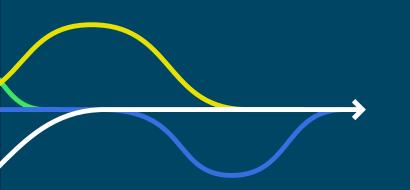
Customer Service Portal manual

Version 1 – 05 Feb 2024



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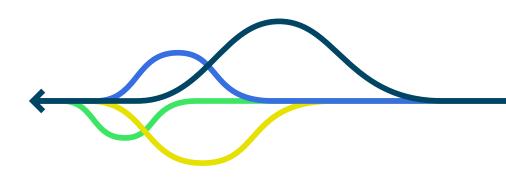
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- b) Track and trace the return
- c) Download the label for the existing return
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5. Create a new return

Customer Service portal, further referred as CS portal.







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

• Create a return for more items

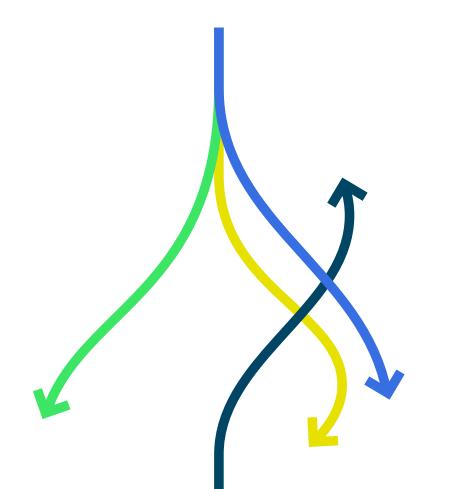
Available actions

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



1. Access the CS portal

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



	🗹 ReBound
	Return information
Sign in to your account Usemane Passnord Expressional Forget Passnord? Sign In	Find return order details and other information by: Order ID, Customer email, Track & Trace code/RMA number/Clilent order id, Return Order e seach for return order e dy our can also search by a date internal seach for return order e dy our can also search by a date internal search cases cas

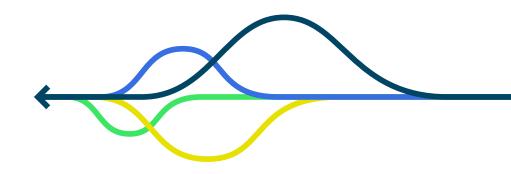


2. Searching for an existing return.

- 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.



		🗹 ReBou	und		
		Return inform	nation		
Find return order details an	other information by: Ore	ler ID, Customer email,	, Track & Trace code/RMA	A number/Client or	ler id, Return Order
Q CSPortalManual123					
and you can also search by a	ate interval				
	3				
The Second					
					Q Search
Create new return					

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

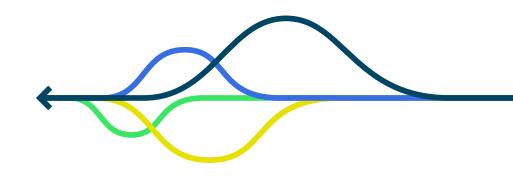
The resulting table will have: **Orders** & **Returns**.

Choose the "Orders" tab for the information of the matching sales orders. Choose the "Returns" for the information of the matching returns.





B. Searching by consumer email



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
Q. CSPvrtalManual123@gmail.com
and you can also search by a date interval
ninge 🖯
Q starch
Create new roturn

On the search screen, fill in consumer's email. (e.g., <u>CSPortalManual123@gmail.com</u>) You will find all the sales orders* and all the returns created under that specific email address.

Orders

				🗹 ReBour	nd			Logov
ſ	Orders (S) Returns (J)			Here are the search	results:			
ľ	ORDERIO	CUENT DROFF ID	CUENT	CONSUMERINAME	CONSUMER DAVAG	CREATED DATE	ACTIONS	
	(86.7878000020304284)	CSPonelkienuel456	KARENMULEN	John Doe	CSPortelManuel123@gmail.com	Petrolety 1, 2024 at 11, 44 52 AM	See details	
	(86)7878088802858628148	CSPonalidanual/23	Netty Gal	John Doe	CSPortableval/23@gmail.com	Petrovery 1, 2024 of 11 57 30 AM	See Ortails	

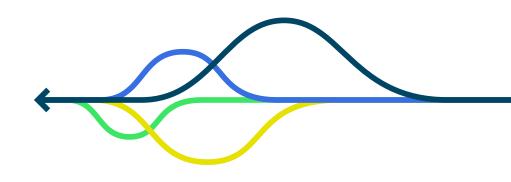
Returns

			🗹 Rei	Bound				Logent
_			Here are the	search results:				
nders (%) Returns (2)								
RETURN ID	CUENT OFDER ID	CLENT	CONSUMER NAME	CONSUMER ENGLS.	574745	CHEATED-DATE	ACTIONS	
80,50457355-4147-4825-9885- 459516278850	CSPoseMenual123	Nanty Gal	John Doe	CSPonaManus123@gnal.com	CONVERSED	Pelmany 1, 2004 et 11 37:55 AM	See details	
R0,5:042964-0044-4927-9240- 95607126468	CSPortaMenual123	Nanty Gal	John Doe	CSPortaManual123@gmail.com	cowneed	Retriery 1, 2004 at 1134-47 AM	See details	
Beck								

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



🗹 Re	Bound
Detum i	nformation
	er email, Track & Trace code/RMA number/Client order id, Return Order
Q R0_b0e67a5b-e1e7-48c9-96bb-e593fd278fb0	×
and you can also search by a date interval	-
range	
	Q. Search
Create new return	

You will find the information for the matching return order.

67/8910 c			Here are the	search results:				
etuenio c								
	UENT ORDER ID	CLIENT	CONSUMER NAME	CONSUMER EMAIL	STATUS	CHEATED GATE	ACTIONS	
10.00467458-4147-4555-9688- 59595279568	OPotelManuel123	Nerry Sel		CSPortalMarual123.ggmeil.com	CONFIRMED	February 1, 2024 et 11:27:55 AM	See details	
Back								

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

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



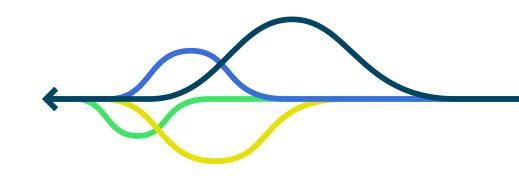
Note: When searching by Return Order ID, the consumer's name will not be visible on the table. Complete information is available by clicking on "See details".

C Ref	Bound
The tracking of your Return	View Order / rt Label Cancel Return
tee below in what stage your pacel is. Click on percel history to see the full history of your parcel's journey.	View Order 1 Pr Laber Carbon Nation
0 → ■	
Reform registrated without In the International Internationa International International Internation	The proof at the defaultion The proof at the defaultion The function of the defaultion The defaultion of the defaultion
Return.	tracking v
Customer Information	Return Information
Name: John Doe	Clet: Natly Gal
Erral: CSPortaManual123pgmail.com	Rick CSPoralitanul123
Language: en Address: Kelsal Reser, Tafford, 173 300, 60	Postul product: EVB papeline drop-eff Tracking number: HIBD./HB000004771
Structured Bardst Auf Steves Mini Prem Dress Exit Bardst Auf Steves Mini Prem Dress Exit Bardst Com There is a Draft	Deales



*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
L	Q H00.1V00008994771
	and you can also search by a date interval
	range 😝
	Q. Search
	Create new return

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

			۲. ۲	eBound				Logo
			Here are 1	he search results:				
Returns (1)								
RETURNIO	CLIENT ORDER ID	CLIDWT	CONSUMER NAME	CONSUMER EMAL	STATUS	CREATED-DATE	ACTIONS	
80_80e87a58-e1e7-48c1-9686- e9108c23880	OSPortalitieval 25	Nexty-Gal		CSPonaManuell 23@prial.com	CONFIRMED	February 1, 2024 et 11, 57:55 AM	See details	
Back								

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

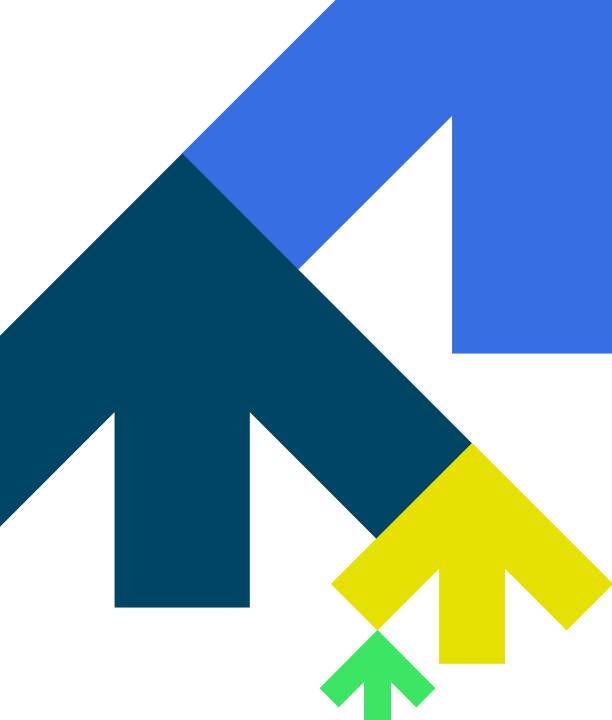


3. Orders and Returns Views

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.

			🗹 ReBou	nd			Logost
Orders (1) Betwee (2)			Here are the search	results:			
ORDER 10	CLEWT DROFFID	CLENT	CONSUMER NAME	CONSUMER EMAIL	CREATED DATE	ACTIONS	
(00):78700000000000042941	CSP/orial/deval/200	KARENMLLEN	John Doe	CIPutaManul123@gnal.com	Petrolety 1, 2024 at 11 44 52 AM	See details	
(80,707800000203062010	CSPsrtaManue123	Nerty Gal	John Doe	COPortaManual123.pgmail.com	February 1, 2024 at 11:37:30 AM	See details	

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

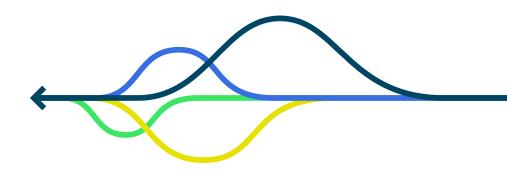
Client Info Client Name Client Oxfor Br	Nexy Ed CSPorsManue125		Relational Grains 10:	(HE) FET HERROLOGICON 1479	
Curromer perails					
Customer Information			Castomer Address Information		
First Name:	John		Address:	xeital house	
Last Name:	Doe		0w	Telford	
	CSFortablanual123.jpgmal.com		Peutal Lode	TF3 380	
Language	Select a Language	××	Gountry	United Kingdom :	< ~
Add the product(s) that will be induced	Atide Tule (atmer/v)um DA: Allocation Baie M Peak State	Mri Dese	Geboord for resum? Reason for resum:	Defect instant formation	
P	Aride Orucoved Sector Put EAA BRECKEDEVED Blan M Price St. 50 (SLR)	Sana Mai Pronônes	hen almaly ensend Reson for return	Weng star X V	
	¥				

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.



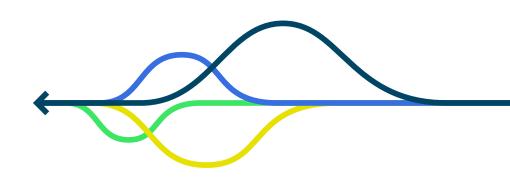


	🗹 Rel	Bound	
The tracki	ng of your Return		View Order Print Label Cancel Return
See below in what stage (your parcel is. Click on parcel history to see the full history of your parcel's journey.		
	Return registered online International control It pential induced.	ransit In local warehouse	The parent article at its destination
	Return	tracking	×
	Customer Information		Return Information
Nome	John Dee	Clert	Narty Gal
Errol:	OSPortaManual123@gmail.com	RMA	CSPortalManual 123
Language:		Postal product.	EVRI papeless drop-off
Address:	Kebali heure, Telfort, 173 380, 68	Tracking number:	H90.ND9000094771
	Structured Bardet Pulf Steven Mini Prem Cress Exe (82335000) Print 53.80 EXE		

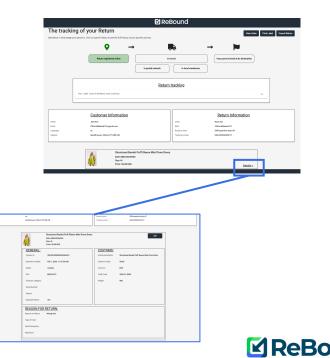
Click on : to expand a menu with extra options: - Print label - Cancel return

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".



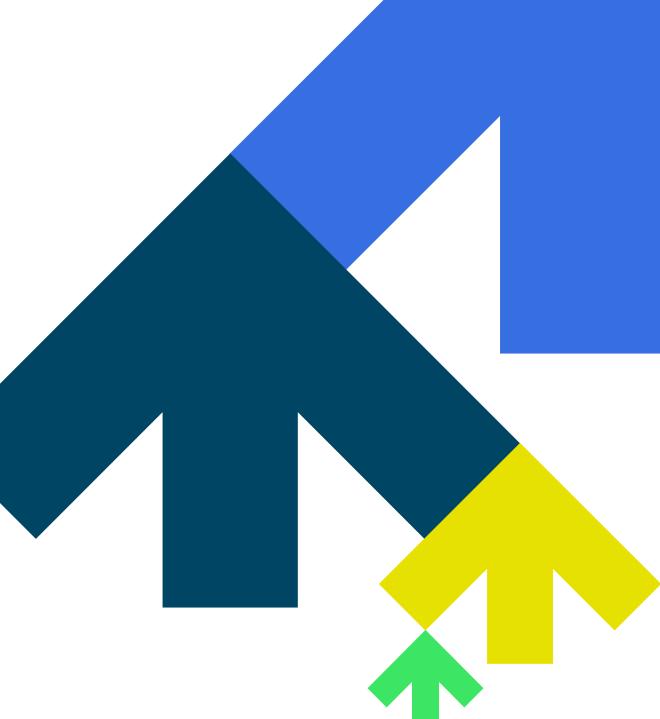
You can also find more details about the items expected in the return by clicking on "Details":



N/ Peconon

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 retuns

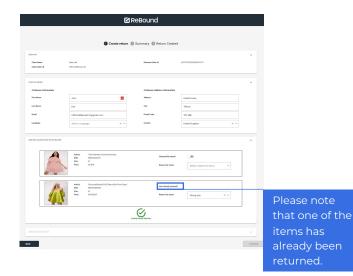


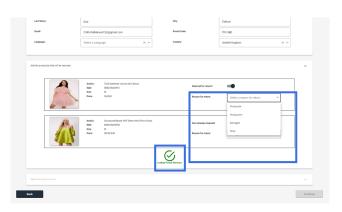


A. Return more items

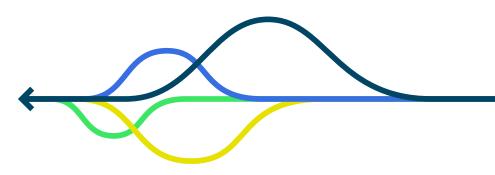
Part 1

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.

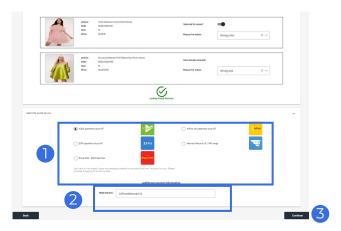




Choose the item(s) that need to be returned, the return reason, and click on "Lookup postal services".



- You will see the available postal services, and you can select the one preferred by the consumer.
- You will be required to fill in the RMA Number (which corresponds to the order number).
 (e.g., CSPortalManual123)



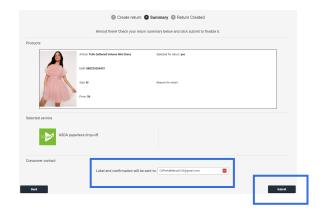
You can click on "Continue" when done.



A. Return more items

Part 2

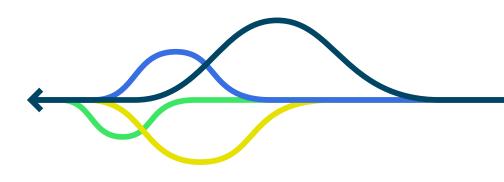
You will see a return summary, which includes the consumer's email address. This will be used to send a return confirmation email with the label attached. If all is correct, you can continue by clicking on "Submit".



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.



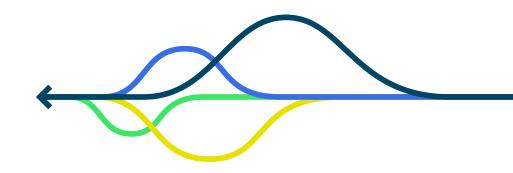
Notes:

- 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.

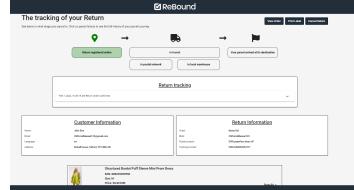


B. Track and trace the return



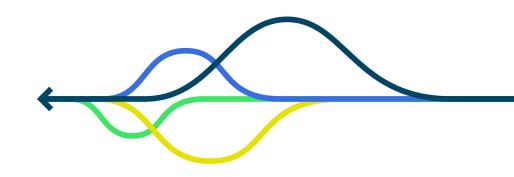
After finding the desired return, click "See details" to open the track and trace page.

			e،	ReBound			
			Here are	the search results:			
lers (3) Retarns (2)							
NETURN ID	CUENT OF DER 10	CLEM	CONSUMER MAINE	CONSUMER EMAIL	518705	CREATED-DATE	ACTIONS
80,36467350-4147-48c9-9606- 69156227850	CSPortelMenual123	Nexty Gel	John Die	CtPortaManual123@gmal.com	CONTINUED	Pelmany 1, 2024 et 11 37 55 AM	See details
R0,5002286-0046-0127-1236- 9607123668	CSPortalManual123	Nanty Gal	John Doe	C(PortaManual) 25@proal.com	COVERNED	February 1, 2024 et 11 14 47 AM	See details
•							





C. Download the label for the existing return



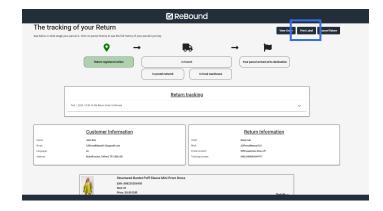
After finding the desired return, there are 2 ways to download/print the label.

Option 1.

		<u>ال</u> ا	ReBound			L
		Here are	the search results:			
CUENT ORDER ID	CUENT	CONSUMER NAME	CONTINUES EMAIL	6747V6	CREATED DATE	
C9ForteRManuel123	Nexty Gal		ClFortaManual123@gmail.com	CONFIRMED	February 1, 2224 at 11.37.55 AM	See details
						Carcelinsum
			Lefe are		Here are the search results:	Here are the search results:

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

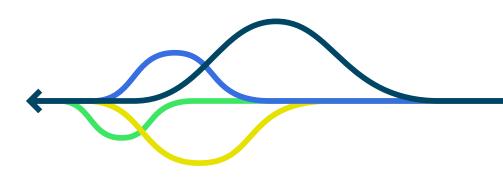
Option 2.



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.

			Ø۶	ReBound				Logou
			Here are t	the search results:				
churne (1)								
RETURNIO	CUENT ORDER ID	CLIENT	CONDUMERINAME	CONSUMER EMAIL	\$54705	CREATED DATE		
80,00467456-4147-48c8-9600- 45435273950	CSPoteMenel/23	Nexty Gal		C0PortaManual123@gmail.com	confidentia	February 1, 2024 at 11:27:55 AM	See details	
Back							Cancel insure	

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

Option 2.

	Refusit registered online	In transit ork In local warehouse	Your parent animed at the destination
	Pes 1,2014, 1030 19 AM Reum Ovier Confirmed	Return tracking	· ·
Name Email: Language: Addwas:	Customer Information Jan Eve Generateral 12 Synauticus ee Kolaat Inees, Tellor, 177 300, 00	Client BBAK Postal product Tracking number:	Return Information Novo Gé GRANABAGUIZZ ORG appendent optiell INDURDEDDECTT

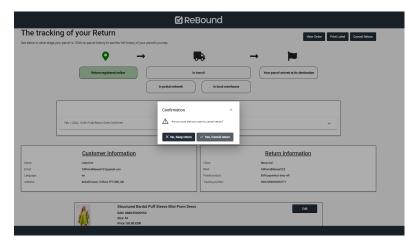
On the return details page, click on "Cancel return".



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.

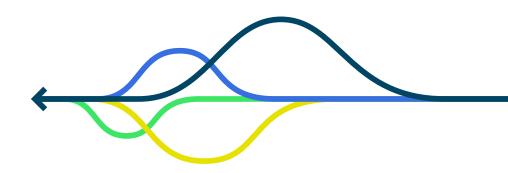
Once cancelled, you see a confirmation message at the top, as below.





The status of the return changed to "Cancelled".

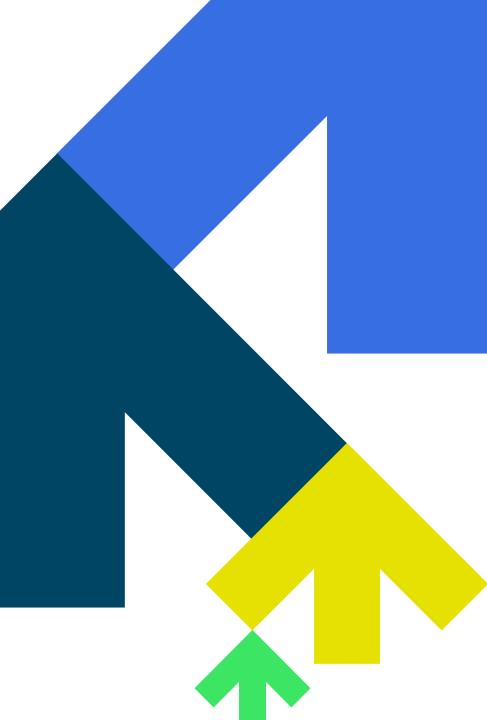




5. Creating new returns* from scratch

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





Creating a new return

Part 1

		🗹 ReBou	Ind		
		Return inform			
Find return order deta		by: Order ID, Customer email,	Track & Trace code/RMA n	umber/Client order id, Retur	n Order
and you can also sear	h by a date interval				
				Qs	arch
Create new return					

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

			e	ReBound				
			Create return	🕑 Summary 🔘 Return	Created			
Cleve desail		Select a Chert	~					^
Customer 6	telo Cuttamer Information				r Address inform			^
	Pint Name			CLISTON Adds		aroan		
	Last Name:			Oty				
	Email			Pusia	d Code			
Add the pro	tar(i) that will be seturned	Select a Language	-					^
	General	_		Price			1.	

Select the brand you wish to create the return for:

		🗹 Rei	Bound		
	•	Create return 🔞 Su	mmary 🔘 Return Created		
Clerit details Client Norse:	Select a Client	~ a			^
Curto e details Customer Information First Name	KAREN MILLEN Naary Gal	_	Customer Address Inforr Address:	nation	^
Last Nerve:			City		
Email: Language:	Select a Language	~	Postal Code: Country:		
Add the product(s) that will be returned					^
General			Price		
Atide					

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

		- orea	te return 🌚	Summary 🔘 R	eturn Created			
Client details								
Clie	rt Naroe:	Nasty Gal	~					
Customer details								
	Customer information				Sustamer Address Inform	nation		
	First Name:	John			Address:	Kelsall house		
	Last Name:	Doe			City	Telford		
	Enait Language:	CSPortsMenual123@gmail.com			Postal Code:	TF3 380	= × ~	
	Cargospe.	IN XV]		coars.	United Kingdom	× •	
Add the product	(c) that will be returned							
	General							
	General Article:	Structured Bardot Puff Sleeve Mini Prom 1	Dress	Price:	58.80		_	
		Structured Bardot Pulf Sleeve Mini Prom 5 88822520950	Dress	Price: Salected for return?	53.50			ð
	Article:		Dress			lust X V	- -	ť
	Arisle: EAN	666225204950	Dress	Salacted for return?	Wrong proc.)
	Article: EAN: Silon:	88823030990 M ELR		Salacted for return?	-	a A	3)
	Article: EAN Silon: Price Durrency:	88823030990 M ELR		Salacted for return?	Wrong proc. Wrong produ Wrong size Wrong size	a A	3	ð



Creating a new return

Part 2

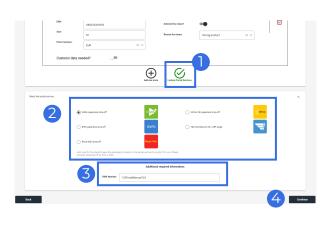
If customs data is needed*, enable it and fill in the data.

General Article:		Price:	58.60	
	Structured Bardot Puff Sleeve Mini Prom Dress			
EAN	888235204950	Selected for return?		
Size	м	Reason for return:	Wrong product \times \checkmark	Đ
Price Currency:	EUR X V			
Custom Value: Custom Cummery:	Belect a Currency V	Wolfe	Select a Country V	
	Add on	Enerr Lookup Puntal Services		

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

x an analyzed per series of the series of t

After all items and their data were added, click on "Lookup postal services" **1**

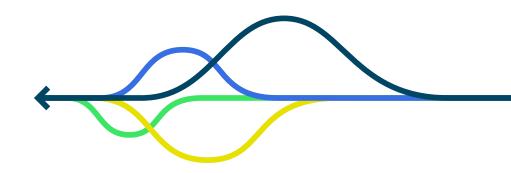


- You will see the available postal services. You can select the consumer's preferred one.
- 3 You will have to fill in the RMA Number (which corresponds to the order number).
- When ready, click on "Continue".



*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*).

Create return 3 Summary 3 Return Created	
Almost there! Check your return summary below and click submit to finalize it.	
Products	The return has be
Article Structured Bandol Pull Slower Mini Prom Dress Selected for return, yes EAX 688235204950	
Size M Resconforreturn Weing product Price 58.80	
Selected service	
ASDA paperless drop-off	
Consumer contact Label and confirmation will be sent to: CSPurtaManual123@gmail.com	
Boxt Submit	

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.

