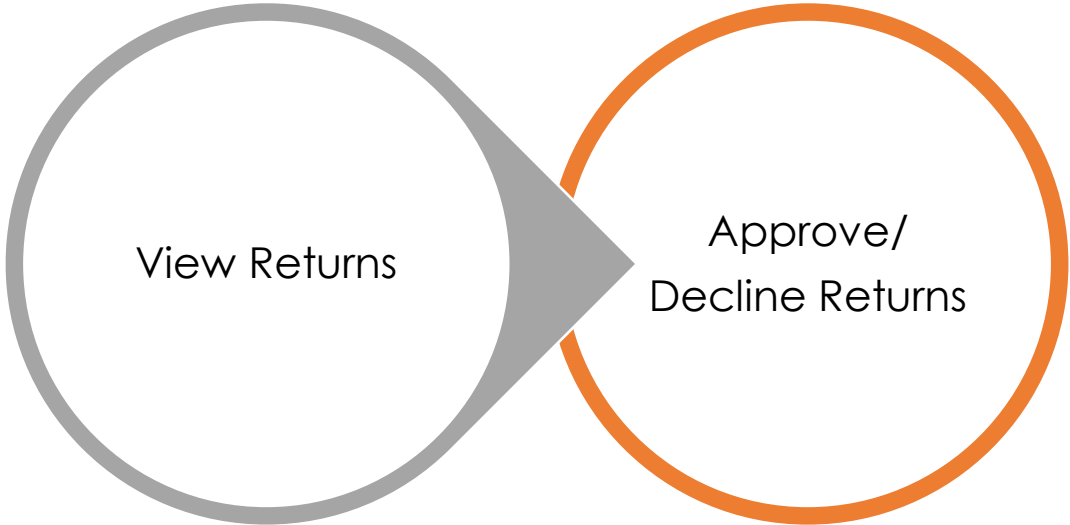




Shop Merchant Panel 2.0

Managing Returns



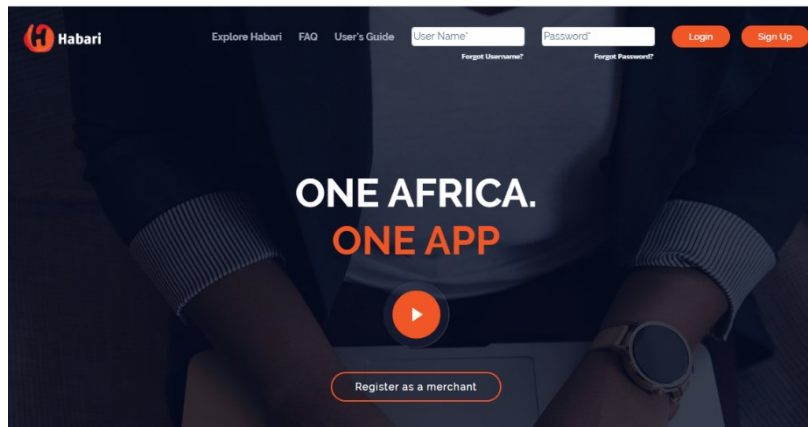
View Returns

Approve/
Decline Returns

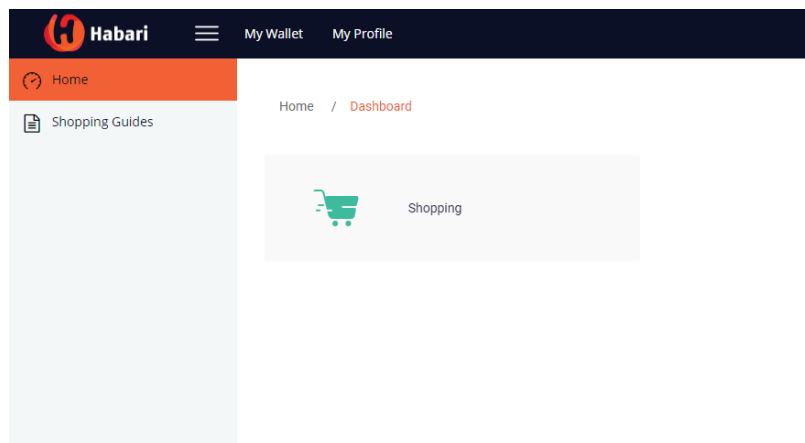
Step 1

Step 2

Managing Returns Flow



Login to your admin merchant panel

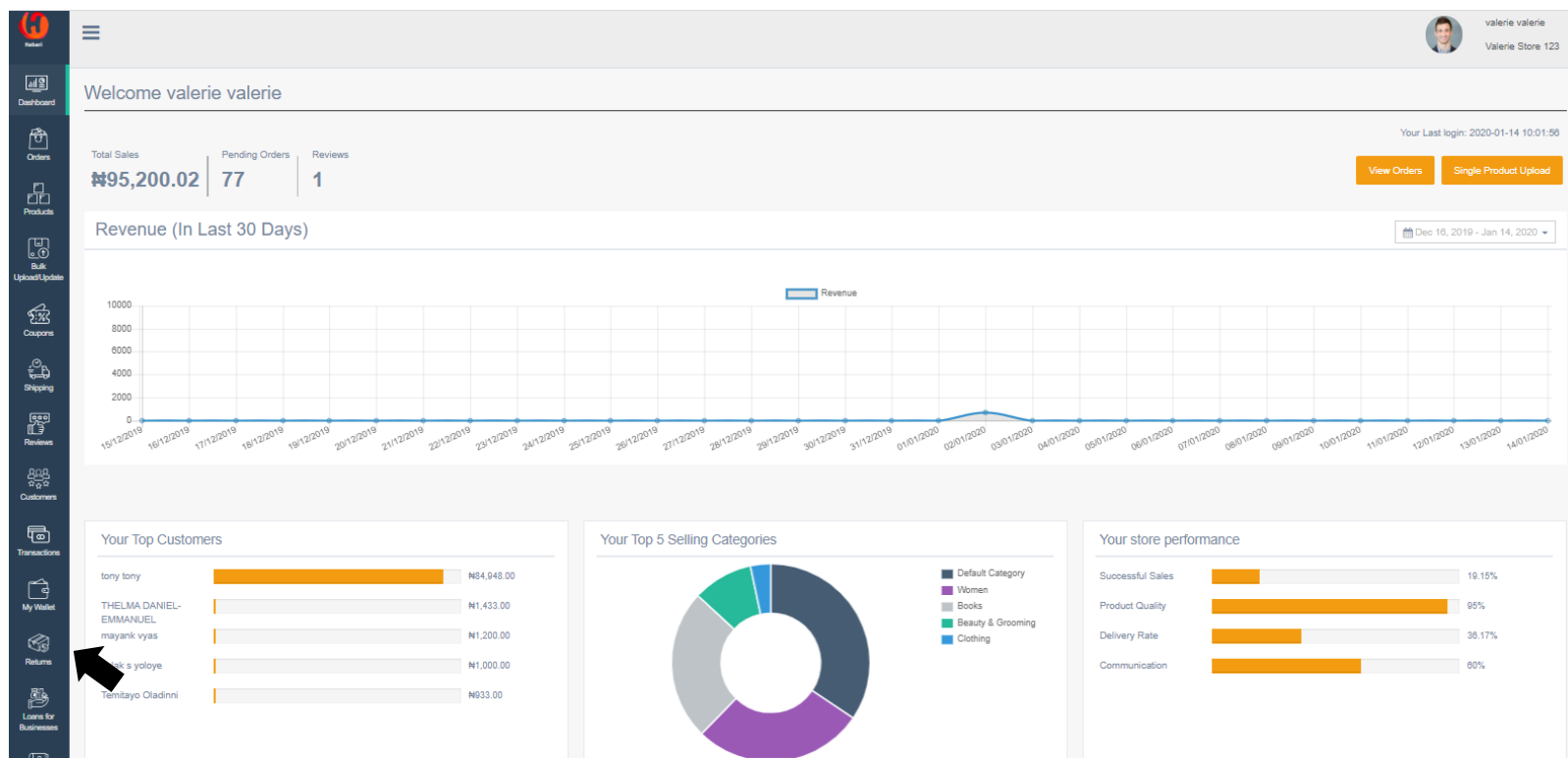


Select "Shopping" to access your shop dashboard

Step 1: View Returns

If customers are not satisfied or have complaints about orders they have received, they have the option to return the order item and request for a refund within 7 days after receipt of the order.

To view the orders that have been initiated for return on your store, click on **“Returns”** from the Marketplace dashboard.



To view further details on return requests, click on **“View”** as shown below:

Herbert

valerie valerie
Valerie Store 123

Returns

Search for Customer Name, Email Address, Order ID, Destination Go!

Filter By Date: From To Filter Sort By: Newest-Oldest

Request Date	Order ID	Customer Name	Amount	Destination	Return/Refund Status	
Jan 02, 2020	593106-1577975398097	Toyin Adewuyi	₦1,700.00	1004,Lagos	Return Initiated	View
Nov 22, 2019	469231-1574433131505		₦13.00	1004,Lagos	Return Declined	View

The resulting page from clicking “view” in the screenshot above is shown below.

Herbert

valerie valerie
Valerie Store 123

Return Detail

Order Id	#000001338
Package Condition	Open
Created On	Nov 22, 2019

Returns/Refund Status	Return Initiated
Product Delivery Status	Not Delivered
Resolution Type	Refund

Return/Refund Summary

All Refund/Return Requests not approved/declined in 72hours will be automatically accepted.

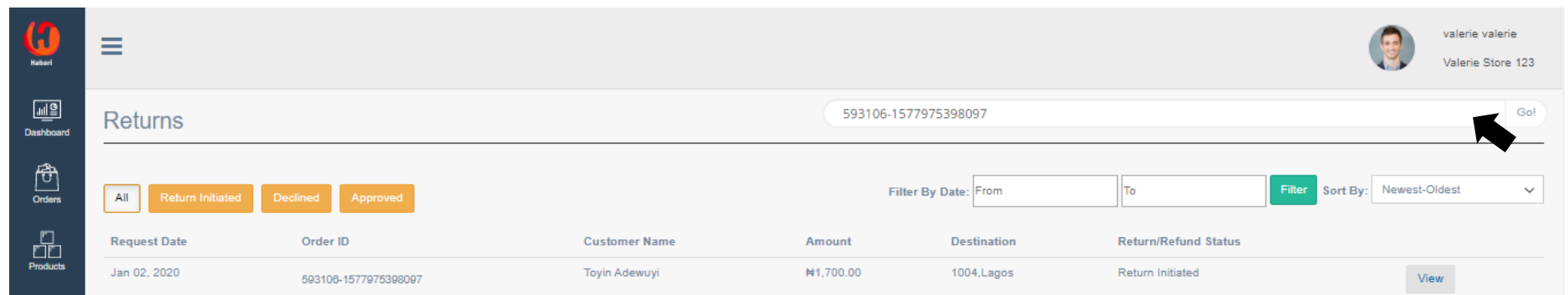
Product Image	Product Name	Reason	Quantity	Amount
	testingggggg	Incorrect Product Shipped	1	₦1.00

Comments

Return Initiated
Return Initiated
Return Declined
Return Approved

This page displays all the return details. It gives you all the information you need to know about the order that was returned by the customer. The information provided on this page are: Order ID, Package Condition, Date, Return/Refund status, Product Delivery status, Resolution Type.

You can search with the customer's name, email address, order ID and destination address of customer. This can be simply done by typing the search parameter (e.g. Order ID, Email) in the column as shown below:



The screenshot shows the Habari Returns management interface. The page header includes the Habari logo, a menu icon, and user information for Valerie Valerie (Valerie Store 123). The main content area is titled "Returns" and features a search bar with the order ID "593106-1577975398097" and a "Go!" button. Below the search bar are filter options for "Filter By Date" (From and To) and "Sort By" (Newest-Oldest). A table displays return details for a request dated Jan 02, 2020, with Order ID 593106-1577975398097, Customer Name Toyin Adewuyi, Amount ₦1,700.00, Destination 1004, Lagos, and Return/Refund Status Return Initiated. A "View" button is visible next to the table row.

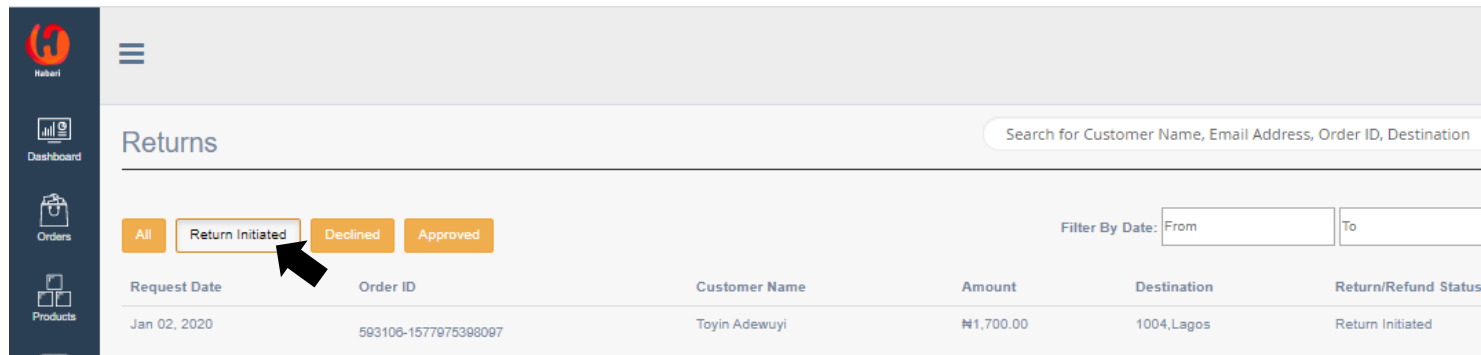
Approve/Decline Return Request

After viewing the reason for return of order, click on **“Return Approved”** if satisfied with reason or **“Return Declined”** if otherwise. Afterwards, click on **“Update”** to complete the Return process. Read the Global Return Policy [here](#)

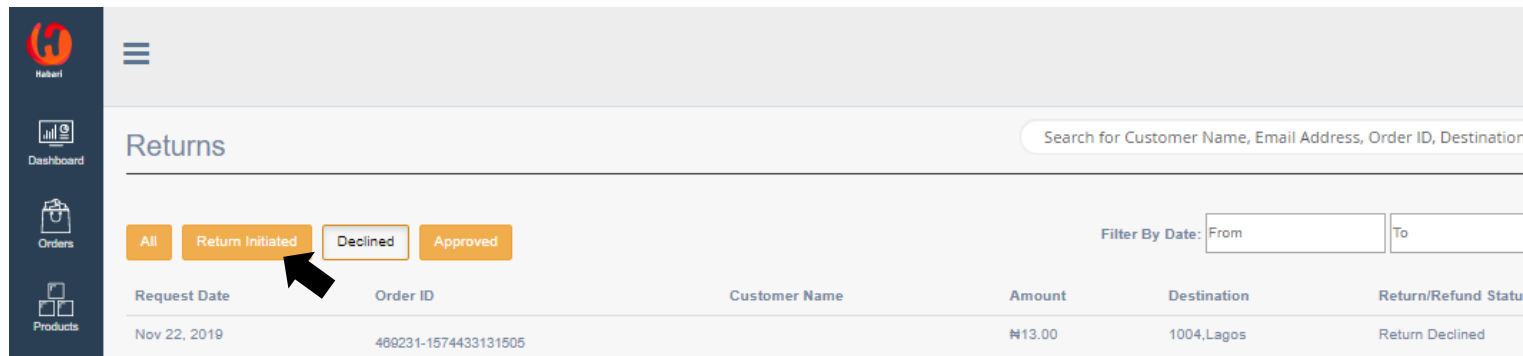
Once return has been approved by you, Habari will automatically refund the full value of the item to the customer.

Useful Tips: You can search for a return request using the parameters stated below:

- i. Return Initiated: This helps you to view all **new** return requests that have been made by customers i.e. returns that have not been updated at all. To filter with this option, click on **“Return Initiated”** as shown below:



- ii. Declined: This helps you to view all order return requests you declined. To filter with this option, click on **“Declined”** as shown below:



- iii. Approved: This helps you to view all your approved return requests. To filter with this option, click on **“Approved”** as shown below:

Returns can also be filtered by date. This can be done by specifying the period which you will like to filter. After specification, click on **“Filter”** as shown below:

The screenshot shows the>Returns page interface. At the top right, the user's name 'valerie valerie' and 'Valerie Store 123' are displayed. A search bar is present with the text 'Search for Customer Name, Email Address, Order ID, Destination' and a 'Go!' button. Below the search bar, there are four filter tabs: 'All', 'Return Initiated', 'Declined', and 'Approved'. To the right of these tabs, there are two date input fields for 'Filter By Date' (01/01/2020 and 01/03/2020), a green 'Filter' button, and a 'Sort By' dropdown menu set to 'Newest-Oldest'. Below this, a table displays return data with columns: Request Date, Order ID, Customer Name, Amount, Destination, and Return/Refund Status. A 'View' button is located at the end of the first row.

Request Date	Order ID	Customer Name	Amount	Destination	Return/Refund Status
Jan 02, 2020	593106-1577975398097	Toyin Adewuyi	₦1,700.00	1004,Lagos	Return Initiated

Returns can be filtered by sorting with the duration (i.e. Newest-Oldest or Oldest-Newest) and Amount (i.e. Smallest-Largest or Largest-Smallest). You can do this by clicking on the **“Sort By”** tab and selecting the criteria for the search.

This screenshot is similar to the previous one, but the 'Sort By' dropdown menu is open, showing options: 'Newest-Oldest', 'Oldest-Newest', 'Amount: Smallest-Largest', and 'Amount: Largest-Smallest'. An arrow points to the 'Newest-Oldest' option.

Request Date	Order ID	Customer Name	Amount	Destination	Return/Refund Status
Jan 02, 2020	593106-1577975398097	Toyin Adewuyi	₦1,700.00	1004,Lagos	Return Initiated

Having difficulties? Send us a mail, we would love to help!

support@habarigt.com