Order Management System

OMS User Interface Guide

DOCUMENT DETAILS

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Order Management System

Welcome to the XY Retail OMS

The **XY Retail Order Management System (OMS)** is a sophisticated, centralized platform engineered for the meticulous monitoring and seamless management of the entire end-to-end lifecycle of customer orders and returns.

This robust solution offers unparalleled, real-time visibility into every granular stage of a transaction, encompassing precise item-level details, secure payment processing, rigorous shipment tracking, and streamlined return handling.

By consolidating complex data into a single, intuitive, and easy-to-navigate interface, the **XY Retail's OMS** empowers teams to:

- **Identify and Resolve** intricate operational issues with lightning speed.
- **Execute Precise Corrective Actions** to eliminate potential fulfillment delays.
- **Ensures Efficient Fulfillment** while maintaining a gold standard for customer satisfaction.

👥 Intended Audience

This guide provides a comprehensive breakdown of each dashboard within the OMS and offers practical guidance for managing the end-to-end order lifecycle. It is designed to help the following teams maintain XY Retail's operational excellence:

Team	Purpose
Customer Support Teams	Use this guide to provide real-time visibility to customers, manage order notes, and handle return requests.

Operations Specialists	Utilize this manual to monitor order processing states, such as allocation, packing, and shipment to ensure timely delivery.
Fulfillment Managers	Refer to these sections to oversee warehouse tasks, track inventory reservation, and analyze exported order data.

Change Management and Version History

Introduction

This section tracks all revisions made to the **OMS Guide**, ensuring accurate version control and alignment with system updates.

Version

Author	Date	Version	Description
Documentation Team	Mar 20, 2025	1	Initial Documentation
Documentation Team	Dec 10, 2025	2	Added returns in Store and Contribution collected by Engineering.
Documentation Team	Apr 22, 2026	3	Documentation include UI and details

Copyright

OMS User Interface Reference Guide

📝 Overview

The OMS UI Reference Guide provides a comprehensive explanation of the XY Retail Order Management System user interface, focusing on how operations, customer support, merchandising, and store teams can efficiently execute their day-to-day workflows. It is intended to serve as a single source of truth for understanding screens, components, behaviours, and key actions available across the OMS UI.

This guide does not attempt to redefine business processes; instead, it translates agreed-upon OMS capabilities and workflows into clear, UI-centric explanations. Each section is organized around concrete user tasks (for example, searching and reviewing orders, managing fulfilment, handling exceptions, or processing returns) and shows how these tasks are supported in the product. Where relevant, the guide also calls out validations, edge cases, and dependencies on configuration so that teams can better understand why the UI behaves as it does in different scenarios.

By providing consistent, detailed documentation of the OMS interface, this reference enables both functional and technical stakeholders to align on how the system should be used, reduces ambiguity during implementation and training, and supports smoother communication between business teams, product, and engineering.

👥 Scope and Audience

The OMS UI Reference Guide covers:

- Core OMS UI modules (e.g., Order Search and Details, Fulfilment and Allocation views, Shipment and Delivery views, Returns/Refunds, and related dashboards).
- Page-level and component-level behaviour, including field definitions, actions, status transitions, and validation rules as expressed in the UI.
- Standard user journeys and operational scenarios that are executed directly through the OMS interface.

Primary audiences include:

- Operations and customer service teams using the OMS UI for daily order, fulfilment, and exception handling activities.

- Business and product owners who need to validate that the implemented UI supports agreed-upon processes and policies.
- Implementation, training, and support teams who require a stable reference to design SOPs, training material, and troubleshooting guides.

📈 Outcomes

By using and maintaining the OMS UI Reference Guide, we aim to achieve the following outcomes:

Outcome	Description
Consistent usage of OMS UI features	All teams rely on a shared, authoritative description of screens and behaviours, reducing ad-hoc interpretations of how the OMS should be used.
Reduced onboarding and training time	New users can be trained faster with clear, scenario-based explanations of the UI, supported by examples and screenshots rather than informal, tribal knowledge.
Fewer operational errors and rework	Clear documentation of fields, validations, and status transitions helps prevent incorrect updates, duplicate efforts, and misrouted orders or fulfilments.
Improved support and troubleshooting	Support teams can refer to a standard reference when investigating issues, leading to quicker root-cause identification and more consistent resolutions.
Better alignment between business and product/engineering	A shared view of the UI and its intended behaviour supports more productive discussions around

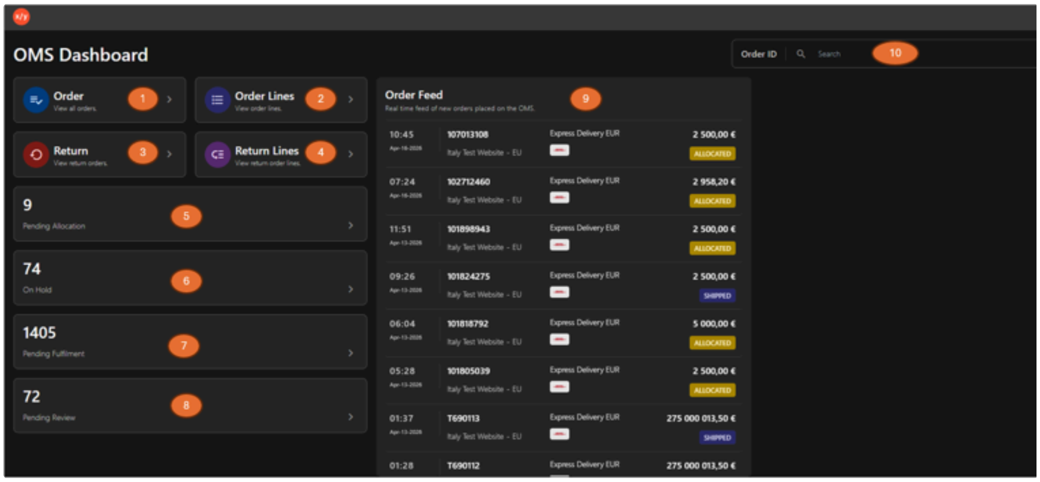
	changes, enhancements, and defect triage.
Higher auditability and compliance	Documented flows, UI rules, and constraints make it easier to demonstrate adherence to business policies and regulatory or client-specific requirements.

OMS Dashboard

Introduction

The OMS dashboard serves as the central workspace for monitoring and managing the end-to-end lifecycle of customer orders and returns. It provides operations and customer service teams with a real-time view of orders, item-level details, returns, and key processing states. This visibility enables quick identification of issues, supports timely corrective actions, and ensures efficient order fulfilment.

OMS Dashboard – UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Order**	Click **Order** to view the master list of all orders and their status.
2	**Order Lines**	Click **Order Lines** to view individual products within an order (for example, verify item-level shipment status).

3	**Return**	Click **Return** to view the master list of all return requests and track refund status.
4	**Return Lines**	Click **Return Lines** to view items returned from an order.
5	**Pending Allocation**	Click **Pending Allocation** to view orders waiting for stock assignment before processing.
6	**On Hold**	Click **On Hold** to identify orders that are paused due to issues such as payment failure or missing information.
7	**Pending Fulfilment**	Click **Pending Fulfilment** to view orders ready for packing and shipment.
8	**Pending Review**	Click **Pending Review** to identify orders requiring manual approval (for example, address validation).
9	[Order Feed]	Click **Order Feed** to view real-time order updates and current status (for example, Allocated, Shipped).

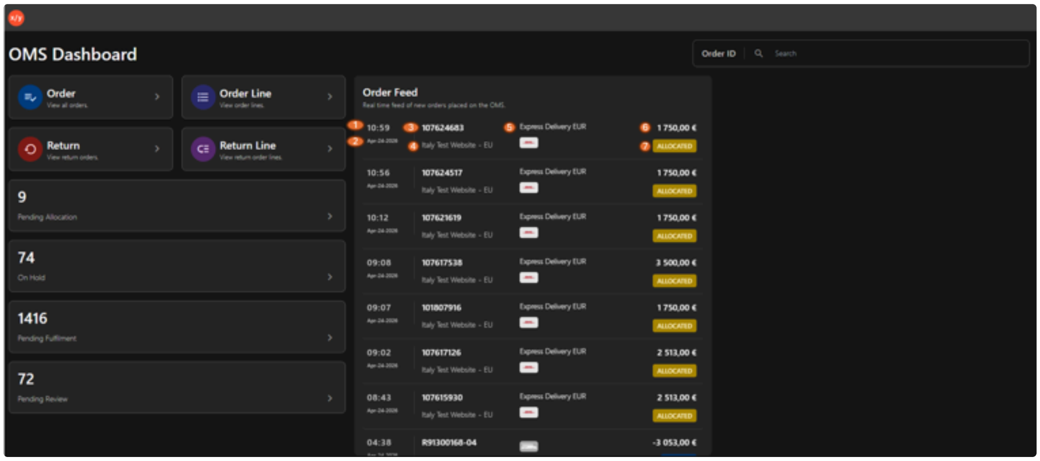
10	**Order ID** search box	Enter an Order ID in the search box to locate and view specific order details.

OMS Order Feed

Introduction

The **Order Feed** is a live stream showing all real-time transactions processed by the OMS. It displays new sales, returns, delivery types, and fulfillment progress as they occur.

Order Feed UI Reference Table



Callout ID	Element Name	Functional Description
1	**Time**	Records the specific time the transaction was received by the system.
2	**Date**	Displays the calendar date associated with the order or return entry.
3	**Order ID**	Identifies the unique reference number for the transaction (e.g., standard Order IDs or "R" prefixed Return IDs).

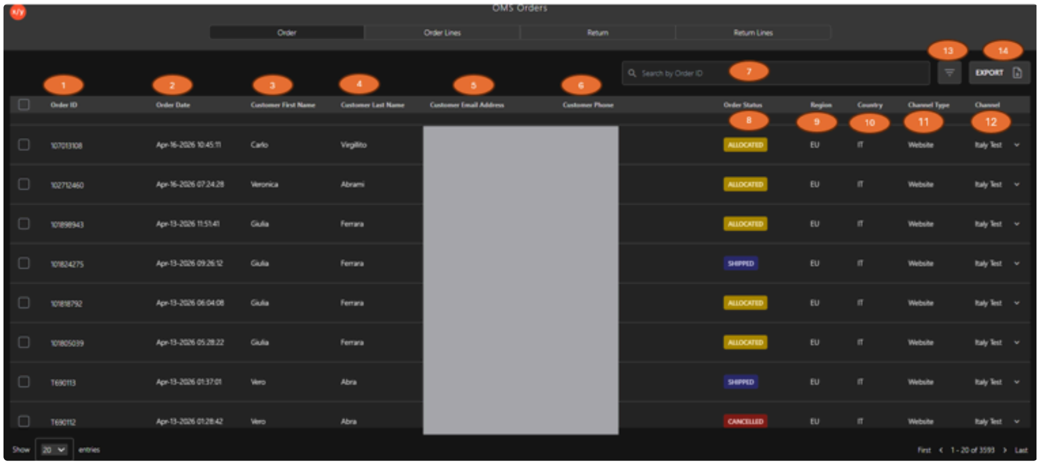
4	**Storefront Origin**	Specifies the website or regional domain where the customer initiated the transaction.
5	**Shipping Method**	Details the chosen delivery service and the corresponding carrier logo.
6	**Transaction Value**	Shows the total monetary value, represented as a positive amount for sales and a negative amount for returns.
7	**Status Badge**	Provides a color-coded indicator of the current fulfillment stage, such as **ALLOCATED**.

Order

Introduction

The **Order** screen provides a unified view of individual customer orders, including key customer details, order attributes, and fulfillment status. Use this page to quickly search for orders by ID, review order metadata such as date, region, channel, and status, and perform actions like filtering and exporting order data for analysis and operational follow-up.

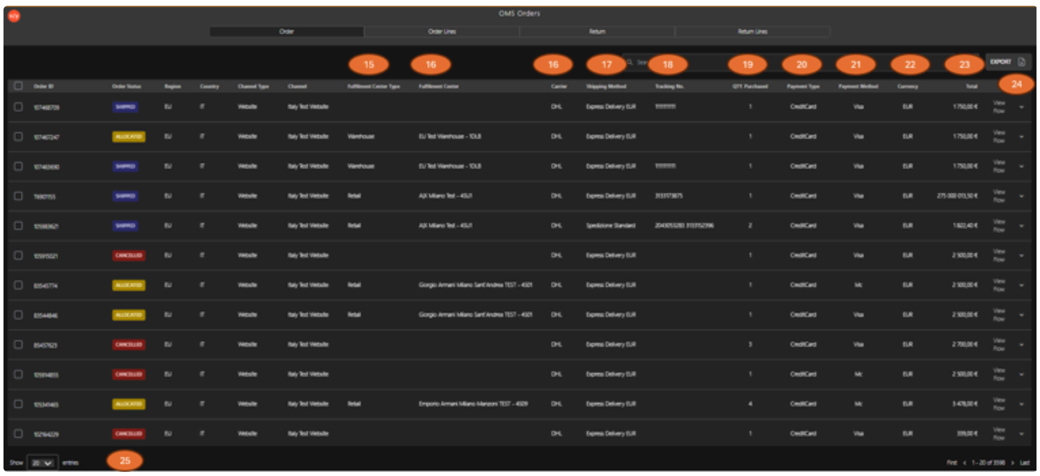
Order UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Order ID**	Display unique order identifier.
2	**Order Date**	Display order creation date and time.
3	**Customer First Name**	Display customer first name.
4	**Customer Last Name**	Display customer last name.
5	**Customer Email Address**	Display customer email.
6	**Customer Phone**	Display customer contact number.
7	**Search Box**	Enter an **Order ID** to locate and view specific order details.

8	**Order Status**	Display current order status (for example, Allocated, Shipped, Cancelled).
9	**Region**	Display order region.
10	**Country**	Display country code.
11	**Channel Type**	Display order source type.
12	**Channel**	Display sales channel.
13	**Filter**	Click **Filter** to refine order results.
14	**Export**	Click **Export** to download order data.



Callout ID	Column / Element Name	Description
15	Fulfillment Center Type	Defines the type of location responsible for processing the order.
16	Fulfillment Center	Identifies the specific warehouse or store fulfilling the order.
16	Carrier	Indicates the logistics provider handling the shipment.
17	Shipping Method	Specifies the delivery service level selected for the order.

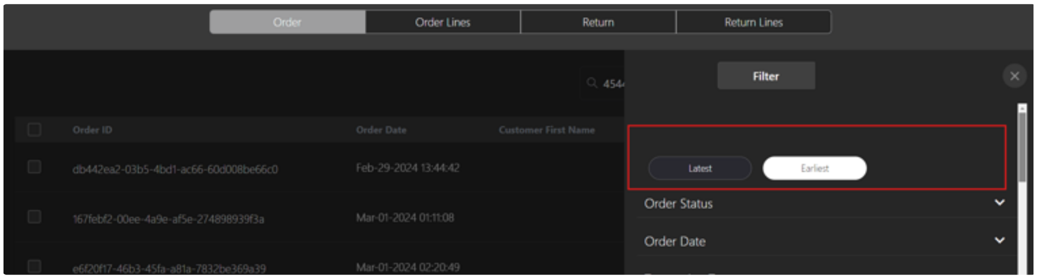
18	Tracking No.	Displays the shipment tracking identifier assigned by the carrier.
19	QTY. Purchased	Shows the total quantity of items included in the order.
20	Payment Type	Represents the category of payment used for the transaction.
21	Payment Method	Identifies the specific payment provider or card type used.
22	Currency	Indicates the currency applied to the transaction.
23	Total	Displays the total order amount, including applicable charges.
24	View Flow	Click to expand or collapse the child row to display order item details.
25	Pagination	Click the dropdown to control the number of rows displayed per page for improved readability.

Order Filter

Introduction

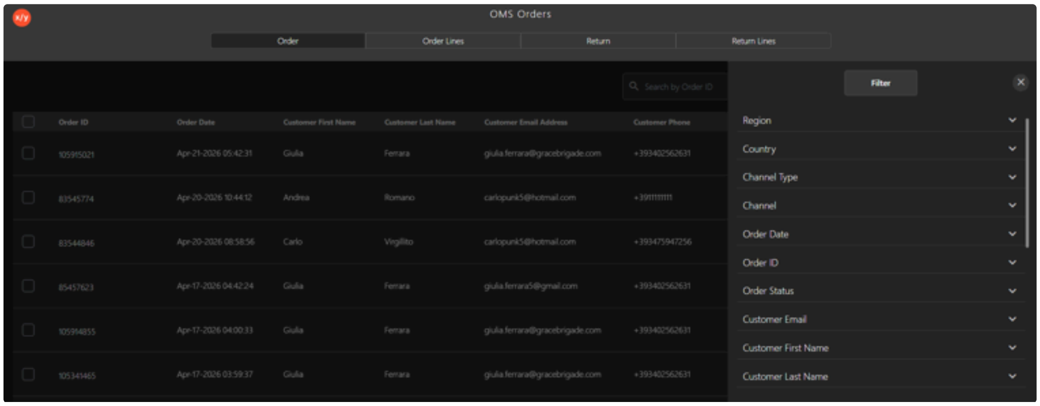
Built-in filters enhance the search experience with the drop-down menu filter category. You can tailor and sort the results to meet your precise requirements by selecting and applying specific criteria.

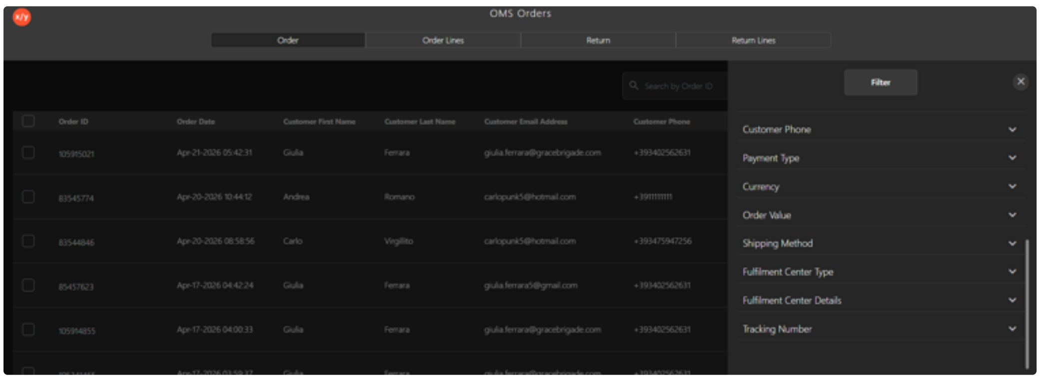
Sorting



Sorting Criteria	Description
Latest	Select the **Latest** option to view orders from the most recent date to the oldest.
Earliest	Select the **Earliest** option to view orders from the oldest date to the most recent.

Filter Options





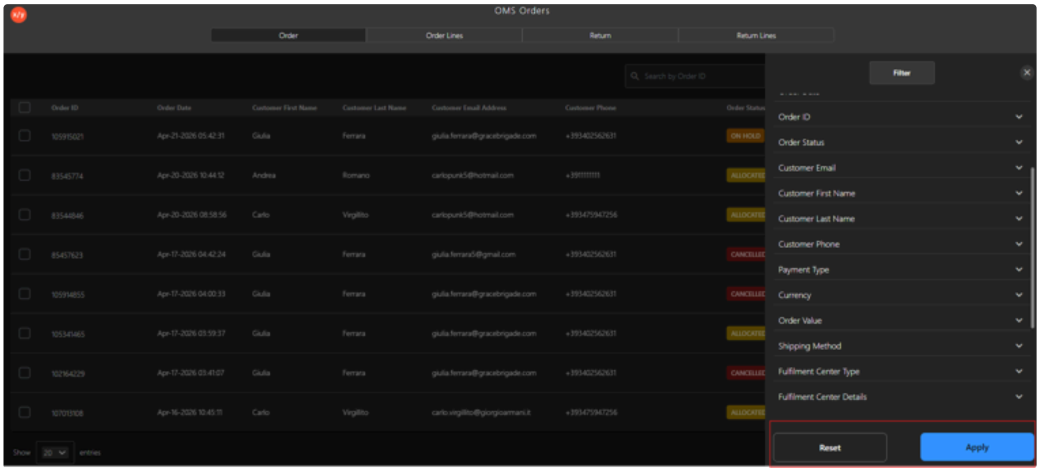
Filter Category	Description
Region	Customize the order list by entering the region name in the **Search by Region** field or selecting the relevant region checkbox.
Country	Customize the order list by entering the country name in the **Search By Country** field or selecting the relevant country checkbox.
Channel Type	Customize the order list by entering the channel type in **Search by Channel Type**

	field or selecting the relevant channel type checkbox.
Channel	Customize the order list by entering the channel name in **Search by Channel** field or selecting the relevant channel checkbox.
Order Date	Customize the order list by selecting the date range for when the orders were placed.
Order ID	Customize the order list by entering the order id in the **Search by Order ID** field or selecting the relevant order id checkbox.
Order Status	Customize the order list by entering the order status in the **Search by Order Status** field or selecting the relevant status checkbox.
Customer Email	Customize the order list for a specific customer by entering the email address in the **Enter Customer Email** field.
Customer First Name	Customize the order list for a specific customer by entering the customer's first name in the **Enter Customer First Name** field.
Customer Last Name	

	Customize the order list for a specific customer by entering the customer's last name in the **Enter Customer Last Name** field.
Customer Phone	Customize the order list for a specific customer by entering the customer's phone number in the **Enter Customer Phone** field.
Payment Type	Customize the order list by entering the payment type in **Search by Payment Type** field or selecting the relevant payment gateway checkbox.
Currency	Customize the order list by entering the currency in the **Search by Currency** field or selecting the relevant currency checkbox.
Order Value	Customize the order list by selecting the monetary value range for orders to display those within specified ranges.
Shipping Method	Customize the order list by entering the shipping method in **Search by Shipping Method** field or selecting the relevant shipping method checkbox.
Fulfilment Center Type	Customize the order list by entering the fulfilment center type in **Search by Fulfilment Center Type** field or selecting the relevant fulfilment center checkbox.

Fulfilment Center Details	Customize the order list by entering the fulfilment center in **Search by Fulfilment Center Details** field or selecting the relevant fulfilment center checkbox.
Tracking Number	Customize the order list by entering the tracking number in **Enter Track Number** field**.**

Action Buttons



Action Buttons	Description
Apply	Click the **Apply** button to apply filter criteria and display the customized order list.
Reset	Click the **Reset** button to remove all the applied filters and return to

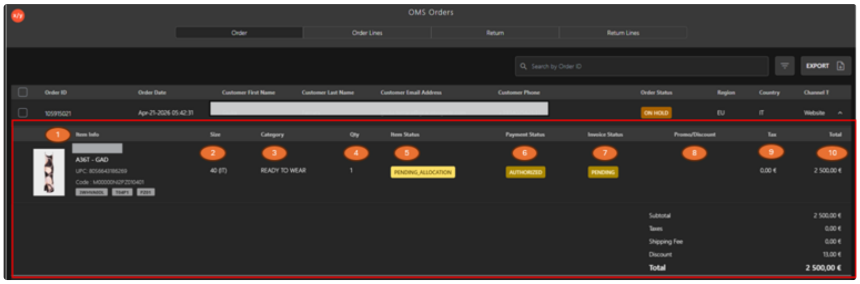
	default view.

Order View Flow

Introduction

The **View Flow** option provides a detailed breakdown of a selected order, displaying item-level, financial, and processing information in a single expanded view. It enables users to review product details, return quantities, payment and refund status, and applied discounts, ensuring complete visibility into the return transaction lifecycle.

Expand Row UI Reference Table



The following table describes the features that support common follow-up tasks.

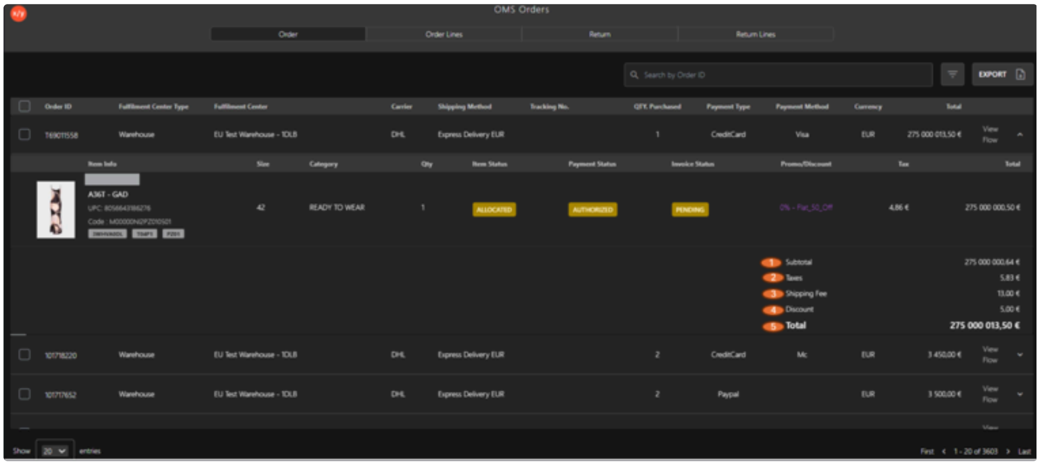
Callout ID	Feature	Description
1	[Item Info]()	Display product image and item details (brand, name, UPC, and code).
2	**Size**	Display selected item size.
3	**Category**	Display product category.
4	**Qty**	Display quantity of the item in the order.
5	**Item Status**	Display current item processing status (for example, Pending Allocation).
6	**Payment Status**	Display payment status (for example, Authorized).
7	**Invoice Status**	Display invoice status (for example, Pending).
8	**Promo / Discount**	Display applied promotions or discounts.

9	**Tax**	Display tax amount applied to the item.
10	**Total**	Display total amount for the item.

Total

The **Total** section in the Order View Flow provides a financial summary of the selected order. It displays a breakdown of all monetary components involved in the transaction, including subtotal, taxes, shipping fees, discounts, and the final payable amount. This section helps users verify the total amount charged to the customer and ensures transparency in pricing and calculations.

Order Total UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Subtotal**	Displays the total value of items before applying taxes, shipping fees, or discounts.
2	**Taxes**	Shows the total tax amount applied to the order.
3	**Shipping Fee**	Indicates the shipping charges applied to the order.

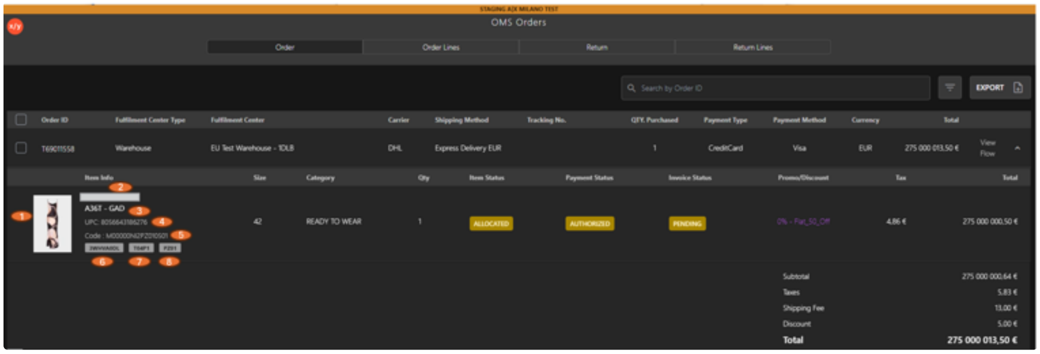
4	**Discount**	Displays any promotional or manual discount applied to the order.
5	**Total**	Final amount charged to the customer after adding taxes and shipping fees and applying discounts.

Order Item Info

Introduction

The **Item Info** section in the Order View Flow offers a detailed overview of the products in the order, including key identifiers and attributes.

Item Info UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Product Image**	Displays the visual representation of the ordered item.
2	**Brand Name**	Shows the brand associated with the product.
3	**Product Name**	Displays the product name or description (for example, *A36T - GAD*).
4	**UPC**	Displays the Universal Product Code used for product identification.

5	**Product Code**	Shows the internal SKU or item code assigned to the product.
6	**Style Code**	Identifies the base product style (for example, *3WHVA0DL*).
7	**Material Code**	Identifies the material or variant grouping (for example, *T04P1*).
8	**Color Code**	Identifies the color variant of the product (for example, *PZ01*).

Order Profile

Introduction

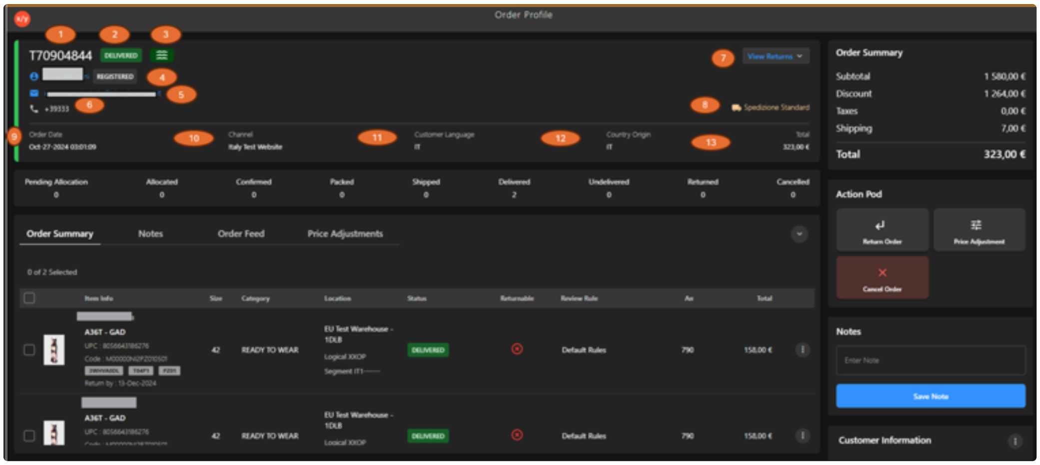
The **Order Profile** provides a centralized view of all information related to a selected customer order. It displays order details, item information, customer data, payment details, shipment status, and associated documents in a single interface. This view enables the user to monitor, validate, and manage the order throughout its lifecycle, ensuring accurate processing, fulfillment, and customer communication.

Managing Order

Introduction

Order Information section provides comprehensive details regarding the specifics of the order, including the items purchased and the customer's delivery address, ensuring accurate processing and fulfillment of the order.

Order Information UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Order ID**	Display unique order identifier.
2	**Order Status**	Display current order status (for example, Delivered).
3	**Order Actions Icon**	Display order-related action options.
4	**Customer Name**	Display customer name associated with the order.
5	**Customer Email**	Display customer email address.

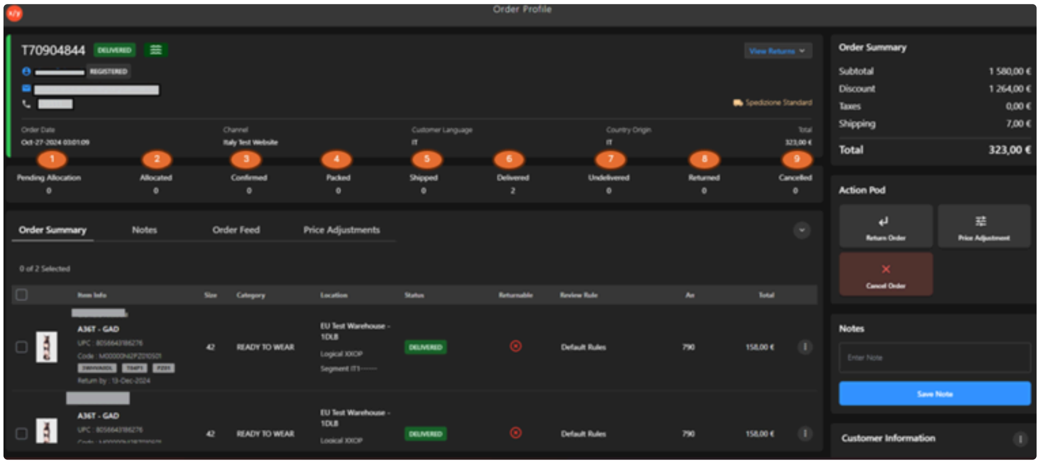
6	**Customer Phone**	Display customer contact number.
7	**View Returns**	Click **View Returns** to view associated return details.
8	**Shipping Method**	Display selected shipping method (for example, Standard).
9	**Order Date**	Display date and time when the order was created.
10	**Channel**	Display sales channel through which the order was placed.
11	**Customer Language**	Display preferred customer language.
12	**Country Origin**	Display country from which the order originated.
13	**Order Total**	Display total order value.

Order Status

Introduction

The **Order status** section provides a detailed view of an order's current stage within the fulfillment process. Tracking order status allows you to monitor the order's progress from initial placement to final delivery.

Order Status UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Status	Description
1	**Pending Allocation**	The order has been received but is awaiting assignment from available inventory.
2	**Allocated**	Inventory has been reserved for this specific order.
3	**Confirmed**	The order selection has been confirmed either by the customer or by

		the system.
4	**Packed**	The order has been physically located, gathered, and prepared for shipping.
5	**Shipped**	The order has been sent out for delivery to the designated shipping address.
6	**Delivered**	The order has successfully reached the destination and been received.
7	**Undelivered**	The order could not be delivered to the intended address, often due to an issue, such as an incorrect address.
8	**Returned**	The order has been sent back to the store due to issues encountered either during delivery or after delivery.
9	**Cancelled**	The order has been cancelled, either at the request of the

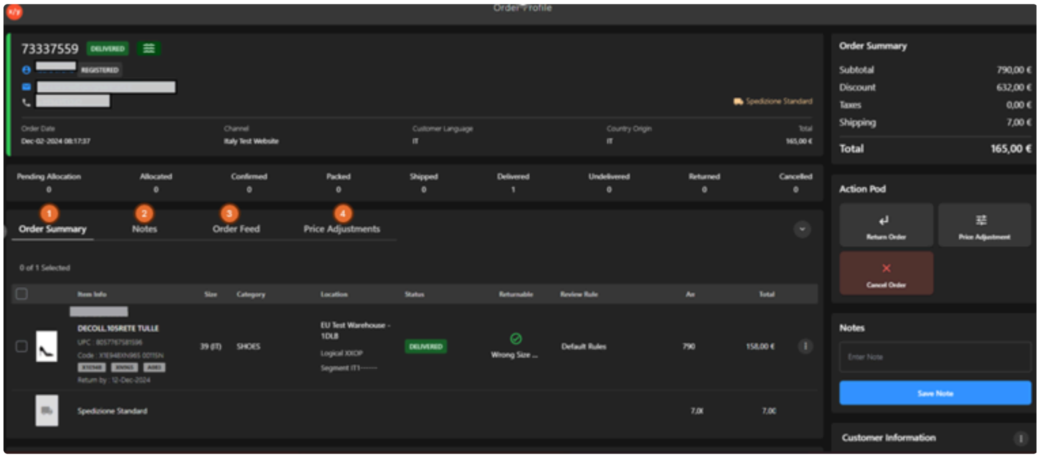
		customer or due to other reasons such as stock availability.

Managing Order Items and Actions

Introduction

This section provides a centralized view of item-level details for the selected order. It allows users to review item information, track activity, and perform order-related actions through dedicated tabs such as Notes, Order Feed, and Price Adjustments.

Order Items Section UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	[Order Summary]()	Click **Order Summary** to view item-level details of the order.
2	[Notes]()	Click **Notes** to view notes associated with the selected item.
3	[Order Feed]()	Click **Order Feed** to view the activity history of the order.
4	[Price Adjustments]()	Click **Price Adjustments** to view pricing changes applied to the order.

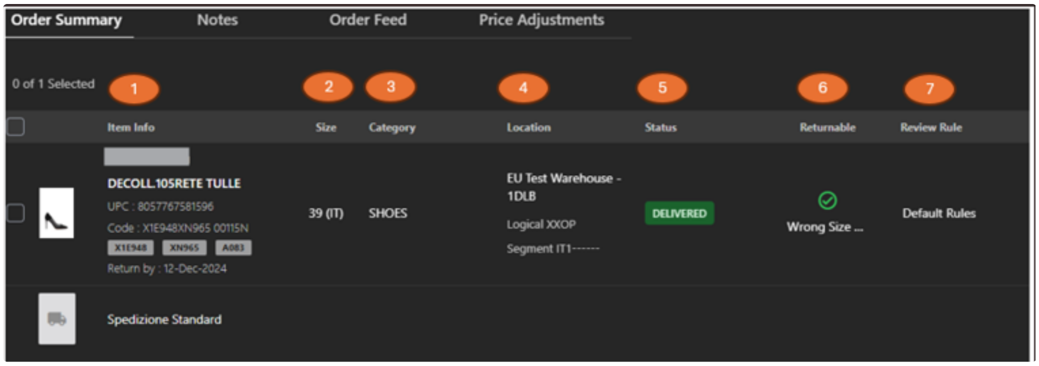
Order Summary

Introduction

The **Order Summary** tab provides a consolidated, item-level view of an order. It allows users to review ordered items and monitor the status of each order line.

Order Summary UI Reference Table

Item Features Table

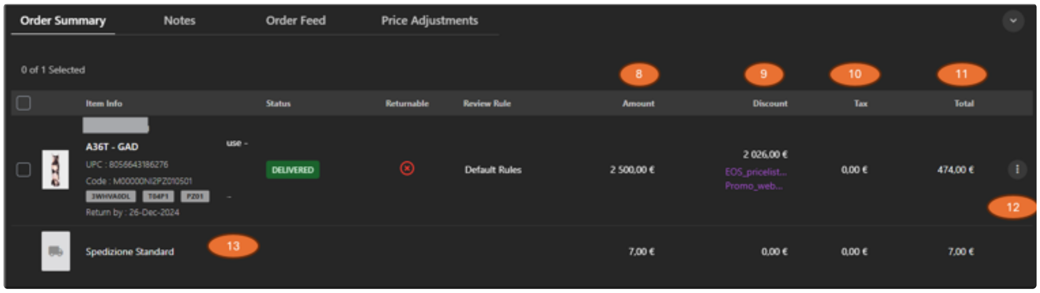


The following table describes the item features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Item Info**	Displays details about the item.
2	**Size**	Displays the dimensions of the item.
3	**Category**	Displays the category or type of the item.
4		

	Location	Displays the warehouse location where the item is currently stored.
5	**Status**	Displays the item’s current status.
6	**Returnable**	Displays if the item can be returned or not.
7	**Review Rule**	Display applied validation or business rule.

Item Pricing Features Table



The following table describes the item pricing features that support common follow-up tasks.

Callout ID	Feature	Description
8	**Amount**	Display base price of the item before discounts and taxes.
9	**Discount**	Display applied promotions or discounts.
10	**Tax**	Display tax applied to the item.
11	**Total**	Display final item value after all adjustments.

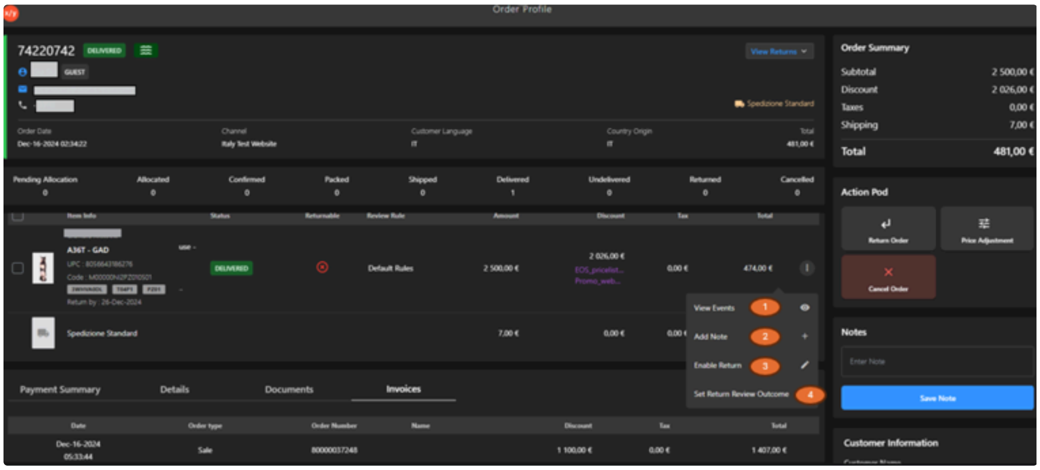
12	**Kebab menu**	Click to view additional item-level actions.
13	**Additional Charges**	Display extra charges such as shipping fees as separate line items.

Order Item Actions Menu

Introduction

The **Item Actions menu** provides quick access to additional actions that can be performed on an order item. This menu helps users manage item-level activities such as reviewing events, adding notes, and processing returns.

Item Actions Menu UI Reference Table



The following table describes the item features that support common follow-up tasks.

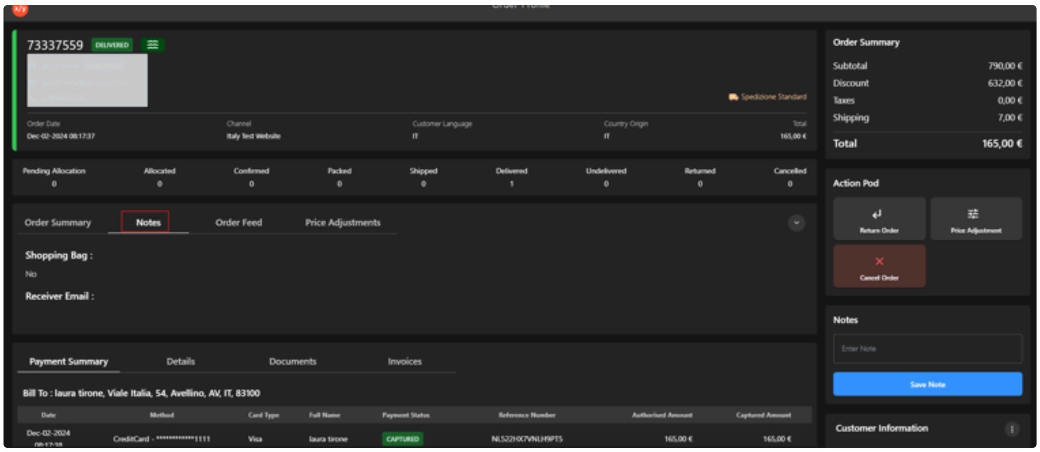
Callout ID	Feature	Description
1	**View Events**	Click to see the **Item feed**, showing a chronological history of all order item activities to help users track processing steps, status changes, and system updates
2	**Add Note**	Add notes or comments for the item.
3	**Enable Return**	Enable return processing for the item.
4	**Return Review Outcome**	Set or update return review outcome.

Order Notes Tab

Introduction

The **Notes** tab displays all notes associated with the selected order (and its items). It provides a centralized view of updates, comments, and contextual information related to the order.

The following screenshot shows the **Notes** section.



The **Notes** tab is positioned alongside **Order Summary**, **Order Feed**, and **Price Adjustments**. When selected, it shows all notes linked to the currently selected item in the order:

- If notes exist, they are listed in this section for quick reference.
- If no notes are available, the section appears empty.

This allows users to review item-specific context without navigating away from the order details.

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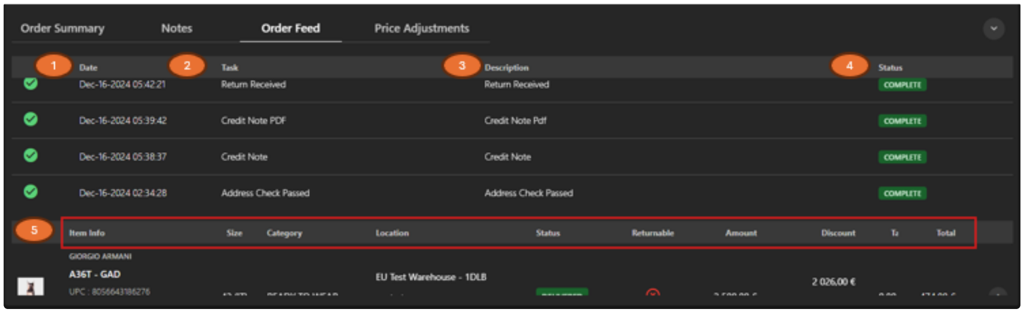
Order Feed

Introduction

The **Order Feed** tab displays a chronological log of all activities performed on an order. It provides visibility into system events, user actions, and status updates throughout the order lifecycle.

Order Feed – UI Reference Table



The following table describes the features that support common follow-up tasks.

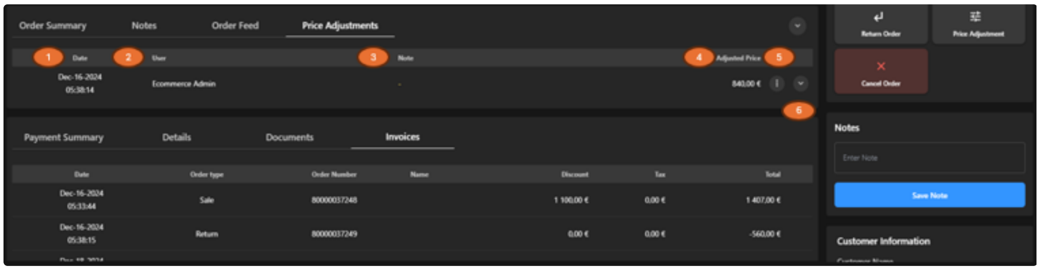
Callout ID	Feature	Description
1	**Date**	Display the date and time when the event occurred.
2	**Task**	Display the type of action performed (for example, Refund Complete, Credit Note).
3	**Description**	Display additional details related to the event.
4	**Status**	Display the current status of the event (for example, Complete).
5	**Order Summary**	Display a consolidated, item-level view of the order.

Price Adjustments

Introduction

The **Price Adjustments** tab displays all pricing changes applied to an order. It provides a clear view of when adjustments were made, who performed them, and the resulting impact on the item price. This section helps users review discounts, corrections, and manual adjustments to ensure pricing accuracy and transparency.

Price Adjustments – UI Reference Table



The following table describes the features that support common follow-up tasks.

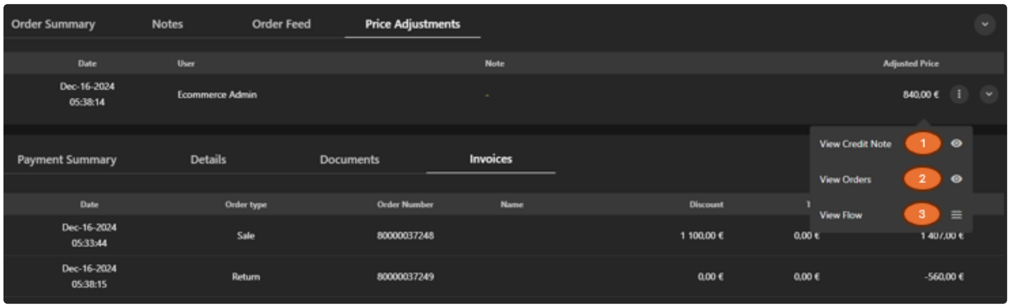
Callout ID	Feature	Description
1	Date	Display the date and time when the price adjustment was applied.
2	User	Display the user who performed the price adjustment.
3	Note	Display additional comments related to the adjustment.
4	Adjusted Price	Display the final adjusted price after applying the change.
5	Kebab Menu	Click to view additional actions related to the price adjustment.
6	Expand Row	Click to expand or collapse the row to view **Order Summary**.

Price Adjustment Action Menu

Introduction

The **Action Menu** in the **Price Adjustments** section provides quick access to additional options for the selected adjustment.

Price Adjustments – Action Menu UI Reference Table



The following table describes the features that support common follow-up tasks.

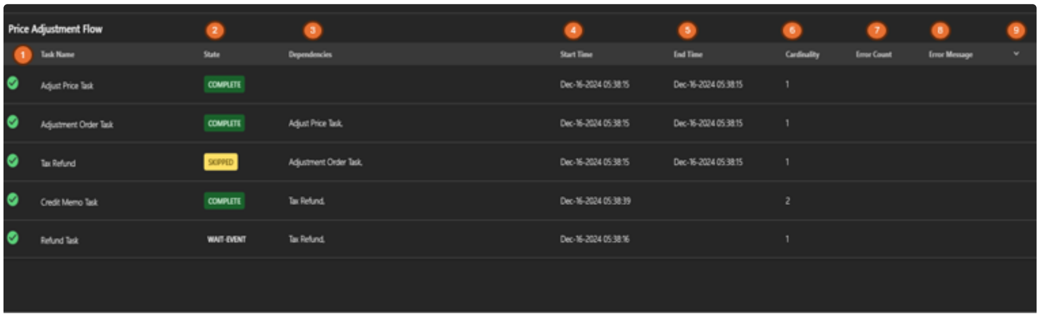
Callout ID	Feature	Description
1	**View Credit Note**	Click to view the associated credit note details.
2	**View Orders**	Click to navigate to related order details.
3	**[View Flow]**	Click to view the process flow or activity sequence of the price adjustment details.

Price Adjustment Flow

Introduction

The **Price Adjustment Flow** section displays the sequence of tasks involved in processing a price adjustment. It shows task status, dependencies, and execution details to help users monitor progress and identify issues.

Price Adjustment Flow – UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Task Name**	Display the name of each task in the price adjustment process.
2	**State**	Display the current status of the task (for example, Complete, Skipped, Wait-Event).
3	**Dependencies**	Display prerequisite tasks required before the current task is executed.
4	**Start Time**	Display the date and time when the task started.
5	**End Time**	Display the date and time when the task completed.
6	**Cardinality**	Display the number of times the task is executed.

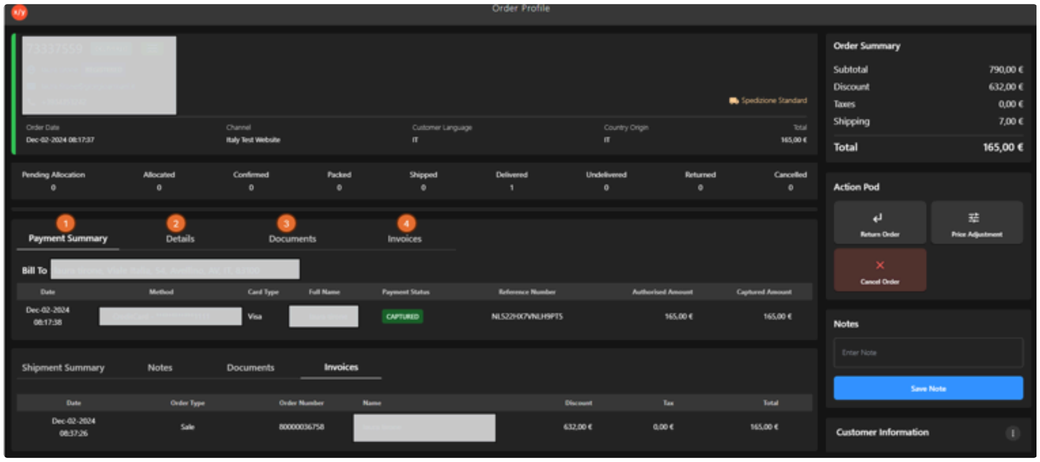
7	**Error Count**	Display the number of errors encountered during the task execution.
8	**Error Message**	Display details of any errors related to the task.
9	**Expand Row**	Click to expand or collapse additional task-level details.

Managing Payment

Introduction

The **Payment** section provides access to payment-related information for the selected order. It allows users to navigate between different views, including payment details, documents, and invoice information, to review and verify transaction data.

Payment UI Reference Table



The following table describes the features that support common follow-up tasks.

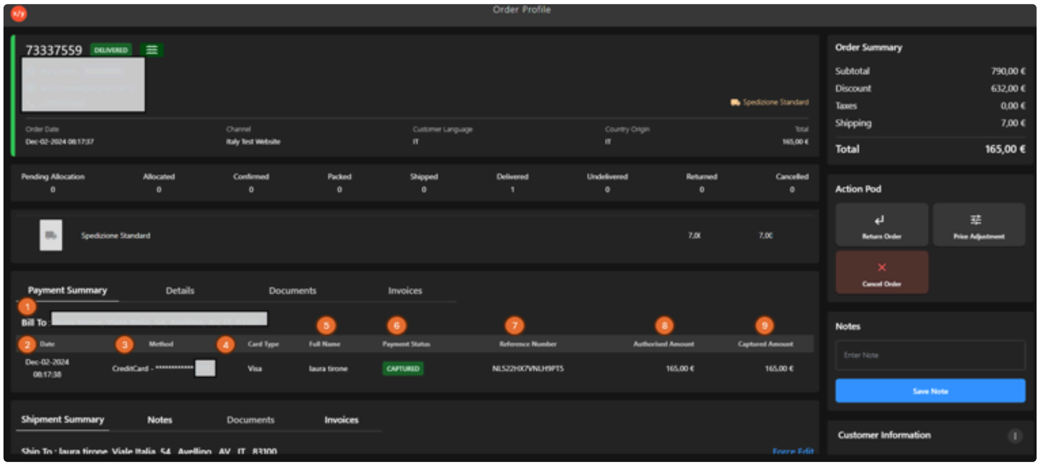
Callout ID	Feature	Description
1	[Payment Summary]()	Click **Payment Summary** to view payment transaction details.
2	[Details]()	Click **Details** to view payment method, reference number, and card details.
3	[Documents]()	Click **Documents** to view related payment documents.
4	[Invoices]()	Click **Invoices** to view invoice-related information.

Payment Summary

Introduction

The **Payment Summary** section displays payment-related details for the selected order. It provides a consolidated view of payment method, transaction status, and financial information to help users verify payment processing.

Payment Summary UI Reference Table



The following table describes the item features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Bill To**	Display the billing name and address associated with the order.
2	**Date**	Display the date and time of the transaction.
3	**Method**	Display the payment method used (for example, Credit Card).
4	**Card Type**	Display the card provider (for example, Visa).
5	**Full Name**	Display the cardholder or customer name.
6	**Payment Status**	Display the transaction status (for example, Captured).

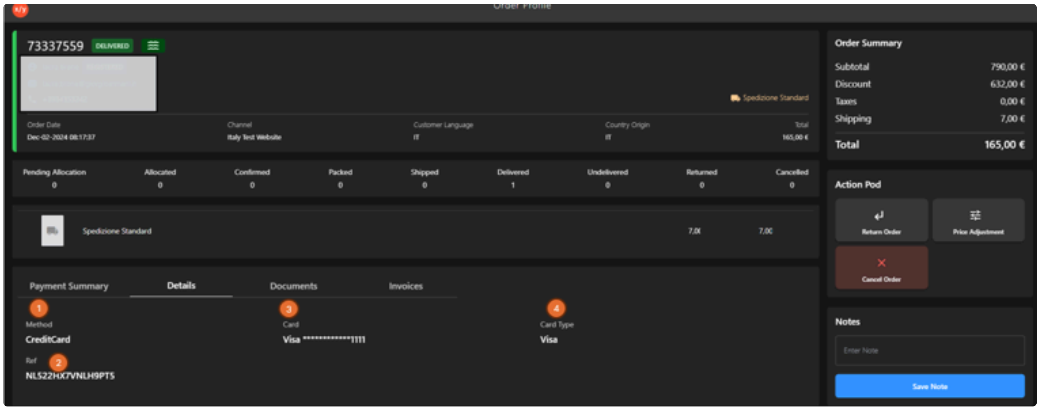
7	**Reference Number**	Display the transaction reference identifier.
8	**Authorized Amount**	Display the amount authorized for the transaction.
9	**Captured Amount**	Display the amount successfully captured.

Payment Details

Introduction

The **Details** section displays key payment information for the selected order. It provides a concise view of the payment method, reference number, and card details to help users quickly verify transaction information.

Details UI Reference Table



The following table describes the item features that support common follow-up tasks.

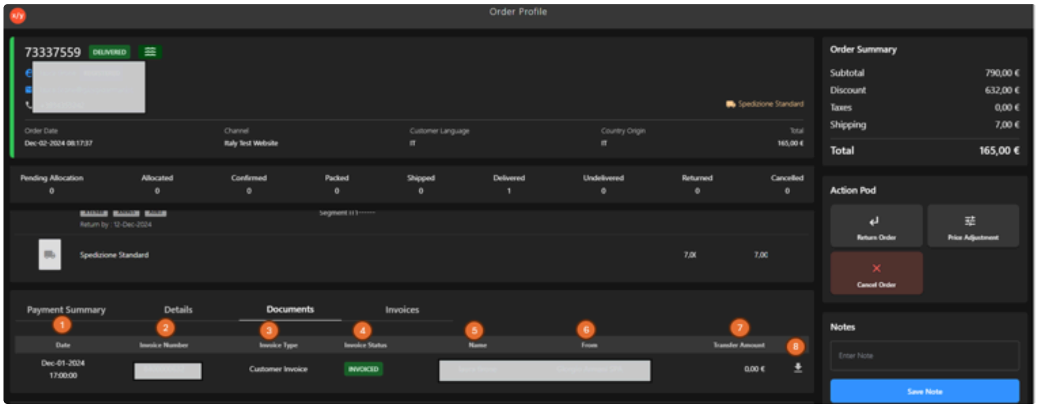
Callout ID	Feature	Description
1	**Method**	Display the payment method used (for example, Credit Card).
2	**Ref** (Reference Number)	Display the transaction reference identifier.
3	**Card**	Display masked card details used for the transaction.
4	**Card Type**	Display the card provider (for example, Visa).

Payment Documents

Introduction

The **Documents** section displays invoice-related information for the selected order. It provides details such as invoice number, type, status, and associated entities to help users verify document records and financial transactions.

Documents UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Date**	Display the date and time when the document was generated.
2	**Invoice Number**	Display the unique identifier of the invoice.
3	**Invoice Type**	Display the type of document (for example, Customer Invoice).
4	**Invoice Status**	Display the current status of the document (for example, Invoiced).
5	**Name**	Display the customer or entity name associated with the document.
6	**From**	Display the issuing entity (for example, Giorgio Armani SPA).

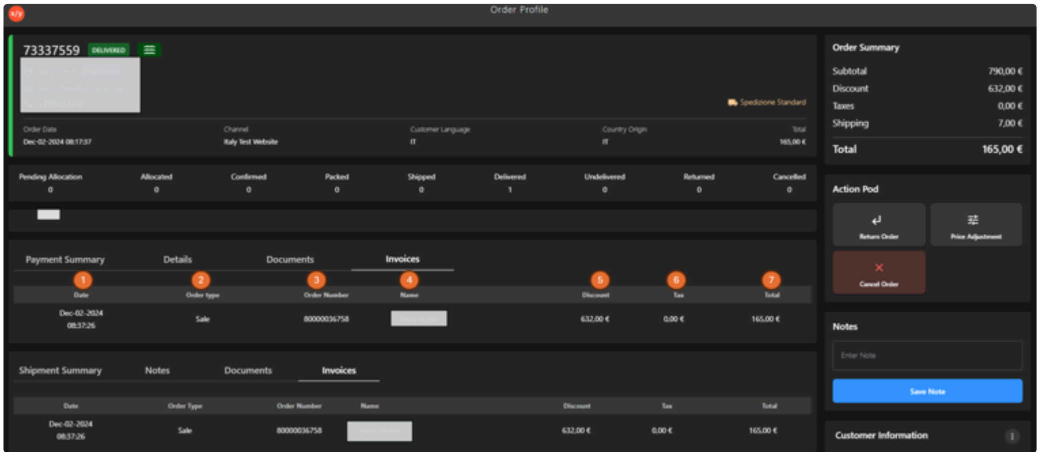
7	**Transfer Amount**	Display the amount associated with the document transaction.
8	Download PDF	Click to download the receipt document as a PDF file.

Invoices

Introduction

The **Invoices** section displays invoice-related details for the selected order. It provides a summary of invoice transactions.

Invoices – UI Reference Table



The following table describes the features that support common follow-up tasks.

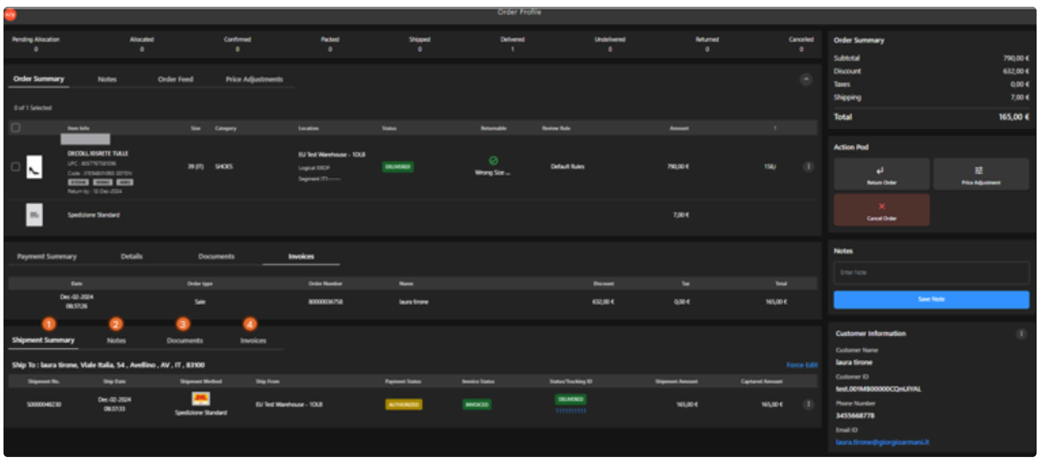
Callout ID	Feature	Description
1	**Date**	Display the date and time when the invoice record was created.
2	**Order Type**	Display the type of transaction (for example, Sale or Return).
3	**Order Number**	Display the unique identifier of the related order.
4	**Name**	Display the customer or entity associated with the invoice.
5	**Discount**	Display the discount applied to the invoice.
6	**Tax**	Display the tax amount applied to the invoice.
7	**Total**	Display the final invoice amount after all adjustments.

Managing Shipment

Introduction

The **Managing Shipment** section provides a consolidated view of shipment-related information for the selected order. It enables users to review shipment details, track delivery status, verify financial values, and navigate across shipment-related tabs such as Notes, Documents, and Invoices.

Managing Shipment – UI Reference Table



The following table describes the features that support common follow-up tasks.

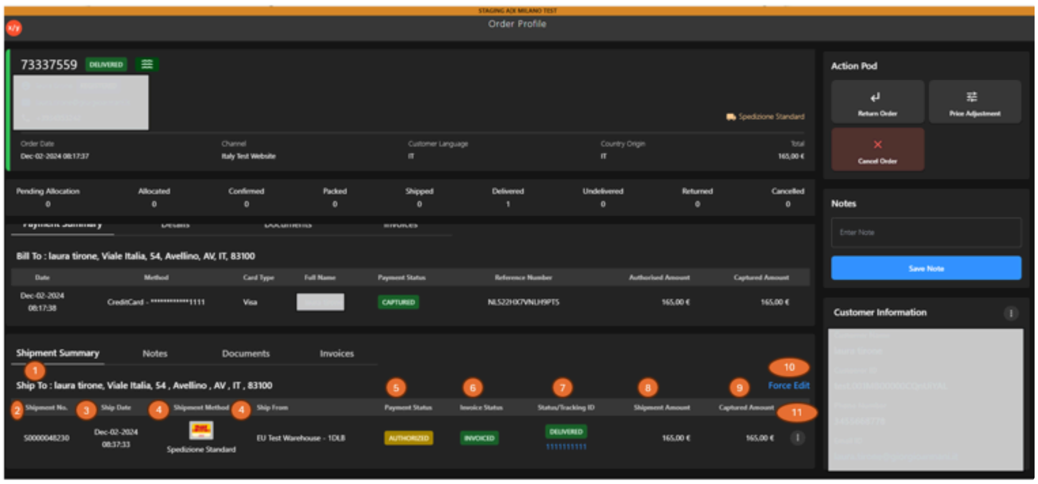
Callout ID	Feature	Description
1	[Shipment Summary]()	Click **Shipment Summary** to view shipment-level details, including shipping method, status, and amounts.
2	[Notes]()	Click **Notes** to view notes associated with the shipment.
3	[Documents]()	Click **Documents** to view shipment-related documents and references.
4	[Invoices]()	Click **Invoices** to view invoice details associated with the shipment.

Shipment Summary

Introduction

The **Shipment Summary** section displays shipment-related details for the selected order. It provides visibility into shipping method, shipment status, tracking information, and financial values to help users monitor delivery progress and verify shipment details.

Shipment Summary – UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Ship To**	Display the delivery address associated with the shipment.
2	**Shipment Number**	Display the unique identifier of the shipment.
3	**Ship Date**	Display the date and time when the shipment was created.
4	**Shipment Method**	Display the shipping method used (for example, Express or Standard).
5	**Payment Status**	Display the payment status related to the shipment (for example, Authorized).

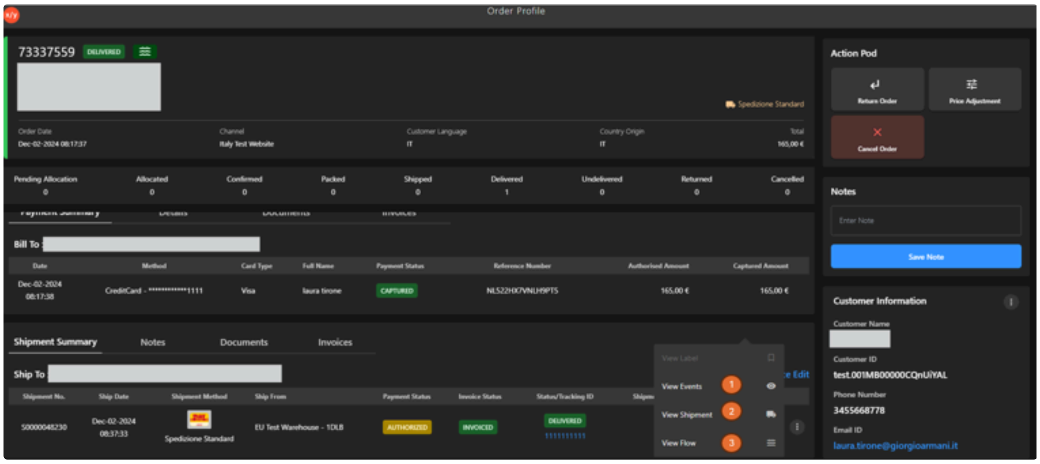
6	**Invoice Status**	Display the invoice status associated with the shipment (for example, Invoiced).
7	**Status/Tracking ID**	Display shipment status and tracking reference.
8	**Shipment Amount**	Display the total shipment value.
9	**Captured Amount**	Display the amount captured for the shipment.
10	**Forced Edit**	Click **Force Edit** to modify shipment details when required.
11	**Kebab Menu**	Click the **kebab menu** to view additional shipment-level actions.

Shipment Action Menu

Introduction

The **Shipment Action Menu** provides quick access to additional shipment-related actions for the selected order. It allows users to view shipment events, shipment details, and the overall processing flow to support tracking and investigation tasks.

Shipment Action Menu – UI Reference Table



The following table describes the features that support common follow-up tasks.

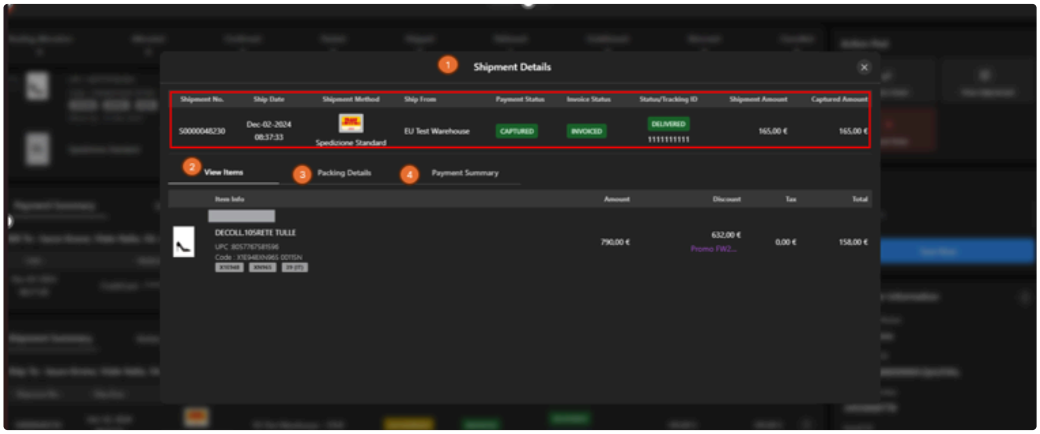
Callout ID	Feature	Description
1	**View Events**	Click **View Events** to see the order summary and **Item feed**, which display a chronological history of all order item activities to help users track processing steps, status changes, and system updates.
2	**[View Shipment]**	Click **View Shipment** to view detailed shipment information.
3	**View Flow**	Click **View Flow** to view the shipment processing workflow and status flow.

View Shipment

Introduction

The **View Shipment** screen displays detailed information about the selected shipment.

View Shipment – UI Reference Table



The following table describes the features that support common follow-up tasks.

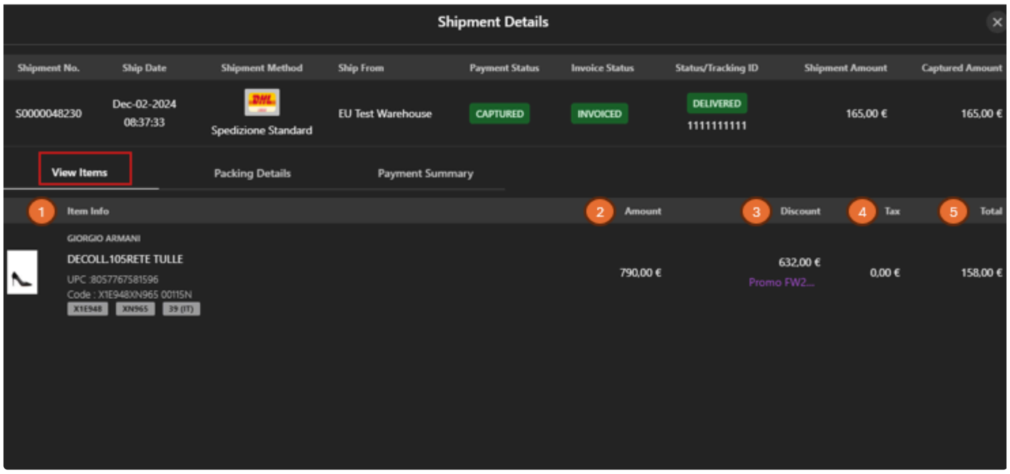
Callout ID	Feature	Description
1	[Shipment Details]()	Display key shipment information, including shipment number, date, method, origin, payment status, invoice status, tracking ID, and amounts.
2	[View Items]()	Click **View Items** to display item-level details included in the shipment.
3	[Packing Details]()	Click **Packing Details** to view packing-related information.
4	[Payment Summary]()	Click **Payment Summary** to view payment and pricing details for the shipment.

View Items

Introduction

The **View Items** tab in the View Shipment screen displays item-level details included in the selected shipment. It provides information about the product, pricing, discounts, and final totals to help users review shipment contents and validate financial values.

View Items – UI Reference Table



The following table describes the features that support common follow-up tasks.

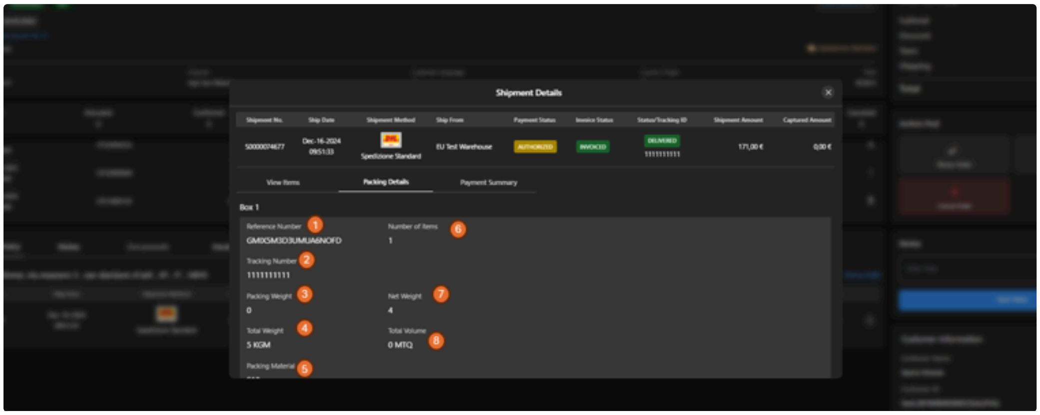
Callout ID	Feature	Description
1	**Item Info**	Display product details, including item name, UPC, code, and attributes.
2	**Amount**	Display the original price of the item before discounts.
3	**Discount**	Display the discount applied to the item.
4	**Tax**	Display the tax amount applied to the item.
5	**Total**	Display the final item price after discounts and taxes.

Packing Details

Introduction

The **Packing Details** tab in the View Shipment screen provides information about how the items are packed for shipment. It includes details such as tracking number, weight, volume, and packaging information to help users review shipment logistics and handling details.

Packing Details – UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Reference Number**	Display the unique reference number assigned to the shipment package.
2	**Tracking Number**	Display the tracking number used to monitor shipment movement.
3	**Packing Weight**	Display the weight of the package excluding additional load factors.
4	**Total Weight**	Display the total weight of the shipment package.
5	**Packing Material**	Display the type of material used for packaging.
6	**Number of Items**	Display the total number of items included in the package.

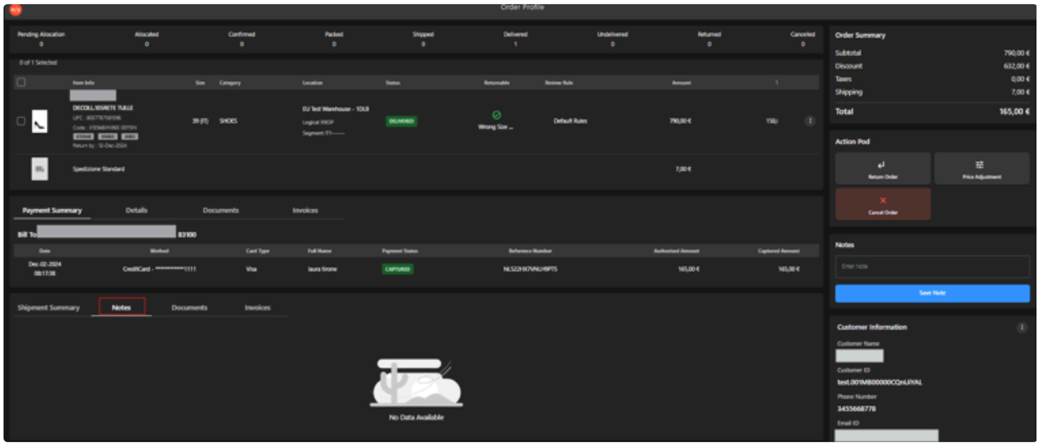
7	**Net Weight**	Display the net weight of the items within the package.
8	**Total Volume**	Display the total volume occupied by the shipment package.

Shipment Notes Tab

Introduction

The **Notes** tab in the Shipment Summary section displays notes associated with the shipment. It provides visibility into any additional information or remarks recorded for the shipment to support tracking and communication.

Notes Behavior



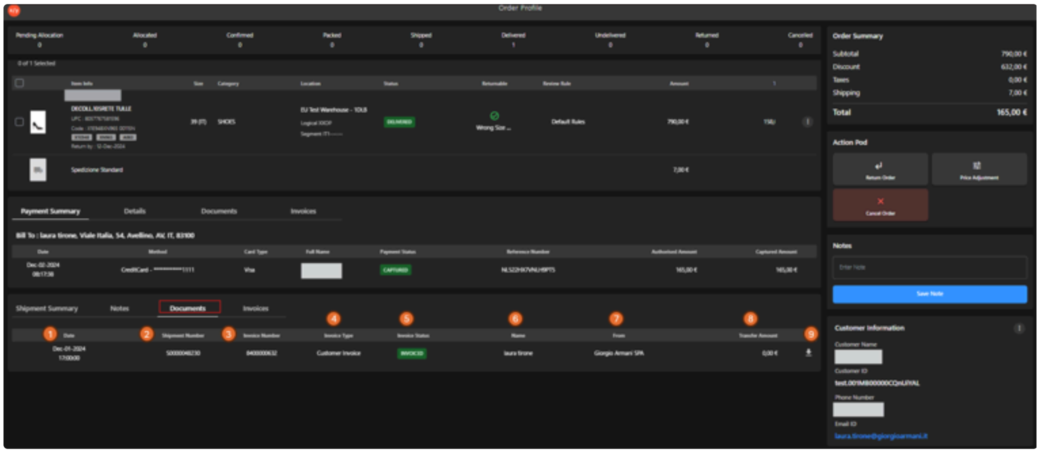
- Display all notes linked to the selected shipment.
- Show a **No Data Available** message when no notes are recorded.
- Update automatically when notes are added through the system.

Shipment Documents

Introduction

The **Documents** tab in the Shipment Summary section displays document-related information for the selected shipment. It provides details such as invoice references, document type, status, and associated parties, enabling users to review and validate shipment-related documentation.

Shipment Documents – UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Date**	Display the date and time when the document was created.
2	**Shipment Number**	Display the shipment identifier associated with the document.
3	**Invoice Number**	Display the invoice or document reference number.
4	**Invoice Type**	Display the type of document (for example, Customer Invoice).
5	**Invoice Status**	Display the current status of the document (for example, Invoiced).

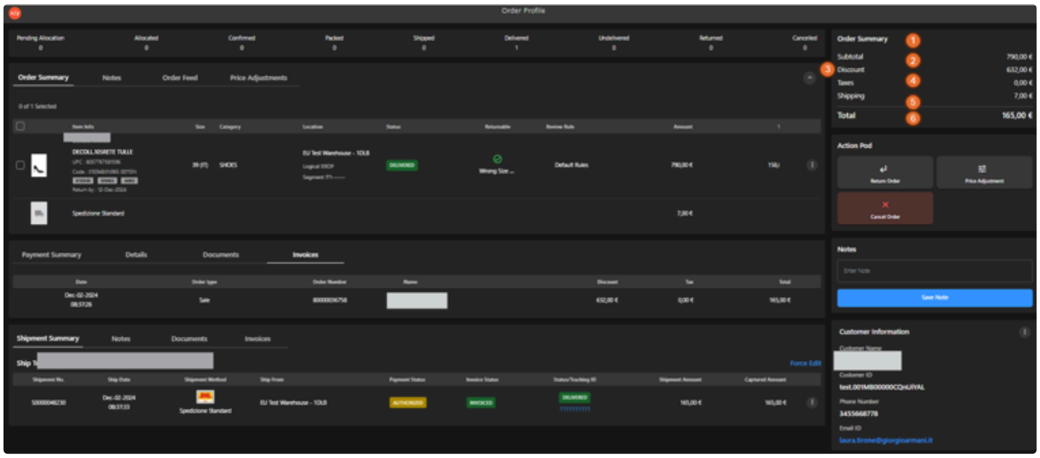
6	**Name**	Display the customer or recipient name associated with the document.
7	**From**	Display the issuing entity or organization (for example, Giorgio Armani SPA).
8	**Transfer Amount**	Display the amount associated with the document transfer.
9	**Download**	Click the download icon to download the document as a PDF file.

Managing Order Price

Introduction

The **Order Summary** section provides a financial overview of the selected order. It displays a breakdown of pricing components such as subtotal, discounts, taxes, shipping charges, and the final payable amount, enabling users to quickly verify order totals.

Order Summary – UI Reference Table



The following table describes the features that support common follow-up tasks.

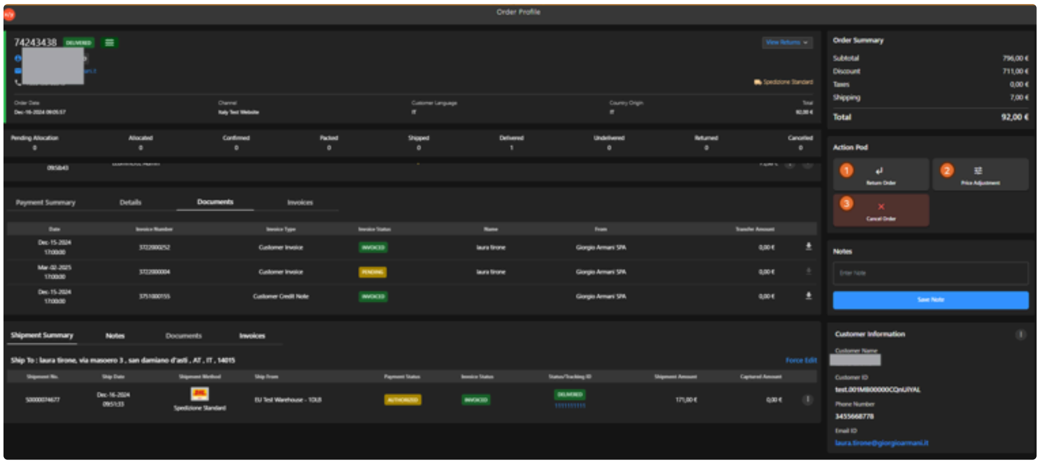
Callout ID	Feature	Description
1	**Order Summary Header**	Display the section title for the order-level financial summary.
2	**Subtotal**	Display the total amount before applying discounts, taxes, and shipping.
3	**Discount**	Display the total discount applied to the order.
4	**Taxes**	Display the tax amount applied to the order.
5	**Shipping**	Display the shipping charges associated with the order.
6	**Total**	Display the final order amount after all adjustments.

Order Profile Action Pod

Introduction

The **Action Pod** provides quick access to key order-level actions for the selected order. It enables users to perform critical operations such as initiating a return, applying price adjustments, or canceling the order directly from the Order Profile screen.

Action Pod – UI Reference Table



The following table describes the features that support common follow-up tasks.

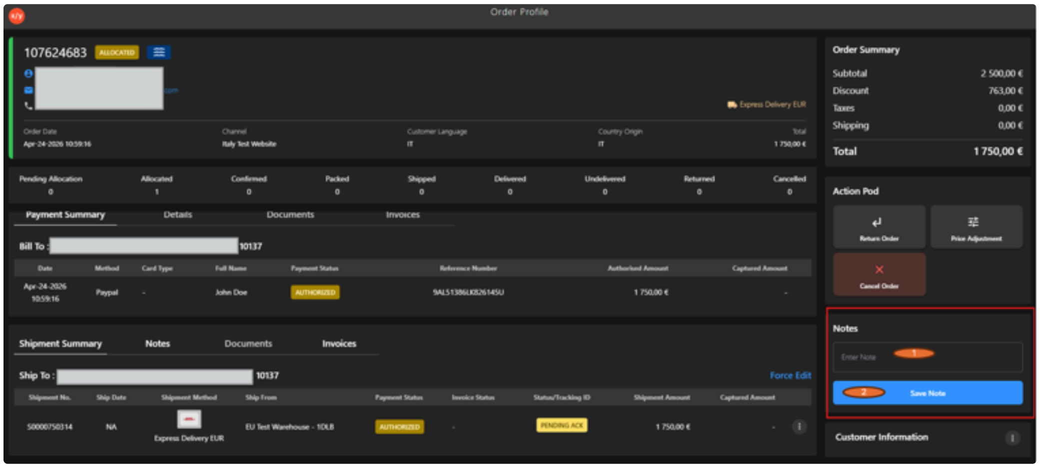
Callout ID	Feature	Description
1	**Return Order**	Click **Return Order** to initiate the return process for the selected order.
2	**Price Adjustment**	Click **Price Adjustment** to apply or modify pricing adjustments for the order.
3	**Cancel Order**	Click **Cancel Order** to cancel the selected order.

Order Profile Notes

Introduction

The **Notes** section in the Order Profile allows users to capture and store additional information related to the order. It provides a dedicated field to record remarks, instructions, or context that support order processing and communication.

Order Profile Notes UI Reference Table



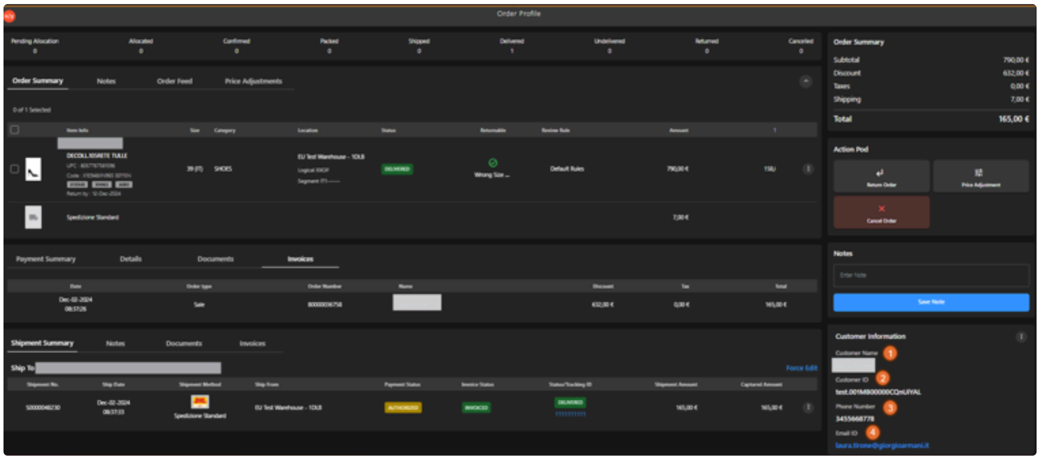
ID	Element Name	Functional Description
1	**Enter Note Field**	Allows users to enter remarks, instructions, or additional information for the order.
2	**Save Note**	Saves the entered note and associates it with the order for future reference.

Registered Customer Information

Introduction

The **Customer Information** section displays key details of the **registered customer**. It provides essential identification and contact information to support order processing, communication, and verification.

Customer Information – UI Reference Table



The following table describes the features that support common follow-up tasks.

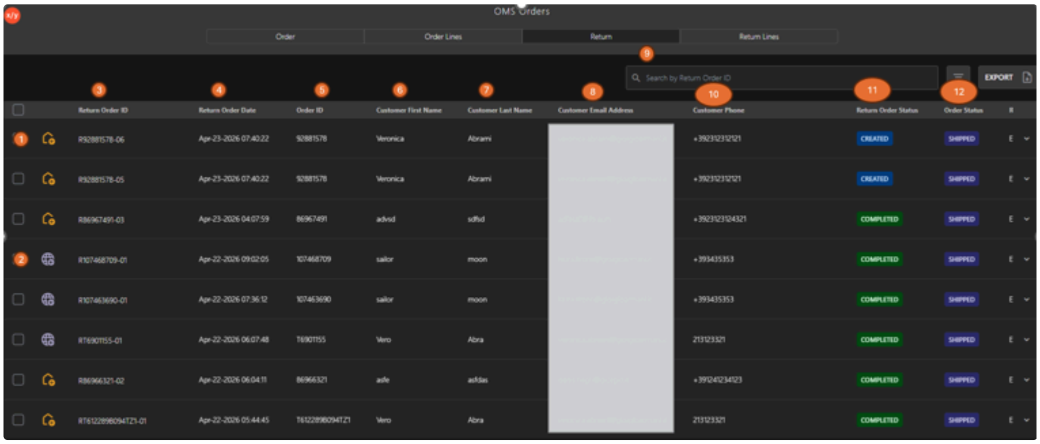
Callout ID	Feature	Description
1	**Customer Name**	Display the name of the customer associated with the order.
2	**Customer ID**	Display the unique identifier assigned to the customer.
3	**Phone Number**	Display the contact number of the customer.
4	**Email ID**	Display the email address of the customer for communication.

Return

Introduction

The **Return** section in the OMS Orders module provides a centralized view of all return orders across online and store channels. It enables users to search, track return status, and review key details such as customer information, logistics, and refund amounts, ensuring efficient return processing and monitoring.

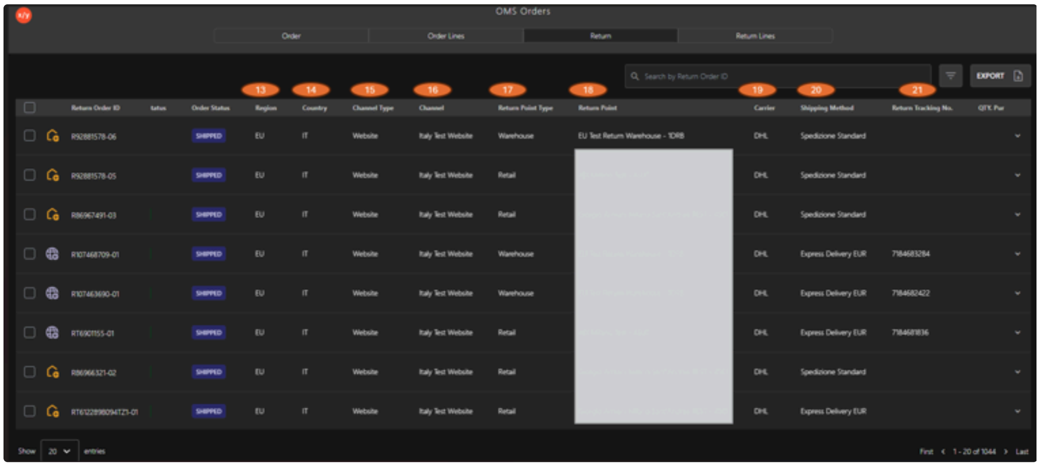
Return UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Online Return Icon**	Indicates that the return order originates from an online (eCommerce) order.
2	**Store Return Icon**	Indicates that the return order is initiated from a physical store.
3	**Return Order ID**	Unique identifier assigned to each return order.
4	**Return Order Date**	Date and time when the return order was created.
5	**Order ID**	Reference ID of the original sales order associated with the return.

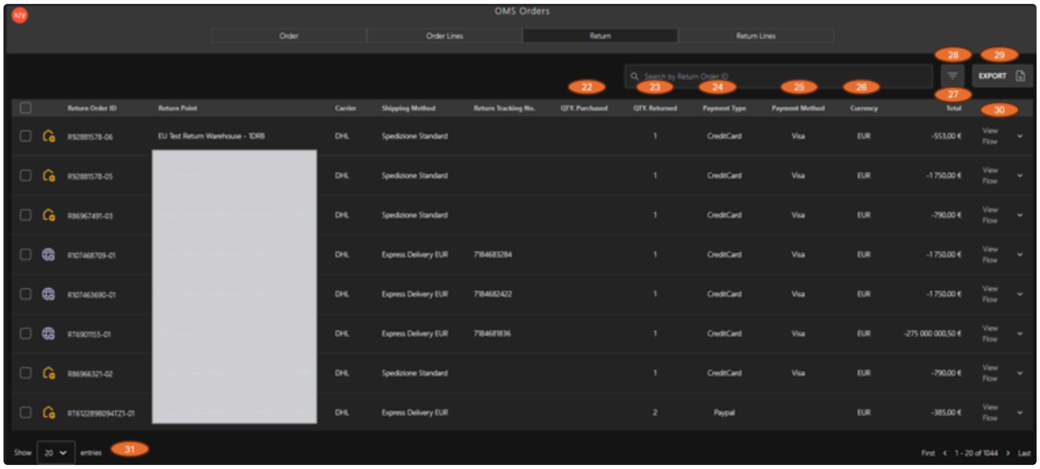
6	**Customer First Name**	First name of the customer who initiated the return.
7	**Customer Last Name**	Last name of the customer.
8	**Customer Email Address**	Email ID linked to the return order.
9	**Search by Return Order ID**	Search field used to locate return orders using the Return Order ID.
10	**Customer Phone**	Contact number of the customer.
11	**Return Order Status**	Displays the current status of the return (for example, *Created*, *Completed*).
12	**Order Status**	Displays the status of the original order (for example, *Shipped*).



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
13	**Region**	Displays the geographical region associated with the return order (for example, EU).
14	**Country**	Indicates the country where the original order or return is processed.

15	**Channel Type**	Specifies the type of sales channel (for example, Website, Store).
16	**Channel**	Identifies the specific channel or platform through which the order was placed.
17	**Return Point Type**	Defines the type of return location (for example, Warehouse, Retail store).
18	**Return Point**	Indicates the exact location where the return is processed.
19	**Carrier**	Displays the logistics provider handling the return shipment (for example, DHL).
20	**Shipping Method**	Specifies the delivery or return method used (for example, Standard, Express Delivery).
21	**Return Tracking No.**	Shows the tracking number assigned to the return shipment for monitoring.



The following table describes the features that support common follow-up tasks.

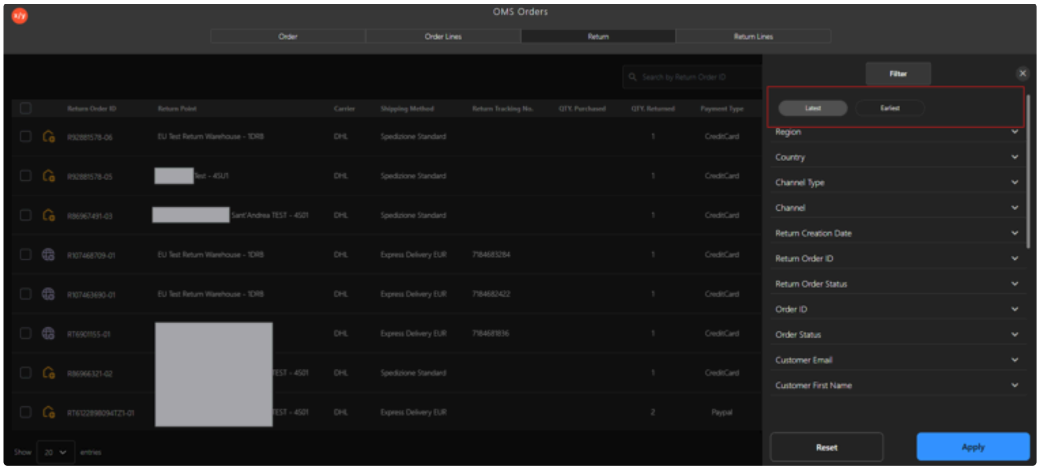
Callout ID	Feature	Description

22	**QTY. Purchased**	Displays the total quantity of items originally purchased in the order.
23	**QTY. Returned**	Indicates the quantity of items returned by the customer.
24	**Payment Type**	Shows the type of payment used for the order (for example, Credit Card, PayPal).
25	**Payment Method**	Specifies the payment provider or method (for example, Visa).
26	**Currency**	Displays the currency used for the transaction (for example, EUR).
27	**Total**	Shows the total return amount processed for the return order.
28	**Filter Icon**	Allows filtering of return order data based on selected criteria.
29	**Export Button**	Exports the return order details for reporting or analysis.
30	**View Flow**	Opens the detailed return item workflow for the selected return order.
31	Pagination	Click the dropdown to control the number of rows displayed per page for improved readability.

Return Filter

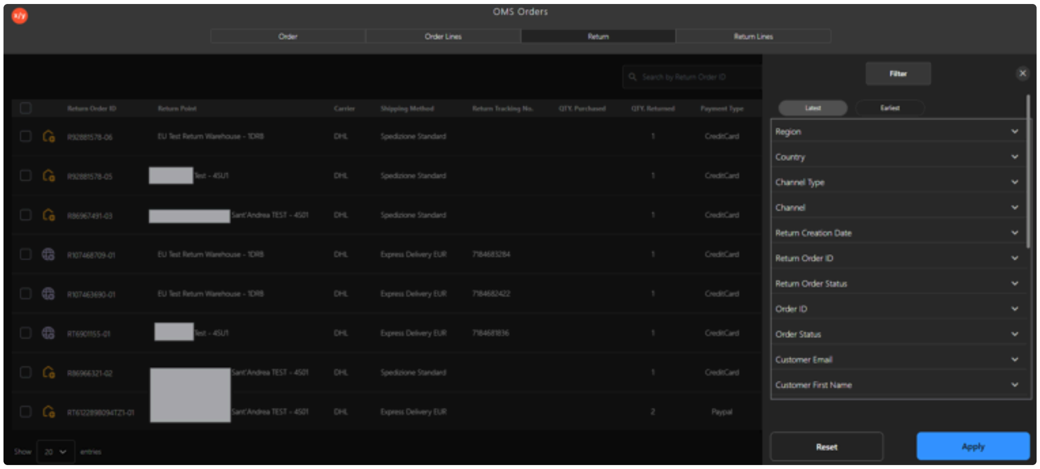
Built-in filters enhance the search experience by enabling users to refine the return order list using multiple criteria. You can apply specific filters to narrow down results and quickly locate relevant return orders.

Sorting



Sorting Criteria	Description
Latest	Select the **Latest** option to view orders from the most recent date to the oldest.
Earliest	Select the **Earliest** option to view orders from the oldest date to the most recent.

Filter Options

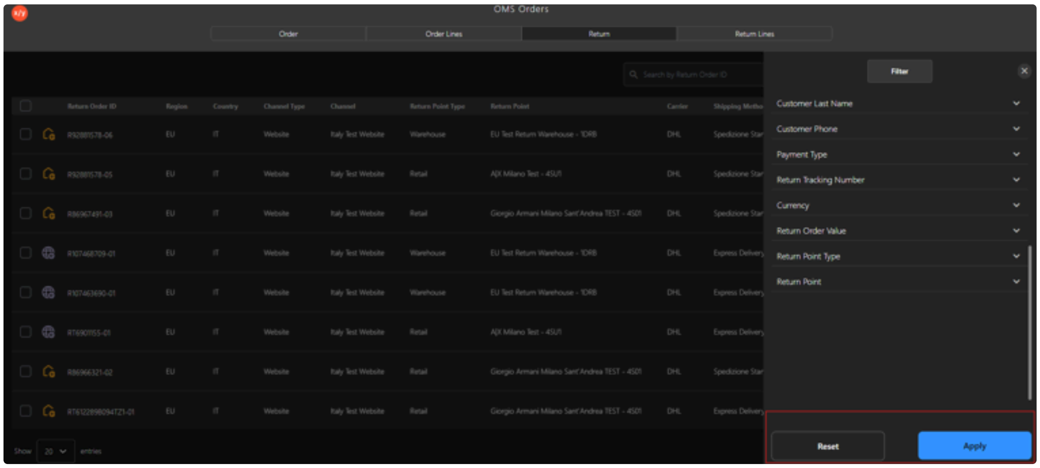


Filter Category	Description
Region	Customize the return order list by entering the region name in the **Search by Region** field or selecting the relevant region checkbox.
Country	Customize the return order list by entering the country name in the **Search By Country** field or selecting the relevant country checkbox.
Channel Type	Customize the return order list by entering the channel type in **Search by Channel Type** field or selecting the relevant channel type checkbox.
Channel	Customize the return order list by entering the channel name in **Search by Channel** field or selecting the relevant channel checkbox.

Return Creation Date	Customize the return order list by selecting the date range for when the return was created.
Return Order ID	Customize the return order list by entering the return id in the **Search by Return ID** field**.**
Return Order Status	Customize the return order list by entering the order status in the **Search by Order Status** field or selecting the relevant status checkbox.
Customer Email	Customize the return order list for a specific customer by entering the email address in the **Enter Customer Email** field.
Customer First Name	Customize the return order list for a specific customer by entering the customer's first name in the **Enter Customer First Name** field.
Customer Last Name	Customize the return order list for a specific customer by entering the customer's last name in the **Enter Customer Last Name** field.
Customer Phone	Customize the return order list for a specific customer by entering the customer's phone number in the **Enter Customer Phone** field.
Payment Type	Customize the return order list by entering the payment type in **Search by Payment Type** field or selecting the relevant payment gateway checkbox.

Return Tracking Number	Customize the return list by entering the tracking number in **Enter Track Number** field**.**
Currency	Customize the return order list by entering transaction currency in the **Search by Currency** field or selecting the relevant currency checkbox.
Return Order Value	Customize the return order list by selecting the monetary value range for orders to display those within specified ranges.
Return Point Type	Customize the return order list by entering the sreturn location type (for example, Warehouse, Retail) in **Search by Return Point Type** field or selecting the relevant return point type checkbox.
Return Point	Customize the return order list by entering the return point in **Search by Return Point** field**.**

Action Buttons



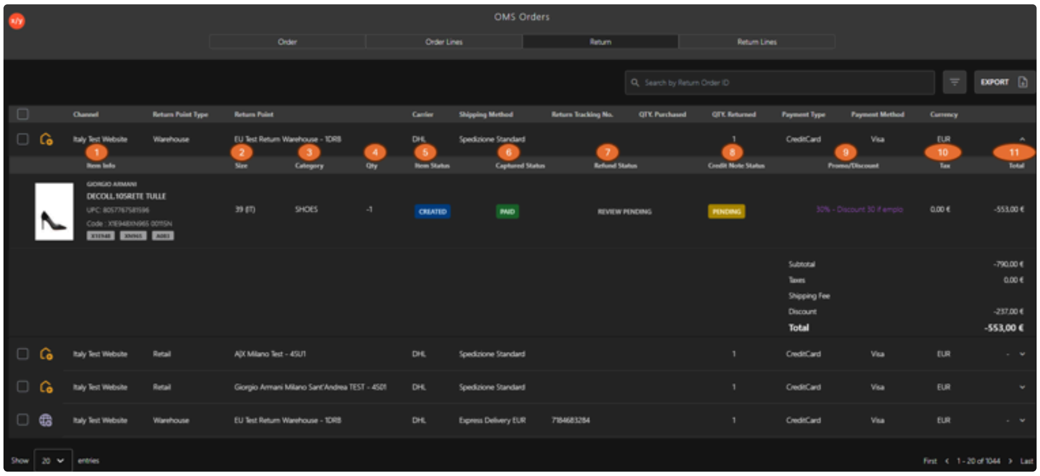
Action Buttons	Description
Apply	Click the **Apply** button to apply filter criteria and display the customized return order list.
Reset	Click the **Reset** button to remove all the applied filters and return to default view.

View Flow

Introduction

The **View Flow** option provides a detailed breakdown of a selected return order, displaying item-level, financial, and processing information in a single expanded view. It enables users to review product details, return quantities, payment and refund status, and applied discounts, ensuring complete visibility into the return transaction lifecycle.

View Flow-UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Field / Element	Description
1	**Item Info**	Displays product details including name, SKU, UPC, and item attributes.
2	**Size**	Indicates the size of the returned item.
3	**Category**	Specifies the product category (for example, Shoes).
4	**Quantity (Qty)**	Shows the quantity of the item included in the return.
5	**Item Status**	Displays the current status of the item (for example, *Created*).

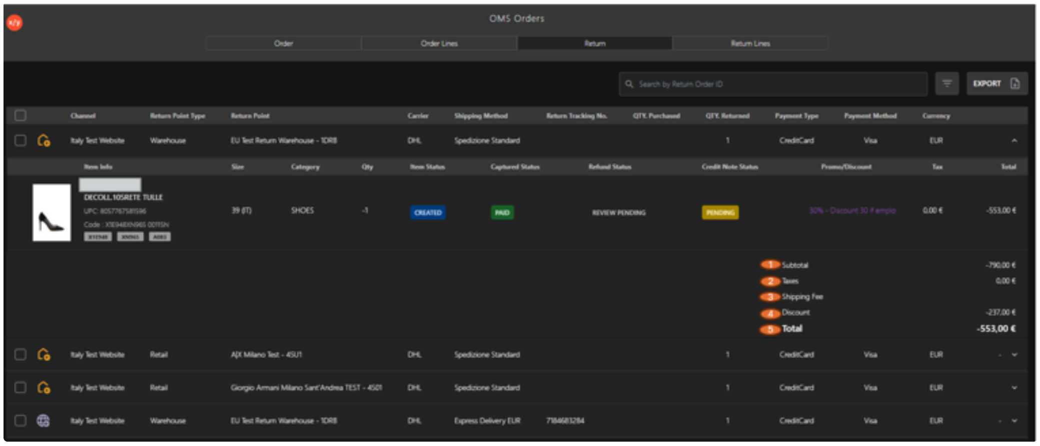
6	**Captured Status**	Indicates payment capture status (for example, *Paid*).
7	**Refund Status**	Shows the current refund processing status (for example, *Review Pending*).
8	**Credit Note Status**	Displays the status of the credit note (for example, *Pending*).
9	**Promo / Discount**	Shows any discount or promotion applied to the item.
10	**Tax**	Displays the tax amount applicable to the return item.
11	**Total**	Shows the total return amount for the item after adjustments.

Return Total

Introduction

In the **Return View Flow**, the **Total** amount is displayed as a **negative value** because it represents the **refund amount** issued to the customer. Unlike a sales order where the total is positive (amount collected), a return transaction reflects money going back to the customer, hence the negative value.

Total UI Reference Table



The following table describes the features that support common follow-up tasks

Callout ID	Feature	Description
1	**Subtotal**	Displays the original value of the returned item(s) before adjustments. Shown as negative to indicate reversal of the sale.
2	**Taxes**	Displays the tax amount associated with the return. Adjusted or reversed based on the original transaction.
3	**Shipping Fee**	Indicates any shipping charges applied or reversed during the return process.
4	**Discount**	Shows the discount applied to the order. This reduces the refundable amount and is reflected in the calculation.

5	**Total**	Final refund amount after applying all adjustments (subtotal, tax, shipping, and discount). Displayed as a negative value to represent money returned to the customer.

Return Order Profile

Introduction

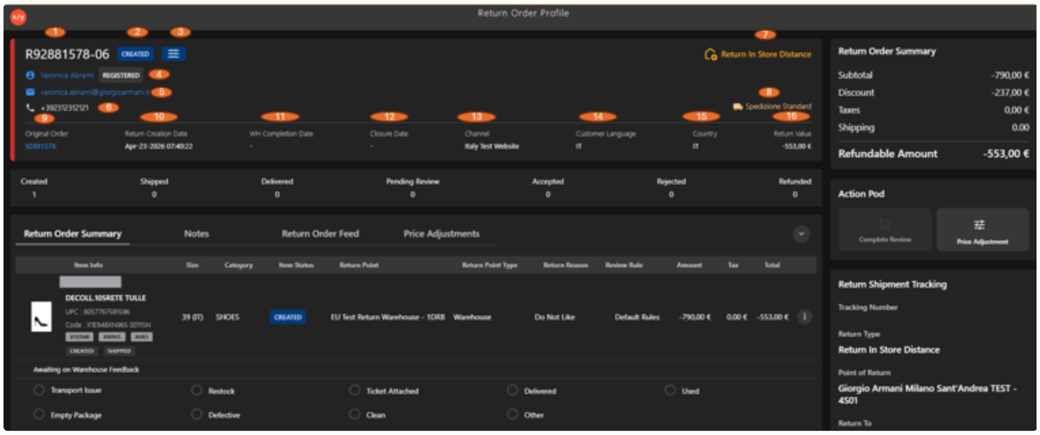
The **Return Order Profile** provides a centralized view of all information related to a selected return order. It displays order details, return status, customer information, payment summary, shipment tracking, and associated documents in a single interface. This view enables the user to monitor, validate, and manage the return process end-to-end, ensuring accurate handling of returns, refunds, and related activities.

Managing Return

Introduction

The **Return Order Profile** provides a detailed view of a specific return order, combining customer information, return details, order references, and financial summaries in a single interface. It enables users to track the return lifecycle, review item-level details, and access key operational and financial data required for validation and processing.

Return Order Profile UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Return Order ID**	Unique identifier assigned to the return order.
2	**Return Status**	Displays the current status of the return (for example, *Created*).
3	**Status Icon**	Visual indicator representing the return status.
4	**Customer Status**	Indicates the customer type (for example, *Registered*).
5	**Customer Email**	Displays the customer's email address.

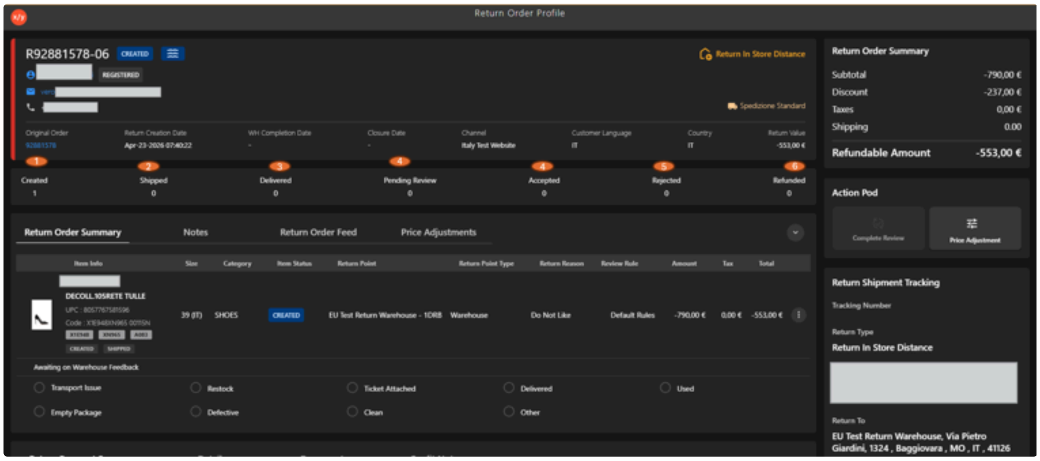
6	**Customer Phone**	Shows the contact number of the customer.
7	**Return In Store Distance**	Indicates the return type or distance for in-store returns.
8	**Shipping Method**	Displays the return shipping method (for example, *Spedizione Standard*).
9	**Original Order ID**	Reference ID of the original order linked to the return.
10	**Return Creation Date**	Date and time when the return order was created.
11	**WH Completion Date**	Date when warehouse processing is completed.
12	**Closure Date**	Date when the return order is closed.
13	**Channel**	Channel through which the order was placed (for example, Website).
14	**Customer Language**	Preferred language of the customer.
15	**Country**	Country associated with the return order.
16	**Return Value**	Total refund amount associated with the return order.

Return Order Status

Introduction

The **Return Status** section provides a stage-wise overview of the return order lifecycle. It displays the current progress of the return by categorizing it into predefined statuses, enabling users to quickly identify where the return stands in the process. This helps in tracking, monitoring, and managing return operations efficiently.

Return Status UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Status	Description
1	**Created**	Indicates that the return order has been successfully created in the system.
2	**Shipped**	Indicates that the returned item has been shipped by the customer or initiated for return.
3	**Delivered**	Indicates that the returned item has been received at the return location (warehouse/store).
4	**Pending Review**	Indicates that the returned item is awaiting inspection or validation.

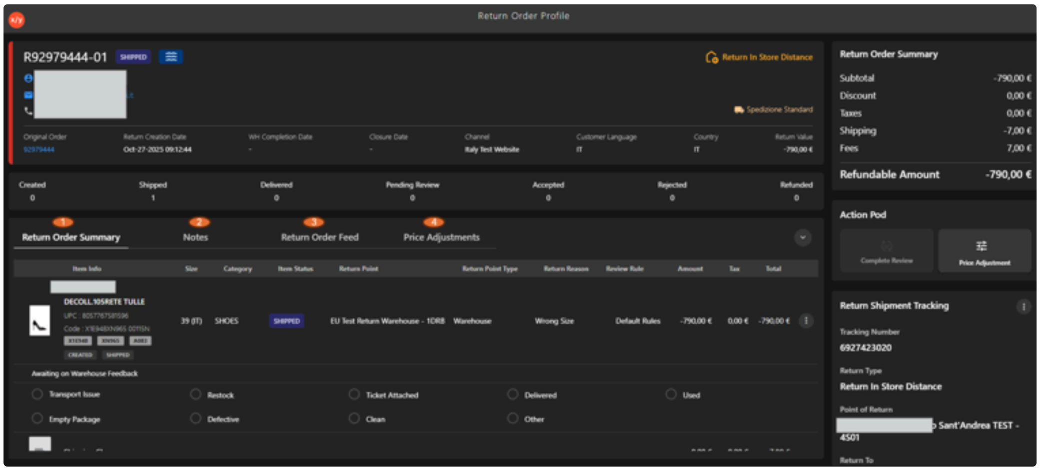
5	**Accepted**	Indicates that the return has been approved after review.
6	**Rejected**	Indicates that the return request has been declined after evaluation.
7	**Refunded**	Indicates that the refund has been successfully processed to the customer.

Managing Return Items and Action

Introduction

The **Managing Return Items and Actions** section enables users to review returned items and perform necessary actions to complete the return process. It provides a structured view of return details along with access to supporting tabs for tracking activities, notes, and adjustments.

Managing Return Items and Actions UI Reference



Callout ID	Field / Element	Description
1	[Return Order Summary]()	Displays item-level details of the return.
2	[Notes]()	Allows users to view or add notes related to the return.
3	[Return Order Feed]()	Displays a chronological log of return order item activities.
4	[Price Adjustments]()	Displays any modifications made to

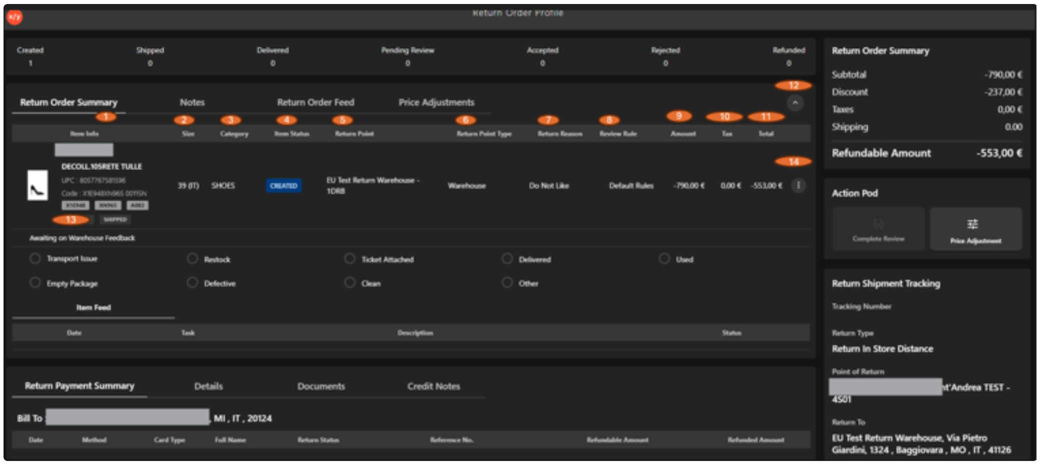
		the return amount.

Return Order Item Summary

Introduction

The **Return Order Summary** section provides an item-level overview of the return order, including product details, return location, reason for return, and financial impact. It enables users to review the returned item, validate return conditions, and understand how the refund amount is calculated. This section supports efficient return verification and decision-making during the review process.

Return Order Summary UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	[Item Info]()	Displays product details including brand, product name, UPC, and SKU attributes.
2	**Size**	Indicates the size of the returned item.
3	**Category**	Specifies the product category.
4	**Item Status**	Shows the current status of the return item (for example, *Created*).
5	**Return Point**	Displays the location where the return is processed.

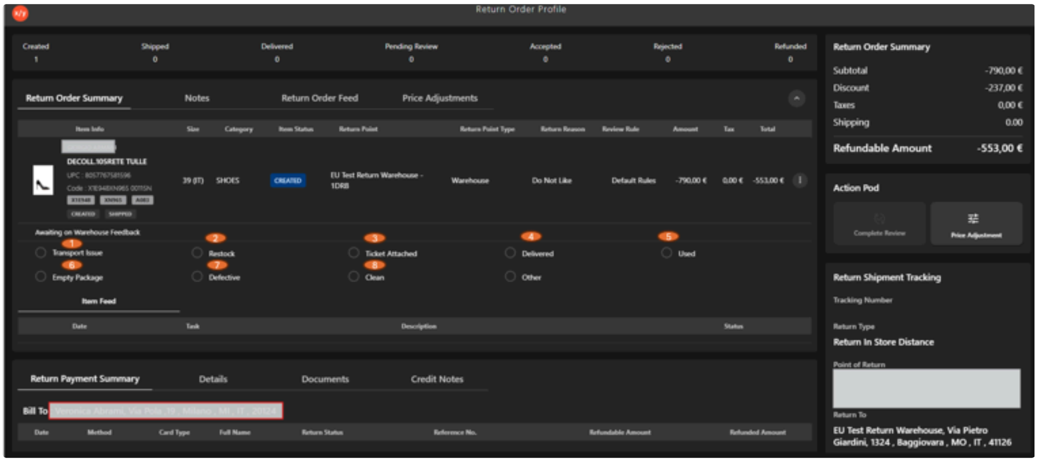
6	**Return Point Type**	Indicates whether the return is handled at a warehouse or retail store.
7	**Return Reason**	Shows the reason provided for the return.
8	**Review Rule**	Displays the rule applied for return validation.
9	**Amount**	Displays the base value of the returned item.
10	**Tax**	Shows the tax amount associated with the return.
11	**Total**	Displays the final refundable amount (shown as negative).
12	**Expand/Collapse**	Allows expanding or collapsing the section.
13	**Awaiting on Warehouse Feedback**	Captures inspection outcomes and item condition during return evaluation.
14	**Kebab menu**	Click to view additional item-level actions.

Awaiting on Warehouse Feedback

Introduction

The **Awaiting on Warehouse Feedback** section is used to capture the inspection outcome of the returned item after it reaches the return location. It allows warehouse or store users to record the condition of the item and identify any issues observed during inspection.

Awaiting on Warehouse Feedback UI Reference Table



Callout ID	Feature	Description
1	**Transport Issue**	Select when the item is damaged during transit.
2	**Restock**	Select when the item is in good condition and can be added back to inventory.
3	**Ticket Attached**	Indicates that a support or investigation ticket is linked to the return.
4	**Delivered**	Confirms that the returned item has been received at the return location.
5	**Used**	Select when the item shows signs of usage and may not be eligible for resale.

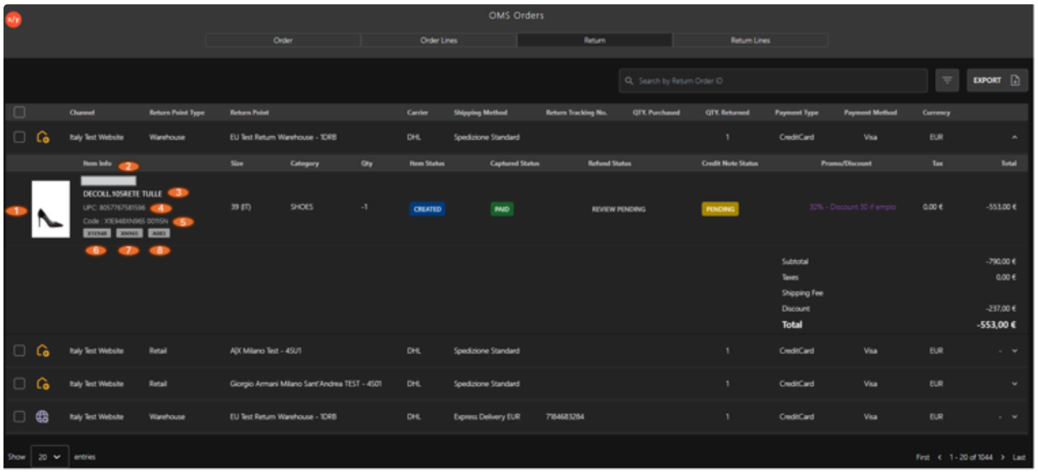
6	**Empty Package**	Select when the returned package does not contain the expected item.
7	**Defective**	Select when the item has a manufacturing or functional defect.
8	**Clean**	Indicates that the item is in acceptable condition after inspection.
9	**Other**	Select for any condition not covered by the listed options.

Return Item Info

Introduction

The **Item Info** section within the View Flow provides a detailed breakdown of the returned product, including product identifiers, size, classification, and variant-specific attributes. This section helps validate the exact item being returned by matching it with the original order details.

Item Info UI Reference Table



The following table describes the features that support common follow-up tasks

Callout ID	Feature	Description
1	**Product Image**	Displays the visual representation of the returned item.
2	**Brand Name**	Shows the brand associated with the product (for example, *Giorgio Armani*).
3	**Product Name**	Displays the product name or description (for example, *DECOLL 105RETTE TULLE*).
4	**UPC**	Displays the Universal Product Code used for product identification.
5	**Product Code**	Shows the internal SKU or item code assigned to the product.

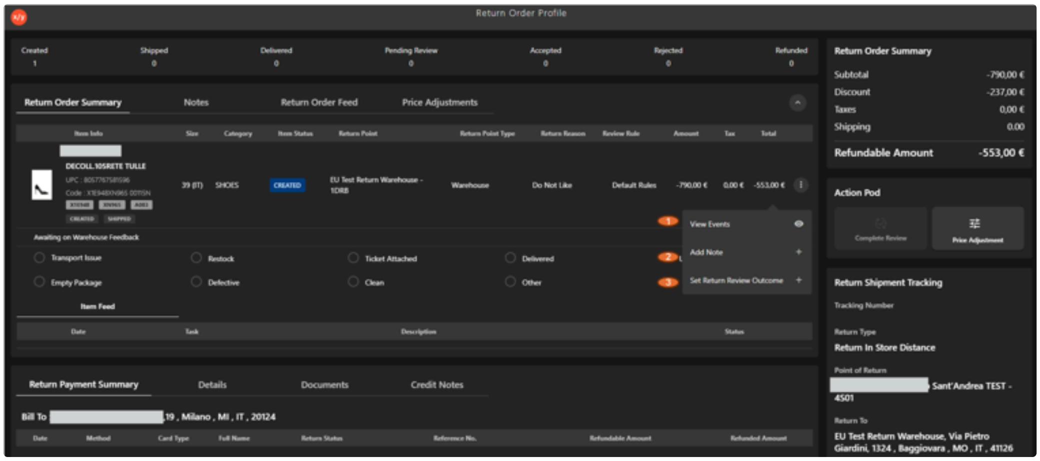
6	**Style Code**	Identifies the base product style (for example, *X1E94*).
7	**Material Code**	Identifies the material or variant grouping (for example, *XN965*).
8	**Color Code**	Identifies the color variant of the product (for example, *A083*).

Return Item Actions Menu

Introduction

The **Item Actions menu** provides access to actions that can be performed on a selected return order item. It supports item-level processing by allowing users to review activity history, add notes, and manage return-related operations.

Return Item Actions Menu UI Reference Table

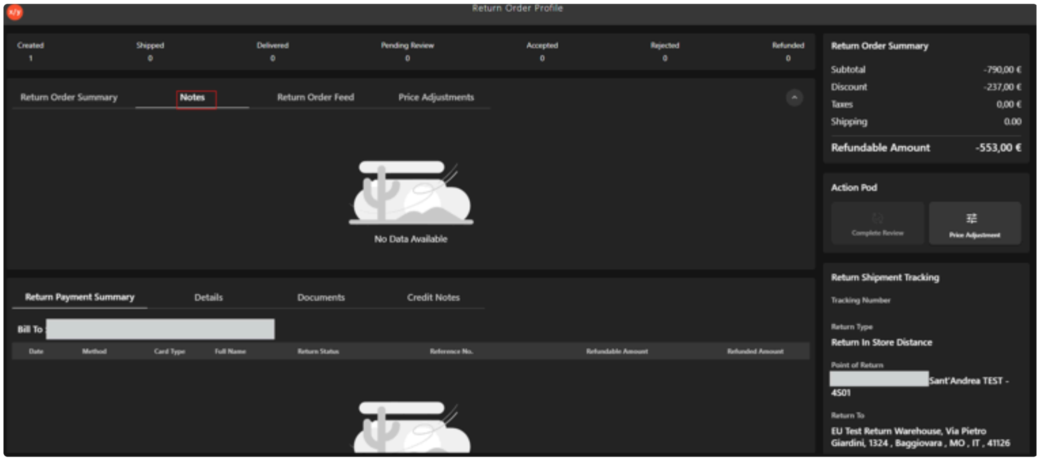


The following table describes the item features that support common follow-up tasks.

Callout ID	Feature	Description
1	**View Events**	Click to see the **Item feed**, showing a chronological history of all order item activities to help users track processing steps, status changes, and system updates
2	**Add Note**	Add notes or comments for the item
4	**Set Return Review Outcome**	Set or update return review outcome.

Return Notes

The **Return Notes** section allows users to add and view comments related to a return order. It helps record important details, updates, or instructions during the return process.



The **Notes** tab is positioned alongside **Return Order Summary**, **Return Order Feed**, and **Price Adjustments**. When selected, it displays all notes associated with the selected return order:

- If notes exist, they are listed in this section for quick reference.
- If no notes are available, the section displays **"No Data Available."**

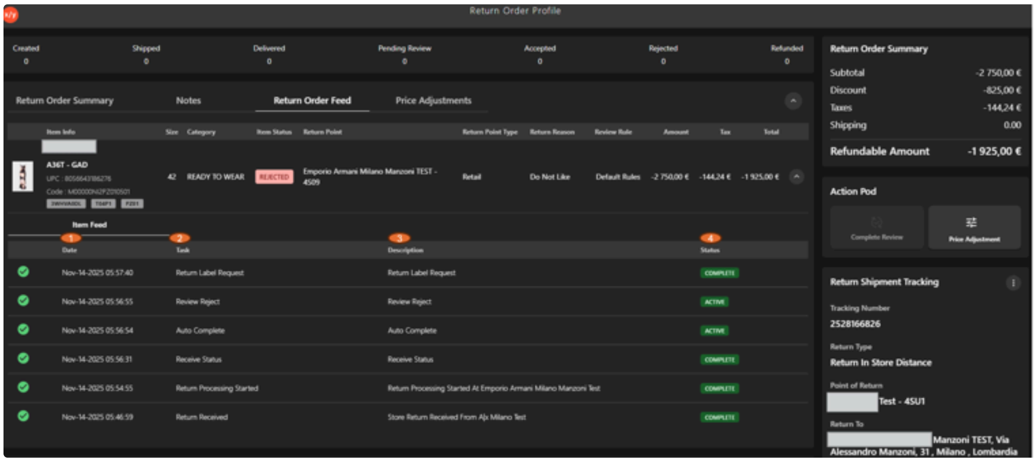
This allows users to review return-related context without navigating away from the return details.

Item Feed

Introduction

The **Item Feed** section provides a chronological log of all activities performed on the return order. It captures each step in the return lifecycle, including system actions and user-triggered events, along with timestamps and status updates. This section enables users to track the progression of the return, audit actions taken, and understand the current state of processing.

Item Feed UI Reference



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Date**	Displays the date and time when the activity or event occurred.
2	**Task**	Indicates the action performed in the return process (for example, *Return Label Request*, *Review Reject*).
3	**Description**	Provides additional details about the activity or system event.

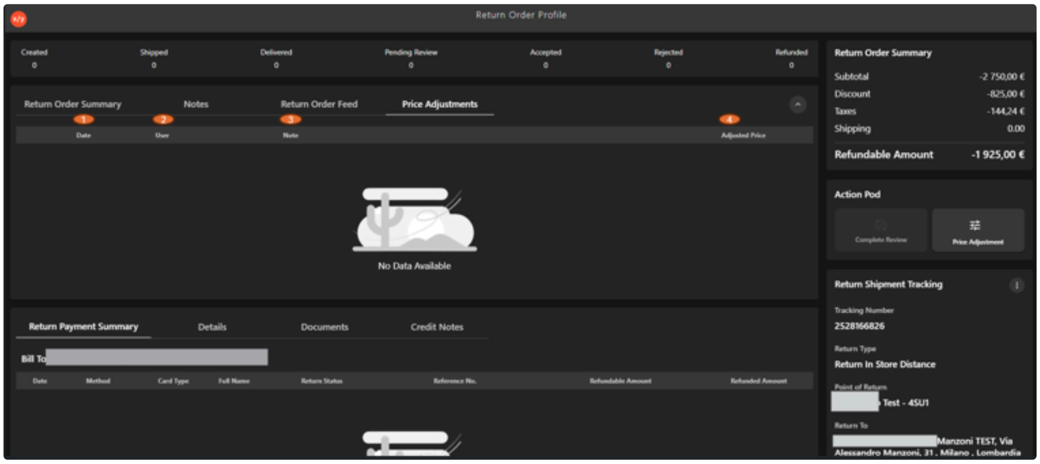
4	**Status**	Shows the current state of the activity (for example, *Complete*, *Active*).

Return Price Adjustments

Introduction

The **Price Adjustments** section allows users to view and track any manual or system-driven changes made to the return amount. It captures adjustment details such as when the change was made, who performed it, and the updated price.

Price Adjustments UI Reference Table



The following table describes the features that support common follow-up tasks.

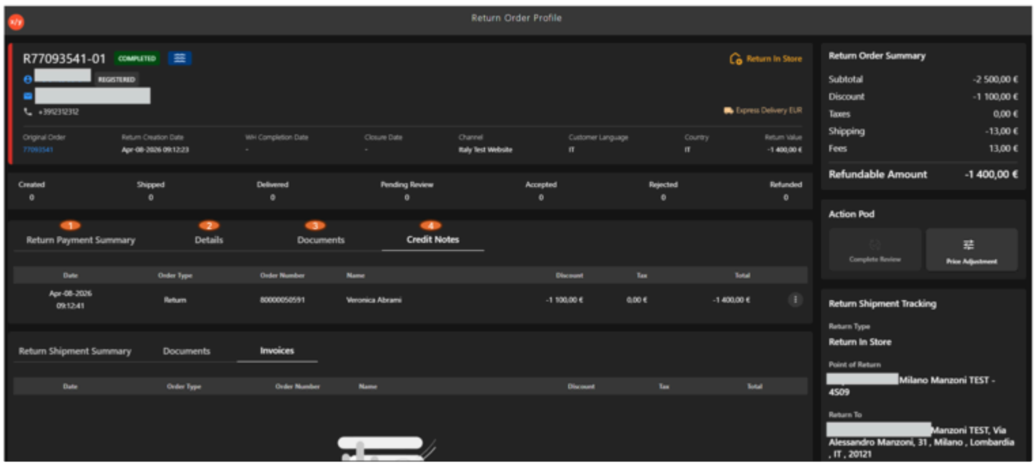
Callout ID	Field / Element	Description
1	**Date**	Displays the date and time when the price adjustment was made.
2	**User**	Indicates the user who performed the price adjustment.
3	**Note**	Provides additional details or reason for the price adjustment.
4	**Adjusted Price**	Shows the updated price after applying the adjustment.

Managing Return Payment

Introduction

The **Return Payment** section displays all payment-related details associated with the selected return order. It provides visibility into billing information, payment method, return status, and refund amounts. This section supports tracking and validation of refund transactions, ensuring accurate processing and clear visibility into payment activities during the return process.

Return Payment UI Reference Table



The following table describes the features that support common follow-up tasks.

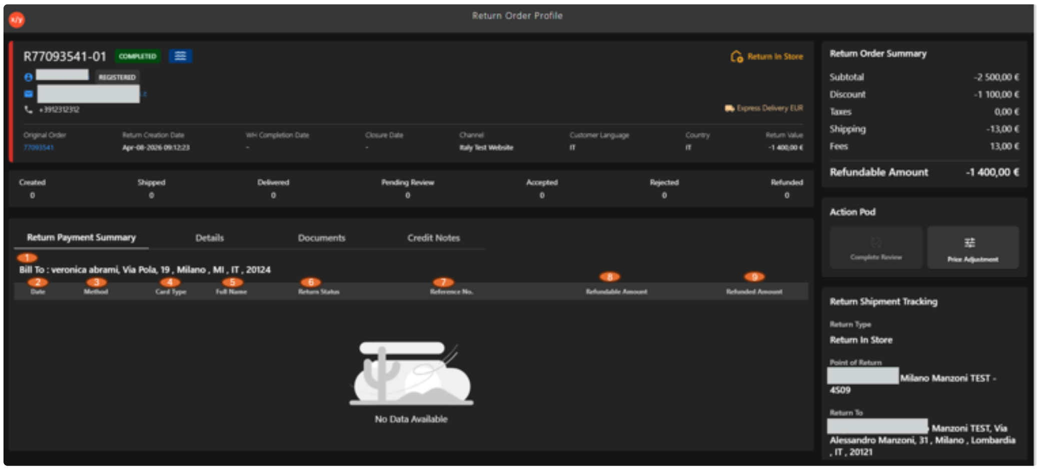
Callout ID	Feature	Description
1	[Return Payment Summary]()	Displays the section containing return payment details.
2	[Details]()	Displays additional payment-related information.
3	[Documents]()	Displays document-related records for the return.
4	[Credit Notes]()	Displays credit notes associated with the return order.

Return Payment Summary

Introduction

The **Return Payment Summary** section provides a consolidated view of all payment-related details associated with a return transaction. It allows the user to review how the refund is processed, including the payment method used, card details, return status, and the corresponding refundable and refunded amounts.

Return Payment Summary UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Bill To**	Displays the customer billing details, including name and address.
2	**Date**	Displays the date on which the return payment entry is recorded.
3	**Method**	Displays the payment method used for the original transaction or refund.
4	**Card Type**	Displays the type of card used (for example, credit or debit card).
5	**Full Name**	Displays the name of the cardholder or customer associated with the payment

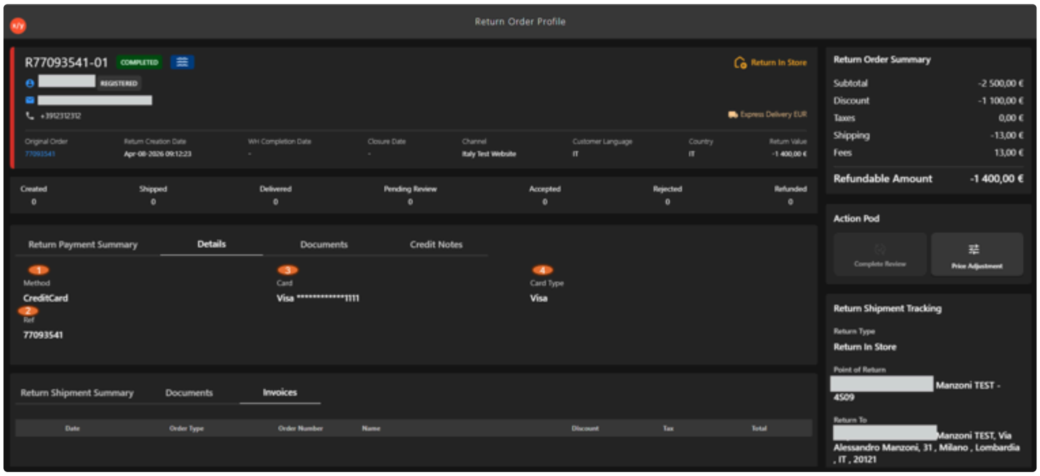
6	**Return Status**	Displays the current status of the return (for example, pending, accepted).
7	**Reference No.**	Displays the reference number associated with the return or transaction.
8	**Refundable Amount**	Displays the amount eligible for refund based on the return details.
9	**Refunded Amount**	Displays the amount that has been successfully refunded to the customer.

Return Details

Introduction

The **Details** tab provides a focused view of the payment information associated with the selected return order. It allows the user to review the payment method, card details, and reference information linked to the transaction.

Details UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Method**	Displays the payment method used for the transaction.
2	**Card**	Displays the masked card number associated with the payment.
3	**Card Type**	Displays the type of card used for the payment.

4	**Ref**	Displays the reference number associated with the transaction.

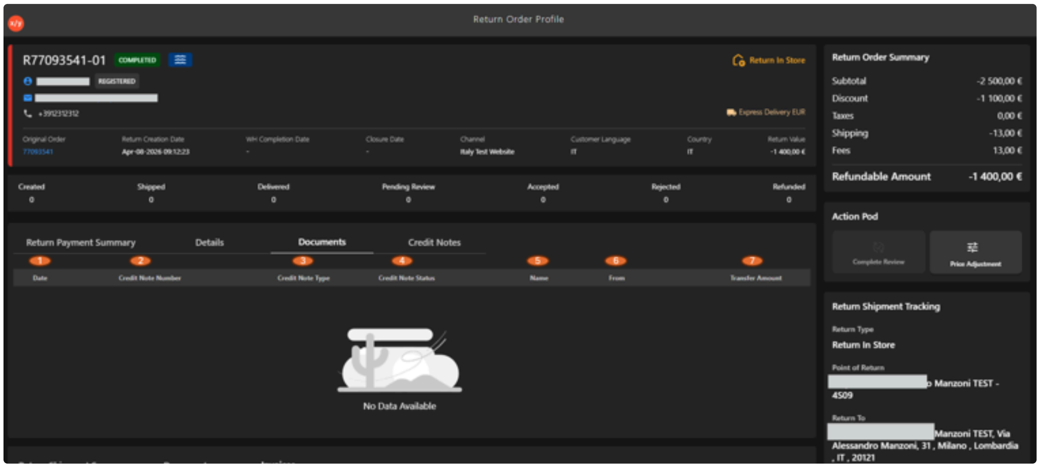
Return Documents

Introduction

The **Documents** tab displays all credit note–related records for the selected return order, including credit note number, type, status, and transfer amount.

This section supports tracking and validation of return-related financial documents, ensuring accurate documentation and clear visibility into credit note activity.

Documents UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Date**	Displays the date on which the credit note is created.
2	**Credit Note Number**	Displays the unique identifier assigned to the credit note.
3	**Credit Note Type**	Displays the type of credit note generated for the return.
4	**Credit Note Status**	Displays the current status of the credit

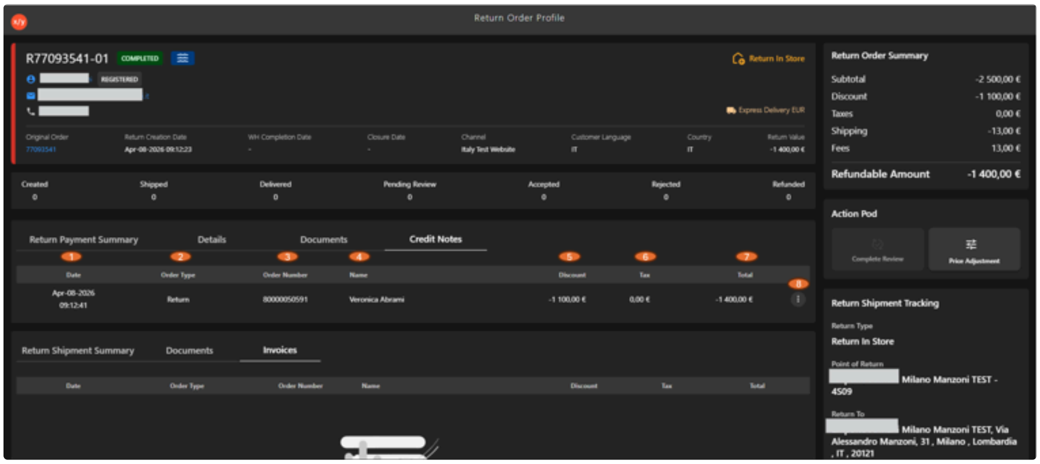
		note.
5	**Name**	Displays the name associated with the credit note record.
6	**From**	Displays the source from which the credit note is issued.
7	**Transfer Amount**	Displays the amount transferred through the credit note.

Credit Notes

Introduction

The **Credit Notes** tab in the *Return Order Profile* displays all credit notes generated for the selected return order, including order details, customer information, and financial values such as discount, tax, and total amount.

Credit Notes UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Date**	Displays the date on which the credit note record is created.
2	**Order Type**	Displays the type of order associated with the credit note.
3	**Order Number**	Displays the order number linked to the credit note.
4	**Name**	Displays the customer name associated with the credit note.

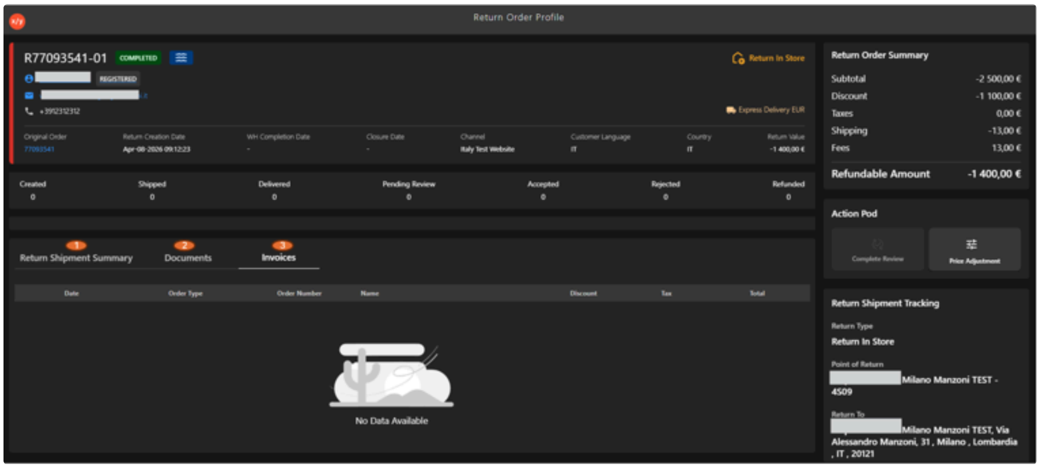
5	**Discount**	Displays the discount amount applied to the credit note.
6	**Tax**	Displays the tax amount applied to the credit note.
7	**Total**	Displays the total amount of the credit note.
8	Kebab Menu	Displays additional actions and allows generating a credit note.

Managing Return Shipment

Introduction

The Return Shipment section provides a consolidated view of shipment-related information for the selected return order. It includes shipment summary, associated documents, and invoice details, enabling end-to-end visibility of the return shipment process.

Return Shipment UI Reference Table



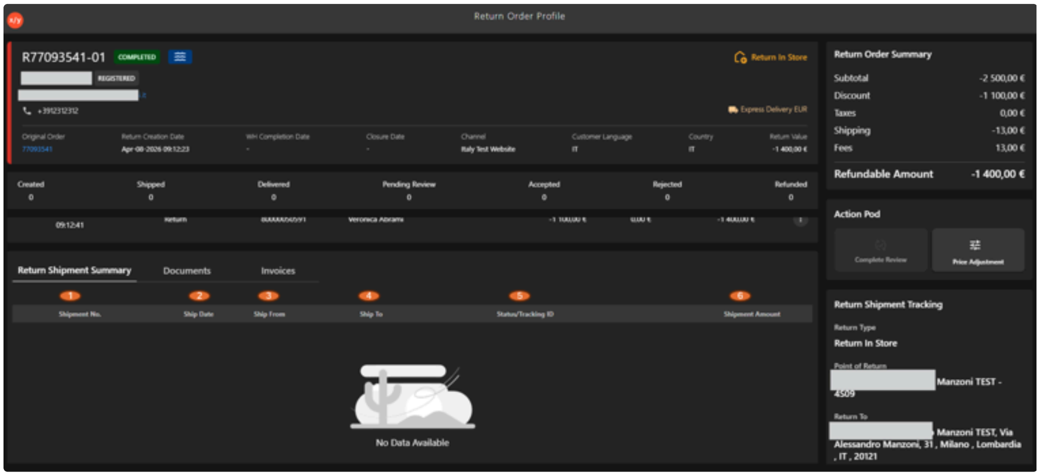
The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Return Shipment Summary**	Displays shipment details associated with the return order.
2	**Documents**	Displays shipment-related document records.
3	**Invoices**	Displays invoice records associated with the return shipment.

Return Shipment Summary

The **Return Shipment Summary** section displays shipment-related details for the selected return order. It provides visibility into shipment identification, origin and destination, tracking status, and shipment amount. This section supports monitoring and validation of return shipments, ensuring accurate tracking and clear visibility into shipment movement.

Return Shipment Summary UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Shipment No.**	Displays the unique identifier assigned to the return shipment.
2	**Ship Date**	Displays the date on which the shipment is processed.
3	**Ship From**	Displays the origin location from which the return shipment is initiated.
4	**Ship To**	Displays the destination location for the return shipment.

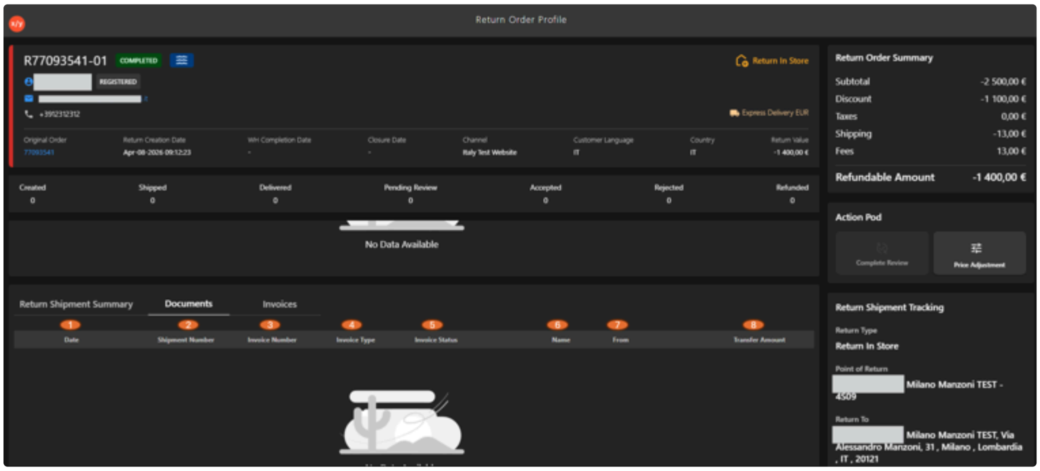
5	**Status/Tracking ID**	Displays the shipment status or tracking identifier.
6	**Shipment Amount**	Displays the total amount associated with the shipment.

Return Shipment Documents

Introduction

The **Documents** displays all shipment-related invoice records for the selected return order. It provides visibility into invoice details such as shipment number, invoice type, status, and transfer amount. This section supports tracking and validation of shipment documents, ensuring accurate documentation and clear visibility into invoice-related activities.

Documents UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Date**	Displays the date on which the document is recorded.
2	**Shipment Number**	Displays the shipment number associated with the document.
3	**Invoice Number**	Displays the unique identifier assigned to the invoice.
4	**Invoice Type**	Displays the type of invoice generated for the shipment

5	**Invoice Status**	Displays the current status of the invoice.
6	**Name**	Displays the name associated with the document record.
7	**From**	Displays the source from which the document is generated.
8	**Transfer Amount**	Displays the amount associated with the invoice transfer.

Return Invoices

Introduction

The **Invoices** tab displays all invoice records associated with the selected return order, including return order details and financial values such as discount, tax, and total amount. This section supports tracking and validation of return-related invoices, ensuring accurate financial documentation and clear visibility into invoice activity

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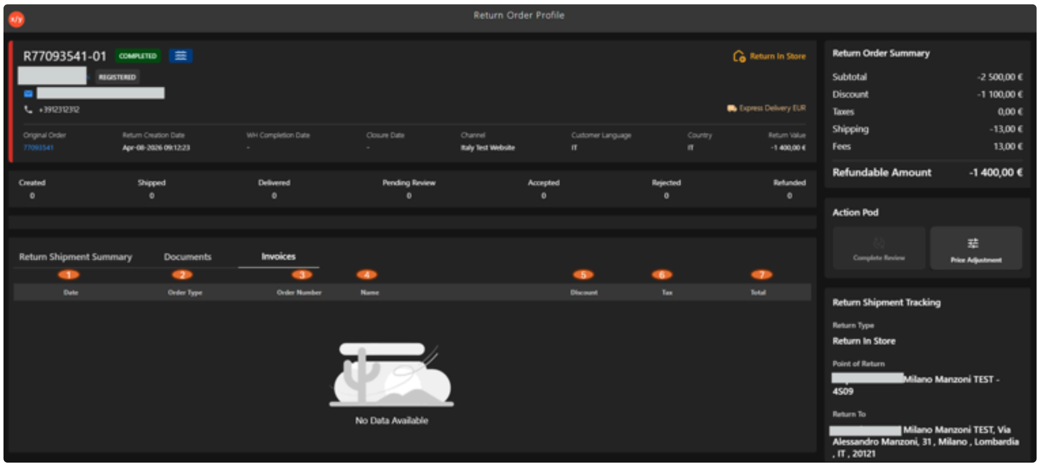
Invoices UI Reference Table



The following table describes the features that support common follow-up tasks.

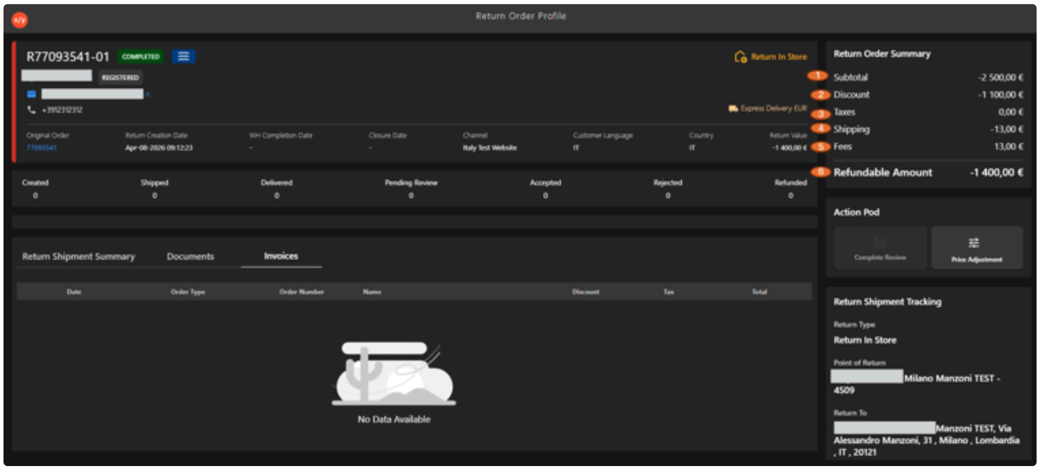
Callout ID	Feature	Description
1	**Date**	Displays the date on which the invoice record is created.
2	**Order Type**	Displays the type of order associated with the invoice.
3	**Order Number**	Displays the order number linked to the invoice.
4	**Name**	Displays the name associated with the invoice.
5	**Discount**	Displays the discount amount applied to the invoice.
6	**Tax**	Displays the tax amount applied to the invoice.
7	**Total**	Displays the total amount of the invoice.

Return Price Summary

Introduction

The **Return Order Summary** section displays a financial overview of the selected return order. It includes key values such as subtotal, discount, taxes, shipping, fees, and the final refundable amount.

Return Order Summary UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Subtotal**	Displays the total value of items before any deductions or additions.
2	**Discount**	Displays the total discount applied to the return order.
3	**Taxes**	Displays the total tax amount applied to the return order.
4	**Shipping**	Displays the shipping charges associated with the return order.
5	**Fees**	Displays any additional fees applied to the return order.

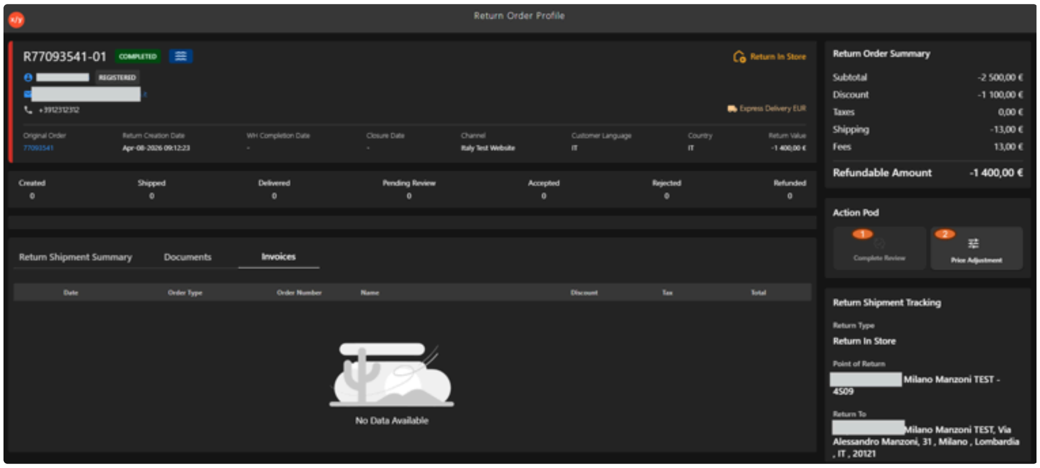
6	**Refundable Amount**	Displays the final amount eligible for refund after all calculations.

Return Order Profile Action Pod

Introduction

The **Action Pod** provides quick access to key actions required to process and manage the selected return order. It enables the user to perform operational tasks such as completing the review and applying price adjustments.

Action Pod UI Reference Table



The following table describes the features that support common follow-up tasks.

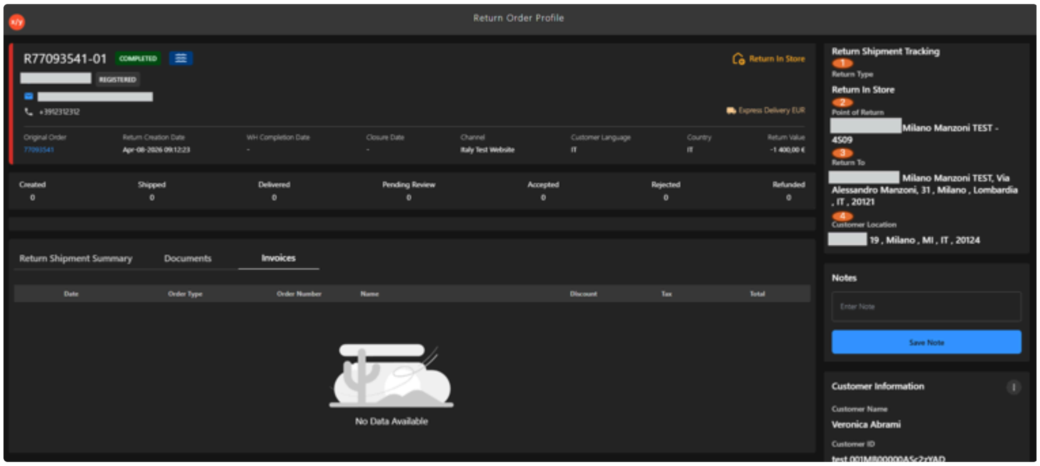
Callout ID	Feature	Description
1	**Complete Review**	Displays the option to complete the return order review.
2	**Price Adjustment**	Displays the option to apply price adjustments to the return order.

Return Shipment Tracking

Introduction

The **Return Shipment Tracking** section displays key location and routing details for the selected return order. It provides visibility into the return type, point of return, destination, and customer location.

Return Shipment Tracking UI Reference Table



The following table describes the features that support common follow-up tasks.

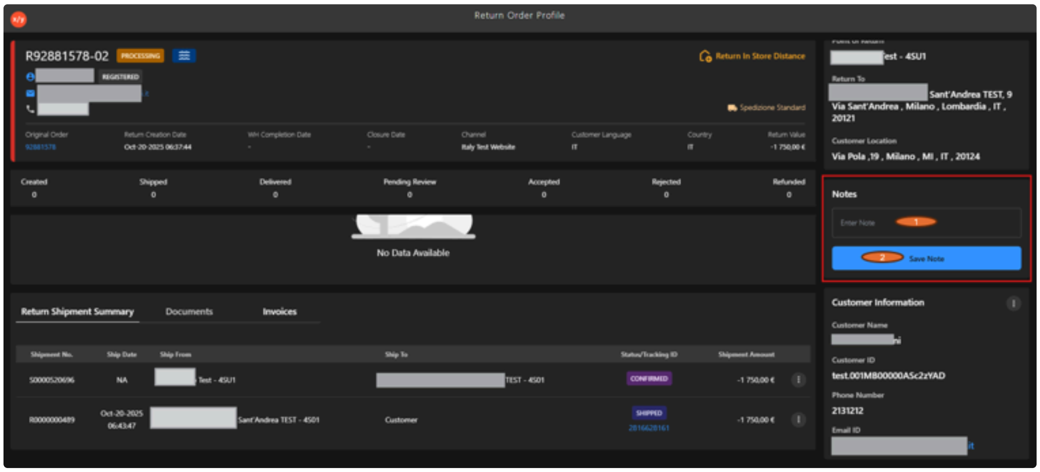
Callout ID	Feature	Description
1	**Return Type**	Displays the type of return associated with the order.
2	**Point of Return**	Displays the location where the return is initiated.
3	**Return To**	Displays the destination location for the return shipment.
4	**Customer Location**	Displays the customer’s address associated with the return.

Return Order Profile Notes

Introduction

The **Notes** section allows users to capture and store additional information related to the return order. It provides a dedicated space to record remarks, instructions, or context that support return processing and tracking. This helps ensure that all relevant details are documented and accessible for future reference.

Return Order Profile Notes UI Reference Table



The following table describes the features that support common follow-up tasks.

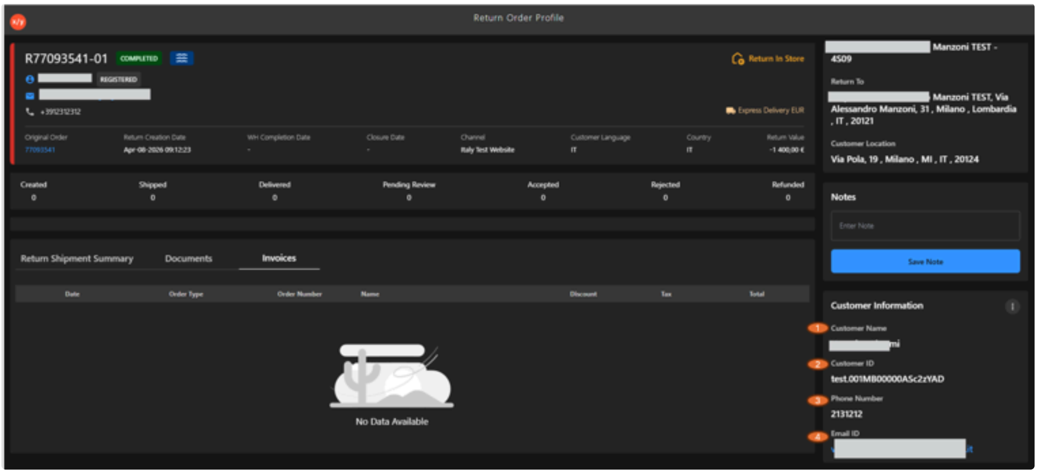
Callout ID	**Feature**	Description
1	**Enter Note Field**	Allows users to enter remarks, comments, or additional information about the return.
2	**Save Note**	Saves the note and links it to the return order for future reference.

Return Order Customer Information

Introduction

The **Customer Information** displays the registered customer information associated with the selected return order. It provides visibility into customer identification and contact details required for order validation and communication.

Customer Information UI Reference Table



The following table describes the features that support common follow-up tasks.

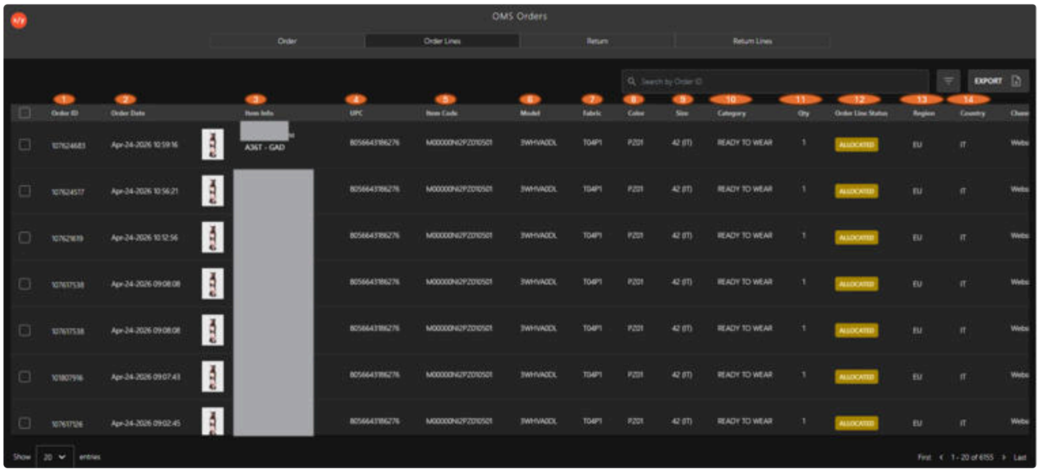
Callout ID	Feature	Description
1	**Customer Name**	Displays the registered customer's name.
2	**Customer ID**	Displays the customer's unique identifier.
3	**Phone Number**	Displays the customer's contact number.
4	**Email ID**	Display's the customer's email address.

Order Lines

Introduction

The **Order Lines** section provides a detailed view of all items associated with a selected order. It enables users to review product-level information, track order line status, and access key attributes such as item details, quantity, and region. This section supports efficient monitoring and validation of order fulfillment activities.

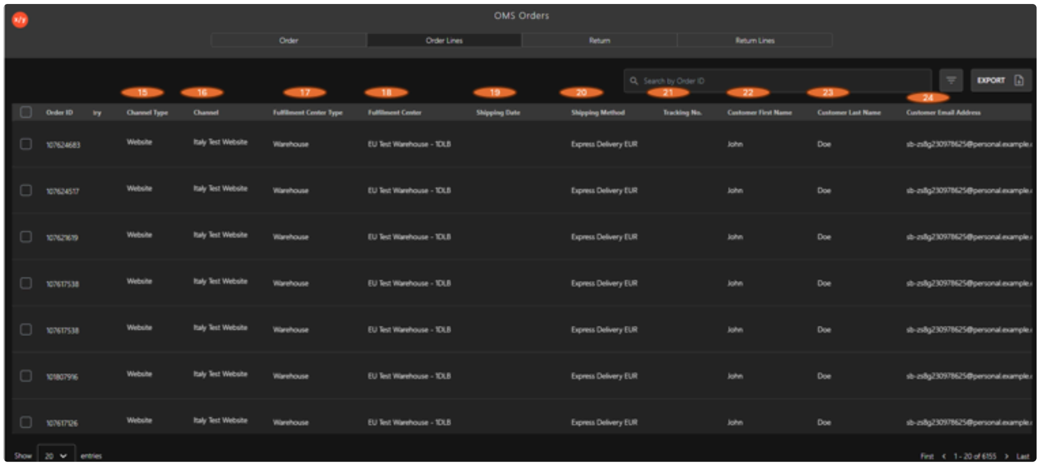
Order Lines – UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
1	**Order ID**	Displays the unique identifier of the order.
2	**Order Date**	Displays the order's creation date and time.
3	**Item Info**	Displays the product image along with brand and item details.
4	**UPC**	Displays the item's Universal Product Code.

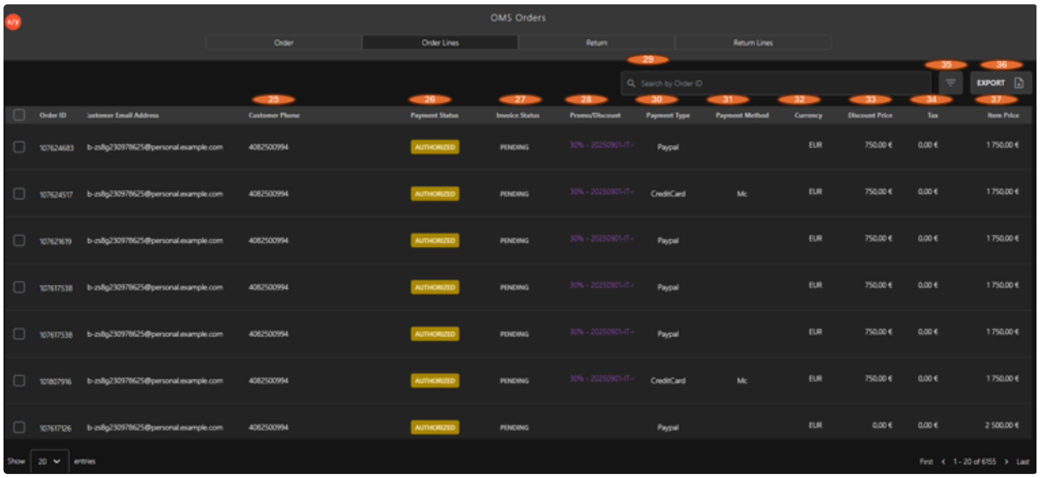
5	**Item Code**	Displays the internal SKU or item code.
6	**Model**	Displays the product model.
7	**Fabric**	Displays the material or fabric type.
8	**Color**	Displays the item color.
9	**Size**	Displays the item size.
10	**Category**	Displays the product category.
11	**Qty**	Displays the quantity ordered.
12	**Order Line Status**	Displays the item's current status (for example, **Allocated**).
13	**Region**	Displays the region associated with the order.
14	**Country**	Displays the order's country.



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
15	**Channel Type**	Displays the type of sales channel through which the order was placed (for example, Website).
16	**Channel**	Displays the specific sales channel or platform used to place the order.
17	**Fulfillment Center Type**	Displays the type of fulfillment location handling the order (for example, Warehouse).
18	**Fulfillment Center**	Displays the name of the fulfillment center responsible for processing the order.
19	**Shipping Date**	Displays the date scheduled for shipping the order.
20	**Shipping Method**	Displays the delivery method selected for the shipment.
21	**Tracking No.**	Displays the shipment's tracking number for delivery monitoring.
22	**Customer First Name**	Displays the customer's first name linked to the order

23	**Customer Last Name**	Displays the customer's last name linked to the order.
24	**Customer Email Address**	Displays the customer’s email address



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
25	**Customer Phone**	Displays the contact number of the customer associated with the order.
26	**Payment Status**	Displays the order's current payment status (for example, Authorized).
27	**Invoice Status**	Displays the invoice generation status for the order (for example, **Pending**).
28	**Promo/Discount**	Displays the applied promotion or discount

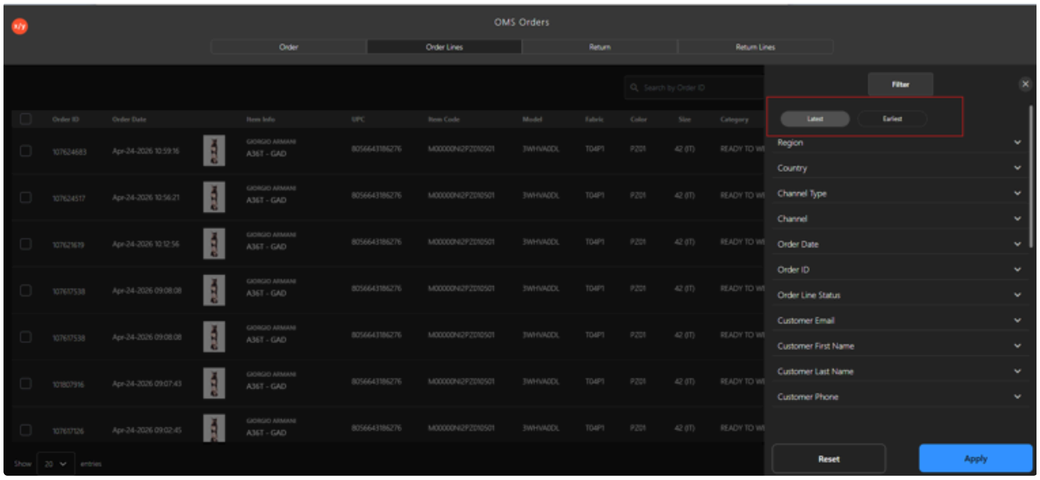
		details for the order.
29	**Search**	Allows users to search order lines using the Order ID.
30	**Payment Type**	Indicates the payment type (for example, PayPal, Credit Card).
31	**Payment Method**	Displays the specific payment method or provider used for the transaction.
32	**Currency**	Displays the currency used for the transaction.
33	**Discount Price**	Displays the discount amount applied to the order.
34	**Tax**	Displays the tax amount applied to the order.
35	**Filter**	Allows users to apply filters to refine the displayed order lines.
36	**Export**	Enables exporting the order line data.
37	**Item Price**	Displays the final price of the item after applying discounts and taxes.

Order Lines Filter

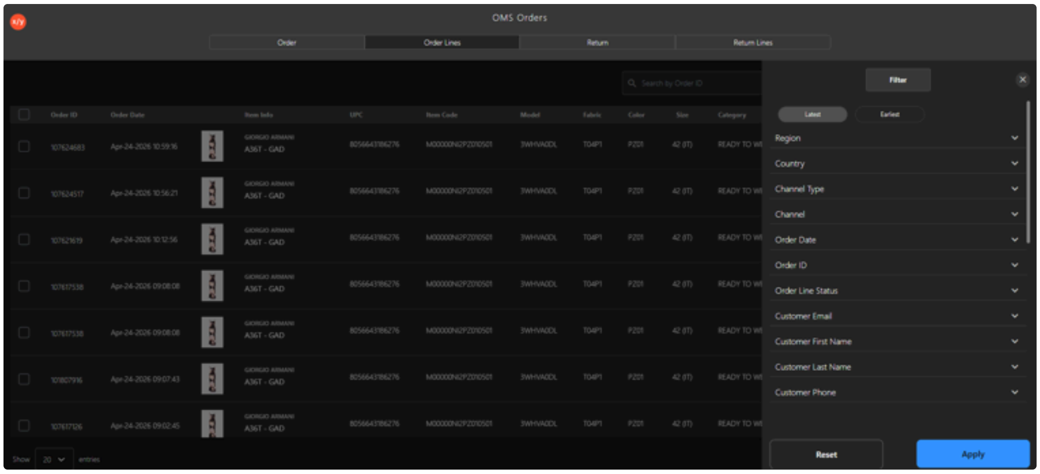
Introduction

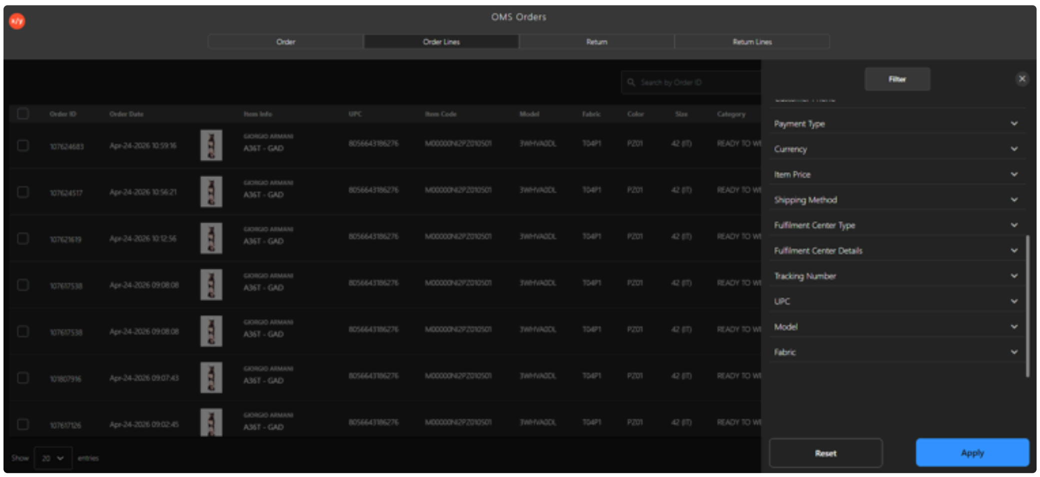
The **Order Lines Filter** provides a powerful set of tools to help you quickly locate and manage specific order lines within the Order Management System.

Sorting



Sorting Criteria	Description
Latest	Select the **Latest** option to view orders from the most recent date to the oldest.
Earliest	Select the **Earliest** option to view orders from the oldest date to the most recent.





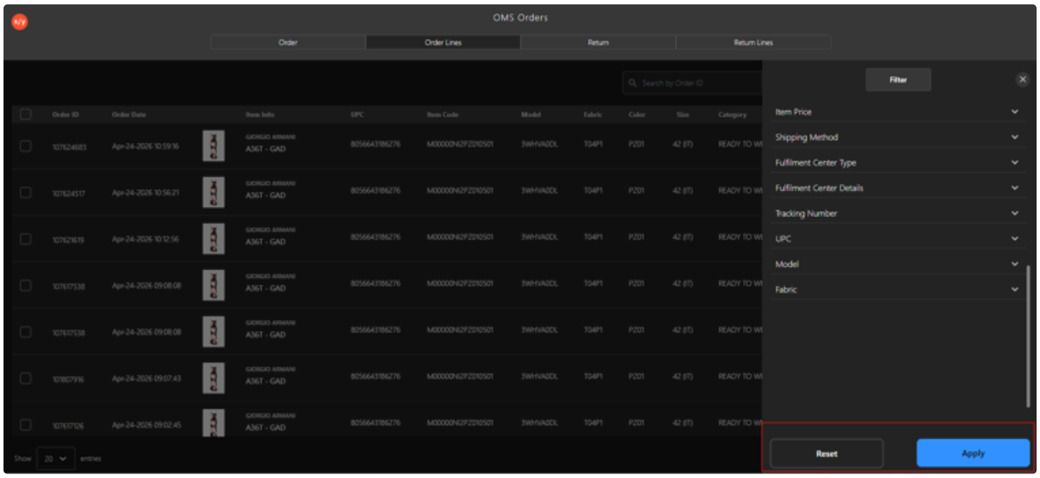
Filter Category	Description
Region	Customize the order list by entering the region name in the **Search by Region** field or selecting the relevant region checkbox.
Country	Customize the order list by entering the country name in the **Search by Country** field or selecting the relevant country checkbox.
Channel Type	Customize the order list by entering the channel type in the **Search by Channel Type** field or selecting the relevant channel type checkbox.
Channel	Customize the order list by entering the channel name in the **Search by**

	Channel field or selecting the relevant channel checkbox.
Order Date	Customize the order list by selecting the required date range to display orders within the specified period.
Order ID	Customize the order list by entering the order ID in the **Enter Order ID** field.
Order Line Status	Customize the order list by entering the order line status in the **Search by Order Line Status** field or selecting the relevant status checkbox.
Customer Email	Customize the order list for a specific customer by entering the email address in the **Enter Customer Email** field.
Customer First Name	Customize the order list for a specific customer by entering the customer first name in the **Enter Customer First Name** field.
Customer Last Name	Customize the order list for a specific customer by entering the customer last name in the **Enter Customer Last Name** field.
Customer Phone	Customize the order list for a specific customer by entering the customer phone number in the **Enter Customer Phone** field.
Payment Type	Customize the order list by entering the payment type in the **Search by Payment Type** field or selecting the relevant payment type checkbox.

Currency	Customize the order list by entering the currency in the **Search by Currency** field or selecting the relevant currency checkbox.
Item Price	Customize the order list by selecting the price range using the slider or entering minimum and maximum values.
Shipping Method	Customize the order list by entering the shipping method in the **Search by Shipping Method** field or selecting the relevant shipping method checkbox.
Fulfillment Center Type	Customize the order list by entering the fulfillment center type in the **Search by Fulfillment Center Type** field or selecting the relevant option.
Fulfillment Center Details	Customize the order list by entering the fulfillment center in the **Search by Fulfillment Center Details** field or selecting the relevant center checkbox.
Tracking Number	Customize the order list by entering the tracking number in the **Enter Tracking Number** field.
UPC	Customize the order list by entering the UPC in the **Search by UPC** field or selecting the relevant UPC checkbox.
Model	Customize the order list by entering the model in the **Search by Model** field or selecting the relevant model checkbox.

Fabric	Customize the order list by entering the fabric in the **Search by Fabric** field or selecting the relevant fabric checkbox.

Action Buttons



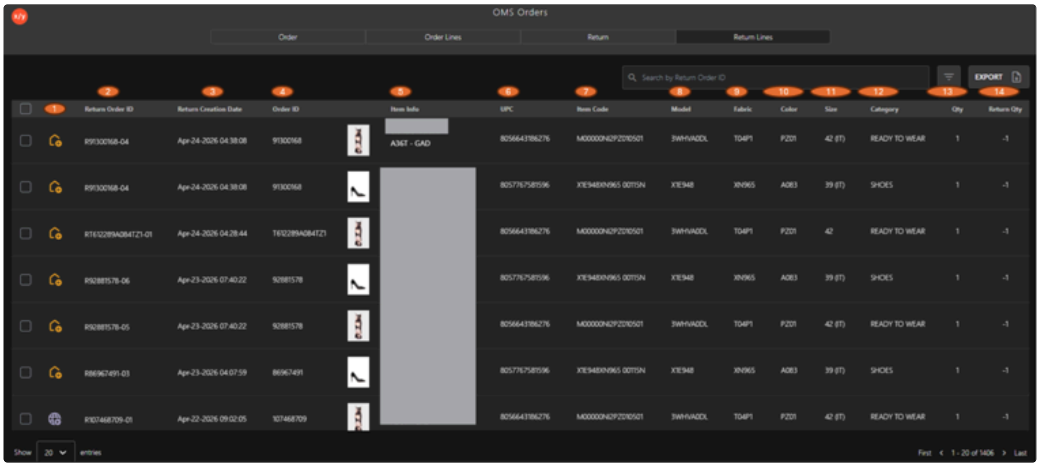
Action Buttons	Description
Apply	Click the **Apply** button to apply filter criteria and display the customized return order list.
Reset	Click the **Reset** button to remove all the applied filters and return to default view.

Return Lines

Introduction

The **Return Lines** section displays all items associated with return orders. It provides detailed visibility into returned items, including product attributes, return quantities, and associated order references. This view enables users to track return activities, validate item details, and monitor return processing efficiently.

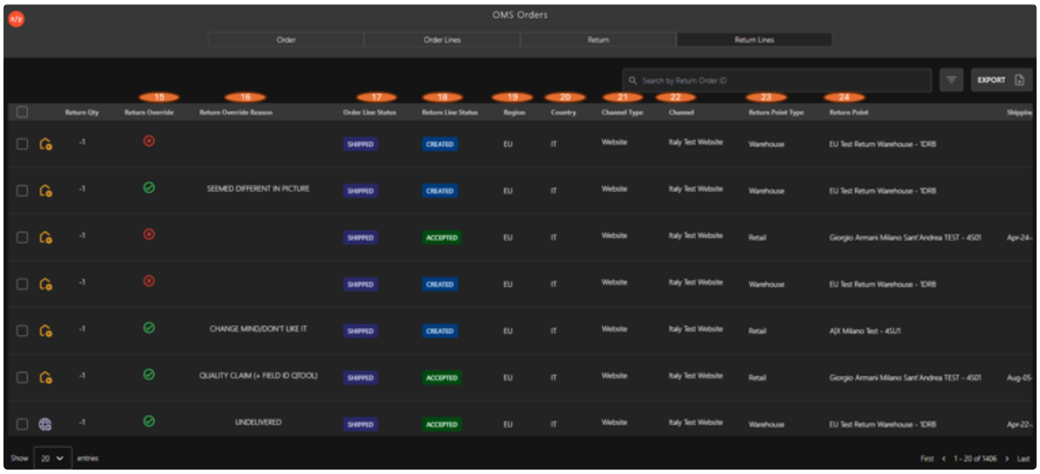
Return Lines UI Reference Table



The following table describes the features that support common follow-up tasks.

Callout ID	**Feature**	Functional Description
1	**Return Status Icon**	Indicates the source of the return (for example, online or store).
2	**Return Order ID**	Displays the unique identifier assigned to the return order.
3	**Return Creation Date**	Displays the date and time when the return was created.

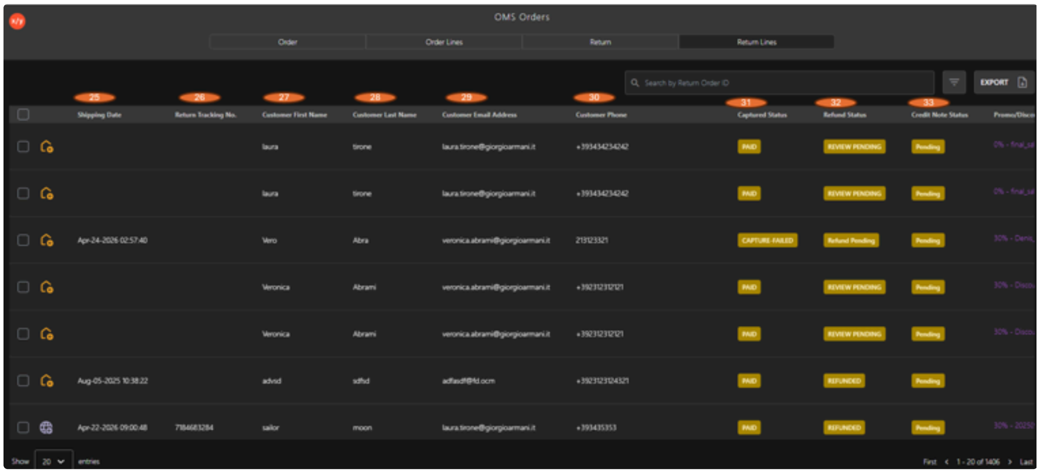
4	**Order ID**	Displays the original order ID associated with the return.
5	**Item Info**	Displays the product image along with the item name and brand.
6	**UPC**	Displays the universal product code of the item.
7	**Item Code**	Displays the internal SKU used for item tracking.
8	**Model**	Displays the product model or style.
9	**Fabric**	Displays the material or fabric type of the item.
10	**Color**	Displays the item's color.
11	**Size**	Displays the item's size.
12	**Category**	Displays the product category.
13	**Qty**	Displays the quantity from the original order line.
14	**Return Qty**	Displays the quantity being returned (deducted from inventory).



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
15	**Return Override**	Indicates if the return was manually overridden.
16	**Return Override Reason**	Displays the reason for overriding the return.
17	**Order Line Status**	Displays the current status of the original order line (for example, Shipped).
18	**Return Line Status**	Indicates the current processing status of the return line (for example, Created, Accepted).
19	**Region**	Displays the region associated with the return order.
20	**Country**	Displays the country for the return order.
21	**Channel Type**	Indicates the sales channel type (for

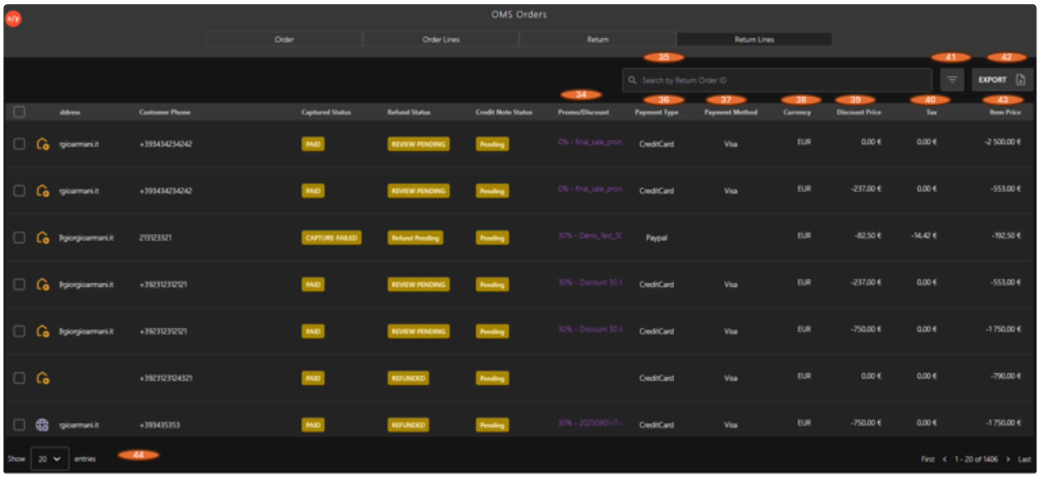
		example, Website).
22	**Channel**	Displays the channel where the order was placed.
23	**Return Point Type**	Indicates the return location type (for example, Warehouse or Retail).
24	**Return Point**	Displays the name of the return location handling the item.



The following table describes the features that support common follow-up tasks.

Callout ID	Feature	Description
25	**Shipping Date**	Displays the date and time when the return shipment is processed.
26	**Return Tracking No.**	Displays the tracking number for the return shipment.
27	**Customer First Name**	Displays the first name of the customer

		associated with the return.
28	**Customer Last Name**	Displays the last name of the customer associated with the return.
29	**Customer Email Address**	Displays the email address linked to the return order.
30	**Customer Phone**	Displays the customer's contact number.
31	**Captured Status**	Displays the payment capture status (for example, Paid, Capture Failed).
32	**Refund Status**	Displays the current refund status (for example, Review Pending, Refunded).
33	**Credit Note Status**	Displays the credit note status (for example, Pending).



Callout ID	Feature	Description
34	**Promo/Discount**	Displays the promotion or discount applied to the order.
35	**Search**	Allows users to search return lines using the Return Order ID.
36	**Payment Type**	Indicates the type of payment used (for example, Credit Card, PayPal).
37	**Payment Method**	Displays the specific payment provider (for example, Visa).
38	**Currency**	Displays the currency used for the transaction.
39	**Discount Price**	Displays the discount amount applied to the item.
40	**Tax**	Shows the tax amount applied to the item.
41	**Filter**	Allows users to apply filters to refine the displayed return lines.
42	**Export**	Enables exporting the return line data.
43	**Item Price**	Displays the final item price after applying discounts and taxes.

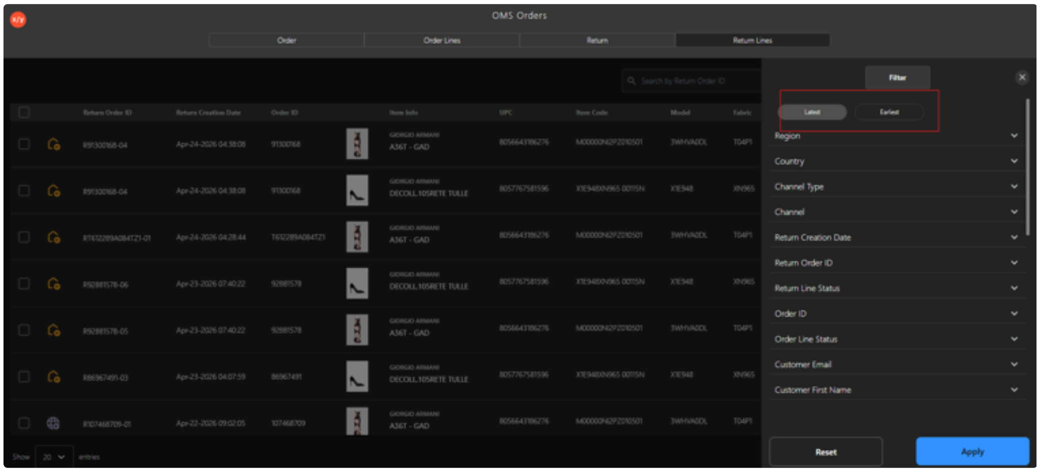
44	Pagination	Controls the number of rows displayed per page to improve readability.

Return Lines Filter

Introduction

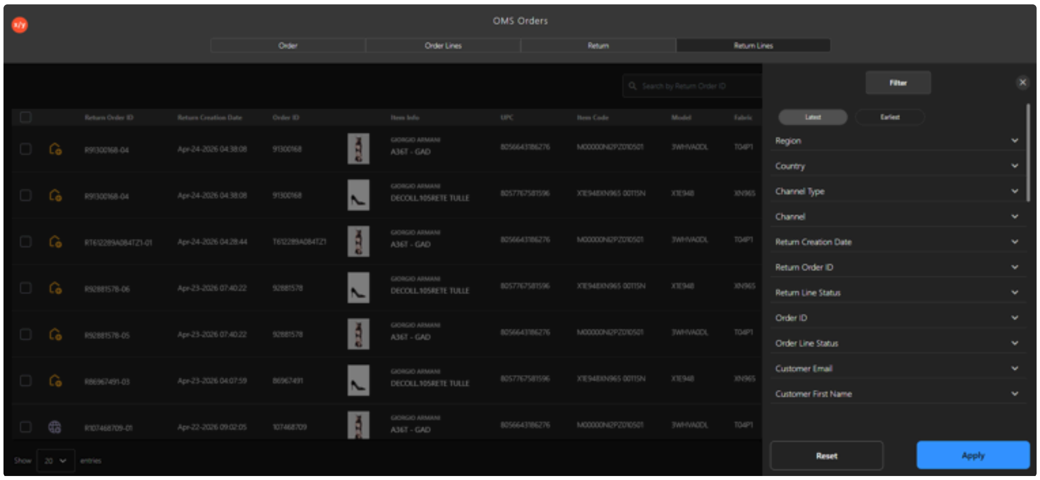
The **Return Lines Filter** provides a comprehensive set of sorting and filtering options to help you quickly locate and manage specific return lines within the Order Management System.

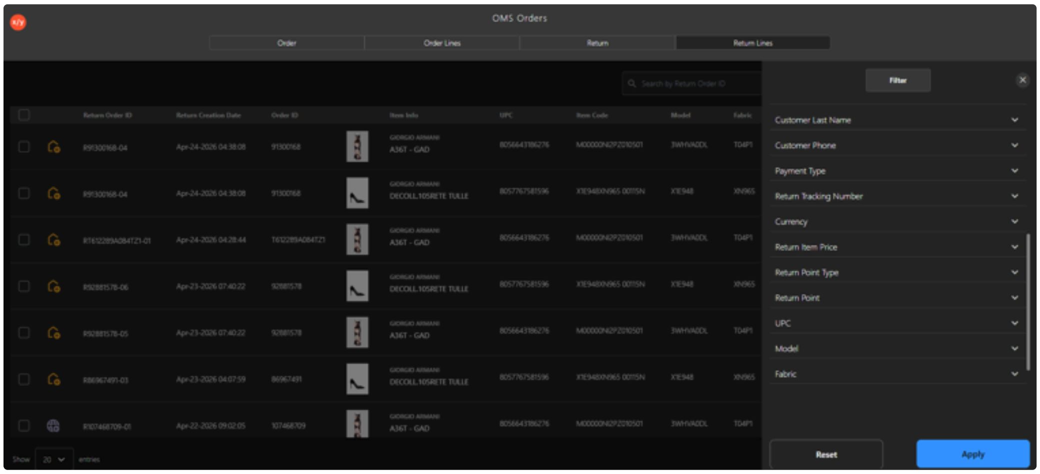
Sorting



Sorting Criteria	Description
Latest	Select the **Latest** option to view orders from the most recent date to the oldest.
Earliest	Select the **Earliest** option to view orders from the oldest date to the most recent.

Filter Options





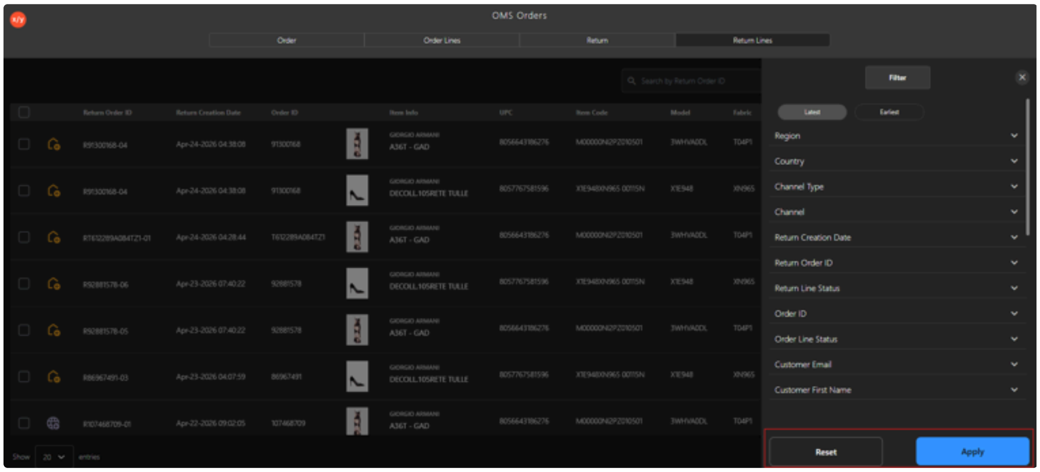
Filter Category	Description
Region	Customize the return list by entering the region name in the **Search by Region** field or selecting the relevant region checkbox.
Country	Customize the return list by entering the country name in the **Search by Country** field or selecting the relevant country checkbox.
Channel Type	Customize the return list by entering the channel type in the **Search by Channel Type** field or selecting the relevant channel type checkbox.

Channel	Customize the return list by entering the channel name in the **Search by Channel** field or selecting the relevant channel checkbox.
Return Creation Date	Customize the return list by selecting the required date range for when the return was created.
Return Order ID	Customize the return list by entering the return order ID in the **Enter Return Order ID** field.
Return Line Status	Customize the return list by entering the return line status in the **Search by Return Line Status** field or selecting the relevant status checkbox.
Order ID	Customize the return list by entering the order ID in **Enter Order ID** associated with the return.
Order Line Status	Customize the return list by entering the order line status in the **Search by Order Line Status** field or selecting the relevant status checkbox.
Customer Email	Customize the return list for a specific customer by entering the email address in the **Enter Customer Email** field.
Customer First Name	Customize the return list for a specific customer by entering the customer first name in the **Enter Customer First Name** field.
Customer Last Name	Customize the return list for a specific customer by entering the

	customer last name in the **Enter Customer Last Name** field.
Customer Phone	Customize the return list for a specific customer by entering the customer phone number in the **Enter Customer Phone** field.
Payment Type	Customize the return list by entering the payment type in the **Search by Payment Type** field or selecting the relevant payment type checkbox.
Return Tracking Number	Customize the return list by entering the tracking number in the **Enter Tracking Number** field.
Currency	Customize the return list by entering the currency in the **Search by Currency** field or selecting the relevant currency checkbox.
Return Item Price	Customize the return list by selecting the price range using the slider or entering minimum and maximum values.
Return Point Type	Customize the return list by entering the return point type or selecting the relevant option.
Return Point	Customize the return list by entering the return location in the **Search by Return Point** field or selecting the relevant return point checkbox.
UPC	Customize the return list by entering the UPC in the **Search by UPC** field or selecting the relevant UPC checkbox.

Model	Customize the return list by entering the model in the **Search by Model** field or selecting the relevant model checkbox.
Fabric	Customize the return list by entering the fabric in the **Search by Fabric** field or selecting the relevant fabric checkbox.

Action Buttons



Action Buttons	Description
Apply	Click the **Apply** button to apply filter criteria and display the customized return order list.
Reset	Click the **Reset** button to remove all the applied filters and return to default view.