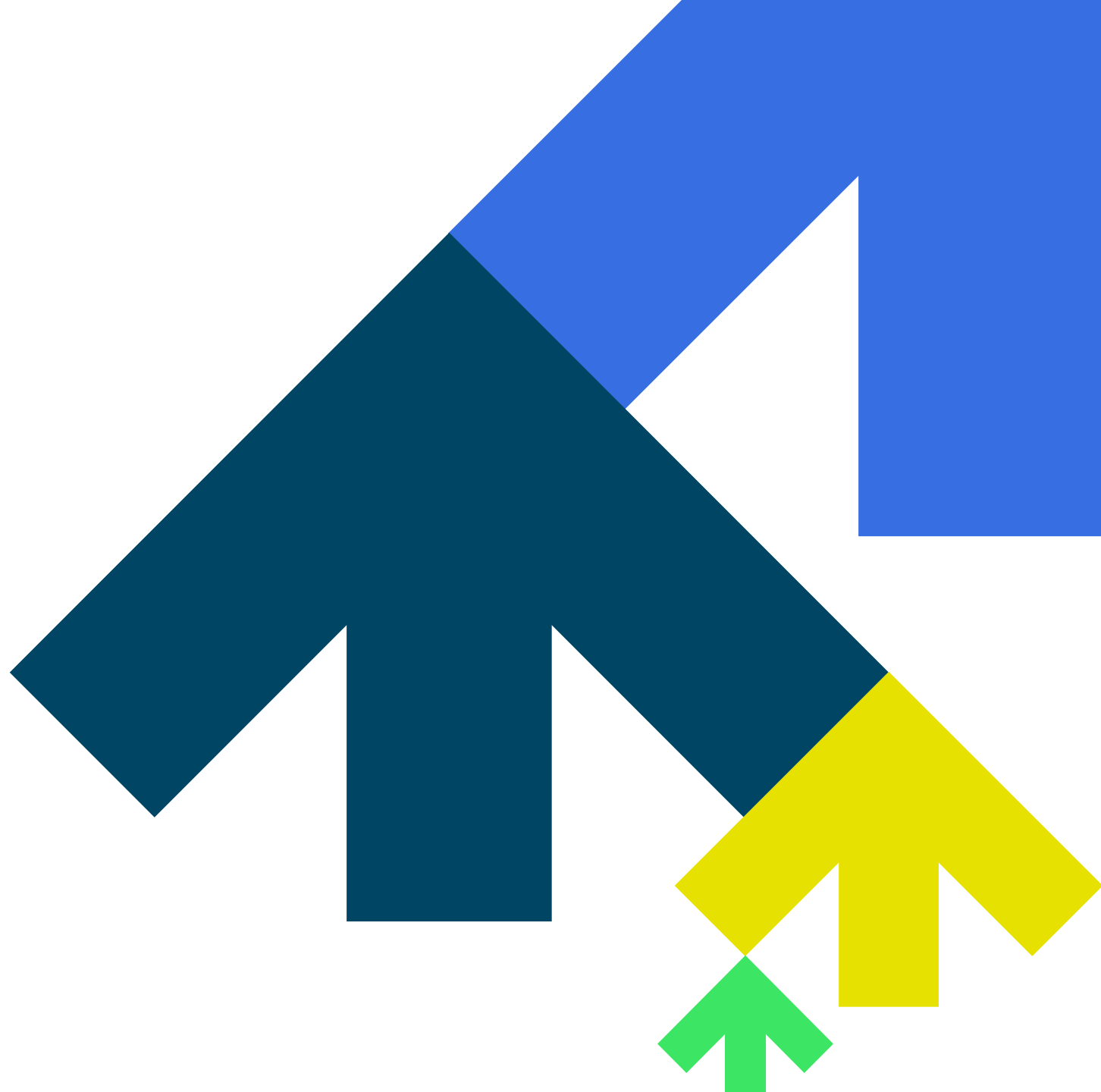
On the search screen, fill in Tracking Number.  
(e.g., 3SCYCL5256199 )

# 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.

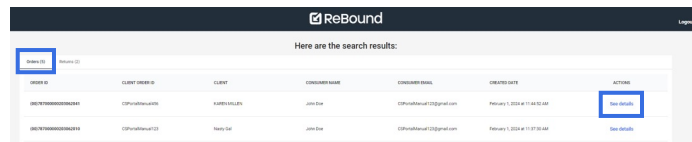
When searching by Return ID / Tracking number, only returns will be obtained (the specific returns you searched for).



# Orders and returns view

## Orders

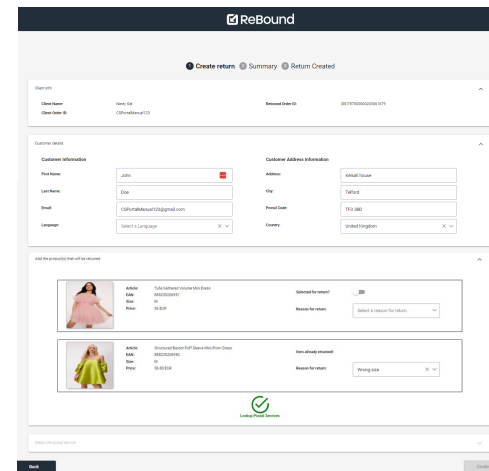
Choose "Orders" to see all orders related to your search query.



ORDER ID	CLIENT ORDER ID	CLIENT	CONSUMER NAME	CONSUMER EMAIL	ORDER DATE	ACTIONS
00000000000000000000	000000000000000000	MARKS & SPENCER	John Doe	john.doe@marksandspencer.com	February 1, 2024 at 17:42:02 AM	See details
00000000000000000000	000000000000000000	MARKS & SPENCER	John Doe	john.doe@marksandspencer.com	February 1, 2024 at 17:42:02 AM	See details



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



ReBound

Create return Summary Return Created

Customer information

Customer Address information

Add the products that will be returned

- Item 1: [Image] [Details] [Return for items]
- Item 2: [Image] [Details] [Return for items]

On this page you can:

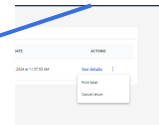
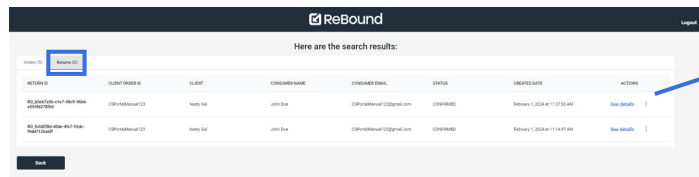
- See order details
- See which items have already been returned
- Create returns\* for the items that have not yet been returned

\*These returns are currently not visible to consumers in the returns' portal.

# Orders and returns view

## Returns

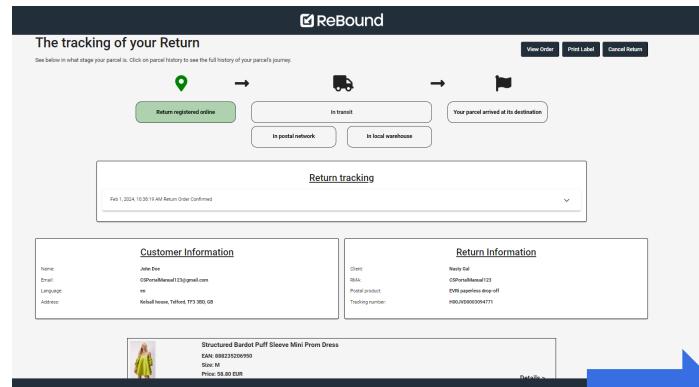
Choose "Returns" to see all returns related to your search query.



Click on **:** to expand a menu with extra options:  
- Print label  
- Cancel return



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

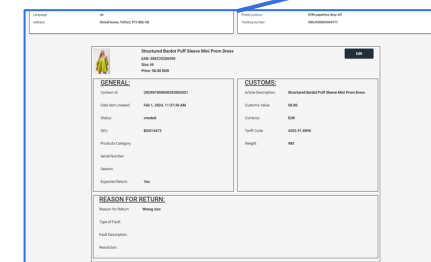
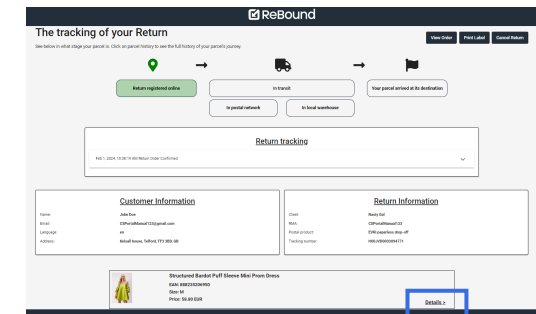


From this page, you can:

- See the return's information (e.g., expected items, selected carrier)
- Reprint the return label
- Cancel the return
- Go to the sales order page by clicking on "View order".

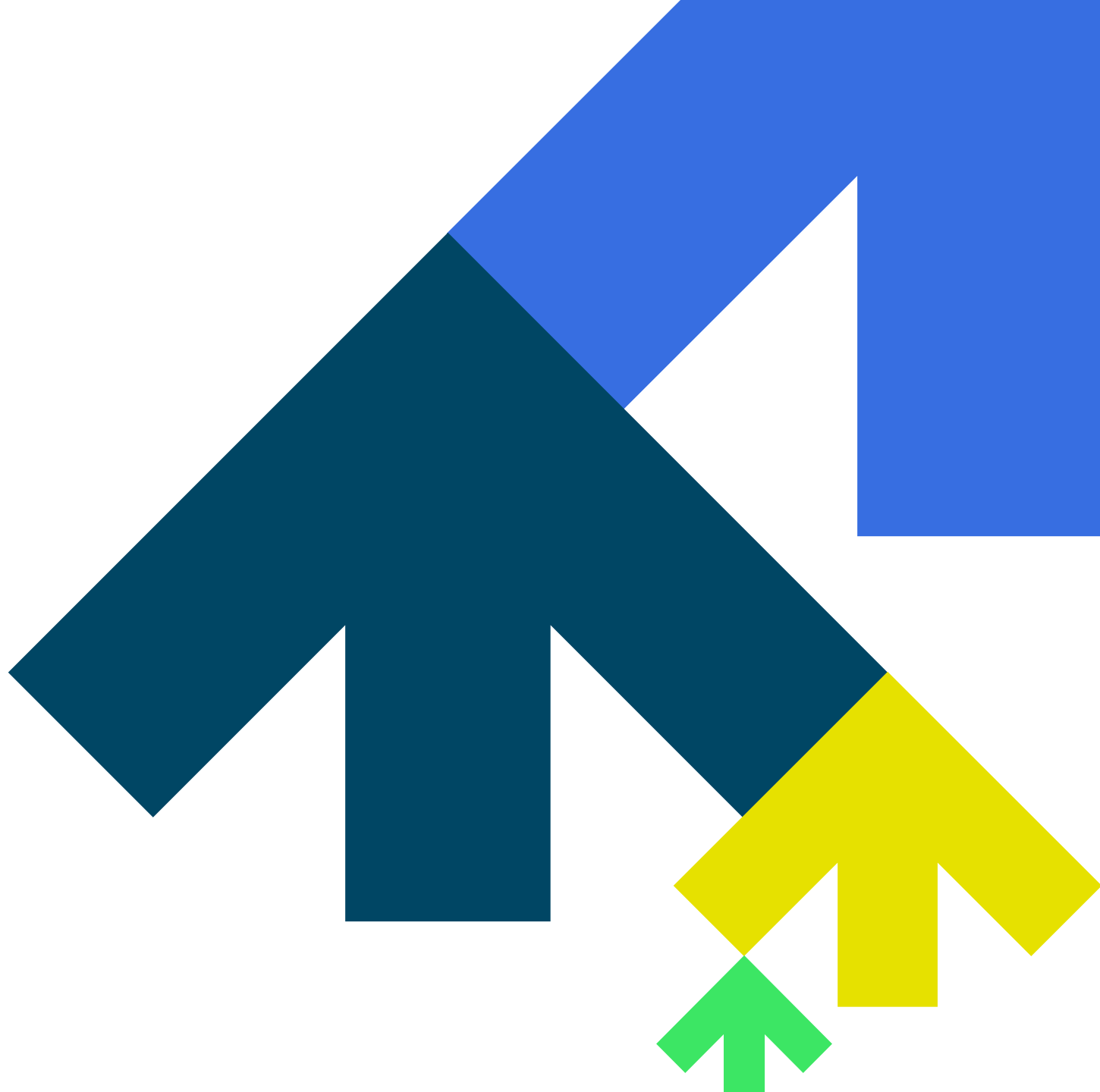


You can also find more details about the items expected in the return by clicking on "Details":



## 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

## Part 1

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.

ReBound

Create return | Summary | Return Created

Customer information

Customer Address Information

Add the products that will be returned

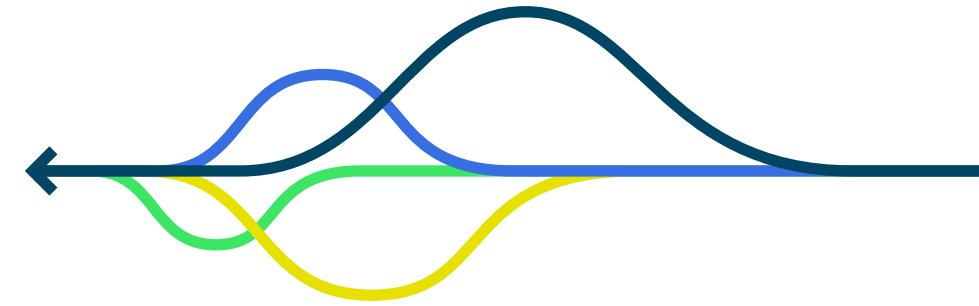
Article	Size	Color	Price	Selected for return?	Reason for return
Tulle Gownlet Volume Mini Dress	M	White	\$6.00 EUR	<input type="checkbox"/>	Select a reason for return
Structured Beanie Puff Sleeve Mini Plaid Dress	M	White	\$6.00 EUR	<input checked="" type="checkbox"/>	Item already returned

Lookup Postal Services

Please note that one of the items has already been returned.

Lookup Postal Services

Choose the item(s) that need to be returned, the return reason, and click on “Lookup postal services”.



- 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)

Select the postal service

1

2

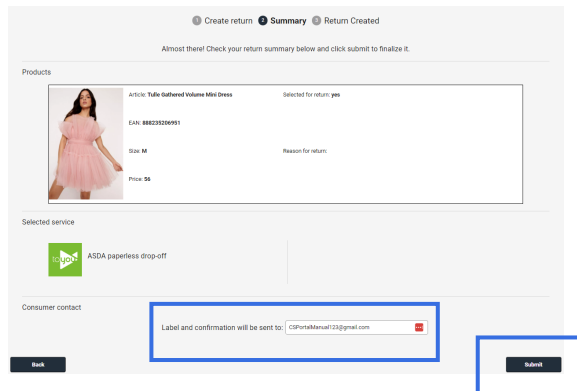
3

- 3 You can click on “Continue” when done.

# A. Return more items

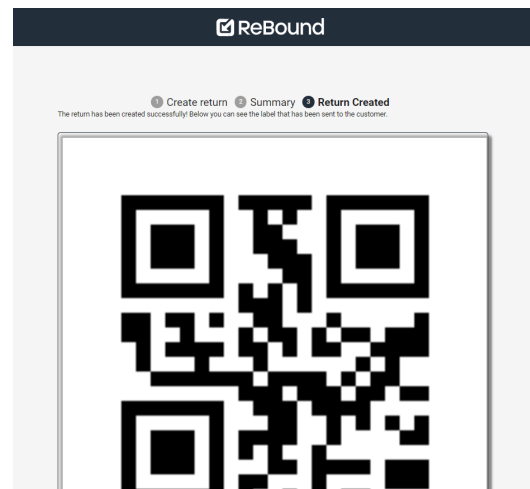
## Part 2

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".



The screenshot shows a web form for creating a return. At the top, there are three steps: 'Create return', 'Summary', and 'Return Created', with 'Summary' being the active step. Below this, a message says 'Almost there! Check your return summary below and click submit to finalize it.' The form is divided into sections: 'Products' with a photo of a pink dress, 'Selected service' with the ASDA paperless drop-off logo, and 'Consumer contact' with an email address field. A 'Submit' button is highlighted with a blue box.

Once submitted, the return label\* will be generated:



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

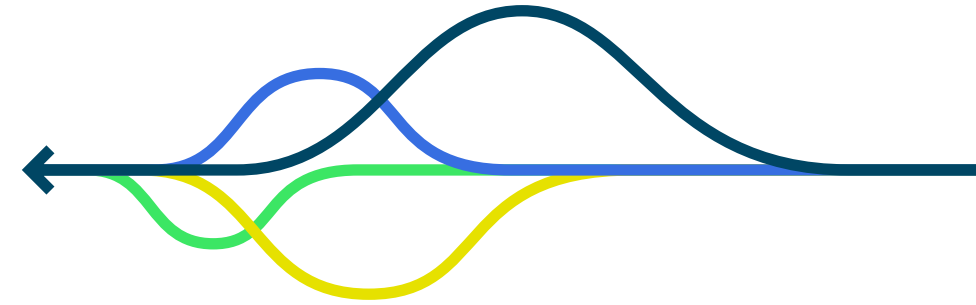


### Notes:

- 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.

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

# B. Track and trace the return



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

RETURN ID	CLIENT ORDER ID	CLIENT	CONSUMER NAME	CONSUMER EMAIL	STATUS	CREATED DATE	ACTIONS
89124567891011121314151617181920	CPH000000123	Happy Gal	John Doe	CPH000000123@gmail.com	CONFIRMED	February 1, 2024 at 11:07:58 AM	<a href="#">See details</a>
89124567891011121314151617181920	CPH000000123	Happy Gal	John Doe	CPH000000123@gmail.com	CONFIRMED	February 1, 2024 at 11:14:47 AM	<a href="#">See details</a>



**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.

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

In postal network In local warehouse

**Return tracking**

Feb 1, 2024, 10:30:15 AM Return Order Confirmed

Customer Information		Return Information	
Name:	John Doe	Client:	Happy Gal
Email:	CPH000000123@gmail.com	EMAIL:	CPH000000123
Language:	en	Postal product:	EMS speedpost ship-off
Address:	Richard Avenue, Tallinn, 113 300, EE	Tracking number:	HE0100000004711

Structured Burbot Puff Sleeve Mini Prom Dress  
EAN: 89822206990  
Color: M  
Price: 28.99 EUR

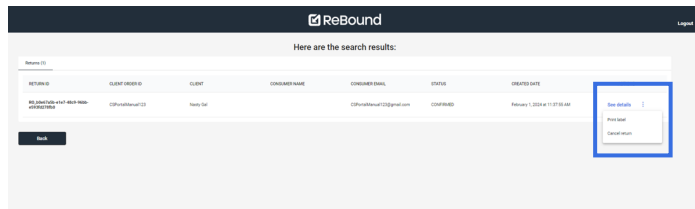



## C. Download the label for the existing return



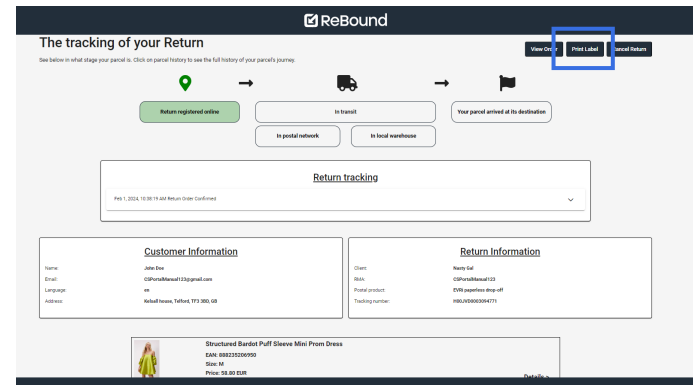
After finding the desired return, there are 2 ways to download/print the label.

### Option 1.



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

### Option 2.



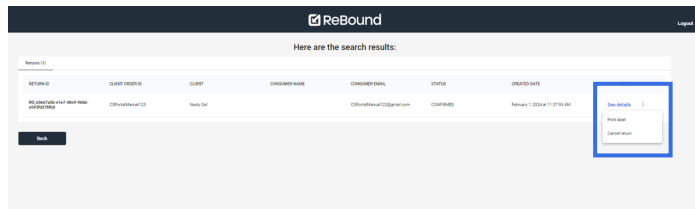
On the return details page, click on “Print label.”


# D. Cancel returns

## Part 1

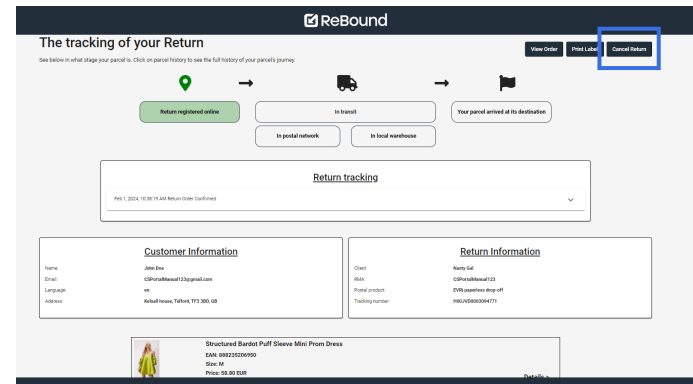
After you have found the relevant return, there are 2 ways to cancel the return.

### Option 1.



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

### Option 2.

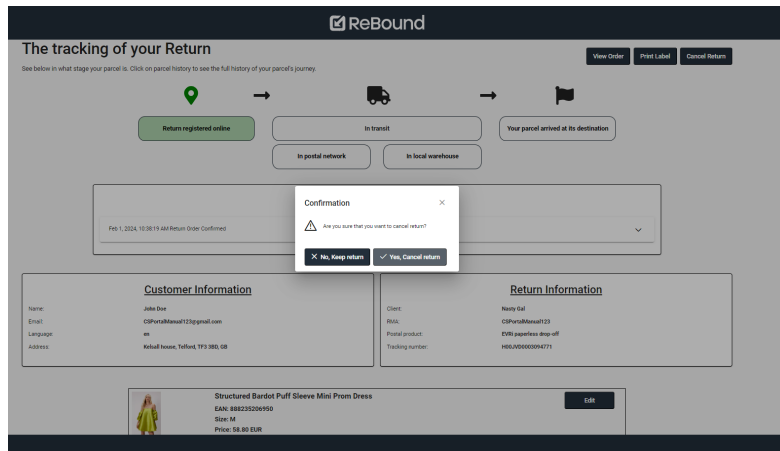


On the return details page, click on “Cancel return”.

# Cancel returns

## Part 2

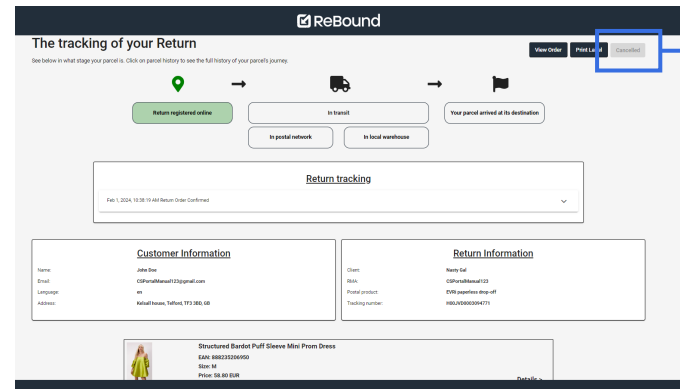
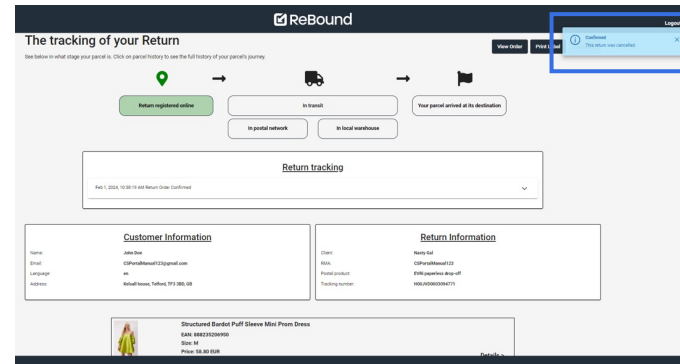
In both bases, confirmation is required before the return is cancelled.



Please note that it is only possible to cancel returns in the following scenario:

- The consumer has not dropped off the return in post office yet.

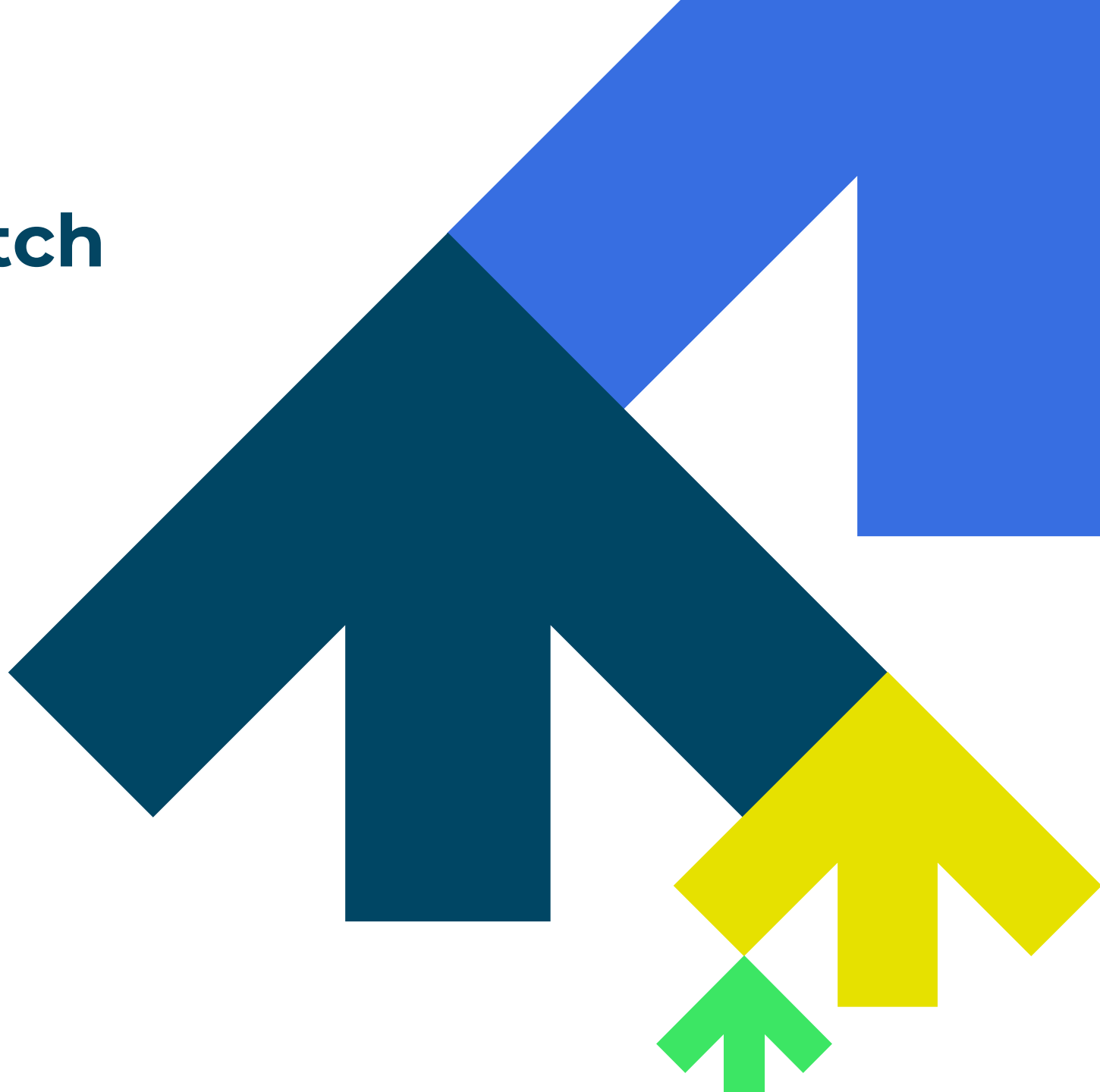
Once cancelled, you see a confirmation message at the top, as below.



The status of the return changed to "Cancelled".

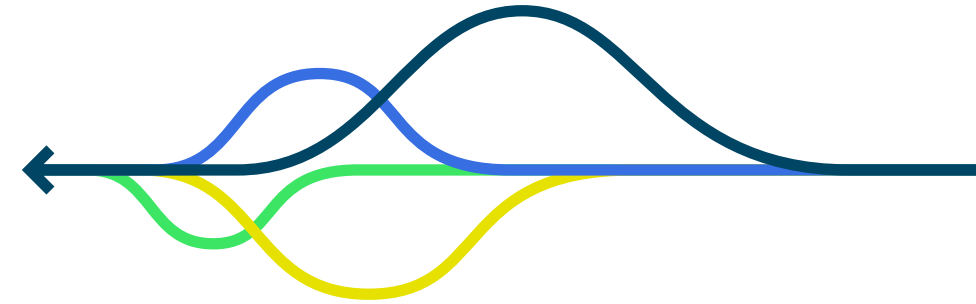
# 5. Creating new returns\* from scratch

\*These returns are currently not visible to consumers in the returns portal.



# Creating a new return

## Part 1



Fill in the required information:

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

Click on “Create new return”. You will be directed to the page below:

Select the brand you wish to create the return for:

# Creating a new return

## Part 2

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

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

After all items and their data were added, click on “Lookup postal services” 1

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”.

\*Always required for if the return physically crosses customs borders. (e.g., US → UK or EU → UK)

# Creating a new return

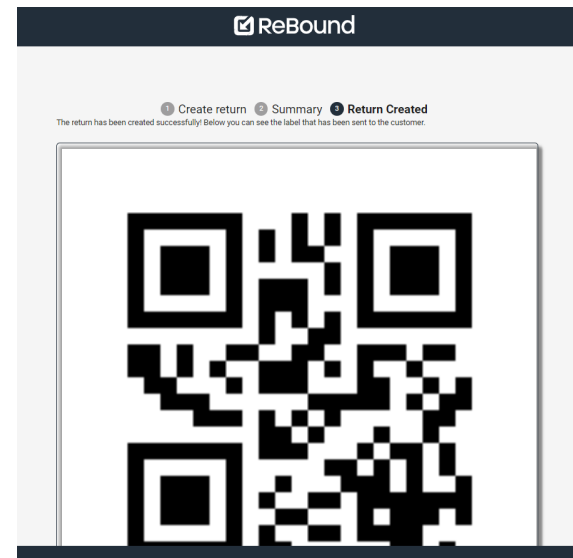
## Part 3

You will see a summary page with details on the returned item(s), the postal service selected and the consumer's email address (they will receive an email with the label\*).

The screenshot shows the 'Summary' step of the return creation process. At the top, there are three progress indicators: 'Create return', 'Summary' (which is active), and 'Return Created'. Below this, a message reads: 'Almost there! Check your return summary below and click submit to finalize it.' The form is divided into three sections: 'Products', 'Selected service', and 'Consumer contact'. The 'Products' section shows a placeholder for an image, the article name 'Structured Bardot Puff sleeve Mini Prom Dress', EAN '88923206950', size 'M', price '\$8.80', and the reason for return 'Wrong product'. The 'Selected service' section shows the 'toyou' logo and 'ASDA paperless drop-off'. The 'Consumer contact' section shows a text box with the email 'CSPortalManual123@gmail.com' and a red error icon. At the bottom, there are 'Back' and 'Submit' buttons. A blue arrow points from the 'Submit' button towards the right.

Clicking "Submit" will confirm the return and generate the return label\*.

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.

