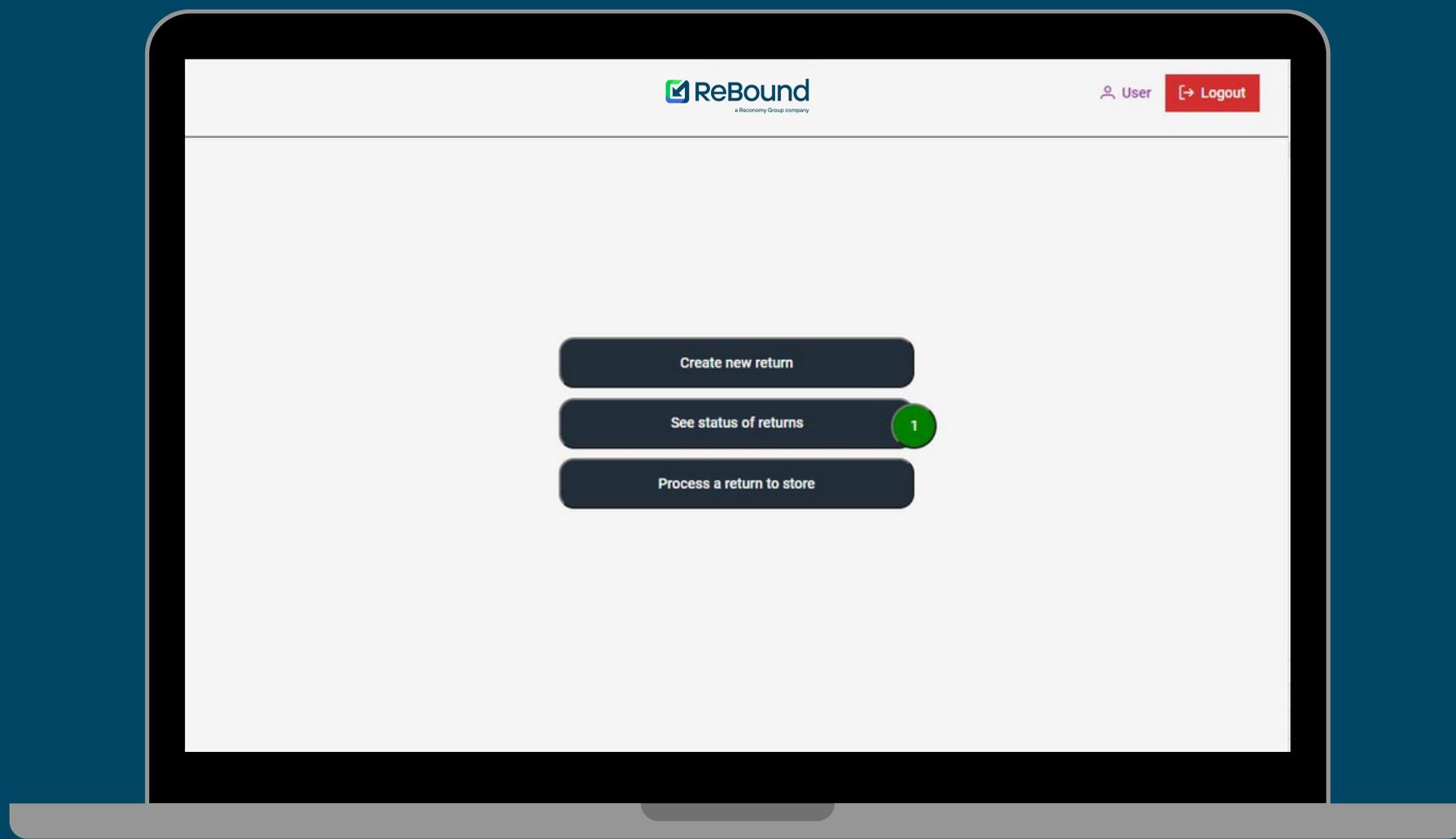


# QUICK START GUIDE

## Returning on the Retail Portal



[www.retail-portal.cycleon.net](http://www.retail-portal.cycleon.net)

Version: March 2023

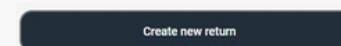
# MY GO LIVE CHECKLIST

- I have an account
- I have a printer
- I have a desktop or laptop
- I have a stable internet connection
- I can access external websites

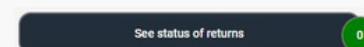
# GETTING STARTED

## STEP 2

- You can start to create a return right away by clicking the button.



- Alternatively, you can check the status of open, already processed or to be approved orders by clicking the button.

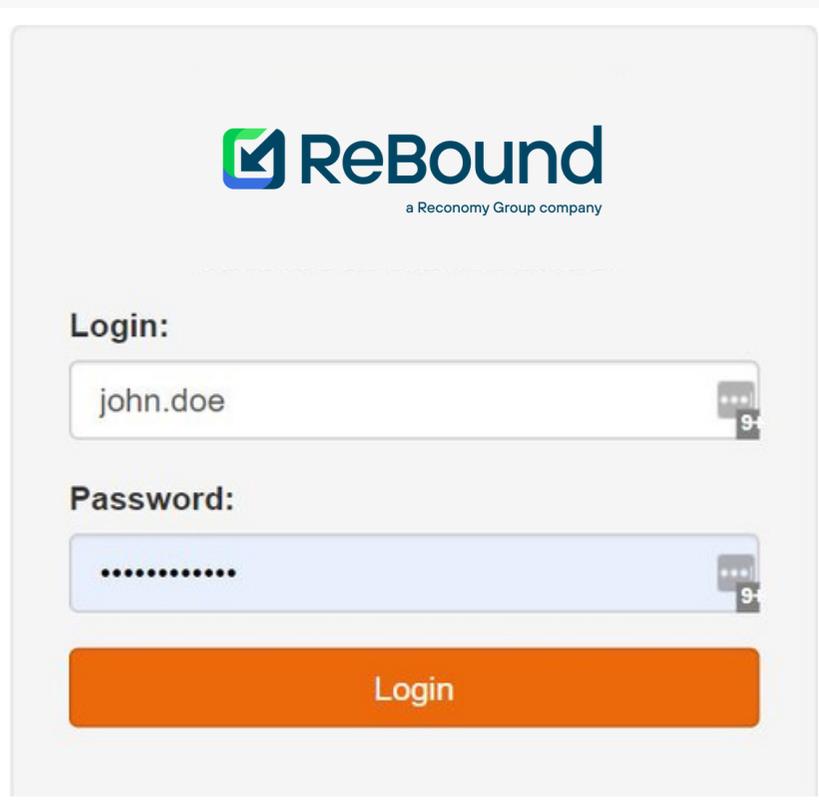


 **No new updates found**   
We have not found a new or approved order for you. Please create one.

After login a notification can pop up indicating that no recent orders have been found for your account that you can process. You can just continue to create a new return.

## STEP 1

- Navigate to the home page by going to this URL: [www.retail-portal.cycleon.net](http://www.retail-portal.cycleon.net)
- Fill in your received login details
- Click the  button



ReBounce  
a Reconomy Group company

Login:

john.doe

Password:

.....

Login

# GETTING STARTED

3

Enter your order reference number. The allowed format is specified in the input field. For Sunray returns, please identify it by adding "S" at the beginning of the RSO.

Please fill in your client reference number and number of items you want to return. The client reference number will be used as reference throughout the return process.

Client reference number:

Number of items:

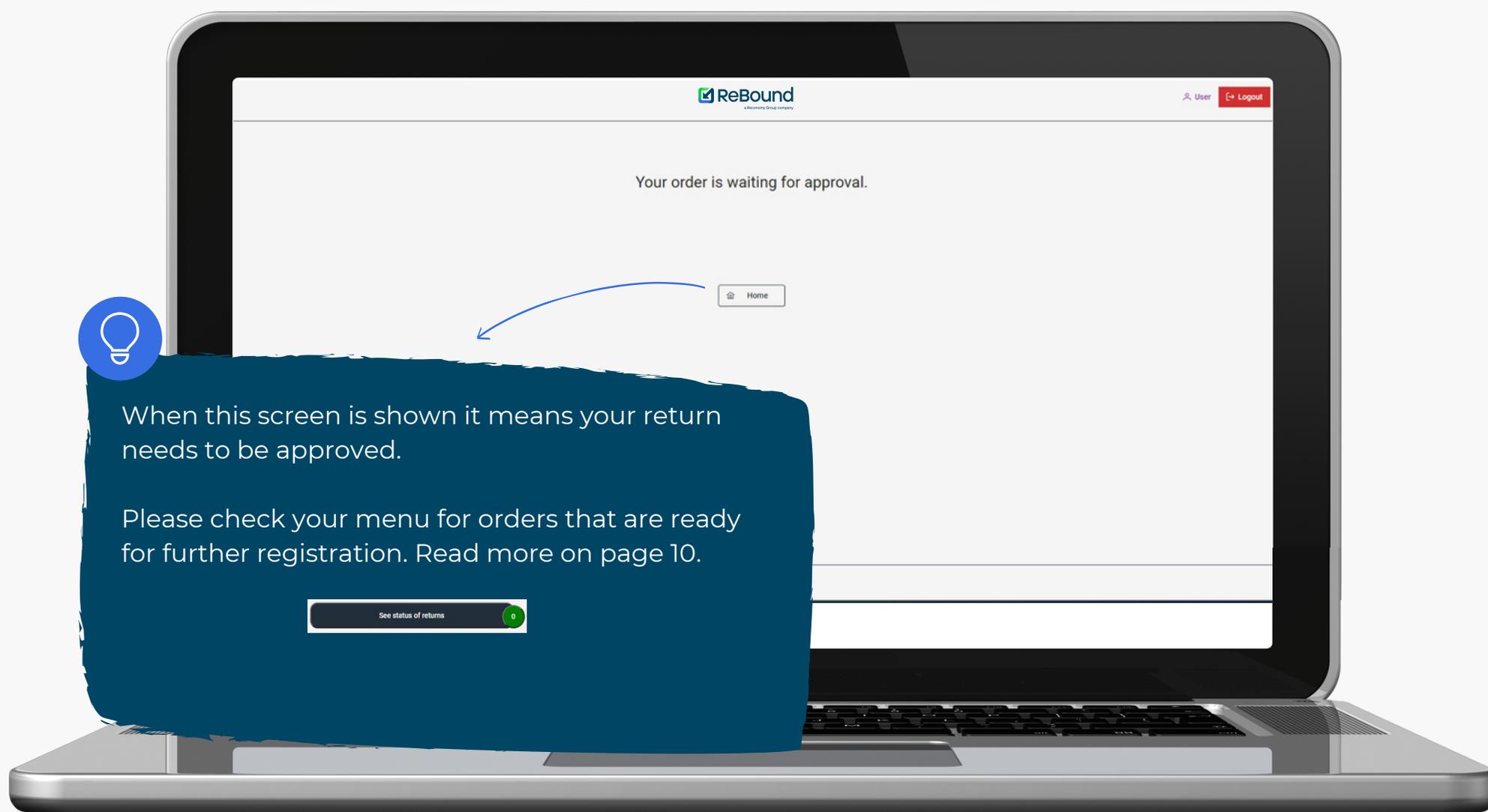
4

Fill in the number of items you want to return in this return order

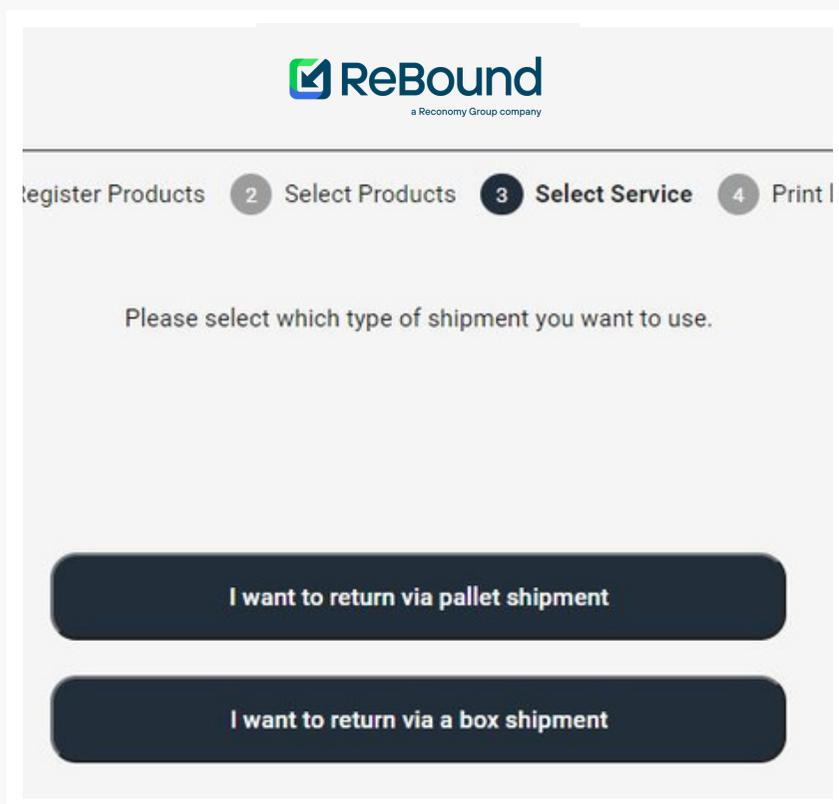
⏪ Back

⏩ Continue

# GETTING STARTED



# GETTING STARTED



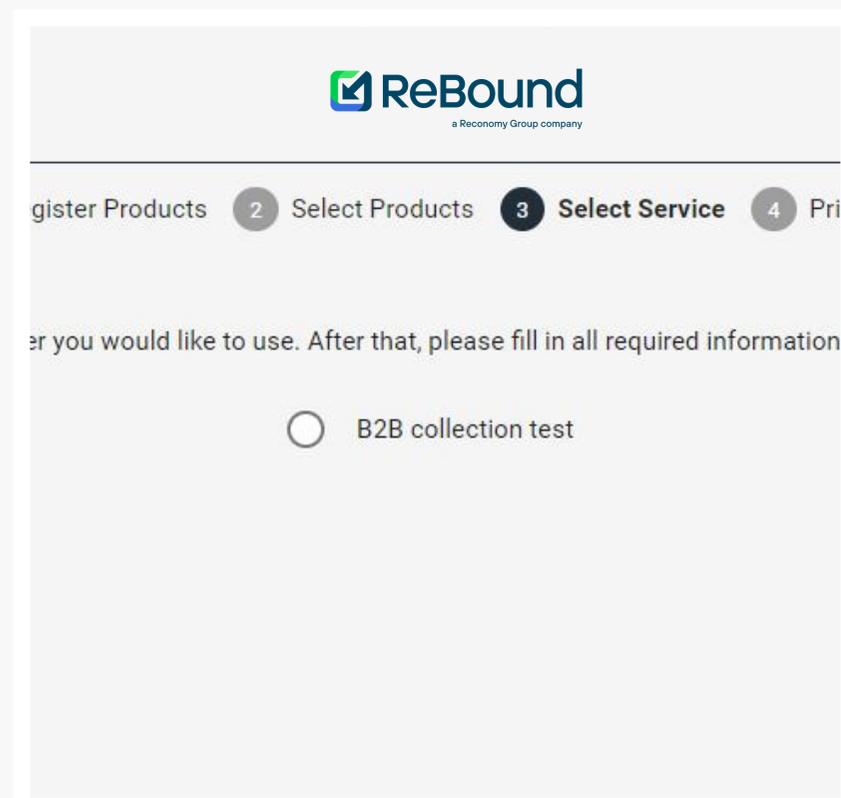
The screenshot shows the ReBound interface at the 'Select Service' step. At the top, the ReBound logo is displayed. Below it, a progress bar shows four steps: '1 Register Products', '2 Select Products', '3 Select Service' (which is highlighted), and '4 Print Label'. The main text reads: 'Please select which type of shipment you want to use.' There are two large, dark blue buttons with white text: 'I want to return via pallet shipment' and 'I want to return via a box shipment'.

## STEP 5

- Choose either a pallet shipment or a box shipment for your return order.
- Select pallet for Sunray returns.
- For all returns shipments, please make sure that the return complies with returns playbook.
- For a pallet shipment the return volume is expected to be palletized.
- For a box shipment the return volume is expected to be boxed and ready for pickup.
- **NOTE:** Pay attention to the amount of loose loaded (=non palletized) boxes you are returning! If you want to return a box shipment you will also need to indicate if the return is larger than 99 cartons in total.

## STEP 6

- Select the preferred carrier - service combination as displayed on the screen.
- Note:** this can also be just one option.



The screenshot shows the ReBound interface at the 'Select Service' step. At the top, the ReBound logo is displayed. Below it, a progress bar shows four steps: '1 Register Products', '2 Select Products', '3 Select Service' (which is highlighted), and '4 Print Label'. The main text reads: 'Please select which type of shipment you want to use. After that, please fill in all required information'. There is a radio button next to the text 'B2B collection test'.

# GETTING STARTED

## STEP 7

- Please fill in and verify your return order details

Fill in and verify your return order details

Contact name	<input type="text" value="John Doe"/>
Retailer reference	<input type="text" value="RetailerStore1"/>
Street address	<input type="text" value="Test"/>
Postal code	<input type="text" value="12335"/>
City	<input type="text" value="Test"/>
Country	<input type="text" value="BE"/>
Email	<input type="text" value="john.doe@cycleon.com"/>
Pickup date	<input type="text" value="24/05/2021 10:00"/>
Pallets/Boxes amount	<input type="text" value="10"/>



The details you can't edit come from the address configured in your profile. If they are incorrect, please edit your profile.



This is the preferred collection date and time you would like to schedule.

Your available options can be limited by your profile settings.



The amount of pallets or boxes you indicate here will also be the amount of labels that will be requested.

Please make sure that you request enough labels to return all volume in your order.

# GETTING STARTED

## STEP 9

- [Print](#) the generated labels and stick one label on each box or pallet (depending what type of return to request).
- NOTE: Please make sure you print the labels immediately, it is not possible to reprint them at a later time.
- The carrier will come and pick up your return order, keeping into account your preferred collection moment.
- [Note](#): Keep an eye on your order status. It can happen that a carrier has to reschedule due to planning purposes.

### Almost Done!

Please verify below summary and click submit to retrieve your labels

cts

---

**Summary**

You are returning **4427** products on **15 box(es)**.

You will use **chronopost\_fr**

**chronopost\_fr** will come on **22/06/2021** and will try to accommodate your requested pickup time.

Due to fleet planning, this can deviate.

1. Select Products 2. Select Products 3. Select Service 4. **Print label**

Print your label(s) and attach it(them) to your box(es)/pallet(s).

[Print label](#)

Reference :	Belgium
<b>Delivery address</b>	Belgium_Yusen_Herentals Yusen - Atealaan 34B Herentals 2200
<b>Ship from address</b>	Test 12335
Planned ship date :	21-05-2021
(00) 1 8700 0000 7520 9066 1	
(00) 8 8700 0000 0034 1008 7	

## STEP 8

- Your request is summarized and displayed on the summary and confirmation page.
- When you have verified the summary and submit, the return request will be finalized and your return labels will be generated.

# CHECKING ORDER STATUS

To check your order status simply click the button.

See status of returns

0

This table shows you all known orders on your account and their latest status.

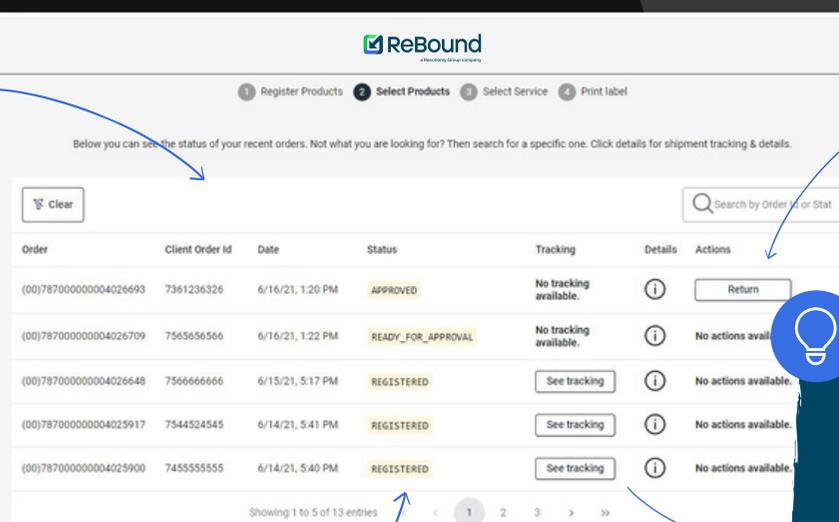
Click on to  finish the return registration for approved returns orders.

Click on  to check out the tracking details of your orders.

Click on  to check which products are linked to what order.

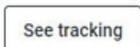
An order has a status

- **Created** means the order has been created by you or the brand HQ.
- **Updated** means that the order has received an update.
- **Registered** means that the order has been created and scheduled for collection
- **Ready for approval** means that the order has been submitted for approval.
- **Approved** means that the order has been approved and can now be registered further.

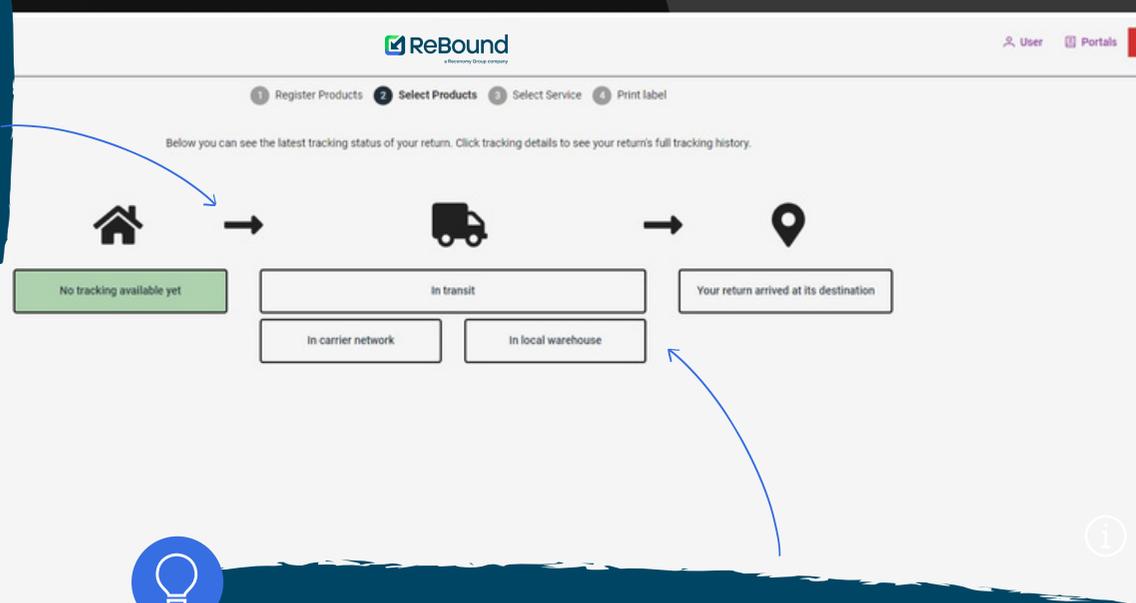


Order	Client Order Id	Date	Status	Tracking	Details	Actions
(00)787000000004026693	7361236326	6/16/21, 1:20 PM	APPROVED	No tracking available.	<input type="button" value="i"/>	<input type="button" value="Return"/>
(00)787000000004026709	7565656566	6/16/21, 1:22 PM	READY_FOR_APPROVAL	No tracking available.	<input type="button" value="i"/>	No actions available.
(00)787000000004026648	7566666666	6/15/21, 5:17 PM	REGISTERED	<input type="button" value="See tracking"/>	<input type="button" value="i"/>	No actions available.
(00)787000000004025917	7544524545	6/14/21, 5:41 PM	REGISTERED	<input type="button" value="See tracking"/>	<input type="button" value="i"/>	No actions available.
(00)787000000004025900	7455555555	6/14/21, 5:40 PM	REGISTERED	<input type="button" value="See tracking"/>	<input type="button" value="i"/>	No actions available.

# CHECKING ORDER STATUS

When you click  you will end up on the tracking page of the portal.

This page shows you the status of a return order. An order transitions through this overview based on the status of the collections in the network.



An order has a tracking status which will be highlighted in green.

- **No tracking available yet** means the order has been created but has no tracking data yet.
- **In transit - In carrier network** means that the order has been collected and is on its way to the local warehouse
- **In transit - In local warehouse** means that the order has been received in the local warehouse
- **Your return arrived at its destination** means that the order has been delivered to its final destination.

# FAQ & SUPPORT

## **I can't access the portal**

The ReBound retail portal is publicly reachable. Check your internet connection or contact your system administrator. When the issue persists, please contact ReBound.

## **I can't login to the portal**

When you are unable to login, please make sure you have requested user credentials from your brand representative or contact.

If you can't login due to an incorrect password, please reset your password by following the 'forgot my password' instructions on the login page.

## **I have trouble printing the labels.**

All labels are provided to be printed on office and/or label printers. Please check your printer settings. ReBound is not responsible for your printer hardware.

## **My collection time is not selectable**

This can be due to the carrier limitation or your store settings. Please contact your brand representative to check if your preferred slots can be made available.

# FAQ & SUPPORT

## ReBounce Control Tower

Reasons for contact:

- Issues with accessing the portal that can't be resolved by checking the FAQ.
- "Contact administrator" errors on the portal

Opening hours: 09:00 - 17:30 CET

Email: [controltower@reboundreturns.com](mailto:controltower@reboundreturns.com)

Phone: +31 30 299 55 88

Fax: +44 1604 300000