

Order Management System

User Guide

DOCUMENT DETAILS

Version:	3
Date:	May 2026
Owner:	XY Retail
Audience:	Operations · Customer Support · Fulfillment

x/y

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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 records all revisions made to this document, ensuring version accuracy and alignment with **OMS** system updates.

Version History

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

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OMS User Guide: Role-Based Navigation

How to Use This Page

Navigate the sections in the same sequence as the OMS User Guide. Expand each section to access related topics. This structure mirrors the official guide to ensure consistency and easy cross-reference.

Who This Page Is For

Role	What you do in OMS
Customer Support [CS]	Manage customer interactions and order-related actions, including order status updates, shipment address validation, note management, cancellations, fraud checks, payment receipts, and price adjustments.
New Member [NM]	Build foundational knowledge and perform core customer support activities, including signing in, navigating OMS, searching orders and returns, adding notes, providing order status, processing cancellations, and handling return actions.
Operations Specialist [OP]	Oversee operational workflows, including monitoring order queues, exporting reports, managing payment updates, handling pre-shipment dependencies, and working with order and return line reporting.

Section 1 — Getting Started

Topic	Roles
Sign in to OMS	CS, NM, OP
XY RETAIL ORDER MANAGEMENT SYSTEM	CS, NM, OP

Section 2 — Searching and Exporting Orders

Topic	Roles
Access the Order Tab from OMS Dashboard	CS, NM, OP
Monitoring Orders with Order Status Queues and Order Feed	CS, OP
Search Orders (OMS Dashboard)	CS, NM
Search Orders (Order Tab)	CS, NM
Order Built-In Filter	CS, OP
Export Order Report	OP

Section 3 — Order Flows & Details

Topic	Roles
Access Order Flow	CS, NM, OP
Access Order Item Flow	CS, OP
Access Delivery Flow	CS, OP
Customer Classification	CS

Section 4 — Order Actions

Topic	Roles
Add Note to Order	CS, NM
Add Note to Order Item	CS, NM
Providing Real Time Order Status	CS, NM
Order Status Response Table	CS, NM
Shipment Address Validation	CS, OP
Force Edit Shipment Address	CS
Cross-Country Fraud Check	CS, OP
Download Payment Receipts	CS
Apply Price Adjustment	CS
Cancel Order	CS, NM
Order Cancellation Eligibility	CS, NM
Order Lifecycle Time Windows	CS, OP

Section 5 — Payments & Operations

Topic	Roles
Update Authorized to Captured Payments	OP
Authorized vs Captured Amount	CS, OP
Pre-Shipment Dependency Task	OP

Section 6 — Return Management

Topic	Roles
Search Return Order (OMS Dashboard)	CS, NM
Search Return Order (Return tab)	CS
Return Order Filter	CS, OP
Access Return Item Flow	CS, OP
Access Return Tab	CS, NM, OP
Access Return Order Flow	CS, OP
Add Return Note	CS, NM
Download Credit Note	CS
Export Return Report	OP

Section 7 — Return Actions

Topic	Roles
Enable Return for Non-Returnable Item	CS
Return Request Outcome Options	CS, NM
Update Item Return Date	CS
Set Return Review Outcome	CS
Modify Returnable to Non-Returnable	CS

Section 8 — Order Lines & Return Lines

Topic	Roles
-------	-------

Access Order Lines	OP
Export Order Line Report	OP
Access Order Item Feed	OP
Order Line Filter	OP
Access Return Lines	OP
Export Return Line Report	OP
Access Return Item Feed	OP
Return Line Filter	OP

XY RETAIL ORDER MANAGEMENT SYSTEM

Introduction

The XY Retail Order Management System (OMS) revolutionizes retail operations by orchestrating the journey from **Order Placement** to **Delivery**. It unifies sales channels (Web, POS, Mobile) with fulfillment nodes (Warehouses, Stores) to ensure efficient inventory management and product sourcing

XY RETAIL OMS LIFE CYCLE



Order Placement

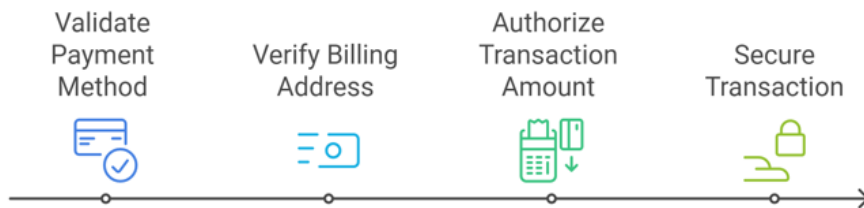
Order placement is the first step that allows customers to browse the products through various sales channels such as, websites, mobile applications, or retail stores, select the products and add them to the sales cart.



 **Payment Authorization**

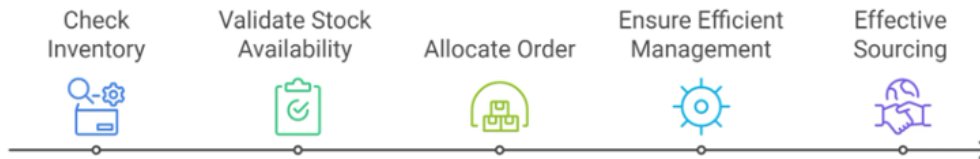
Payment authorization is the process of validating the selected payment method (such as, credit card, debit card, digital wallets, store credits or gift cards), billing address, authorized amount and securing the transaction from customer’s account to the retailer's account.

Payment Authorization Process



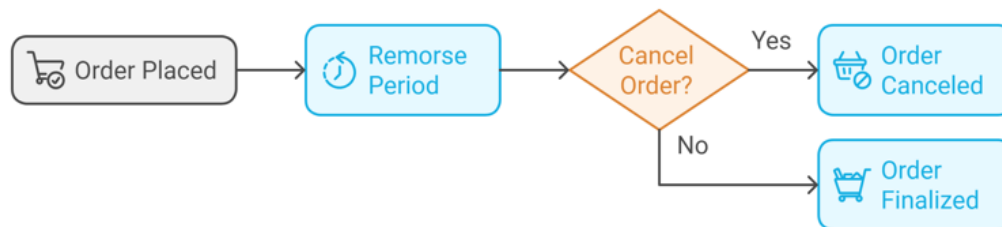
 **Order Allocation**

The system checks the ordered item’s stock against inventory and allocates the order to the appropriate location. This process ensures efficient inventory management and product sourcing.



 **Remorse Period**

The Remorse period is time period provided by the system to the customer to cancel or finalize their order placement.



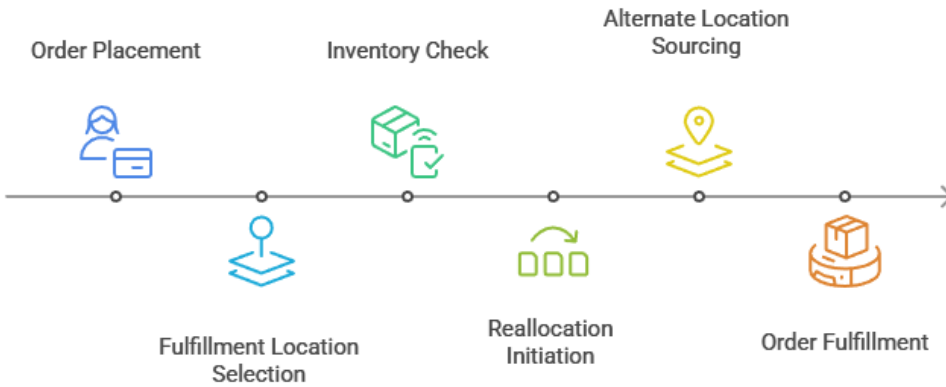
 **Warehouse Process**

The warehouse process begins after an order is allocated and focuses on the physical handling and validation of items before shipment.



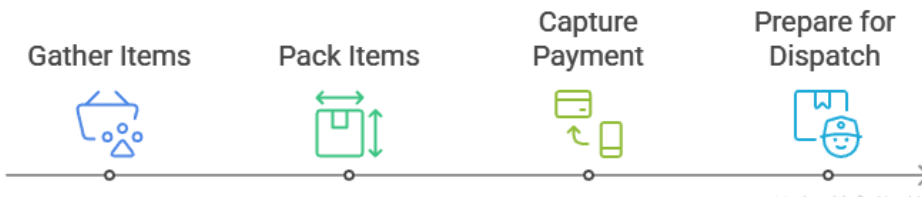
Reallocation

When the originally selected fulfillment location lacks sufficient inventory after availability confirmation, the order is reallocated to an alternate eligible location.



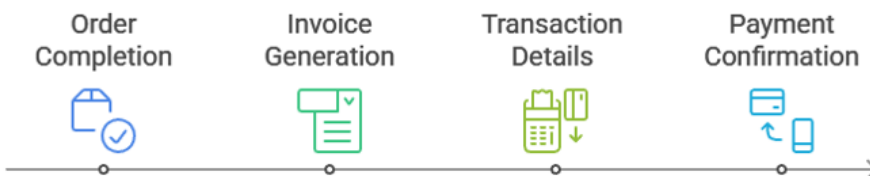
Packing and Payment

The packing and payment capture process ensures items are securely packed before payment is captured and the order is prepared for dispatch.



Invoice Generation

An invoice is generated for the completed order. This document includes details of the transaction, such as item descriptions, quantities, prices, and payment confirmation.



Shipping and Delivery

After packing, the order is scheduled for carrier pickup. The selected shipping provider collects the packages from the warehouse for delivery to the customer.



OMS User Guide

Overview

The OMS Customer Service Guide is a comprehensive reference designed to help customer service professionals manage customer orders confidently and consistently throughout the entire order lifecycle. Its primary purpose is to provide clear, step-by-step procedures and best practices that reduce handling time, minimize errors, and promote accurate, auditable updates within the Order Management System (OMS). By following this guide, users will be equipped to deliver precise information and professional communication to customers while maintaining the integrity of order data across channels and handoffs.

Scope and Audience

This guide applies to anyone who performs customer service activities within OMS, including contact center agents, store support associates, back-office operations teams, and supervisors responsible for oversight and quality. It is suitable for new team members who are learning OMS fundamentals as well as experienced users who need a reliable reference for less common scenarios or policy-sensitive updates.

Outcomes

The OMS Customer Service Guide is designed to translate standards, workflows, and policy into tangible business results. The outcomes below reflect what teams can expect when the guide is adopted consistently across channels and shifts. They are written to be specific and measurable where possible, enabling supervisors and process owners to monitor progress and adjust training or procedures as needed.

Outcome	Description
Reduced average handle time (AHT)	Standardized steps and prompts shorten navigation and decision time, targeting a measurable reduction in AHT for order status, modification, and cancellation contacts.

Fewer errors and rework	Checklists, field validations, and required notes reduce data entry mistakes and follow-up contacts, lowering defect and reopen rates.
Improved auditability	Consistent note templates and disposition codes create a clear activity trail, enabling faster case reviews and better root-cause analysis.
Consistent customer communication	Plain-language macros and guidance align tone, content, and policy across agents and channels, improving CSAT and reducing escalations.
Smoother handoffs	Defined ownership, SLAs, and escalation paths reduce delays when cases move between front-line, store support, and back-office teams.
Improved compliance and policy adherence	Embedded rules and examples help agents apply policies consistently, decreasing exceptions and audit findings.
Faster onboarding	Role-based sections, annotated screenshots, and practice flows help new hires reach proficiency sooner and reduce coaching time.

- [Sign In to OMS](#)
- [Order Management Overview](#)
 - [Access the Order Tab from the OMS Dashboard](#)
 - [Monitoring Orders with Order Status Queues and Order Feed](#)
 - [Searching for an Order From OMS Dashboard](#)
 - [Searching for an Order in the Order Tab](#)
 - [Order Built In Filter](#)
 - [Exporting Order Report](#)

- Accessing Order Flow
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 - Customer Classification in OMS
- Manually Updating Authorized Payments to Captured
 - Authorized Amount and Captured Amount
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 - Return Request Outcome Options
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- Order Lifecycle Time Windows
- Return Management Overview
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 - Accessing the Return Item Flow
 - Exporting Return Order Report
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 - Accessing the Return Order Flow
 - Adding Return Order Note
 - Downloading Credit Note
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 - Exporting Order Line Report
 - Accessing Order Item Feed from Order Lines
 - Order Line Filter
- Return Lines Overview
 - Accessing Return Lines from the OMS Dashboard
 - Exporting Return Line Report
 - Accessing Return Item Feed From Return Lines
 - Return Line Filter

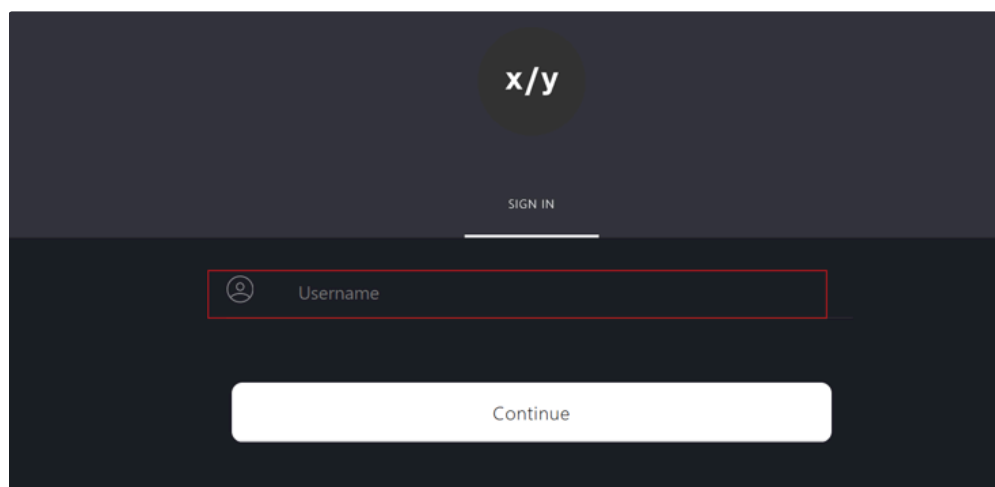
Sign In to OMS

Introduction

This topic explains the procedure for authenticating and accessing the Order Management System (OMS) application using your account credentials.

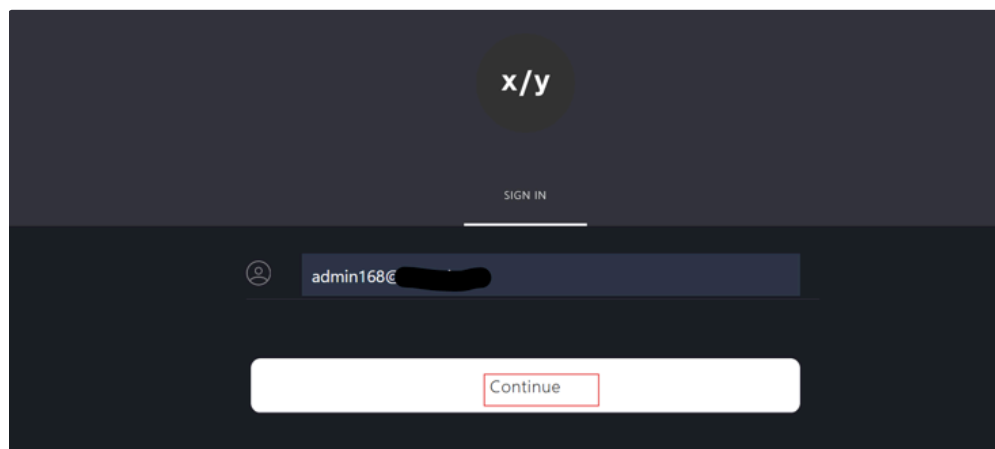
Steps to Sign in to OMS

1. Navigate to OMS [sign in page](#).
2. Enter the email address in the box.



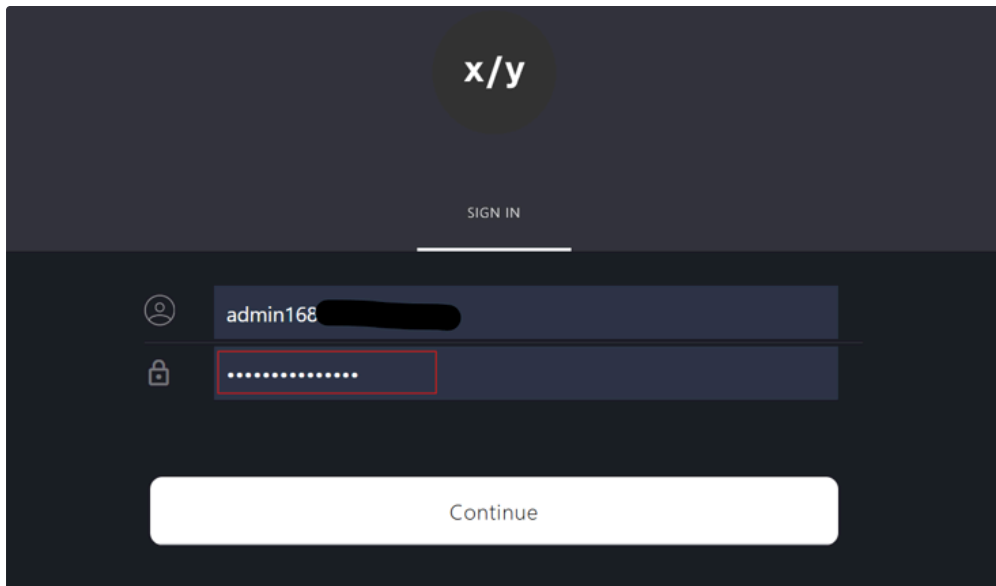
The screenshot shows the OMS sign-in page. At the top, the logo 'x/y' is displayed. Below it, the text 'SIGN IN' is centered. A white input field with a person icon on the left and the placeholder text 'Username' is highlighted with a red rectangular box. Below the input field is a white 'Continue' button.

3. Click **Continue**.



The screenshot shows the OMS sign-in page. The 'Username' field is now filled with the text 'admin168@' followed by a blacked-out portion. The 'Continue' button below it is highlighted with a red rectangular box.

4. Enter the password in Password field.



x/y

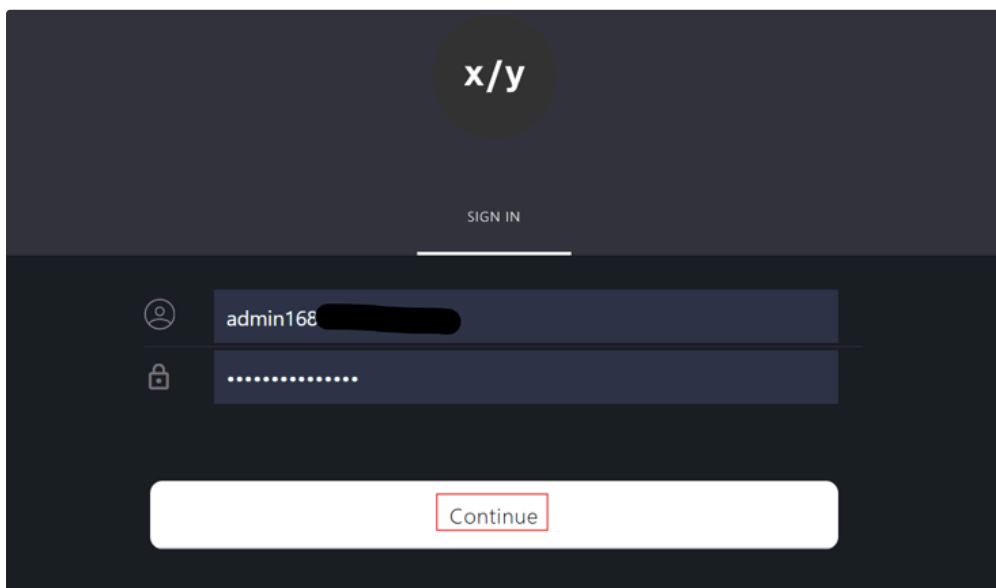
SIGN IN

admin168 [REDACTED]

[REDACTED]

Continue

5. Click **Continue**.



x/y

SIGN IN

admin168 [REDACTED]

[REDACTED]


Continue

6. After entering your password, you will be redirected to the OMS home page.

The screenshot displays the OMS Dashboard interface. On the left, there are four navigation cards: 'Order' (View all ord...), 'Order...' (View order li...), 'Return' (View return ...), and 'Retur...' (View return ...). Below these are two summary cards: '9 Pending Allocation' and '75 On Hold'. The main section is the 'Order Feed', which provides a real-time feed of new orders. It includes a search bar for 'Order ID' and a table of order entries.


Time	Order ID	Service	Amount	Status
05:42	105915021	Express Delivery EUR	2 500,00 €	ON HOLD
10:44	83545774	Express Delivery EUR	2 500,00 €	ALLOCATED
09:46	R101824275-01		-2 500,00 €	COMPLETED
08:58	83544846	Express	2 500,00 €	

Order Management Overview

 The Order Management section is your central hub for tracking and managing customer orders from start to finish.

What you can do here

Action	Description
Search and filter orders	Quickly locate specific orders using filters and sorting options to focus on the data that matters most.
Review order details	Access key information including customer details, payment status, shipment details, and overall order progress.
Take action on orders	Add notes, update shipment information, enable returns, and review return outcomes — all from one place.
Track order status	Monitor each stage of an order's lifecycle to provide accurate updates and resolve customer requests on time.

 Whether you check a single order or manage many, this section gives you the visibility and control to keep orders moving smoothly.

- [Access the Order Tab from the OMS Dashboard](#)
- [Monitoring Orders with Order Status Queues and Order Feed](#)
- [Searching for an Order From OMS Dashboard](#)
- [Searching for an Order in the Order Tab](#)
 - [Order Built In Filter](#)
- [Exporting Order Report](#)
- [Accessing Order Flow](#)
- [Accessing the Order Item Flow](#)
- [Accessing the Delivery Flow](#)

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- Applying Price Adjustment to an Item
- Canceling an Order
 - Order Cancellation Eligibility
- Order Lifecycle Time Windows

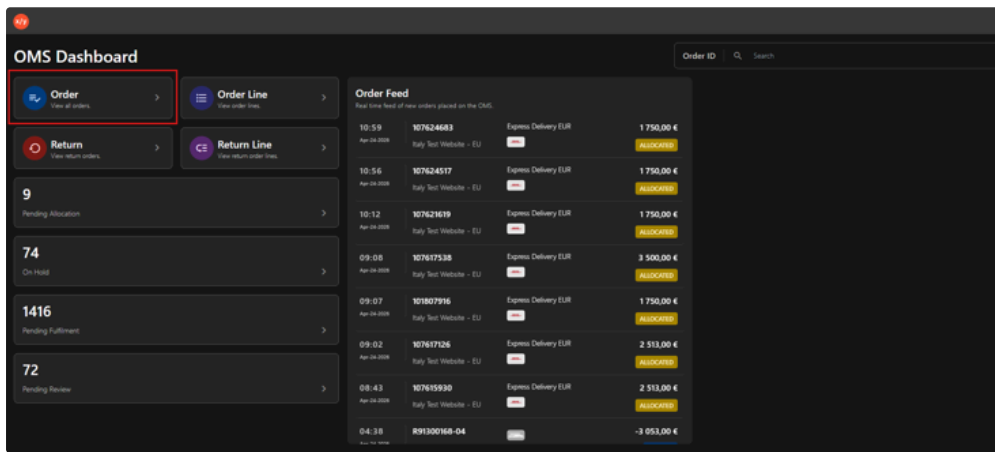
Access the Order Tab from the OMS Dashboard

Introduction

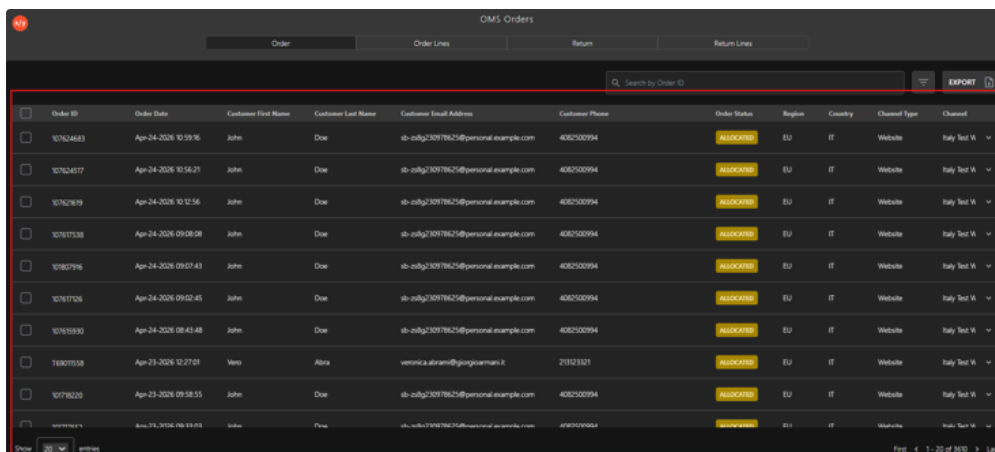
This topic explains how to access the orders tab from OMS dashboard to view the centralized view of all customer orders, including their current status and key details.

Steps to Access the Order List

1. Click **Order** to access **Orders** tab.



The system displays the master list of all customer orders and their current status.



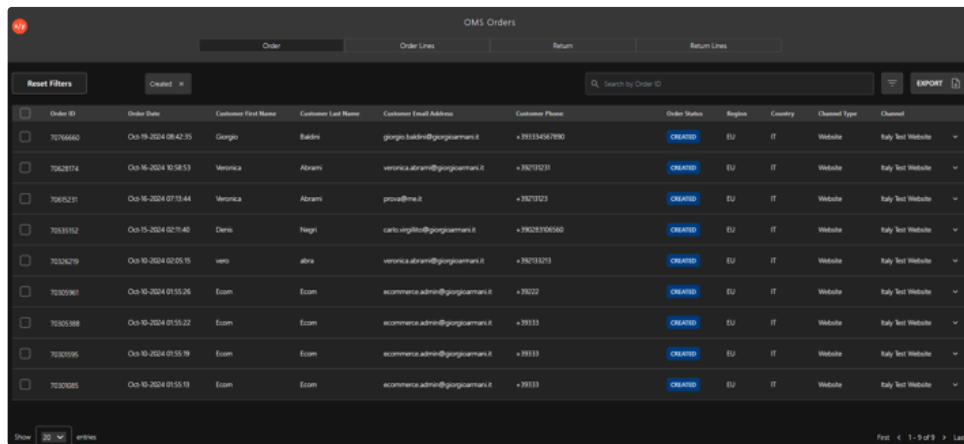
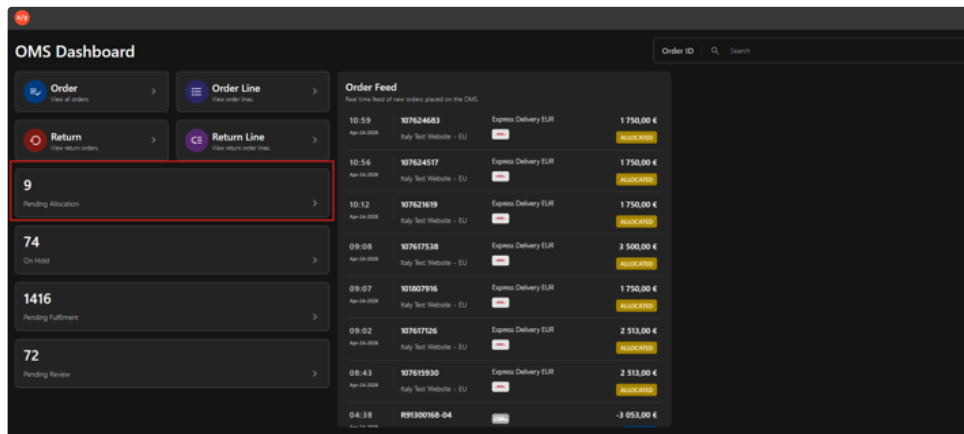
Monitoring Orders with Order Status Queues and Order Feed

Introduction

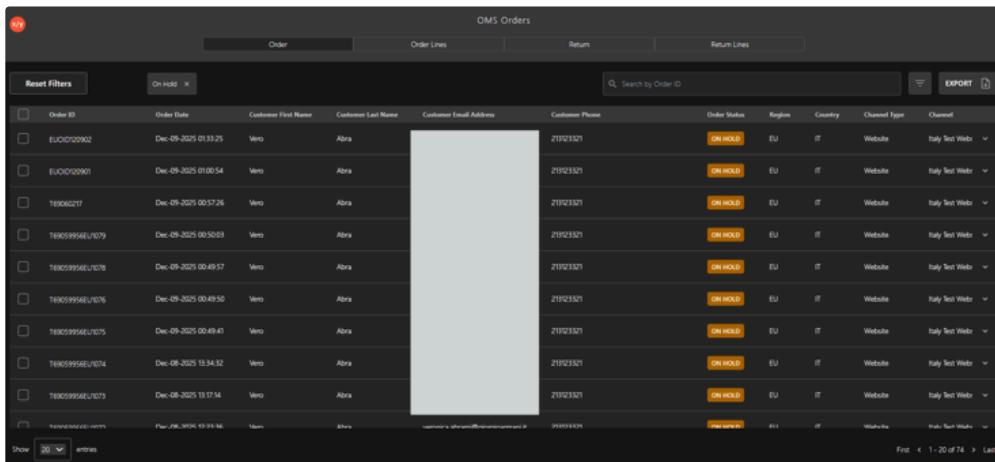
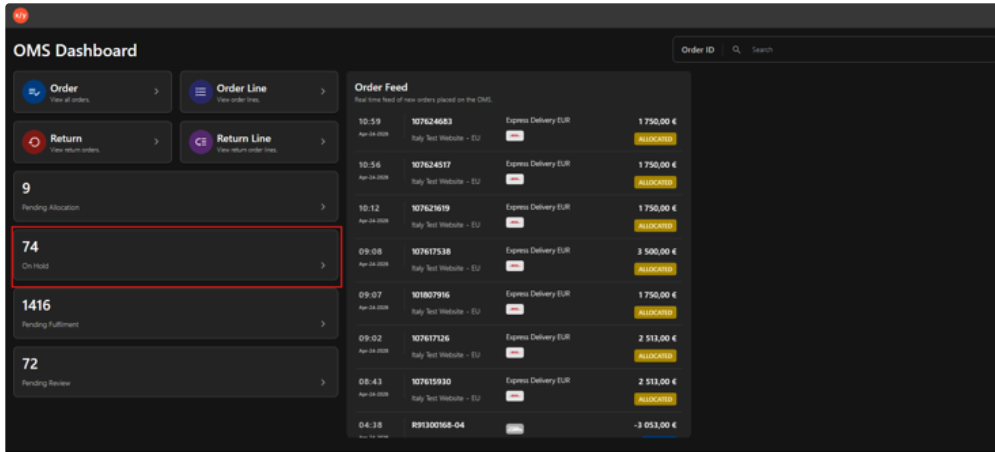
The Order Status Queues provide your team a live view of every order needing attention. Each dashboard widget shows a real-time count for a specific fulfillment stage—such as pending allocation, on hold, or awaiting review—so Customer Support can spot bottlenecks, prioritize urgent issues, and keep orders moving toward delivery. The Order Feed complements the queues by streaming live updates, letting you track individual order statuses as they change.

Review Orders with Order Status Queues and Order Feed

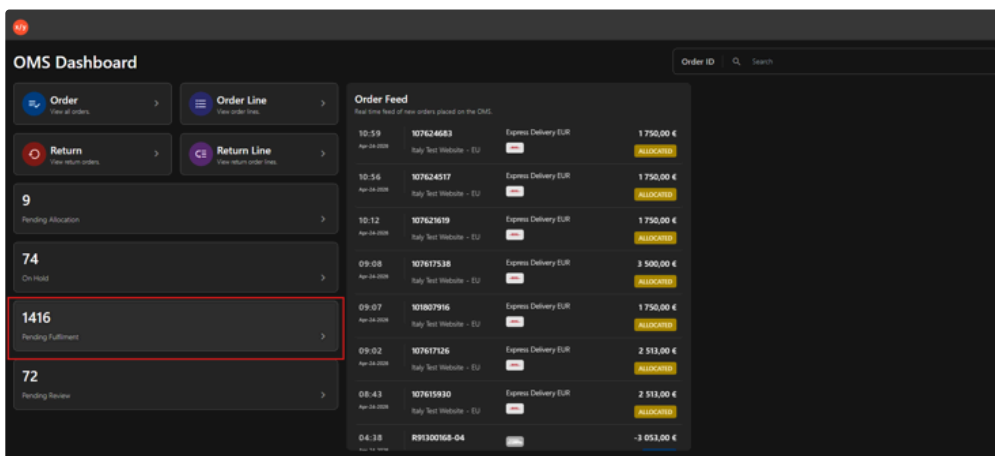
Pending Allocation: Click the **Pending Allocation** widget (for example, the screenshot below shows 9 orders) to filter and find transactions not assigned to a warehouse or fulfillment center.



On Hold: Click the **On Hold** widget (for example, the screenshot below shows 74 orders) to view transactions paused by credit checks, address verification, or customer requests.



Pending Fulfillment: Click the **Pending Fulfillment** widget (for example, the screenshot below shows 1,416 orders) to monitor orders allocated and awaiting pick-and-pack. Use this queue to track warehouse processing speed and identify aging orders.



Order ID	Order Date	Customer First Name	Customer Last Name	Customer Email Address	Customer Phone	Order Status	Region	Country	Channel Type	Channel
107624683	Apr-24-2026 10:59:16	John	Doe	ib-cslg2307825@personal.example.com	4082500994	ALLOCATED	EU	IT	Website	Italy Test It
107624517	Apr-24-2026 10:56:21	John	Doe	ib-cslg2307825@personal.example.com	4082500994	ALLOCATED	EU	IT	Website	Italy Test It
107629619	Apr-24-2026 10:12:56	John	Doe	ib-cslg2307825@personal.example.com	4082500994	ALLOCATED	EU	IT	Website	Italy Test It
107617538	Apr-24-2026 09:08:08	John	Doe	ib-cslg2307825@personal.example.com	4082500994	ALLOCATED	EU	IT	Website	Italy Test It
10807916	Apr-24-2026 09:07:43	John	Doe	ib-cslg2307825@personal.example.com	4082500994	ALLOCATED	EU	IT	Website	Italy Test It
107617216	Apr-24-2026 09:02:45	John	Doe	ib-cslg2307825@personal.example.com	4082500994	ALLOCATED	EU	IT	Website	Italy Test It
107615930	Apr-24-2026 08:43:48	John	Doe	ib-cslg2307825@personal.example.com	4082500994	ALLOCATED	EU	IT	Website	Italy Test It
16807058	Apr-23-2026 12:27:01	Veronica	Abram	veronica.abram@gjorgiaman.it	21021321	ALLOCATED	EU	IT	Website	Italy Test It
10718220	Apr-23-2026 09:58:55	John	Doe	ib-cslg2307825@personal.example.com	4082500994	ALLOCATED	EU	IT	Website	Italy Test It
16807058	Apr-23-2026 08:53:03	Veronica	Abram	ib-cslg2307825@personal.example.com	4082500994	ALLOCATED	EU	IT	Website	Italy Test It

Pending Review: Click the **Pending Review** widget (for example, the screenshot below shows 72 orders) to see transactions flagged for potential fraud or manual validation. Verify the order details and approve or cancel the transaction based on security requirements.

OMS Dashboard

- Order (View all orders)
- Order Line (View order lines)
- Return (View return orders)
- Return Line (View return order lines)

Order Feed
Real-time feed of new orders placed on the OMS.

10:59	107624683	Expres Delivery EUR	1 750,00 €
10:56	107624517	Expres Delivery EUR	1 750,00 €
10:12	107629619	Expres Delivery EUR	1 750,00 €
09:08	107617538	Expres Delivery EUR	3 500,00 €
09:07	10807916	Expres Delivery EUR	1 750,00 €
09:02	107617216	Expres Delivery EUR	2 513,00 €
08:43	107615930	Expres Delivery EUR	2 513,00 €
04:38	R91300168-04		-3 053,00 €

9 Pending Allocation

74 On Hold

1416 Pending Fulfillment

72 Pending Review

Return Order ID	Return Order Date	Order ID	Customer First Name	Customer Last Name	Customer Email Address	Customer Phone	Return Order Status	Order Status	Reg
#16X0995617N3-01	Nov-14-2025 05:46:42	16X0995617N3	Veronica	Abram	veronica.abram@gjorgiaman.it	21021321	PROCESSING	SHIPPED	EU
#16X0995617N3-02	Oct-20-2025 06:37:44	16X0995617N3	Veronica	Abram	veronica.abram@gjorgiaman.it	+3921021021	PROCESSING	SHIPPED	EU
#19130066-01	Oct-07-2025 01:54:13	19130066	Laura	Stone	laura.stone@gjorgiaman.it	+3914342342	PROCESSING	SHIPPED	EU
#19130066-02	Oct-06-2025 04:17:48	191477034	Laura	Stone	laura.stone@gjorgiaman.it	+3914342342	PROCESSING	SHIPPED	EU
#19130066-03	Oct-03-2025 05:19:22	19130066	Laura	Stone	laura.stone@gjorgiaman.it	+3914342342	PROCESSING	SHIPPED	EU
#19130066-04	Sep-23-2025 06:59:37	19078655	Laura	Stone	laura.stone@gjorgiaman.it	+3914342342	PROCESSING	SHIPPED	EU
#184314540-01	Jul-27-2025 09:31:13	184314540	Laura	Stone	laura.stone@gjorgiaman.it	+3914342342	PROCESSING	SHIPPED	EU
#183546520-01	Jul-07-2025 08:37:33	183546520	Laura	Stone	chaura.stone@gmail.it	+3914342342	PROCESSING	SHIPPED	EU
#183546520-02	Jun-20-2025 08:48:34	183546520	Laura	Stone	laura.stone@gjorgiaman.it	+3914342342	PROCESSING	SHIPPED	EU
#183546520-03	Jun-19-2025 08:53:03	183546520	Laura	Stone	ib-cslg2307825@personal.example.com	+3914342342	PROCESSING	SHIPPED	EU

Order Feed: Click **Order Feed** to view real-time order updates and current status (for example, Allocated, Shipped).

OMS Dashboard

Order
View all orders

Order Line
View order lines

Return
View return orders

Return Line
View return order lines

9
Pending Allocation

74
On Hold

1416
Pending Fulfillment

72
Pending Review

Order ID

Order Feed
Real time feed of new orders placed on the OMS

Time	Order ID	Order Description	Amount
10:59 Apr-24-2024	107624683	Express Delivery EUR Italy Test Website - EU	1 750,00 € ALLOCATED
10:56 Apr-24-2024	107624517	Express Delivery EUR Italy Test Website - EU	1 750,00 € ALLOCATED
10:12 Apr-24-2024	107621619	Express Delivery EUR Italy Test Website - EU	1 750,00 € ALLOCATED
09:08 Apr-24-2024	107617538	Express Delivery EUR Italy Test Website - EU	3 500,00 € ALLOCATED
09:07 Apr-24-2024	101007916	Express Delivery EUR Italy Test Website - EU	1 750,00 € ALLOCATED
09:02 Apr-24-2024	107617126	Express Delivery EUR Italy Test Website - EU	2 313,00 € ALLOCATED
08:43 Apr-24-2024	107615930	Express Delivery EUR Italy Test Website - EU	2 513,00 € ALLOCATED
04:38	R91300168-04		-3 053,00 €

Order Profile

107624683 **ALLOCATED**

REGISTRIERD
483C20294

Order Date: Apr-24-2024 10:59:16 | Channel: Italy Test Website | Customer Language: IT | Country Origin: IT | Total: 1 750,00 €

Order Status	Allocated	Confirmed	Packed	Shipped	Delivered	Undelivered	Returned	Cancelled
Pending Allocation	0	0	0	0	0	0	0	0
Allocated	1	0	0	0	0	0	0	0

Order Summary | Notes | Order Feed | Price Adjustments

0 of 1 Selected

Item Info	Size	Category	Location	Status	Returnable	Review Rule	Am	Total
 AJMET - GAD UPC: 853664238276 Code: 1410000402400000 View Item Edit Item	42 (EU)	READY TO WEAR	EU Test Warehouse - 10LR	ALLOCATED	Pending Ship	Default Rules	2 500	1 750,00 €
Express Delivery EUR							13,0K	0,0K

Payment Summary | Details | Documents | Invoices

Order Summary

Subtotal	2 500,00 €
Discount	763,00 €
Taxes	0,00 €
Shipping	0,00 €
Total	1 750,00 €

Action Pod

Return Order | Price Adjustment

Cancel Order

Notes

Enter Note

Save Note

Customer Information

CONFIDENTIAL - INTERNAL USE ONLY

Page 28 of 155

XY Retail OMS

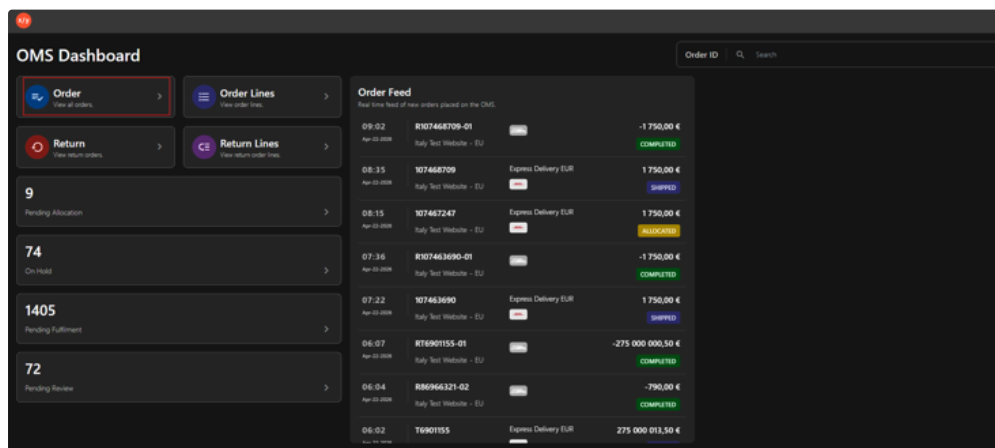
Searching for an Order in the Order Tab

Introduction

The **Order** dashboard allows users to locate orders using the **Search box** or **Filter options**.

Steps to Search an Order

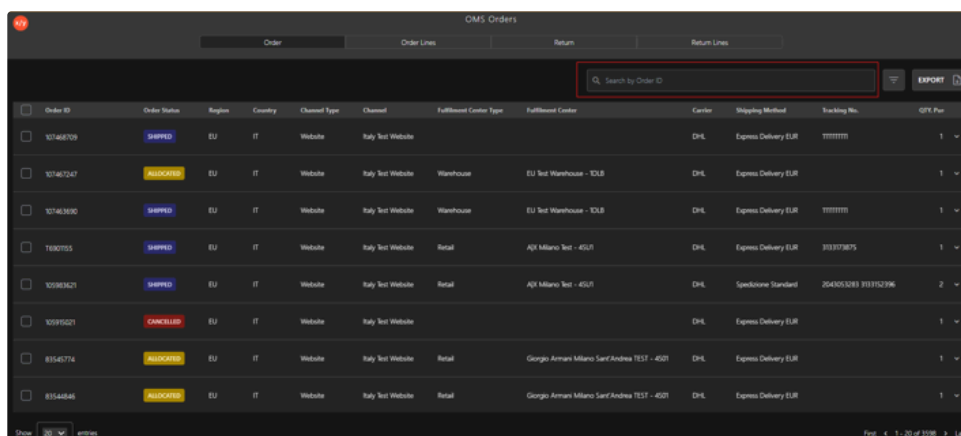
1. Click **Order**.



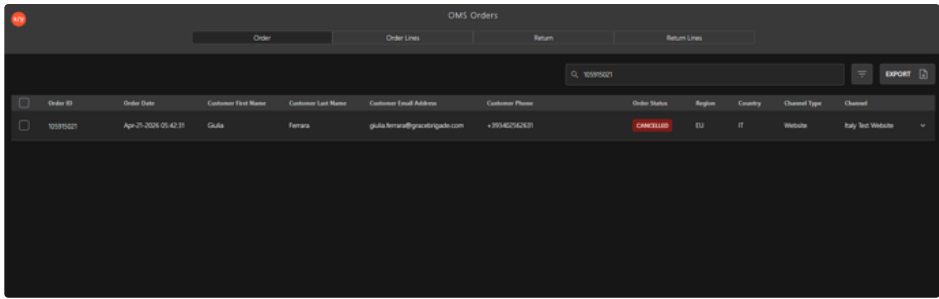
2. Select one of the following options in **Order** dashboard.

- a. Search Box

- i. Enter the Order ID in the **Search by Order ID** field.

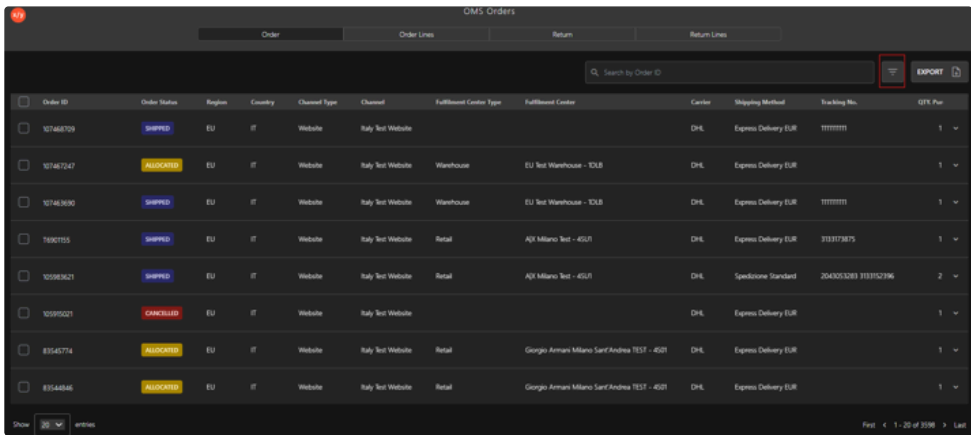


- ii. Press Enter to display the order details.



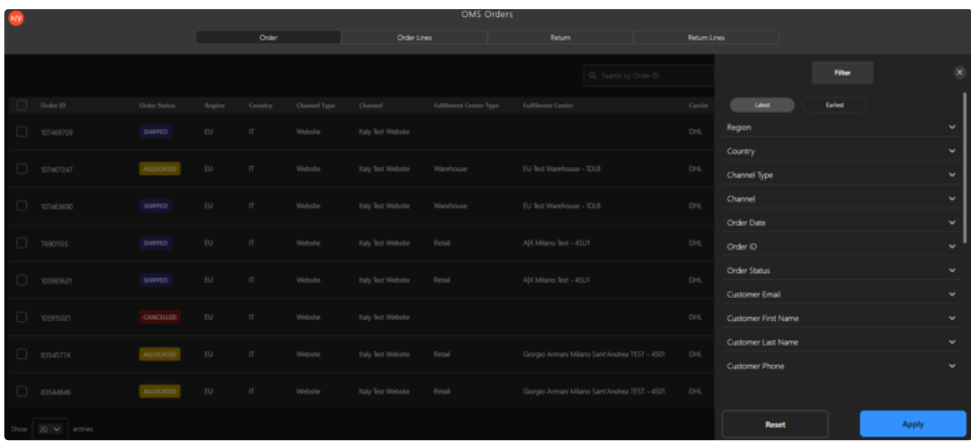
b. [Filter](#)

i. Click the Filter icon.

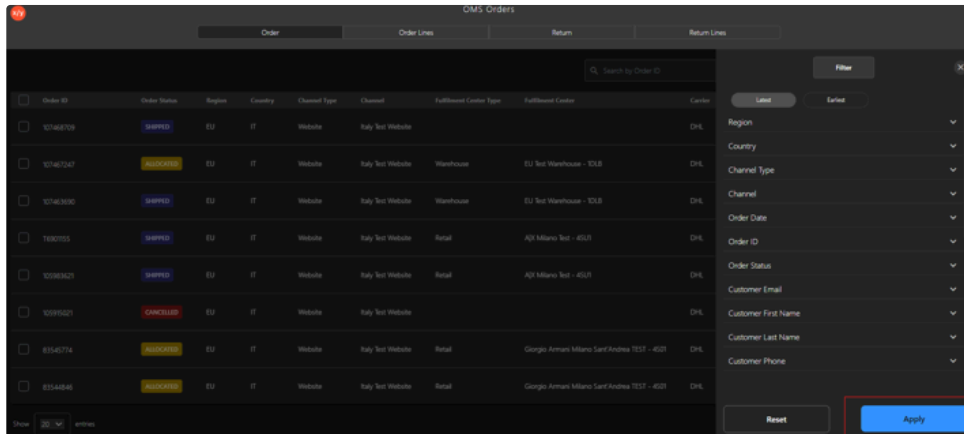


ii. Select one of the following Filter category:

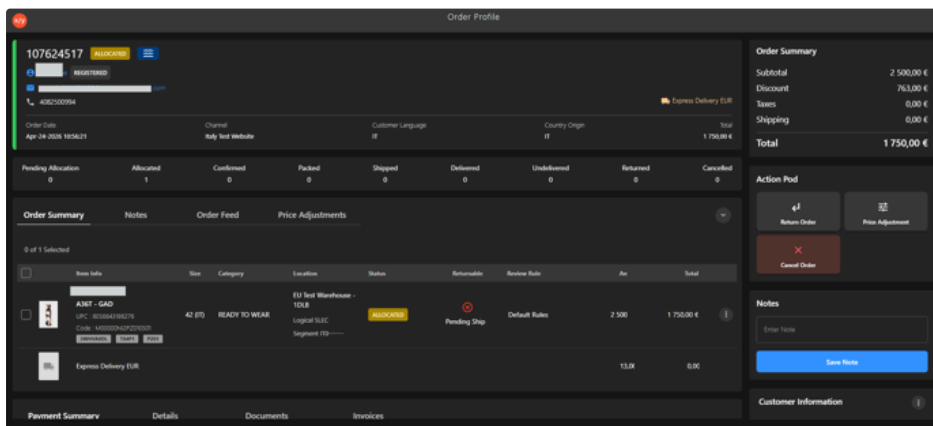
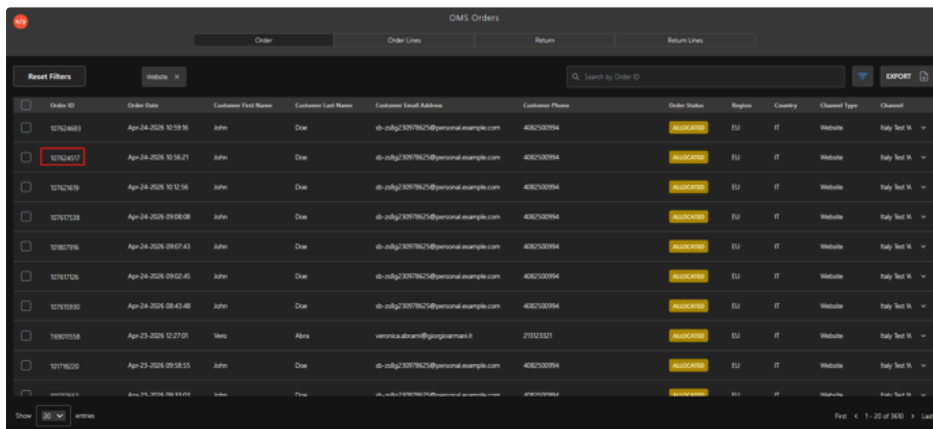
- Order ID
- Customer Email
- Customer First Name
- Customer Last Name
- Customer Phone
- Tracking Number



iii. Click **Apply** to view the filtered results.



3. Click the **Order ID** to verify the order details.

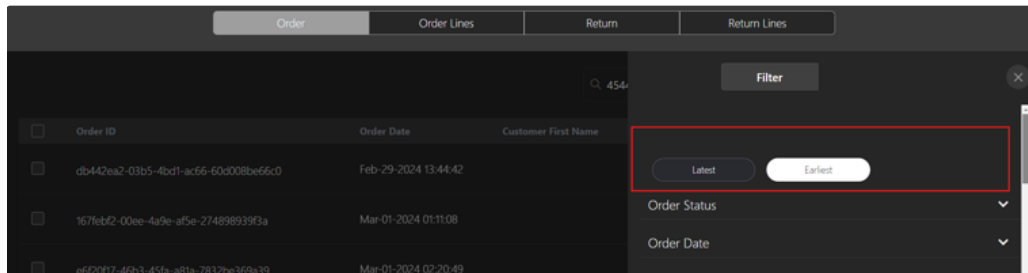


Order Built In Filter

Introduction

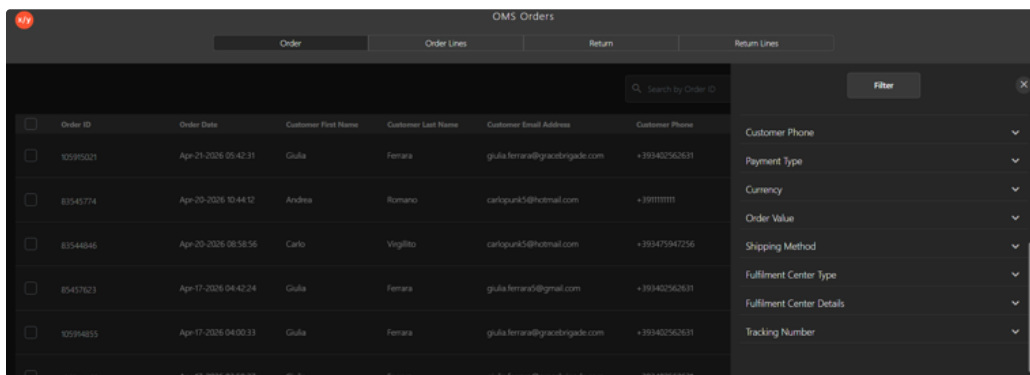
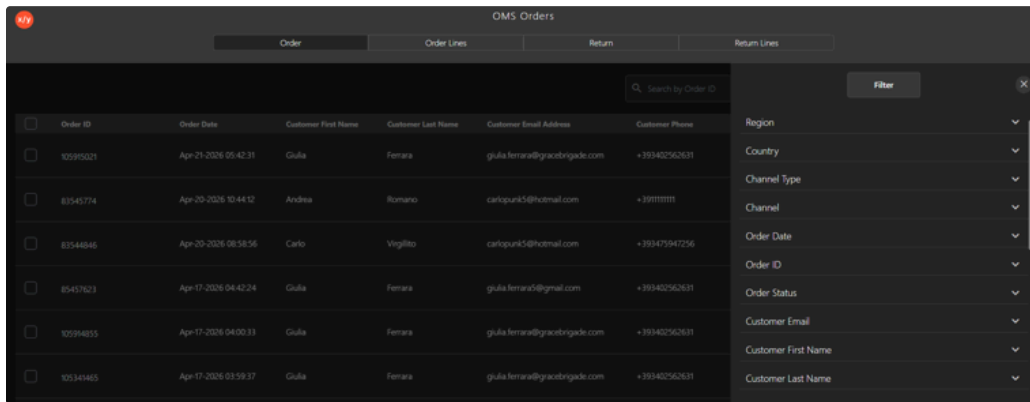
Built-in filters enhance the search experience with the drop-down menu filter category. You can tailor and sort the results to meet your precise requirements by selecting and applying specific criteria.

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



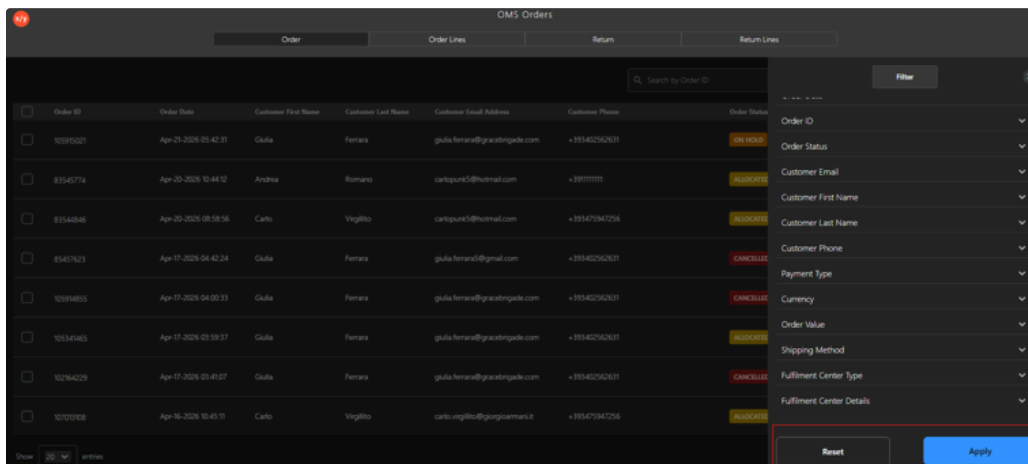
Filter Category	Description
Region	Customize the order list by entering the region name in the Search by Region field or selecting the relevant region checkbox.
Country	Customize the order list by entering the country name in the Search By Country field or selecting the relevant country checkbox.
Channel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

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

Action Buttons



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

default view.

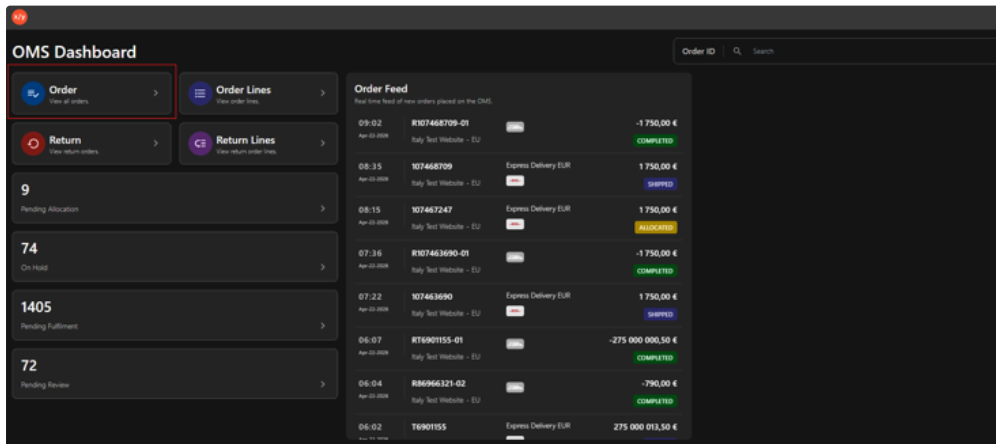
Exporting Order Report

Introduction

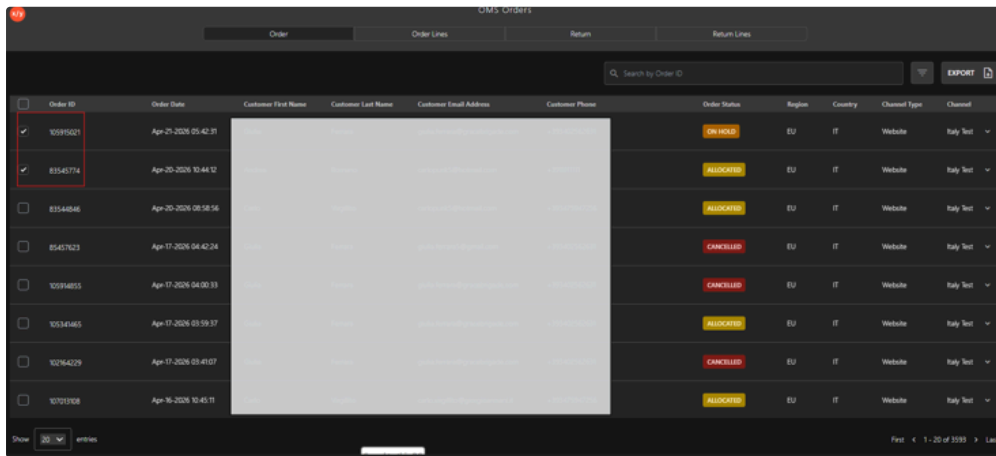
This procedure explains how to export order data from the **Order** tab.

Steps to Export Order Data

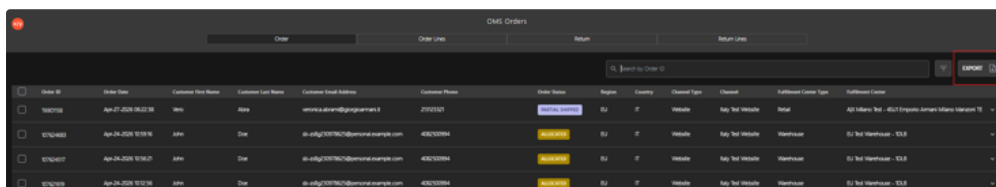
1. Click **Order** on the OMS dashboard.



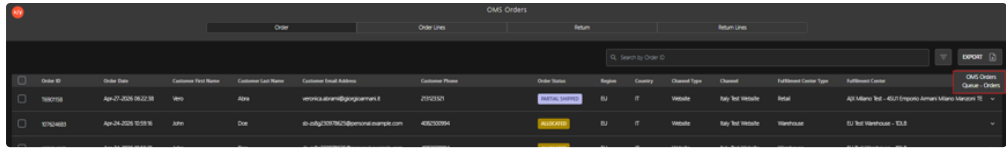
2. Select specific orders using the checkboxes to export selected data.



3. Click **Export** in the upper-right corner of the **Order** tab to export order data to an Excel file.



4. Click **OMS Orders Queue-Queue** to export the Excel report.



A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Order Id	Order Date	Customer	Customer	Customer	Customer	Order Stat	Region	Country	Channel T	Channel	Fulfillment	Fulfillment	Fulfillment	Carrier	Shipping M	Tracking	N QTY	Purct	Payment T Pa
10591502	Apr-21-20	Giulia	Ferrara	giulia.ferr	39340251	On Hold	EU	IT	Website	Italy Test V				DHL	Express Di		1		CreditCarri vis
83545774	Apr-20-20	Andrea	Romano	cartopunk	43911111	ALLOCATE	EU	IT	Website	Italy Test V Retail	Giorgio Art	SANT-TEST	DHL	Express Di		1			CreditCarri m

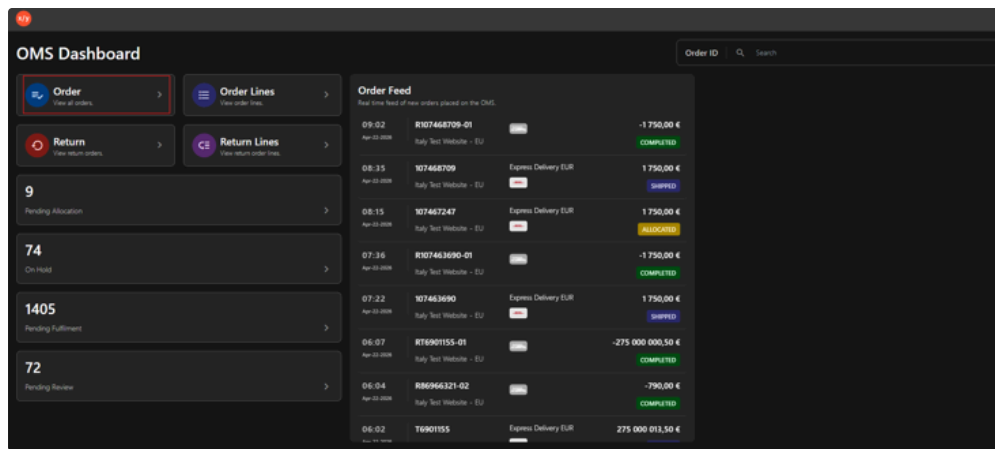
Accessing Order Flow

Introduction

This topic explains how to access order flow in the OMS. Order Flow tracks an order's journey through the OMS from placement to fulfillment. It records each stage: creation, payment processing, picking, packing, shipping, and delivery. Monitoring order flow lets you track real-time status, identify delays or exceptions, and confirm each step's completion.

Steps to Access Order Flow

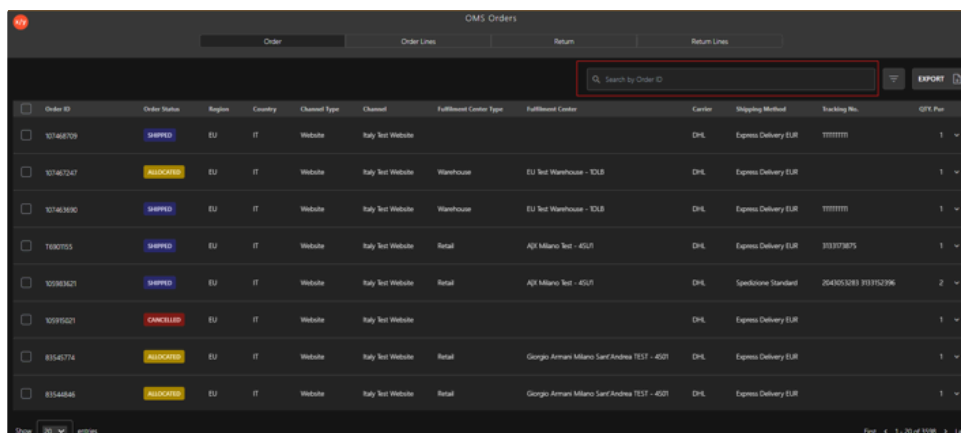
1. Click **Order**.



2. Select an option in the **Order** dashboard.

a. Search Box

i. Enter the Order ID in the **Search by Order ID** field.



ii. Press Enter to display the order details.

Order Profile

105915021 **CANCELLED**

Customer: Giulia Ferrara (802213982) | Email: giulia.ferrara@granfogade.com | Phone: +39042562631

Order Date: Apr-27-2025 09:42:31 | Channel: Italy Test Website | Customer Language: IT | Country Origin: IT

Expres Delivery EUR

Order Status	Allocated	Confirmed	Packed	Shipped	Delivered	Undelivered	Returned	Cancelled
Pending Allocation	0	0	0	0	0	0	0	1

Order Summary

Item Info	Size	Category	Location	Status	Retention	Review Rule	Am	Total
8022213982 AKT - GAD UPC: 8022213982009 Code: 8403302972720401	40 (IT)	READY TO WEAR		CANCELLED overbooking	Cancelled	Default Rules	2.500	2.500,00 €
Expres Delivery EUR							13,0	0,00

Order Summary
Subtotal: 2.500,00 €
Discount: 13,00 €
Taxes: 0,00 €
Shipping: 0,00 €
Total: 2.500,00 €

Action Pod
Buttons: Return Order, Price Adjustment, Cancel Order

Notes
Buttons: Enter Note, Save Note

Customer Information

OMS Orders

Order | Order Lines | Return | Return Lines

Search: 105915021 | EXPORT

Order ID	Order Date	Customer First Name	Customer Last Name	Customer Email Address	Customer Phone	Order Status	Region	Country	Channel Type	Channel
105915021	Apr-27-2025 09:42:31	Giulia	Ferrara	giulia.ferrara@granfogade.com	+39042562631	CANCELLED	EU	IT	Website	Italy Test Website

b. [Filter](#)

i. Click the Filter icon.

OMS Orders

Order | Order Lines | Return | Return Lines

Search by Order ID | **Filter** | EXPORT

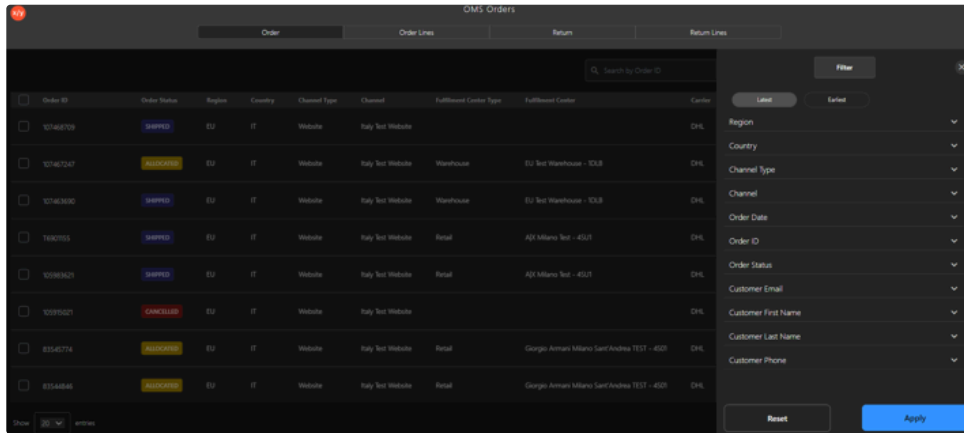
Order ID	Order Status	Region	Country	Channel Type	Channel	Fulfillment Center Type	Fulfillment Center	Center	Shipping Method	Tracking No.	QTY Per
107468709	SHIPPED	EU	IT	Website	Italy Test Website			DHL	Expres Delivery EUR	TTTTTTTTT	1
107467247	ALLOCATED	EU	IT	Website	Italy Test Website	Warehouse	EU Test Warehouse - 02UR	DHL	Expres Delivery EUR		1
107463630	SHIPPED	EU	IT	Website	Italy Test Website	Warehouse	EU Test Warehouse - 02UR	DHL	Expres Delivery EUR	TTTTTTTTT	1
1080705	SHIPPED	EU	IT	Website	Italy Test Website	Retail	AIX Milano Test - 40U1	DHL	Expres Delivery EUR	313373875	1
10593621	SHIPPED	EU	IT	Website	Italy Test Website	Retail	AIX Milano Test - 40U1	DHL	Specicone Standard	204300303 313352796	2
105915021	CANCELLED	EU	IT	Website	Italy Test Website			DHL	Expres Delivery EUR		1
83542774	ALLOCATED	EU	IT	Website	Italy Test Website	Retail	Gorgio Annun Milano Sant'Andrea TEST - 4021	DHL	Expres Delivery EUR		1
83544846	ALLOCATED	EU	IT	Website	Italy Test Website	Retail	Gorgio Annun Milano Sant'Andrea TEST - 4021	DHL	Expres Delivery EUR		1

Page: 1 / 20 of 2008 | Last

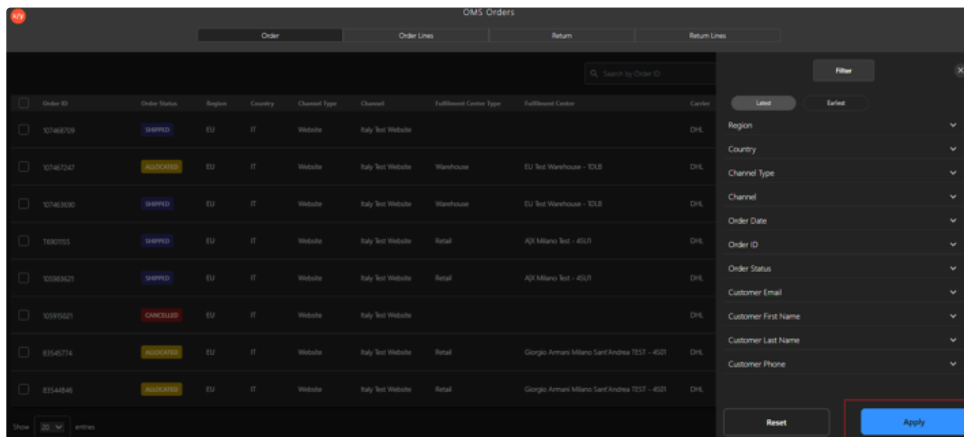
ii. Select one of the following filter categories.

- Order ID
- Customer Email
- Customer First Name
- Customer Last Name
- Customer Phone

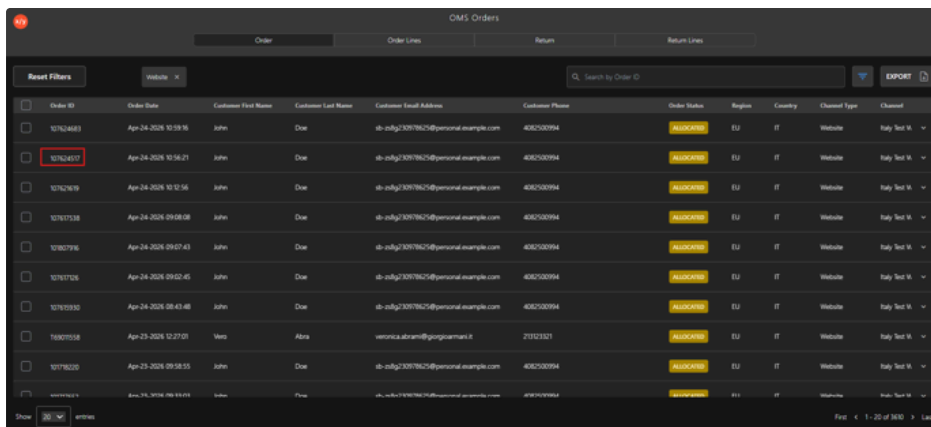
- Tracking Number

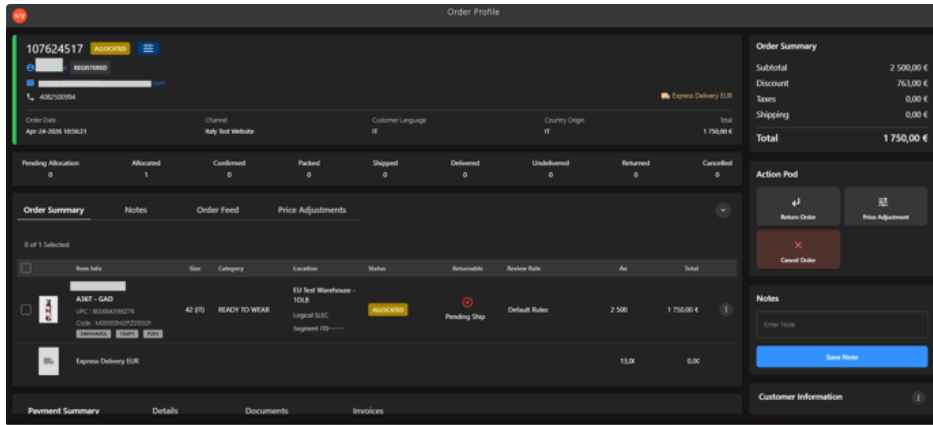


iii. Click **Apply** to view the filtered results.

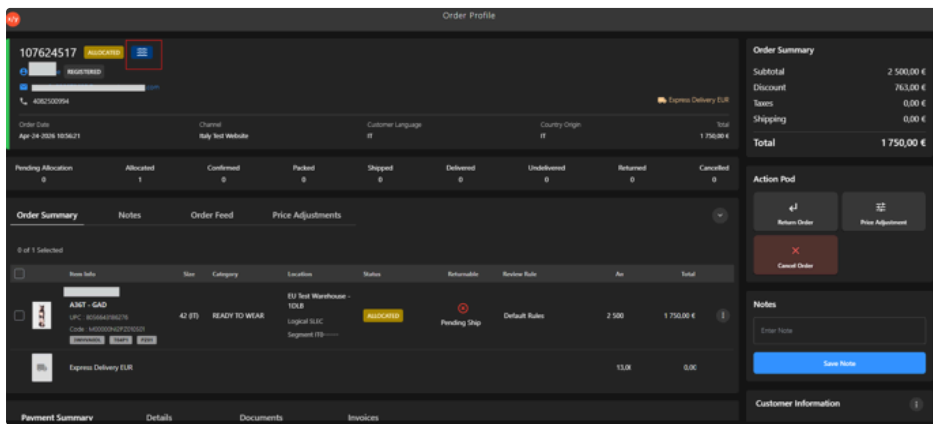


3. Click the **Order ID** to verify the order details.





4. Click the **Order Flow** icon.



5. Review the **Order Flow** task status, associated error messages, and dependencies, then take the appropriate action.

Task Name	Status	Dependencies	Start Time	End Time	Priority	Owner	Error Message
Assign CRM Customer Task	Completed		Apr-24-2025 10:00:00	Apr-24-2025 10:00:00	1		
Order Verification Task	Completed		Apr-24-2025 10:00:00	Apr-24-2025 10:00:00	1		
Address Validation Task	Completed		Apr-24-2025 10:00:00	Apr-24-2025 10:00:00	1		
Order Task	Completed	Address Validation Task	Apr-24-2025 10:00:00	Apr-24-2025 10:00:00	1		
Internal Cancel Task	Completed		Apr-27-2025 00:00:00		30		
Remove Payment Task	Completed		Apr-24-2025 10:00:00	Apr-24-2025 10:00:00	1		
Internal Approval Task	Completed	Address Validation Task	Apr-24-2025 10:00:00	Apr-24-2025 10:00:00	1		
Allocation Task	Completed		Apr-27-2025 00:00:00		30		
Pick Ticket Task	Completed	Internal Approval Task, Remove Payment Task, Address Validation Task, Order Task	Apr-27-2025 00:00:00		30		
Delivery Label Creation Task	Completed	Internal Approval Task, Remove Payment Task, Address Validation Task, Order Task	Apr-27-2025 00:00:00		30		
Delivery Task	Completed	Internal Approval Task, Remove Payment Task, Address Validation Task, Order Task	Apr-27-2025 00:00:00		30		
Auto Cancel Task	Completed	Remove Payment Task	Apr-27-2025 00:00:00		30		
Address Auto Cancel Task	Completed	Remove Payment Task	Apr-24-2025 10:00:00		30		
Cancel Payment Task	Completed		Apr-27-2025 00:00:00		30		

- If the task status is active, the system runs the Order flow task every 15 minutes. Each run records the task's start and end times. Cardinality shows how many times the task has run until completion.

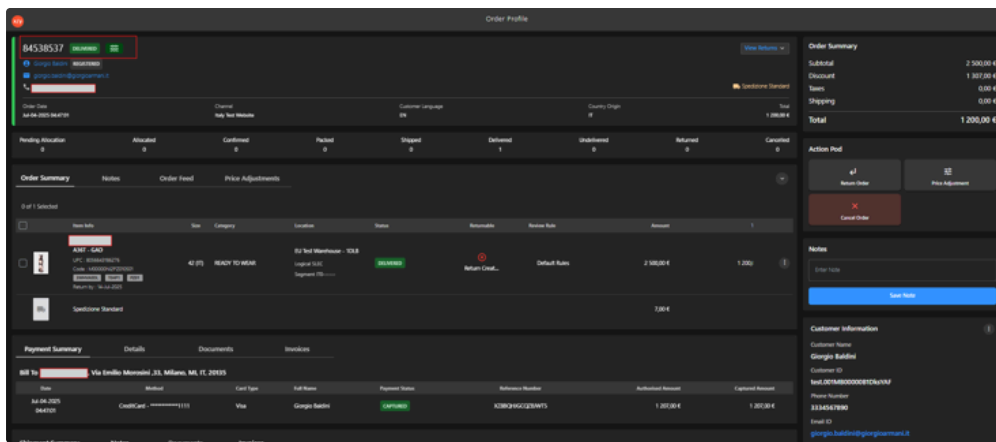
Accessing the Order Item Flow

Introduction

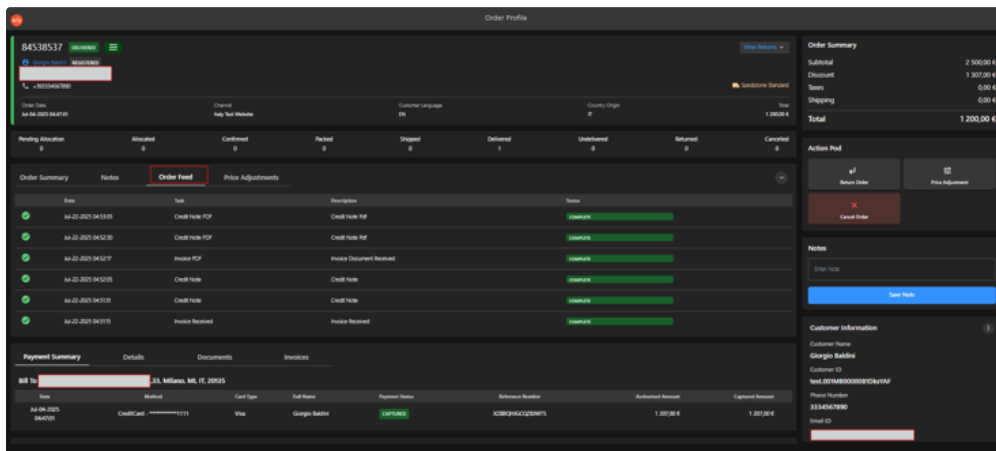
This topic explains how to access **Order Item Flow**. **Item Feed** in the **Order Profile** provides a detailed, item-level audit trail of all actions performed on an order item. It displays the sequence of processing steps, along with their status and timestamps, from order creation through fulfillment.

Steps to Access the Order Item Flow

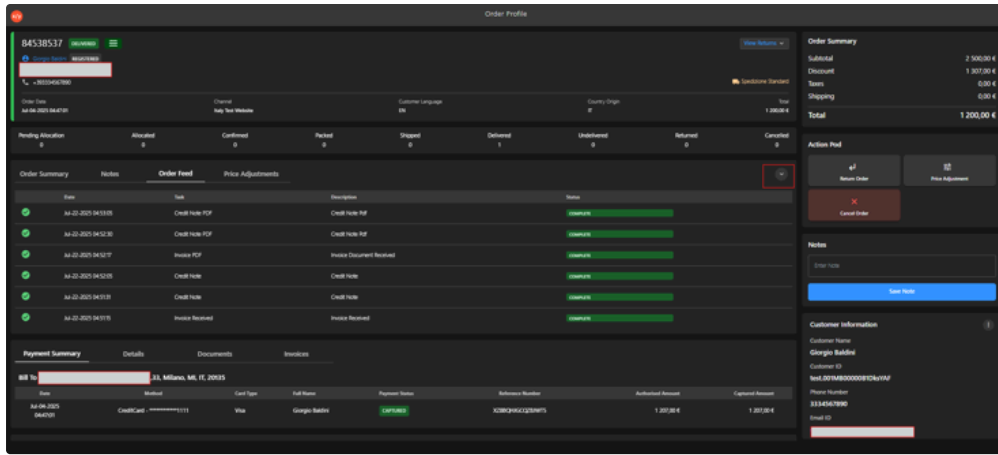
1. Open the **Order Profile**.



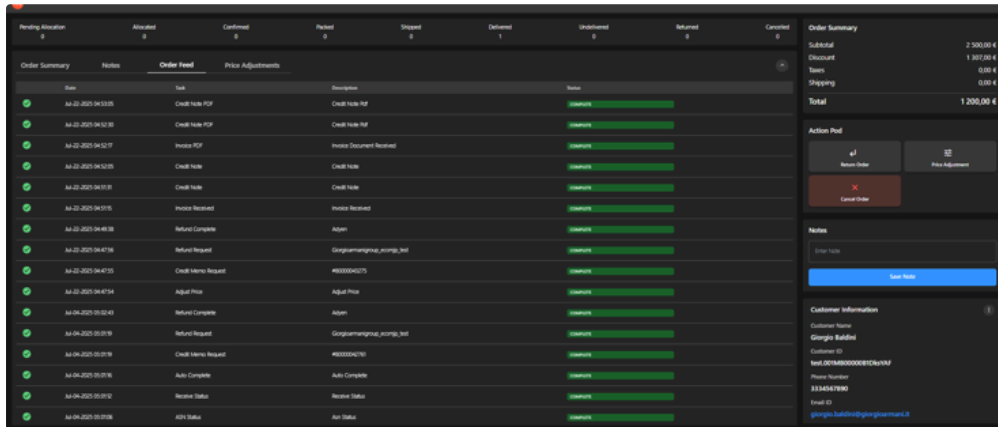
2. Click **Order Feed** tab.



3. Click the Expand row.



4. Review the activity details displayed for the item:
 - a. **Date** — When the activity occurred.
 - b. **Task** — The action performed (for example, Return Received, Review Accept, Credit Memo Request, Auto Complete).
 - c. **Description** — Additional context or reference details.
 - d. **Status** — Current state (Active or Complete).



5. Verify that all tasks are completed and no activity remains in an incomplete state.

Accessing the Delivery Flow

Introduction

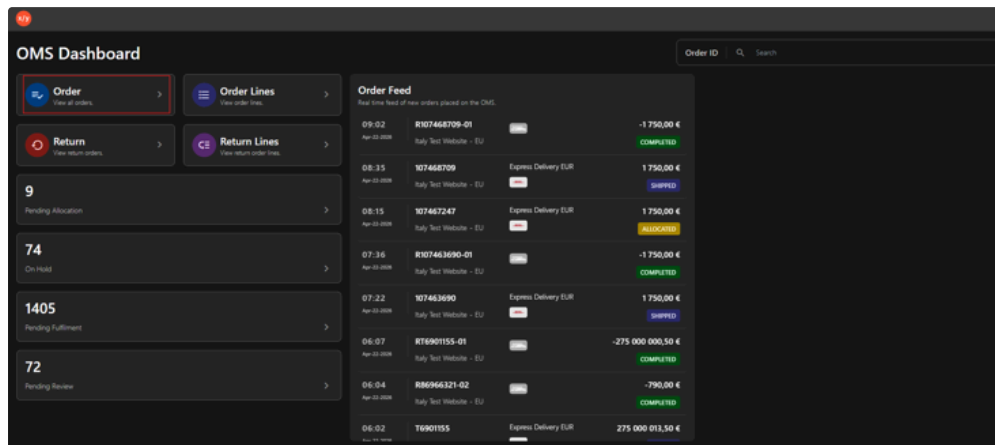
This topic explains how to access **Delivery Flow**. The **Delivery Flow** shows an order's journey in the OMS from fulfillment to delivery. It covers shipment creation, carrier handoff, in-transit updates, and delivery confirmation.

By reviewing the Delivery Flow for an order, you can:

- Track the shipment's real-time delivery status.
- Identify the order's current stage in the delivery journey.
- Spot delays, exceptions, or failed delivery attempts.
- Confirm all delivery milestones completed as expected.

Steps to Access Delivery Flow

1. Click **Order**.



2. Select one of the following options in **Order** dashboard.

a. Search Box

- i. Enter the Order ID in the **Search by Order ID** field.

The screenshot shows the 'OMS Orders' interface. At the top, there are tabs for 'Order', 'Order Lines', 'Return', and 'Return Lines'. A search bar labeled 'Search by Order ID' is highlighted with a red box. To the right of the search bar is an 'EXPORT' button. Below the search bar is a table with the following columns: Order ID, Order Status, Region, Country, Channel Type, Channel, Fulfillment Center Type, Fulfillment Center, Center, Shipping Method, Tracking No., and QTY. The table contains several rows of order data with various statuses like 'SHIPPED', 'ALLOCATED', and 'CANCELLED'.

ii. Press Enter to display the order details.

The screenshot shows the 'OMS Orders' interface with the search bar containing the value '10395021'. The table below shows a single row of order details for this ID. The columns are: Order ID, Order Date, Customer First Name, Customer Last Name, Customer Email Address, Customer Phone, Order Status, Region, Country, Channel Type, and Channel. The order status is 'CANCELLED'.

b. [Filter](#)

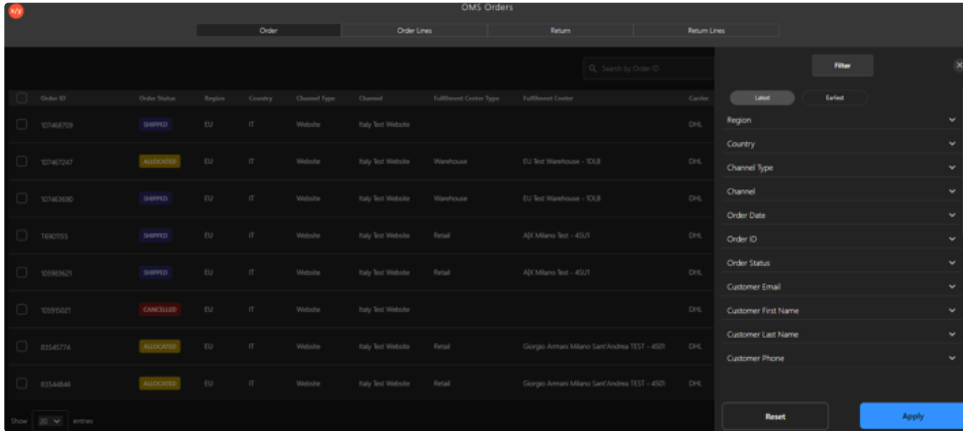
i. Click the Filter icon.

The screenshot shows the 'OMS Orders' interface. The search bar is empty. A red box highlights the 'Filter' icon (a funnel symbol) located to the left of the 'EXPORT' button. The table below shows the same list of orders as in the first screenshot.

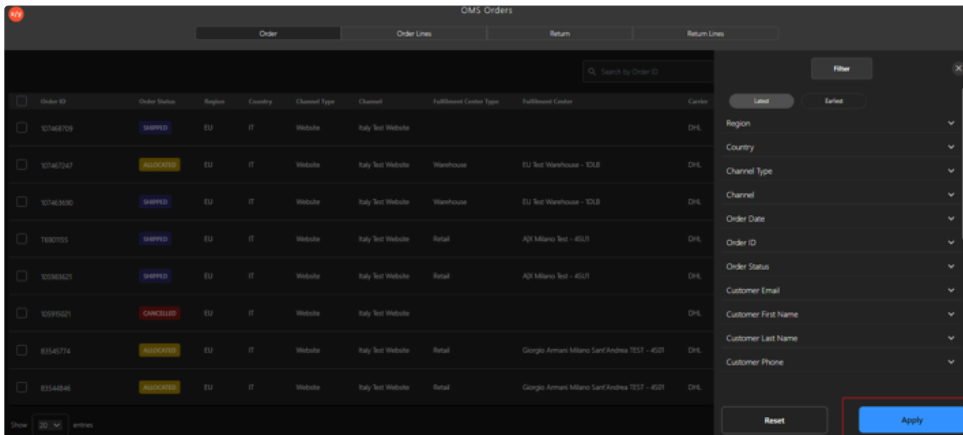
ii. Select one of the following Filter category.

- Order ID
- Customer Email
- Customer First Name
- Customer Last Name
- Customer Phone

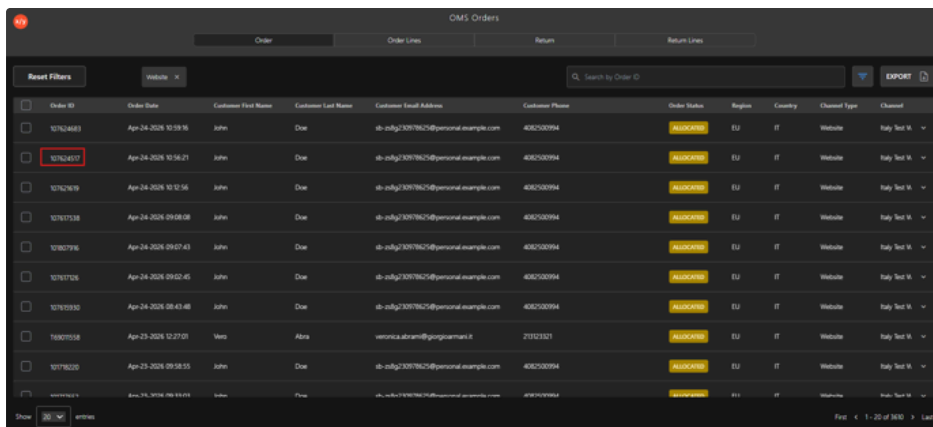
- Tracking Number



iii. Click **Apply** to view the filtered results.



3. Click the **Order ID** to verify the order details



The screenshot shows the 'Order Profile' page for order 107624517. The order is in 'Allocated' status. The order summary shows a subtotal of 2,500.00 €, a discount of 763.00 €, and a total of 1,750.00 €. The order is for 'READY TO WEAR' items, with a status of 'Pending Ship'. The 'Order Flow' icon is highlighted in the top right corner.

4. Click the **Order Flow** icon.

This screenshot is identical to the previous one, but the 'Order Flow' icon in the top right corner is highlighted with a red box, indicating the next step in the process.

5. Verify the **Delivery Flow**.

COMPLETE Apr-17-2026 11:59:33 - Apr-21-2026 03:20:35

Order Flow							
Task Name	Status	Dependencies	Start Time	End Time	Cardinality	Error Count	Error Message
Arman OMS Customer Task	COMPLETE		Apr-17-2026 11:59:46	Apr-17-2026 11:59:46	1		
Order Notification Task	COMPLETE		Apr-17-2026 11:59:46	Apr-17-2026 11:59:47	1		
Delivery Flow							
Task Name	Status	Dependencies	Start Time	End Time	Cardinality	Error Count	Error Message
Delivery Order Task	COMPLETE		Apr-17-2026 21:03:17	Apr-17-2026 21:03:18	1		
Delivery Label Task	COMPLETE	Delivery Order Task,	Apr-17-2026 21:03:18	Apr-17-2026 21:03:18	1		
Tax Task	COMPLETE	Delivery Order Task,	Apr-17-2026 21:03:18	Apr-17-2026 21:03:19	1		
Delivery Invoice Task	COMPLETE	Tax Task,	Apr-17-2026 21:11:04		3		
Delivery Payment Task	COMPLETE	Tax Task,	Apr-17-2026 21:04:36	Apr-17-2026 21:04:26	2		
Delivery Ship Task	COMPLETE	Delivery Order Task,	Apr-18-2026 01:32:06	Apr-18-2026 01:32:06	1		
Set Return By Task	COMPLETE	Delivery Ship Task,	Apr-18-2026 01:32:06	Apr-18-2026 01:32:06	1		
Gift Email Task	SHIPPED	Delivery Ship Task,	Apr-18-2026 01:32:06	Apr-18-2026 01:32:06	1		
Track Delivery Task	COMPLETE	Delivery Order Task,	Apr-21-2026 02:14:03	Apr-21-2026 02:14:03	63		

Customer Classification in OMS

Introduction

The OMS classifies customers based on two aspects:

- **Customer Roles** — defines billing responsibility and delivery details.
- **Customer Types** — defines how customer information is captured and managed in the system.

This combined classification ensures accurate order processing, billing, and fulfillment.

Customer Types

Customer Type	Description
Registered Customer	A customer with a saved profile and order history in the system.
Guest Customer	A customer who places an order without a saved account.

Customer Roles

Customer Role	Description
Bill-To Customer	The account holder responsible for payment, billing address, invoices, and refunds.
Ship-To Address	The recipient and delivery location, including name, address, and contact details.

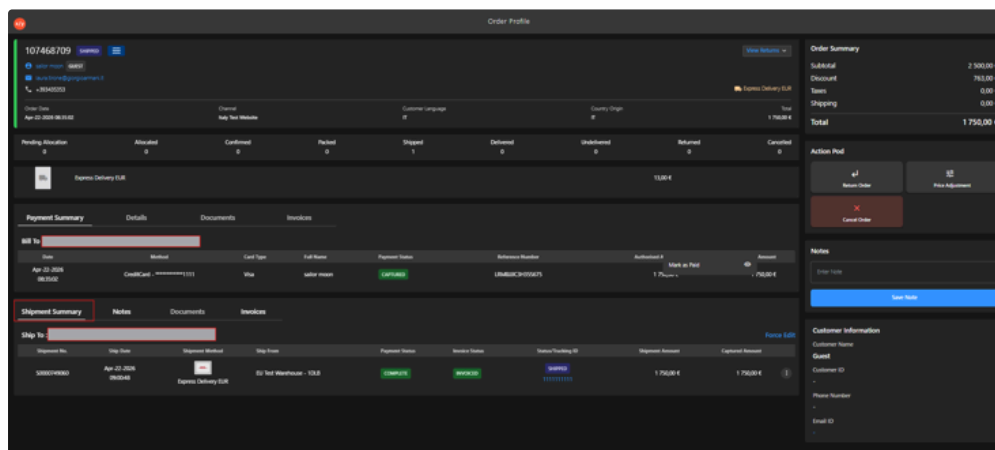
Manually Updating Authorized Payments to Captured

Introduction

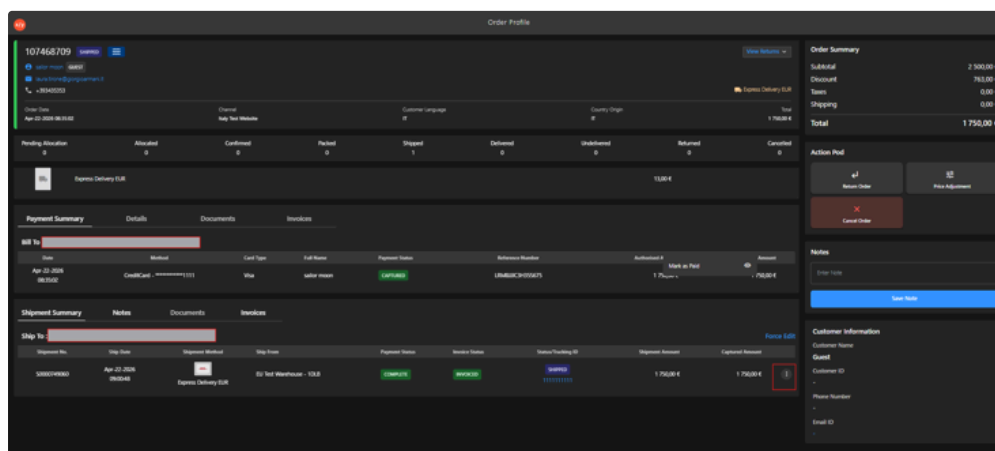
The **authorized amount** may not update to the **captured amount** due to network or integration issues during payment processing. This mismatch leaves the payment authorized after shipment. This topic explains how to manually update the payment status to **captured** using the **Mark as Paid** option to keep payment records accurate when the system fails to update automatically.

Steps to Manual Update Captured Amount

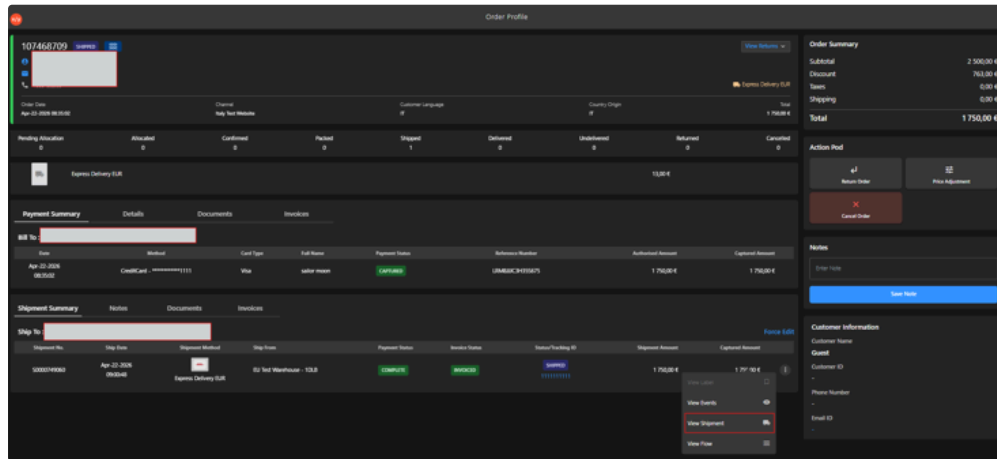
1. Navigate to the **Shipment Summary** section.



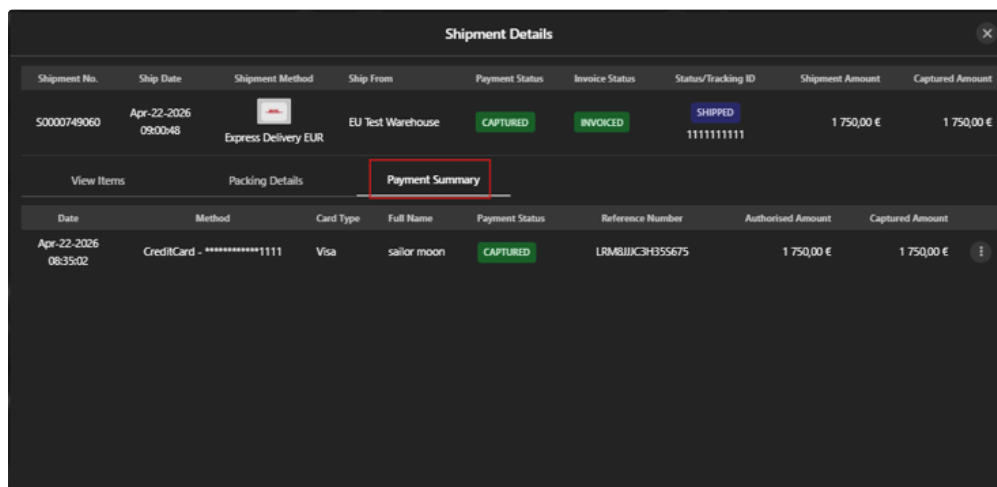
2. Click the **Kebab menu** for the relevant shipment.



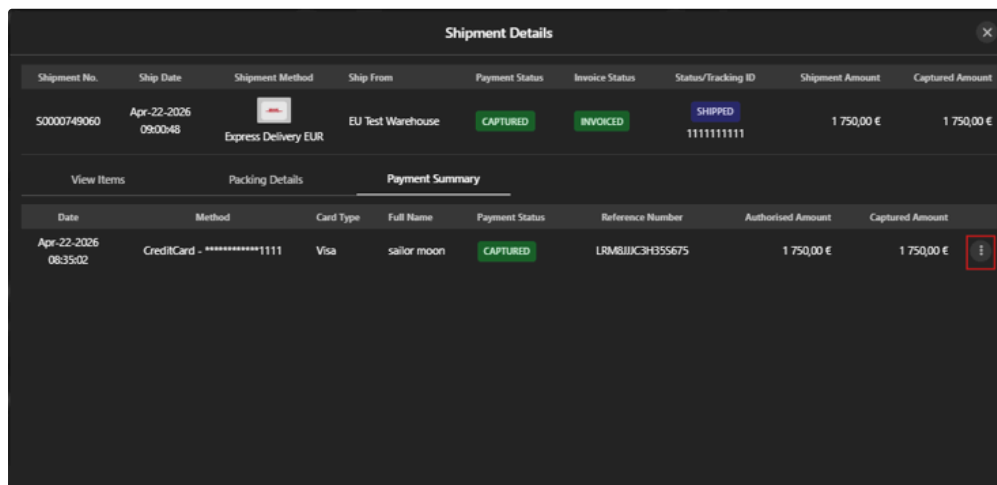
3. Select **View Shipment**.



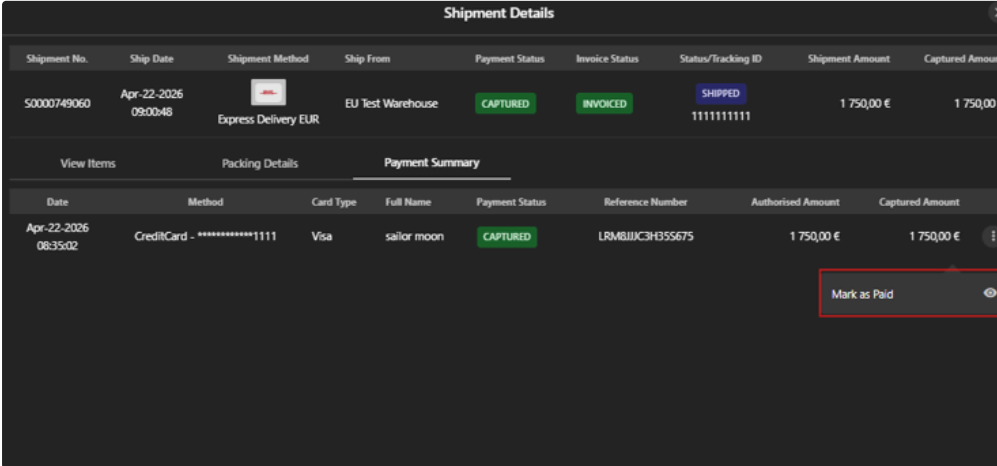
4. Click the **Payment Summary** tab.



5. Click the **Kebab menu** within the Payment Summary section.



6. Click **Mark as Paid** to update the status from authorized to captured.



The screenshot displays the 'Shipment Details' interface. It features a table with columns for Shipment No., Ship Date, Shipment Method, Ship From, Payment Status, Invoice Status, Status/Tracking ID, Shipment Amount, and Captured Amount. The first row shows shipment 50000749060 with a status of 'SHIPPED' and a payment status of 'CAPTURED'. Below this, there are tabs for 'View Items', 'Packing Details', and 'Payment Summary'. The 'Payment Summary' tab is active, showing a table with columns for Date, Method, Card Type, Full Name, Payment Status, Reference Number, Authorised Amount, and Captured Amount. The first row shows a payment on Apr-22-2026 for 1 750,00 €. A 'Mark as Paid' button is visible in the bottom right corner of the payment summary table, highlighted with a red box.

Shipment No.	Ship Date	Shipment Method	Ship From	Payment Status	Invoice Status	Status/Tracking ID	Shipment Amount	Captured Amount
50000749060	Apr-22-2026 09:00:48	Express Delivery EUR	EU Test Warehouse	CAPTURED	INVOICED	1111111111	1 750,00 €	1 750,00 €

Date	Method	Card Type	Full Name	Payment Status	Reference Number	Authorised Amount	Captured Amount
Apr-22-2026 08:35:02	CreditCard - *****1111	Visa	sailor moon	CAPTURED	LRMBJJJC3H355675	1 750,00 €	1 750,00 €

7. Verify that the payment status is updated successfully to reflect the captured amount.

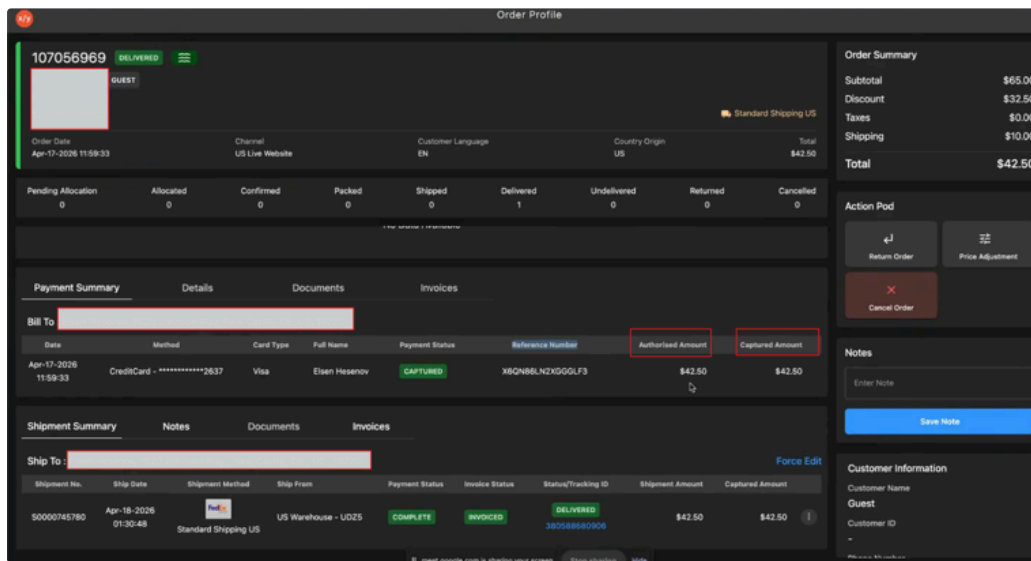
i To learn the difference between authorized and captured amounts, refer to [Authorized Amount vs Captured Amount](#)

Authorized Amount and Captured Amount

Introduction

In payment processing, the OMS distinguishes between **authorization** and **capture** to control when funds are verified and when they are actually collected. This separation ensures secure transactions and flexibility in order fulfillment.

Key Differences



Aspect	Authorized Amount	Captured Amount
Definition	Amount approved and reserved by the payment provider	Amount actually charged and collected from the customer.
When it Occurs	At the time of order placement	At the time of shipment or fulfillment.
Fund Movement	No money is transferred; funds are only held	Money is transferred from customer to merchant.
Purpose	Confirms sufficient funds are available	Finalizes the payment.

Adjustments	Can be partially captured or voided	Reflects the final charged amount.
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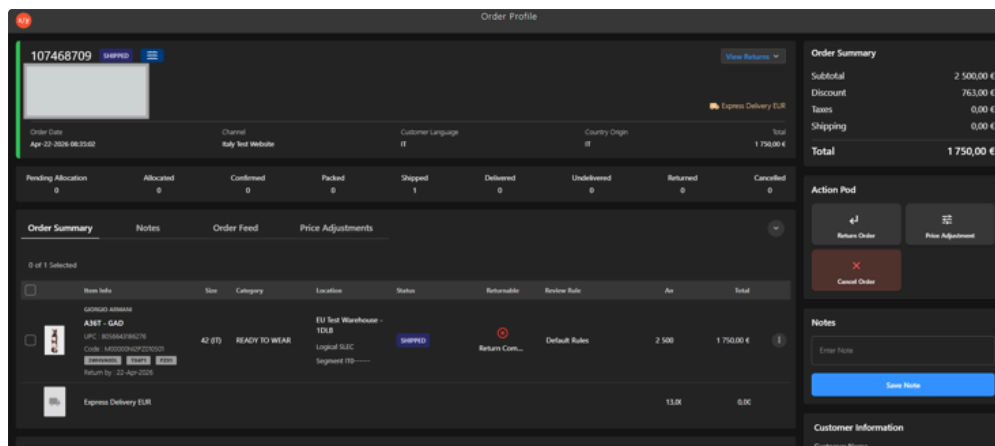
Adding a Note to an Order

Introduction

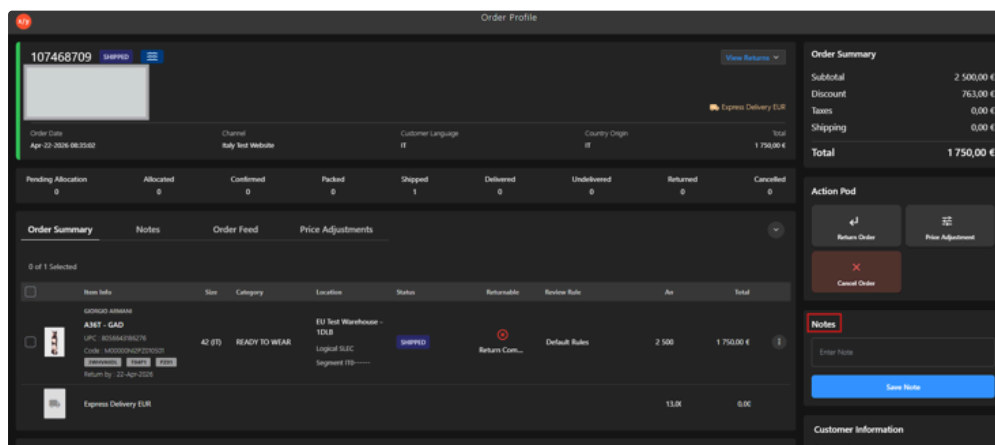
The **Notes** section allows users to record and store additional information related to the selected order. It is used to capture remarks, instructions, or context that support order processing and communication.

Steps to Add a Note

1. Open the **Order Profile**.



2. Go to **Notes**.



3. Enter the note in the **Enter Note** field.

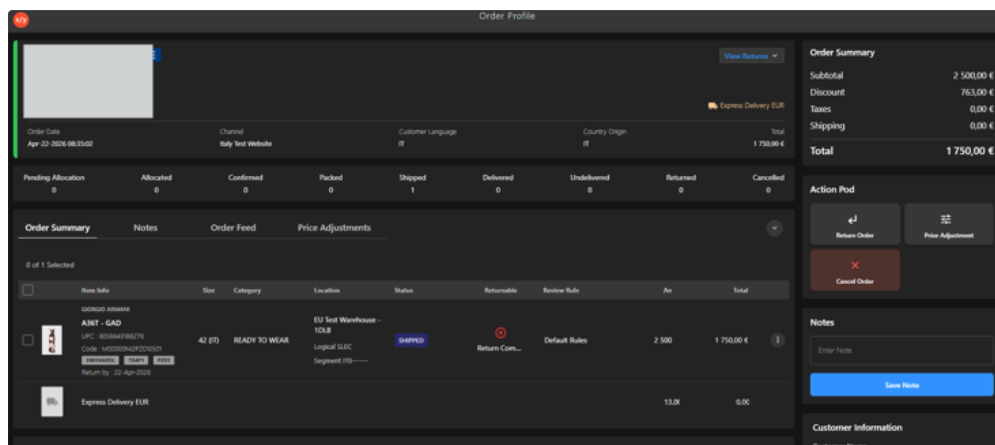
Adding a Note to an Order Item

Introduction

This topic explains how to add a note to an order using the **Add Note** option. Notes help capture additional information or context related to the order.

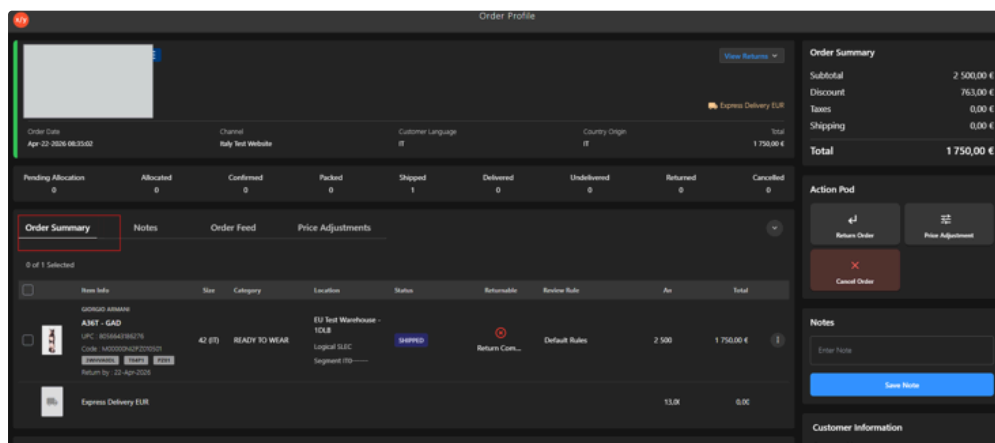
Steps to add a note to the Order

1. Open the **Order Profile**.



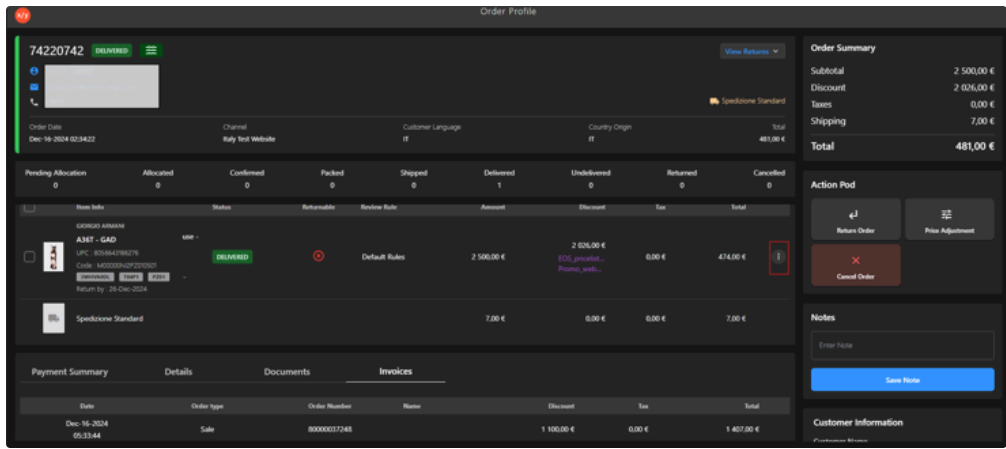
The screenshot shows the 'Order Profile' interface. The 'Order Summary' tab is selected and highlighted with a red box. The interface displays order details such as Order Date (Apr 22 2020 08:33:02), Channel (My Test Website), Customer Language (IT), and Country Origin (IT). A progress bar at the top shows the status of the order: Pending Allocation (0), Allocated (0), Confirmed (0), Picked (0), Shipped (1), Delivered (0), Undelivered (0), Returned (0), and Cancelled (0). The Order Summary table shows a subtotal of 2,500.00 €, a discount of 763.00 €, taxes of 0.00 €, and shipping of 0.00 €, resulting in a total of 1,737.00 €. The 'Action Pod' contains buttons for 'Return Order', 'Price Adjustment', and 'Cancel Order'. The 'Notes' section has an 'Enter Note' field and a 'Save Note' button.

2. Go to **Order Summary**.

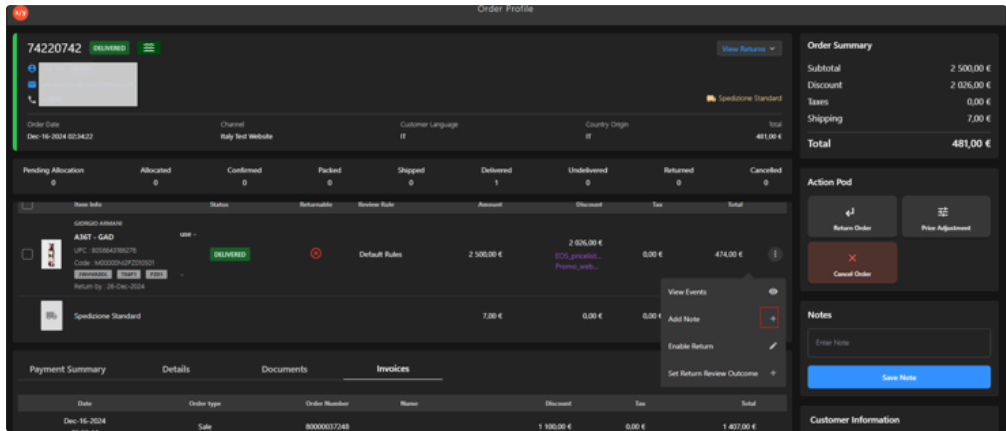


This screenshot is identical to the previous one, showing the 'Order Profile' interface with the 'Order Summary' tab selected and highlighted with a red box. The order details and summary are the same as in the previous screenshot.

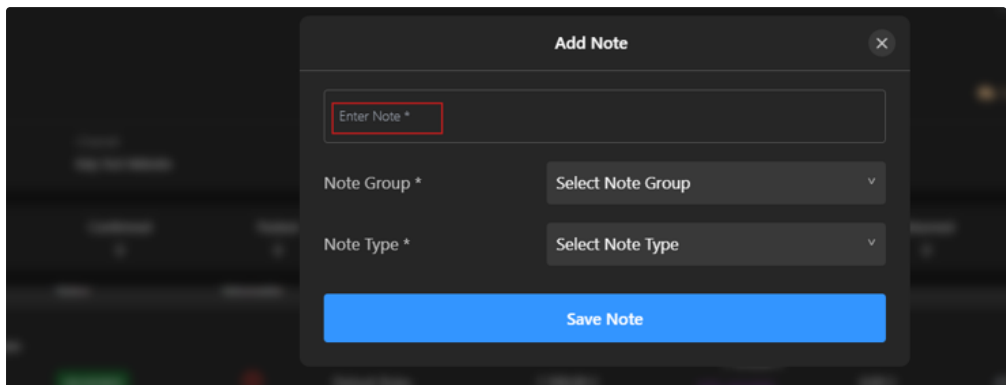
3. Click the Kebab Menu.



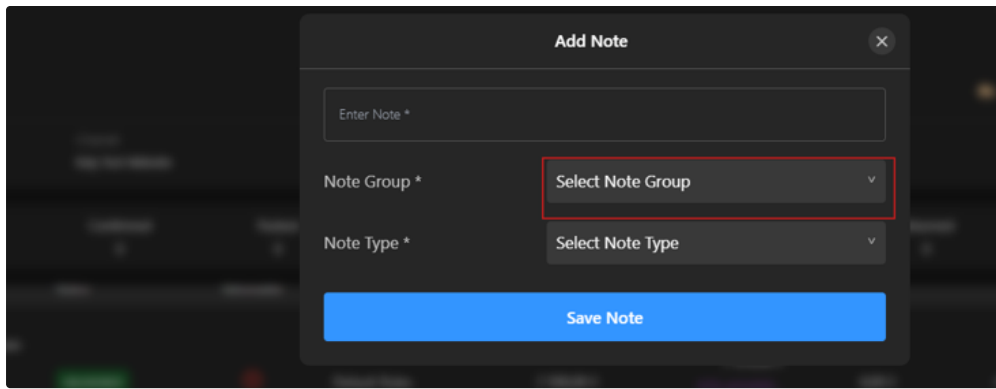
4. Click **ADD NOTE** .



5. Enter the note in the **Enter Note*** field.

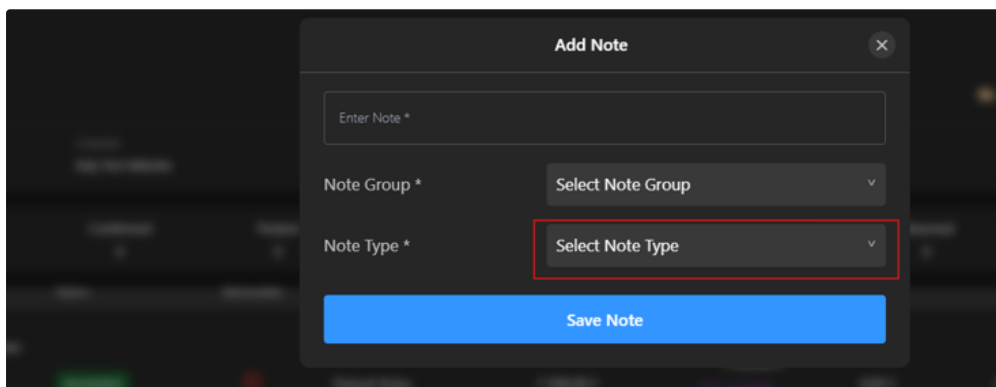


6. Select a option from **Select Note Group** dropdown.



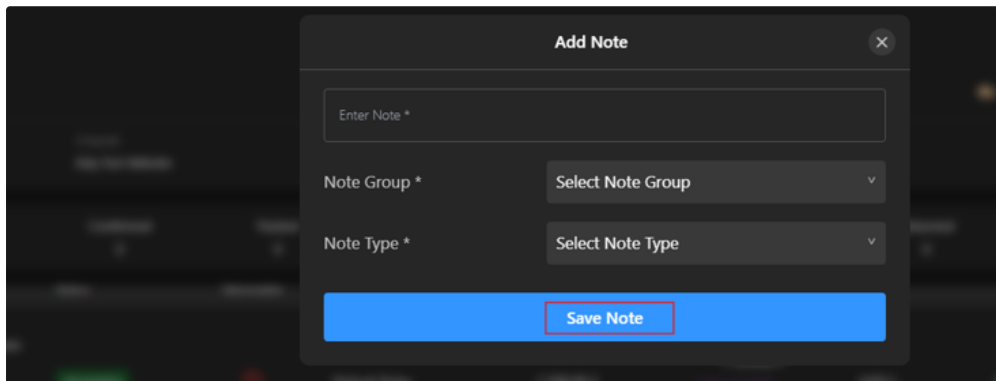
The screenshot shows a dark-themed 'Add Note' dialog box. It contains a text input field labeled 'Enter Note *', a dropdown menu for 'Note Group *' with the text 'Select Note Group', and another dropdown menu for 'Note Type *' with the text 'Select Note Type'. A blue 'Save Note' button is at the bottom. A red rectangular box highlights the 'Select Note Group' dropdown menu.

5. Select a option from **Select Note Type** dropdown.



The screenshot shows the same 'Add Note' dialog box. The 'Select Note Type' dropdown menu is now highlighted with a red rectangular box.

6. Click **Save Note**.



The screenshot shows the 'Add Note' dialog box with the blue 'Save Note' button highlighted by a red rectangular box.

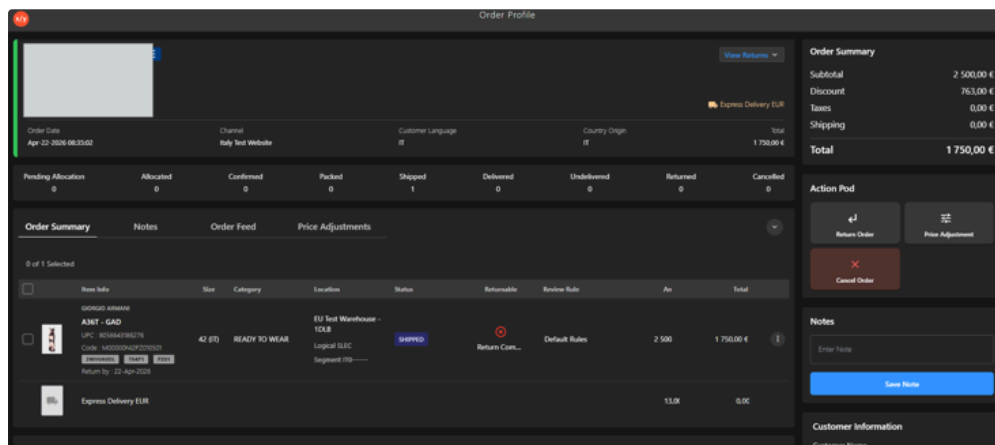
Enabling Return for Non-Returnable Item

Introduction

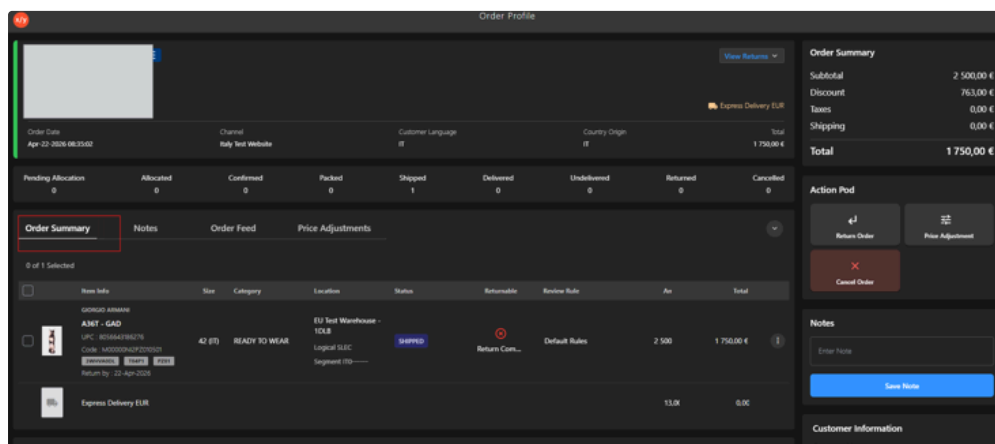
This topic explains how to set the return option for an item using the **Return Override** feature. This option allows users to override return restrictions and proceed with the return process.

Steps to Enable the Return of the Item

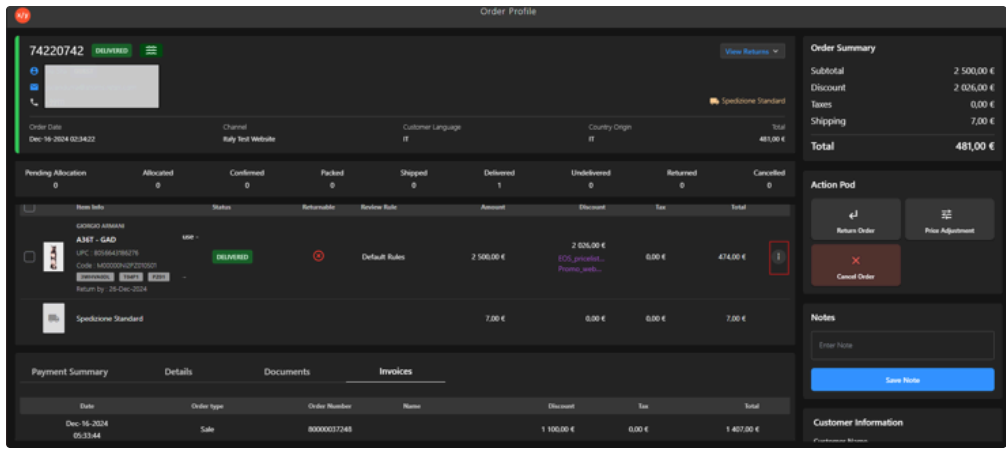
1. Open the **Order Profile**.



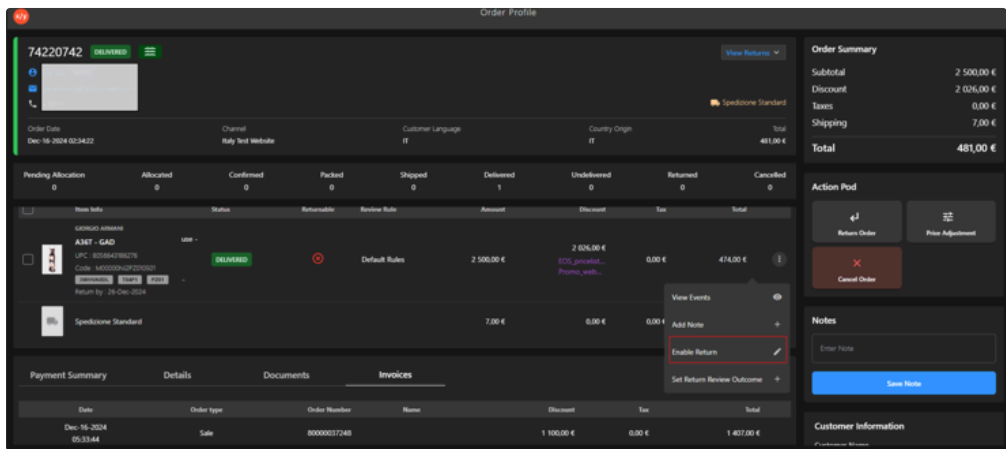
2. Go to **Order Summary**.



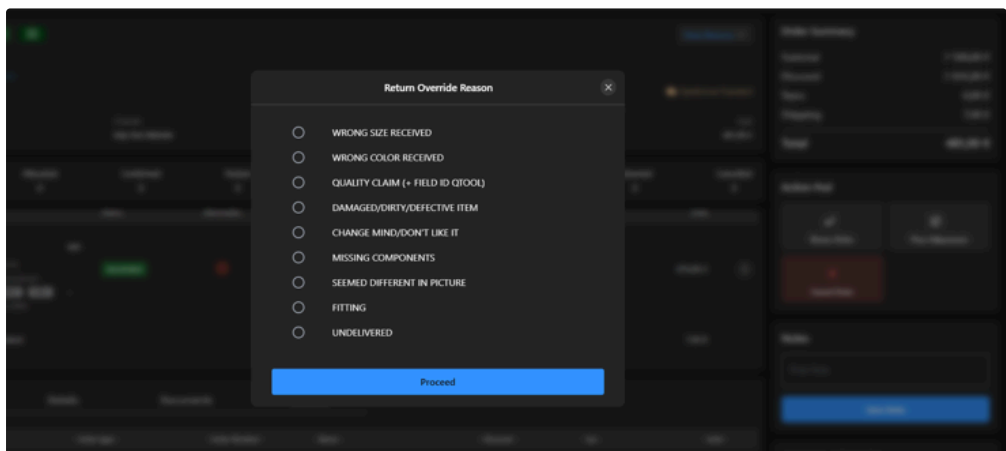
3. Click the Kebab Menu.



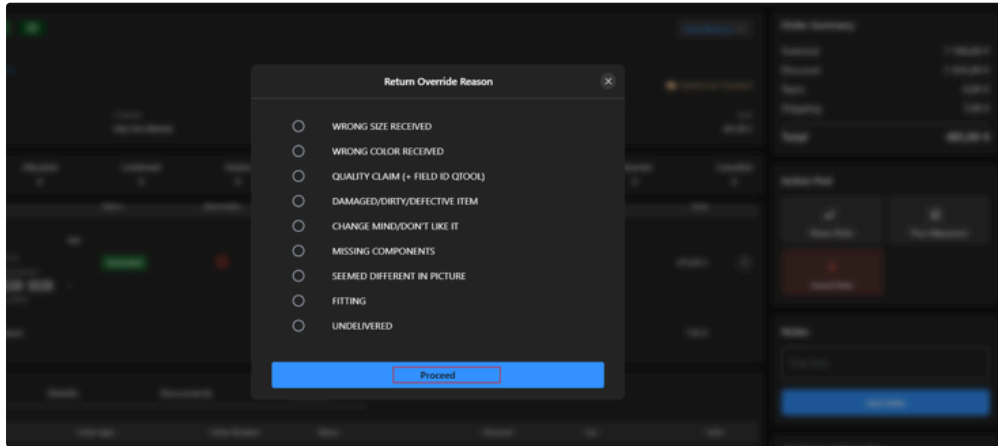
4. Click **Enable Return**.



3. Select one of the available options from **Return Override Reason** list.



4. Click **Proceed** to enable the return.



Return Request Outcome Options

Outcome Option	When to Use
Always Accept	Applied when the customer qualifies for a return and all criteria are met. No further review is needed.
Always Reject	Applied when items are non-returnable.
Manual Review	User must manually review the returned item when further evaluation is needed, such as for high-value items or conflicting information.
Default Rules	System-defined return policy rules apply.

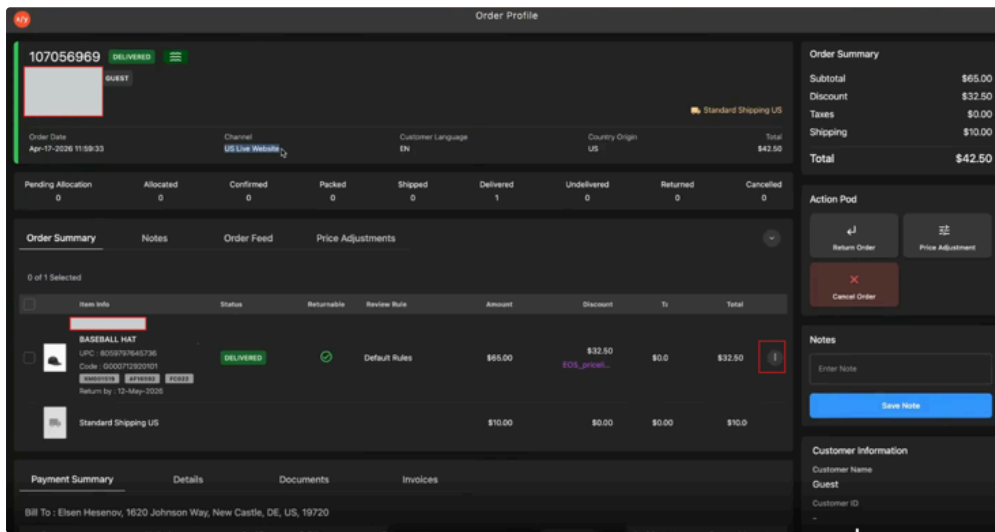
Updating an Item Return Date

Introduction

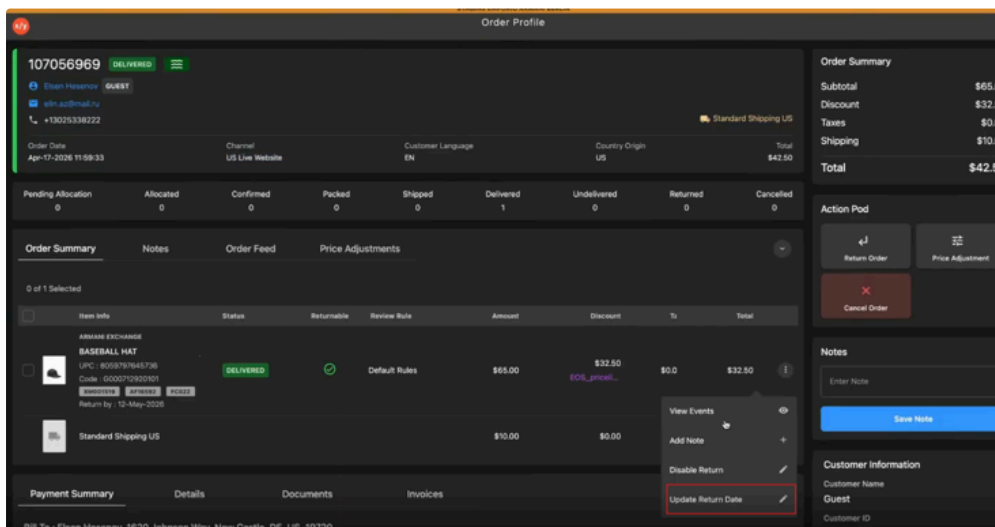
This topic explains how to update an item's return eligibility date within an order. The return date sets the period during which the item can be returned, based on the return policy.

Steps to update an item return date

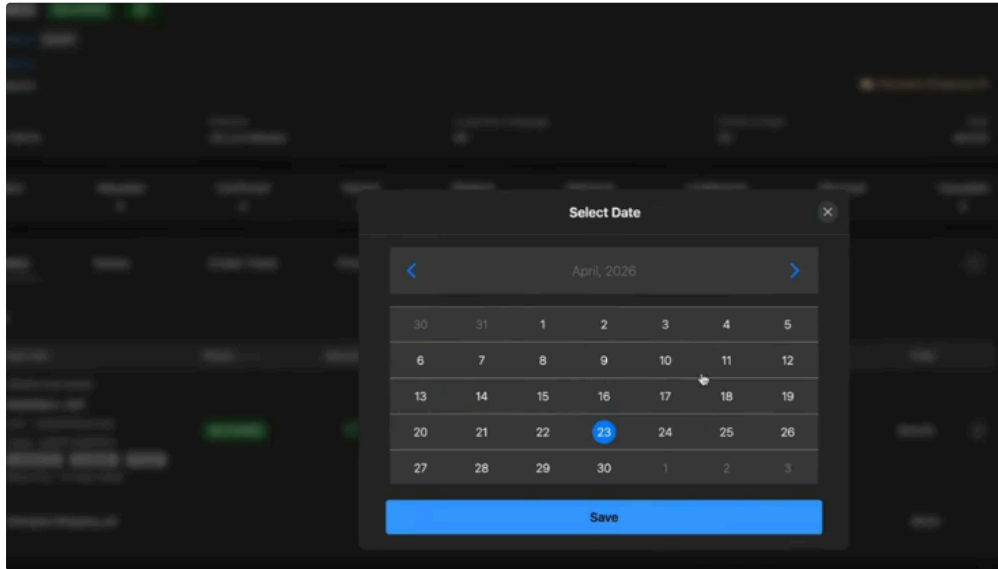
1. Click the Kebab menu.



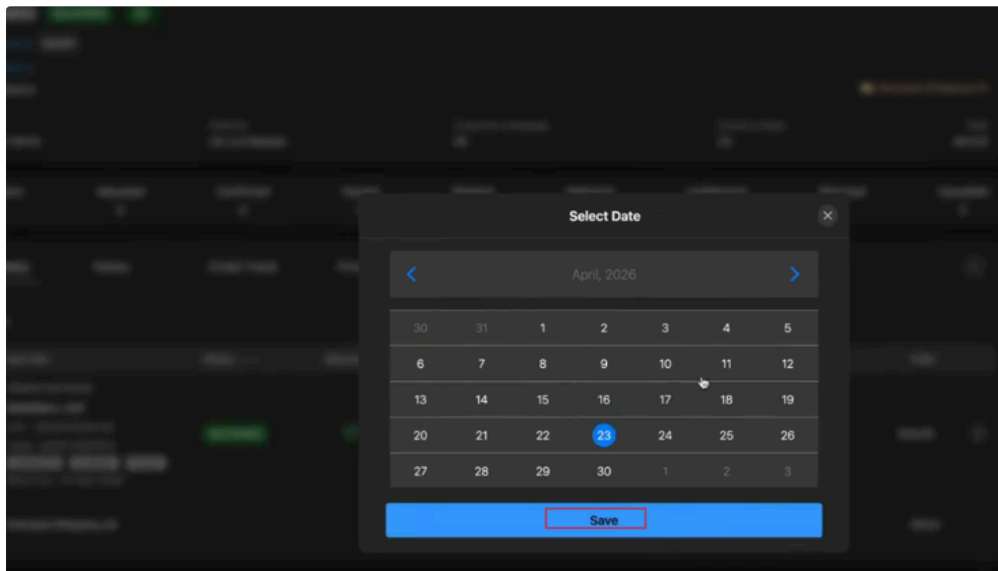
2. Click **Update the Return Date.**



3. Select a date.



4. Click **Save** to update the return date.



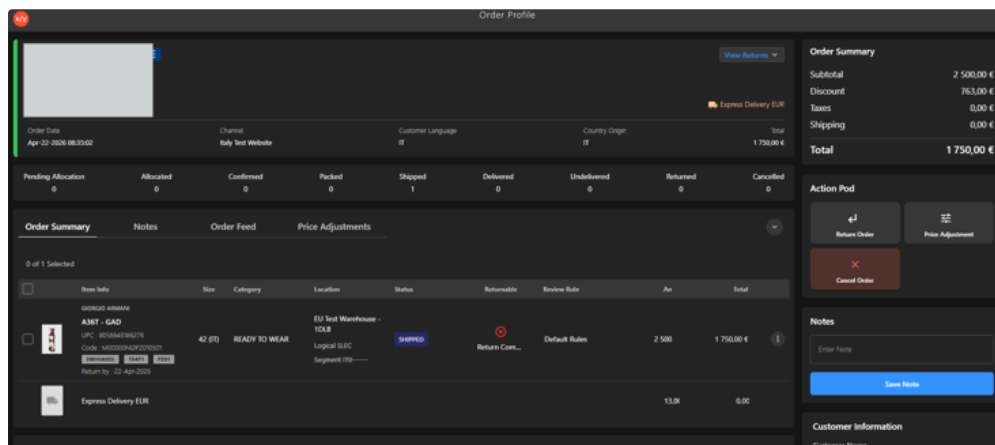
Setting Return Review Outcome

Introduction

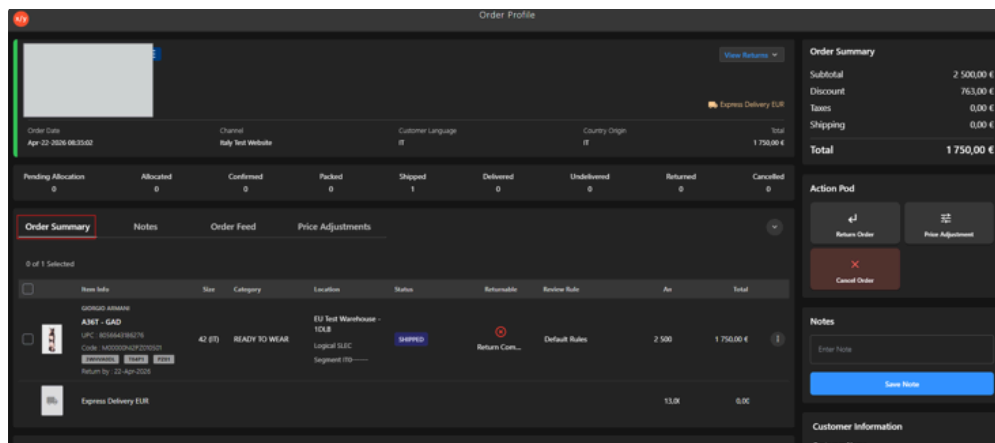
This procedure explains how to define the **return review outcome** for an order item. It allows users to determine how a return request is processed based on predefined options.

Steps to Enable Return Review Outcome

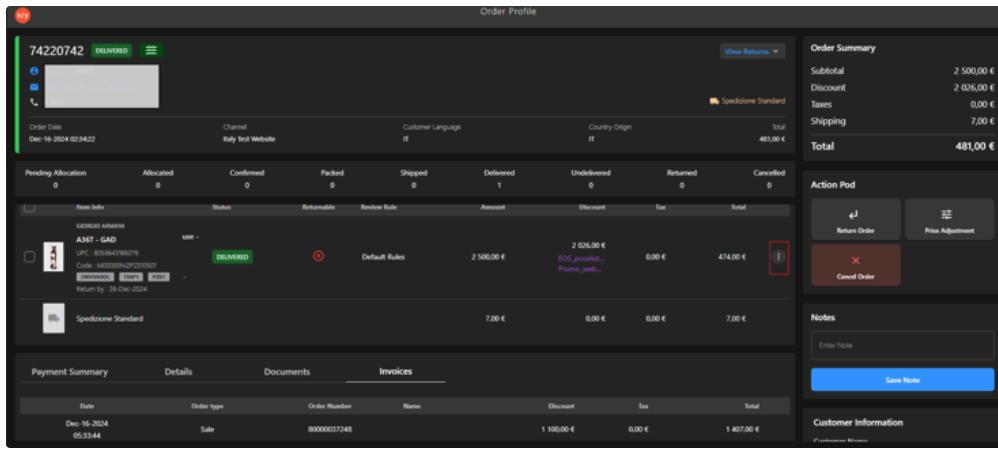
1. Open the **Order Profile**.



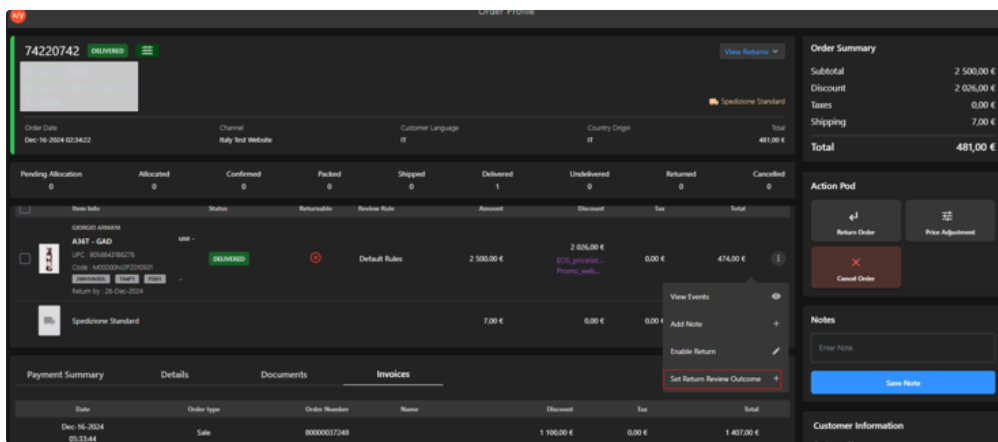
2. Go to **Order Summary**.



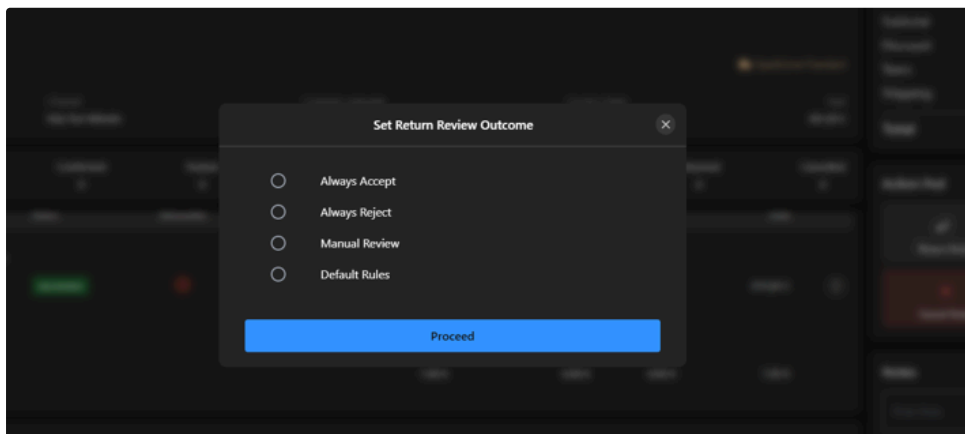
3. Click the Kebab Menu.



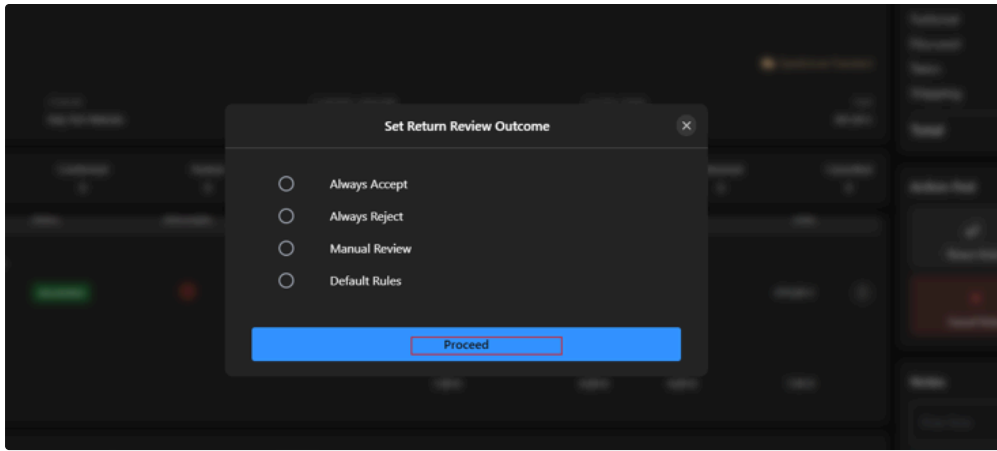
4. Click **Set Return Review Outcome**.



5. Select an option from the **Set Return Review Outcome** list.



6. Click **Proceed** to confirm the selection.



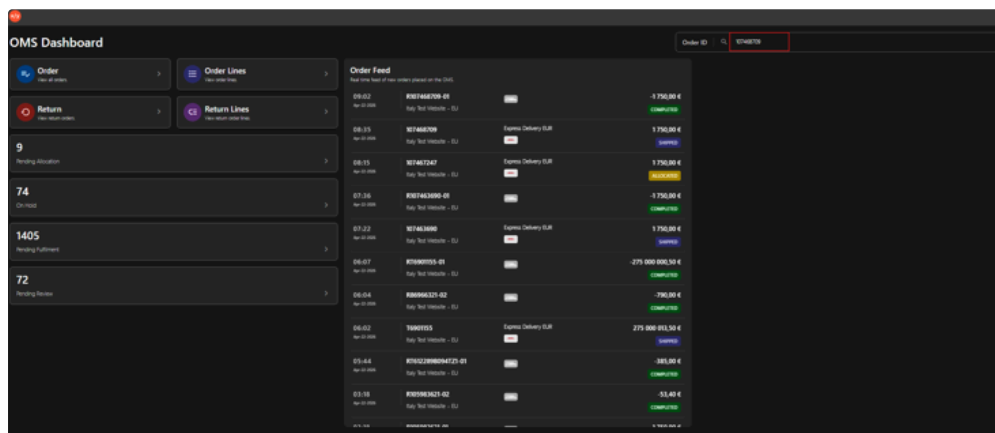
Providing a Real Time Order Status Report

Introduction

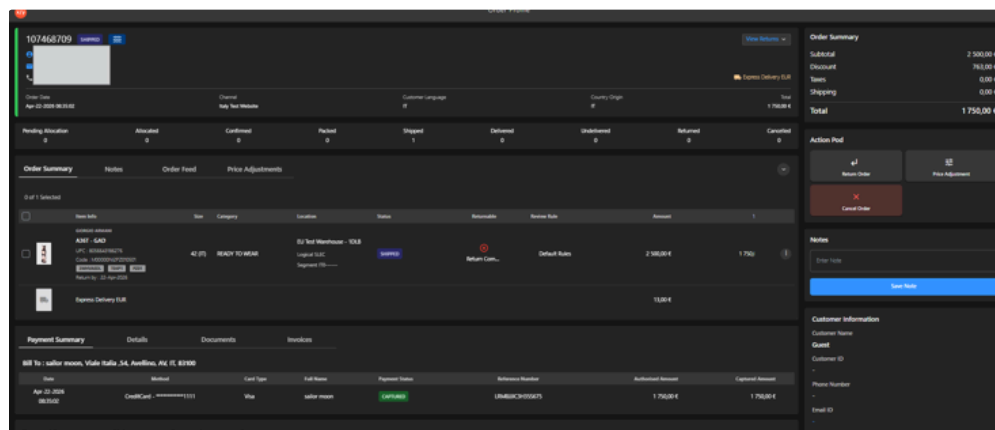
This topic explains how to communicate the latest order status to a customer using the Order Profile.

Steps to Provide Order Status

1. Enter the Order ID in the search box.



2. Press Enter to display the order details.



3. Navigate to the Order status bar.

Order Profile

T6901155 **SHIPPED**

Order Date: Apr 22 2026 06:02:48 | Channel: Italy Test Website | Customer Language: EN | Country Origin: IT | Total: 275 000 013,50 €

Express Delivery EUR

Pending Allocation	Allocated	Confirmed	Picked	Shipped	Delivered	Undelivered	Returned	Cancelled
0	0	0	0	1	0	0	0	0

Order Summary

Subtotal	275 000 000,64 €
Discount	5,00 €
Taxes	5,83 €
Shipping	13,00 €
Total	275 000 013,50 €

Item Info	Size	Category	Location	Status	Returnable	Review Rule	Am.	Total
GORGIO ADDRESS ANIT - GAD UPC: 856645196278 Code: M00000007220000 Return by: 02 May 2026	42	READY TO WEAR	Alf Milano Test - 4501	SHIPPED	Return Com...	Default Rules	275 000 000	275 000 000,50 €
Express Delivery EUR							13,00	13,00

4. Identify the current order status.

Order Profile

T6901155 **SHIPPED**

Order Date: Apr 22 2026 06:02:48 | Channel: Italy Test Website | Customer Language: EN | Country Origin: IT | Total: 275 000 013,50 €

Express Delivery EUR

Pending Allocation	Allocated	Confirmed	Picked	Shipped	Delivered	Undelivered	Returned	Cancelled
0	0	0	0	1	0	0	0	0

Order Summary

Subtotal	275 000 000,64 €
Discount	5,00 €
Taxes	5,83 €
Shipping	13,00 €
Total	275 000 013,50 €

Item Info	Size	Category	Location	Status	Returnable	Review Rule	Am.	Total
GORGIO ADDRESS ANIT - GAD UPC: 856645196278 Code: M00000007220000 Return by: 02 May 2026	42	READY TO WEAR	Alf Milano Test - 4501	SHIPPED	Return Com...	Default Rules	275 000 000	275 000 000,50 €
Express Delivery EUR							13,00	13,00

6. Refer to the [Status Response Table](#) and communicate the appropriate update to the customer.

Order Status Response Table

Order Status	What to Tell the Customer
PENDING / ALLOCATION	The order has been received and is currently awaiting stock assignment. No action is required at this stage.
ALLOCATED	The order has been confirmed and stock has been reserved. It is currently being prepared for dispatch at the fulfillment center.
CONFIRMED	The order has been confirmed and is progressing through the fulfillment process. Dispatch is underway.
PACKED	The order has been packed and is ready for carrier pickup. A shipping notification will be shared shortly.
SHIPPED	The order is in transit. Share the tracking number to enable real-time tracking.
DELIVERED	The order has been marked as delivered. Confirm receipt with the customer.
UNDELIVERED	There was an issue delivering the order. Review the details and arrange the next steps.
RETURNED	The order has been returned. A return review is in progress; check and provide an update.

CANCELLED	The order has been cancelled. Review the reason and advise on next steps, including refund details if applicable.
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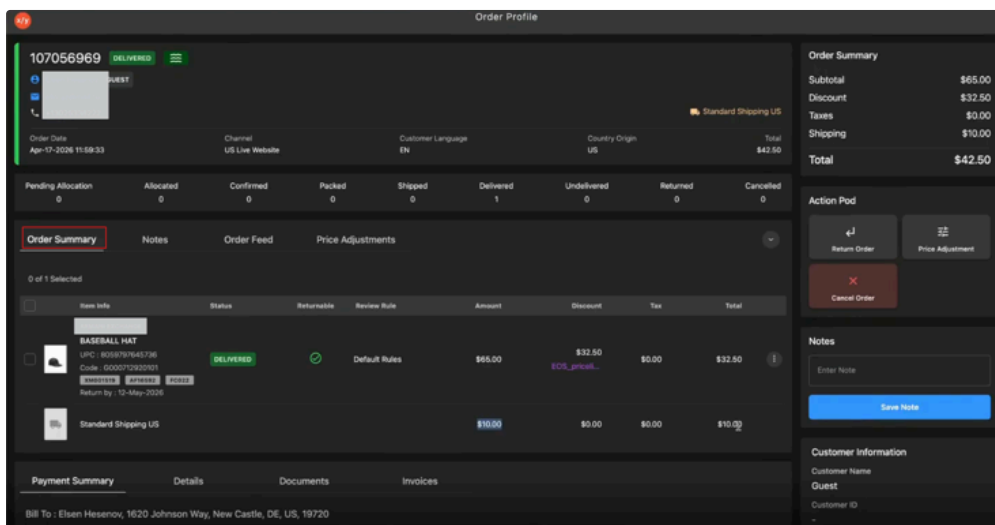
Modifying a Returnable Item to Non-Returnable

Introduction

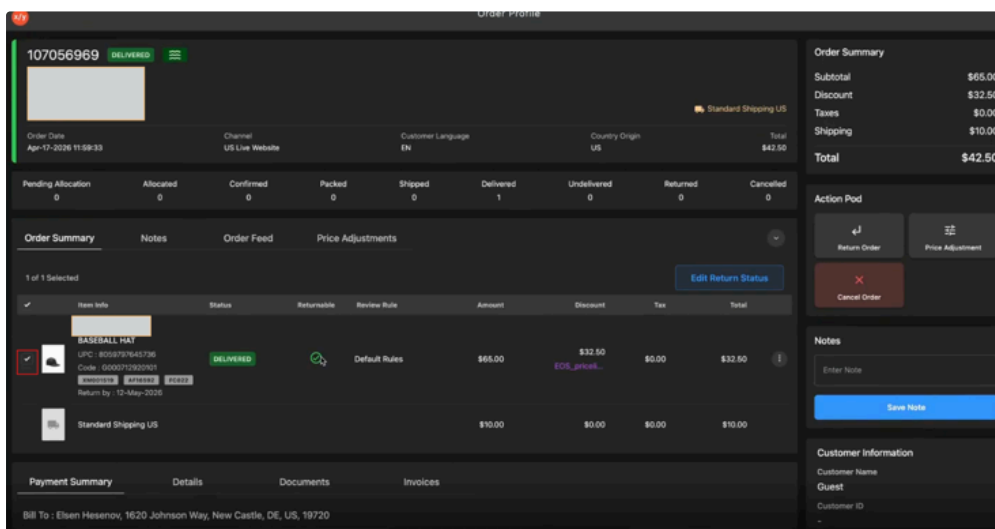
This procedure explains how to update the return eligibility of an item within an order. In certain scenarios, an item that is initially marked as returnable may need to be changed to non-returnable based on business rules, product conditions, or policy decisions.

Steps to Change Item Return Status to Non-Returnable

1. Click **Order Summary**.



2. Select the item's check box to update its return status.



3. Click **Edit Return Status**.

The screenshot shows the 'Order Profile' page. At the top, there's a header with 'DELIVERED' and 'GUEST'. Below that, order details like 'Order Date: Apr-17-2026 11:59:33' and 'Channel: US Live Website' are visible. A table shows the order's status: Pending Allocation (0), Allocated (0), Confirmed (0), Packed (0), Shipped (0), Delivered (1), Undelivered (0), Returned (0), and Cancelled (0). The 'Order Summary' section is active, showing a table with one item: 'BASEBALL HAT' with a price of \$65.00 and a discount of \$32.50. The 'Edit Return Status' button is highlighted with a red box. On the right, there's an 'Order Summary' panel with a total of \$42.50 and an 'Action Pod' with buttons for 'Return Order', 'Price Adjustment', and 'Cancel Order'. Below that is a 'Notes' section and 'Customer Information'.

Pending Allocation	Allocated	Confirmed	Packed	Shipped	Delivered	Undelivered	Returned	Cancelled
0	0	0	0	0	1	0	0	0

Item Info	Status	Returnable	Review Rule	Amount	Discount	Tax	Total
BASEBALL HAT SKU: 80267876-45736 Code: 000072303901 Return by: 12-May-2026	DELIVERED		Default Rules	\$65.00	\$32.50 EDS_pretail...	\$0.00	\$32.50

Item	Amount	Discount	Tax	Total
Standard Shipping US	\$10.00	\$0.00	\$0.00	\$10.00

4. Select **Make Non-Returnable** to mark the item as non-returnable.

The screenshot shows a dialog box titled 'Update Return Status?'. The text inside says 'This will apply one return status to all selected items.' There are two buttons: 'Make Non-Returnable' (highlighted with a red box) and 'Cancel'.

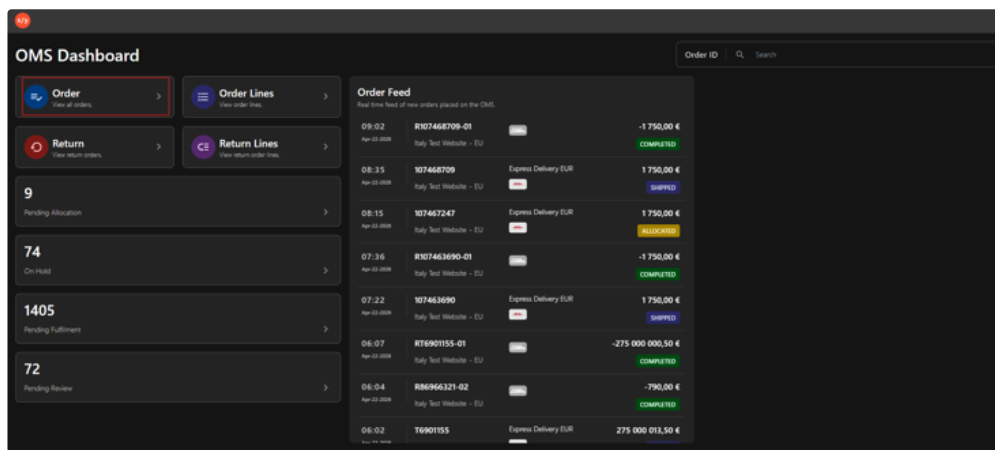
Shipment Address Validation

Introduction

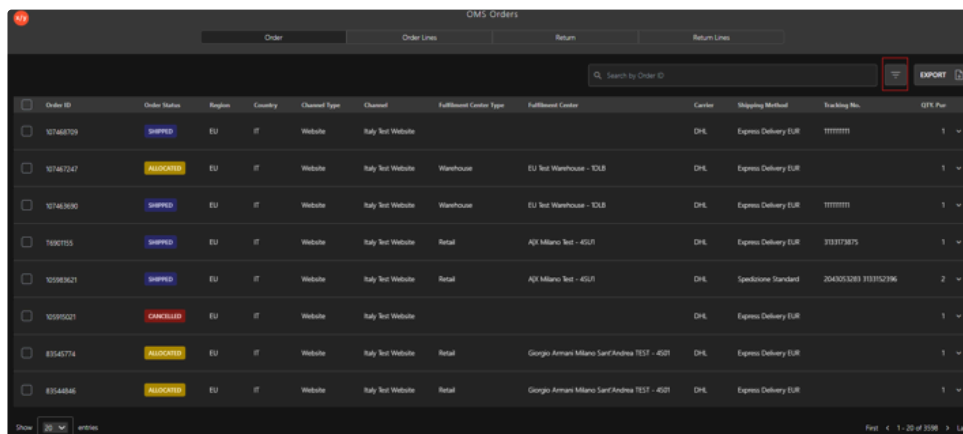
This topic explains how to check address handles when an order is **ON Hold** due to an incorrect delivery address.

Steps to address validation check

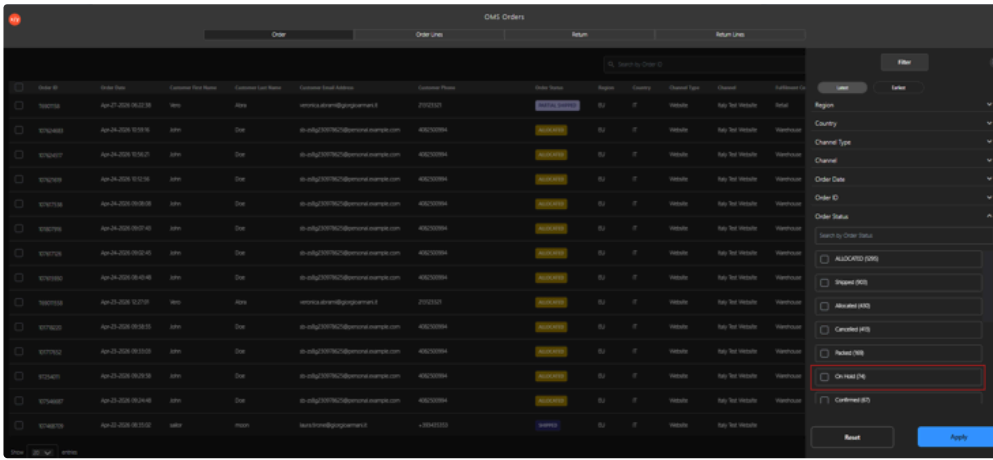
1. Click **Order**.



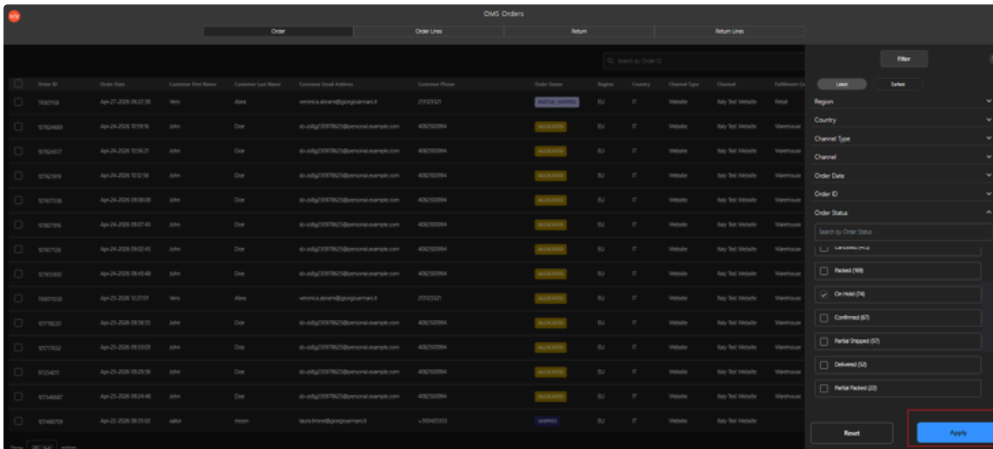
2. Click the Filter icon.



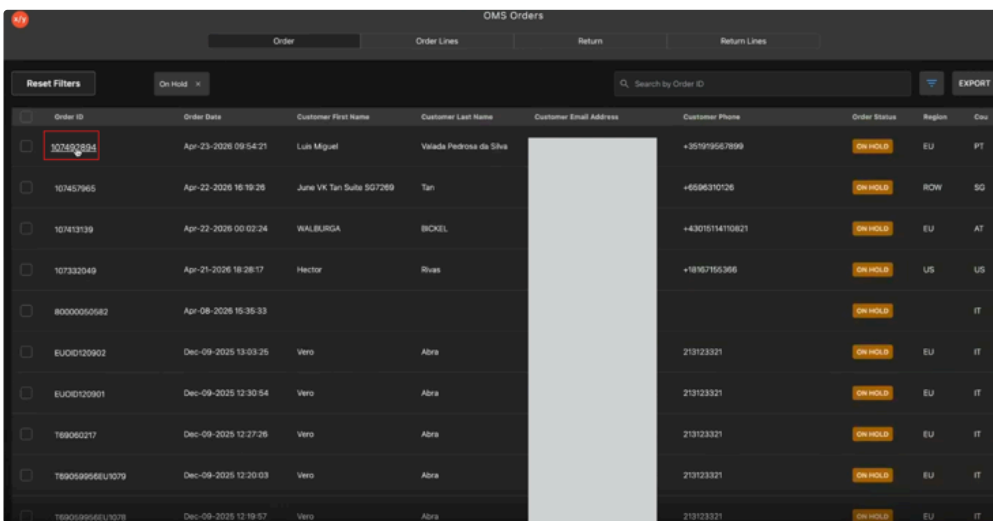
3. Select **ON Hold**.



4. Click **Apply**.



5. Click **Order ID**.



6. Click the **Order Flow** icon.

7. Verify the Address Validation Task shows **Error**.

Task Name	Status	Dependencies	Start Time	End Time	Cardinality	Error Count	Error Message
Armand OMS Customer Task	COMPLETE		Apr-23-2026 09:54:34	Apr-23-2026 09:54:35	1		
Order Notification Task	COMPLETE		Apr-23-2026 09:54:35	Apr-23-2026 09:54:36	1		
Address Validation Task	ERROR		Apr-23-2026 09:54:36	Apr-23-2026 09:54:37	1	1	ADDRESS-CHECK-ERROR:Error code: 420505 message: The destination location is invalid. H
Duties Task	WAITING	Address Validation Task,					
Manual Cancel Task	ACTIVE		Apr-23-2026 09:54:37		1		
Remorse Period Task	ACTIVE		Apr-23-2026 09:54:37		1		
Manual Approval Task	WAITING	Address Validation Task,					
Allocation Task	ACTIVE		Apr-23-2026 09:54:37		1		

8. Contact the customer to get the correct delivery address.

9. Click **Edit** to update the shipment address.

107492894 ON HOLD REGISTERED

Luis Miguel Valada Pedrosa da Silva REGISTERED

luisvalada@icloud.com


+351919567899 Express Delivery EUR

Order Date	Channel	Customer Language	Country Origin	Total
Apr-23-2026 09:54:21	PT Website	EN	PT	170,00 €

Pending Allocation	Allocated	Confirmed	Packed	Shipped	Delivered	Undelivered	Returned	Cancelled
0	1	0	0	0	0	0	0	0

Date	Method	Card Type	Full Name	Payment Status	Reference Number	Authorized Amount	Captured Amount
Apr-23-2026 09:54:21	CreditCard - *****1884	Mc	Luis Miguel Valada Pedrosa da Silva	AUTHORIZED	QM7C5X3WFF22C8F3	170,00 €	-

Ship To: Luis Miguel Valada Pedrosa da Silva, Rua Dr. Alvaro Matos nº 8 - 3.º, Esq. 2, Figueira da Foz - Portugal - Pz - PT - 3080-208 Edit

Shipment No.	Ship Date	Shipment Method	Ship From	Payment Status	Invoice Status	Status/Tracking ID	Shipment Amount	Captured Amount
 No Data Available								

10. Enter the required address details in the search field to locate the correct address.

Edit Ship To

Search address

First Name * laura

Last Name * trone

Email * laura.trone@giorgioarmani.it

Phone Number * +3934353242

Line 1 * Viale Italia, 54

Line 2 Line 2

City * Avellino

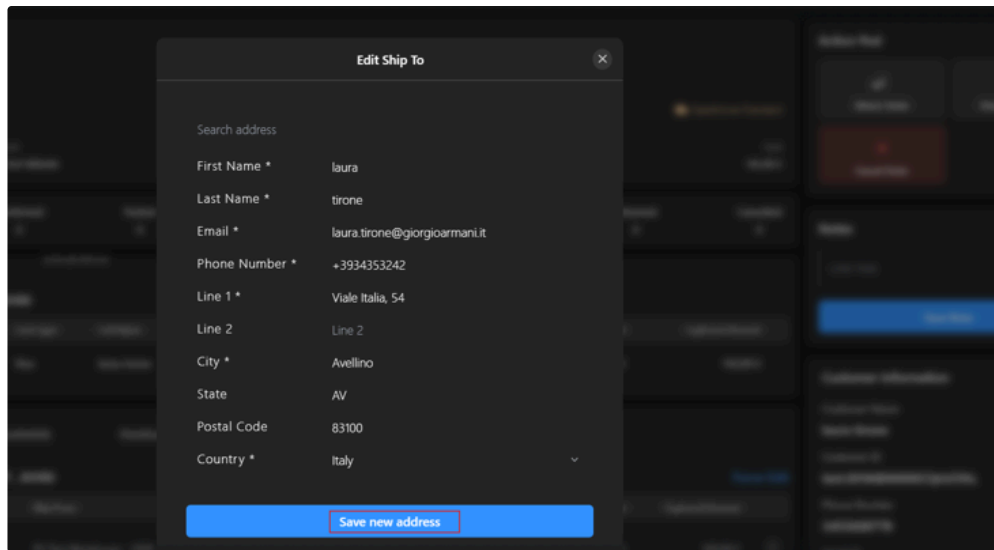
State AV

Postal Code 83100

Country * Italy

Save new address

11. Click **Save new address** to apply the changes.



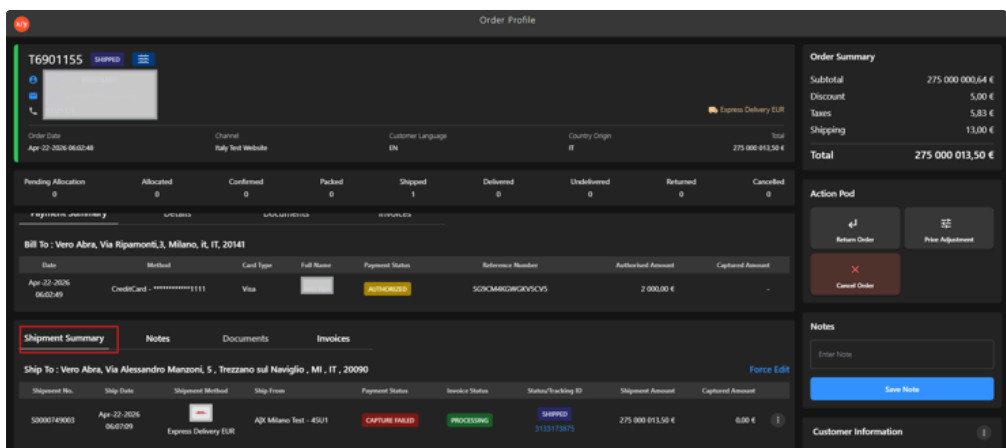
Force Editing the Shipment Address

Introduction

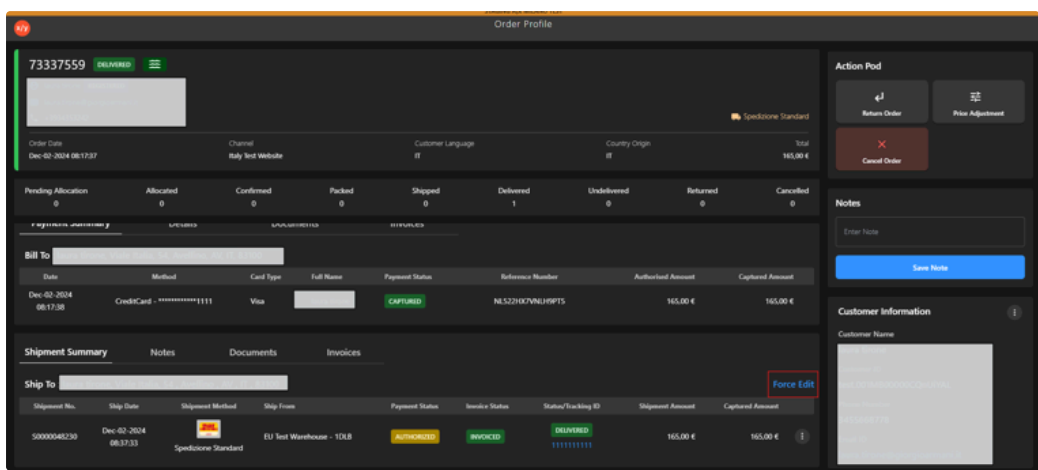
This topic explains how to update the shipment address for an order using the **Force Edit** option in the Shipment Summary section. Use this action when the delivery address is technically valid, but the customer wants to correct or refine the address details (for example, fixing spelling, unit number, or other minor errors).

Steps to Modify the Shipment Address

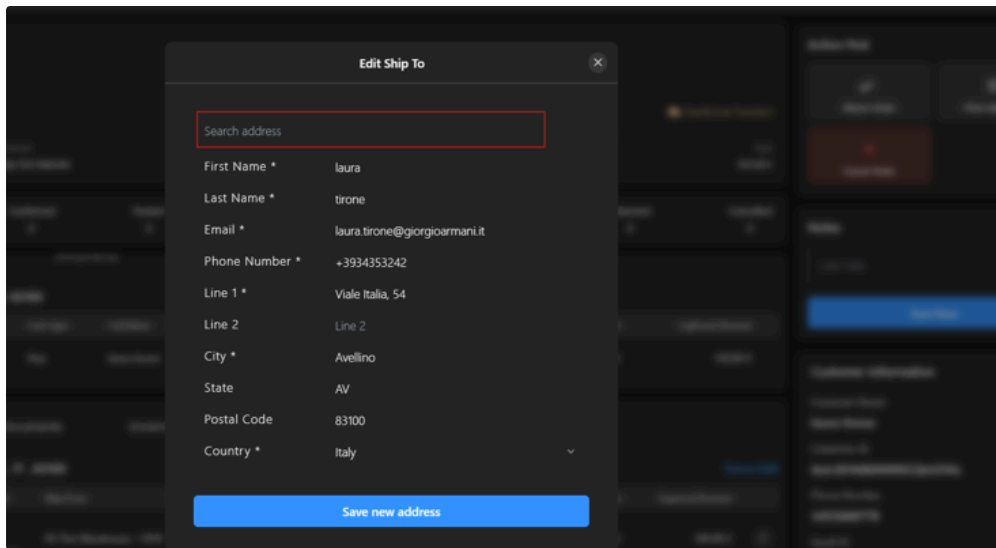
1. Go to **Shipment Summary**.



2. Click **Force Edit**.



3. Enter the required address details in the search field to locate the correct address.



Search address

First Name * laura

Last Name * tirone

Email * laura.tirone@giorgioarmani.it

Phone Number * +3934353242

Line 1 * Viale Italia, 54

Line 2 Line 2

City * Avellino

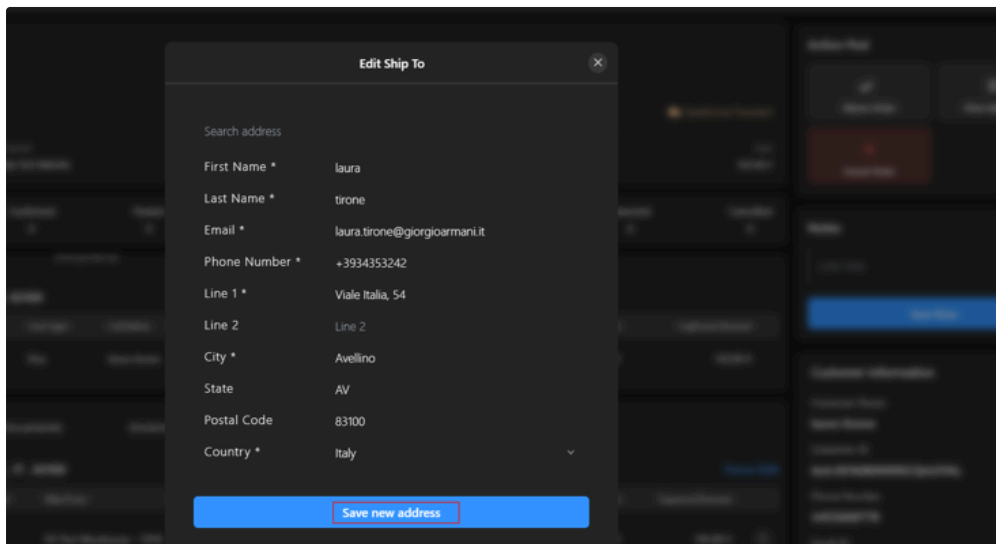
State AV

Postal Code 83100

Country * Italy

Save new address

4. Click **Save new address** to apply the changes.



Search address

First Name * laura

Last Name * tirone

Email * laura.tirone@giorgioarmani.it

Phone Number * +3934353242

Line 1 * Viale Italia, 54

Line 2 Line 2

City * Avellino

State AV

Postal Code 83100

Country * Italy

Save new address

i Add a Order level note to record the address change: **"Address updated using Force Edit as per customer request."**

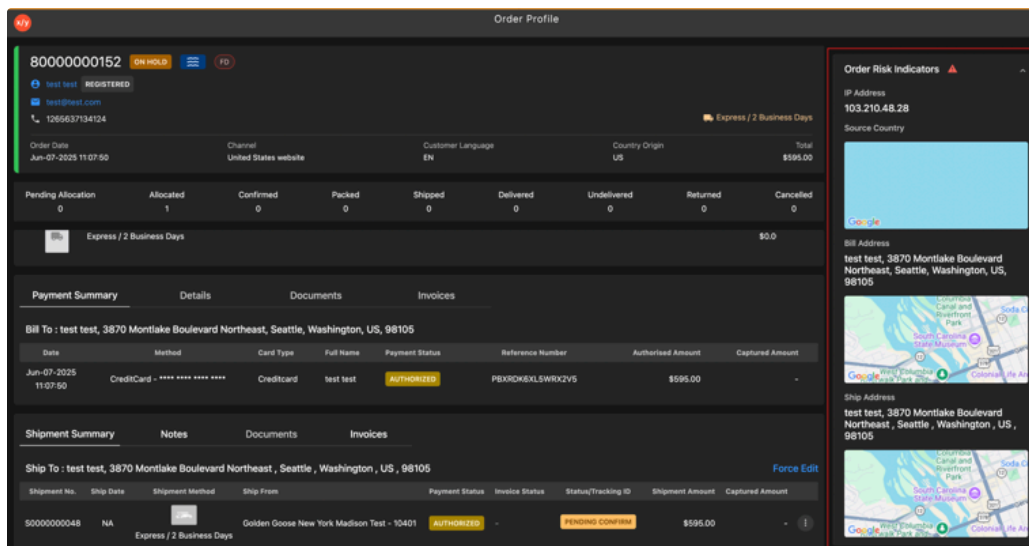
Cross-Country Fraud Check

Introduction

This topic explains how the system validates cross-country orders by comparing the locations of the warehouse, billing address, and delivery address. The goal is to detect unusual or high-risk combinations before the order proceeds further in the fulfilment flow.

How the Fraud Check Works

For cross-country orders (for example, an order placed in Germany to be shipped from Italy), the system automatically performs a fraud check using three location maps:



- **Source Map:** Identifies the location of the fulfilment warehouse.
- **Bill-To Address Map:** Identifies the location of the customer’s billing address.
- **Ship-To Address Map:** Identifies the location of the delivery (shipping) address.
- **Location Comparison**
 - The system compares these three locations.
 - If the combination appears unusual or high risk (for example, widely separated regions or known fraud patterns), the order may be flagged for review before it can continue in the fulfilment process.

Pre-Shipment Dependency Task

Introduction

Before an order proceeds to shipment, the system validates a set of predefined dependencies to ensure the order is accurate, compliant, and ready for fulfillment. These checks are automatically executed as part of the order flow and must be completed successfully before downstream activities such as allocation, picking, and delivery tracking are initiated.

This section outlines how to review and confirm that all required dependencies are completed prior to shipment.

Steps to Review Dependencies Before Shipment

1. Navigate to the **Order Flow** section within the order details screen.
2. Go to the **Pick Ticket Task**.

The screenshot shows a table titled 'Order Flow' with the following columns: Task Name, State, Dependencies, Start Time, End Time, Cardinality, Error Count, and Error Message. The table lists several tasks, with the 'Pick Ticket Task' highlighted by a red box. The 'Pick Ticket Task' is in a 'COMPLETE' state and has dependencies on 'Manual Approval Task', 'Remorse Period Task', 'Address Validation Task', and 'Duties Task'. Other tasks include 'Armani OMS Customer Task', 'Order Notification Task', 'Address Validation Task', 'Duties Task', 'Manual Cancel Task', 'Remorse Period Task', 'Manual Approval Task', 'Allocation Task', 'Delivery Track Task', 'Auto Cancel Task', 'Address Auto Cancel Task', and 'Cancel Payment Task'.

Task Name	State	Dependencies	Start Time	End Time	Cardinality	Error Count	Error Message
Armani OMS Customer Task	COMPLETE		Apr-17-2026 11:59:46	Apr-17-2026 11:59:46	1		
Order Notification Task	COMPLETE		Apr-17-2026 11:59:46	Apr-17-2026 11:59:47	1		
Address Validation Task	COMPLETE		Apr-17-2026 11:59:47	Apr-17-2026 11:59:50	1		
Duties Task	SKIPPED	Address Validation Task,	Apr-17-2026 11:59:52		1		
Manual Cancel Task	COMPLETE		Apr-17-2026 21:03:04	Apr-17-2026 21:03:04	10		
Remorse Period Task	COMPLETE		Apr-17-2026 13:20:56	Apr-17-2026 13:20:56	2		
Manual Approval Task	SKIPPED	Address Validation Task,	Apr-17-2026 11:59:52	Apr-17-2026 11:59:52	1		
Allocation Task	COMPLETE		Apr-17-2026 21:03:04	Apr-17-2026 21:03:04	10		
Pick Ticket Task	COMPLETE	Manual Approval Task, Remorse Period Task, Address Validation Task, Duties Task,	Apr-17-2026 21:03:04	Apr-17-2026 21:03:04	9		
Delivery Track Task	COMPLETE	Manual Approval Task, Remorse Period Task, Address Validation Task, Duties Task,	Apr-21-2026 03:20:35	Apr-21-2026 03:20:35	68		
Auto Cancel Task	SKIPPED	Remorse Period Task,	Apr-17-2026 21:03:05		9		
Address Auto Cancel Task	SKIPPED	Remorse Period Task,	Apr-17-2026 13:20:58		1		
Cancel Payment Task	SKIPPED		Apr-17-2026 21:03:06		10		

3. Identify the following dependency tasks in the list:
 - o **Address Validation Task** — Confirms the shipping address is valid and deliverable.
 - o **Duties Task (if applicable)** — Calculates applicable duties and taxes for cross-border shipments.
 - o **Customer Notification Task** — Sends the order confirmation to the customer.
 - o **Remorse Period Task** — Ensures the cancellation window has expired or is completed.
 - o **Manual Approval Task (if applicable)** — Verifies that orders requiring additional review are approved before processing.

4. Review the **State** column for each task:

Task Name	State	Dependencies	Start Time	End Time	Cardinality	Error Count	Error Message
✓ [Redacted] Customer Task	COMPLETE		Apr-17-2026 11:59:46	Apr-17-2026 11:59:46	1		
✓ Order Notification Task	COMPLETE		Apr-17-2026 11:59:46	Apr-17-2026 11:59:47	1		
✓ Address Validation Task	COMPLETE		Apr-17-2026 11:59:47	Apr-17-2026 11:59:50	1		
✓ Duties Task	SKIPPED	Address Validation Task,	Apr-17-2026 11:59:52		1		
✓ Manual Cancel Task	COMPLETE		Apr-17-2026 21:03:04	Apr-17-2026 21:03:04	10		
✓ Remove Period Task	COMPLETE		Apr-17-2026 13:20:56	Apr-17-2026 13:20:56	2		
✓ Manual Approval Task	SKIPPED	Address Validation Task,	Apr-17-2026 11:59:52	Apr-17-2026 11:59:52	1		
✓ Allocation Task	COMPLETE		Apr-17-2026 21:03:04	Apr-17-2026 21:03:04	10		
✓ Pick Ticket Task	COMPLETE	Manual Approval Task, Remove Period Task, Address Validation Task, Duties Task,	Apr-17-2026 21:03:04	Apr-17-2026 21:03:04	9		
✓ Delivery Track Task	COMPLETE	Manual Approval Task, Remove Period Task, Address Validation Task, Duties Task,	Apr-21-2026 03:20:35	Apr-21-2026 03:20:35	68		
✓ Auto Cancel Task	SKIPPED	Remove Period Task,	Apr-17-2026 21:03:05		9		
✓ Address Auto Cancel Task	SKIPPED	Remove Period Task,	Apr-17-2026 13:20:58		1		
✓ Cancel Payment Task	SKIPPED		Apr-17-2026 21:03:05		10		

- Confirm the status displays **Complete** for all mandatory tasks.
- Verify **Skipped** is shown only for tasks that are not applicable.

5. Validate that no task displays an error or incomplete status.

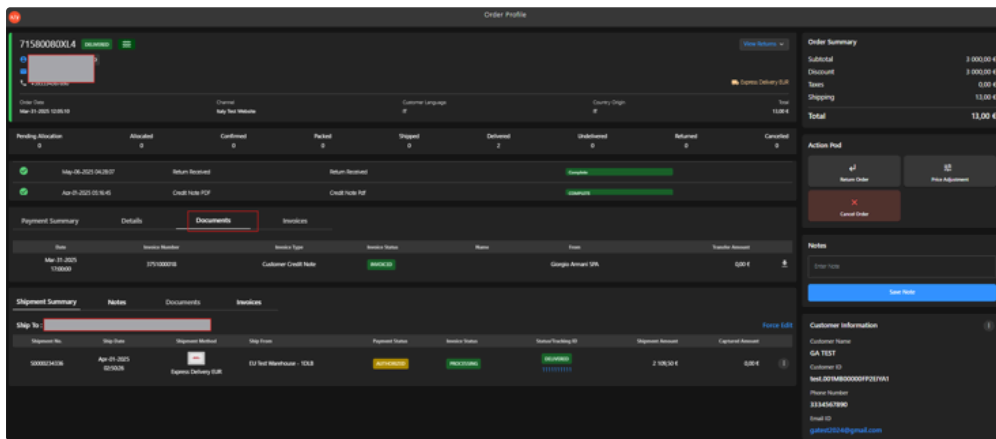
Downloading Order Payment Receipts

Introduction

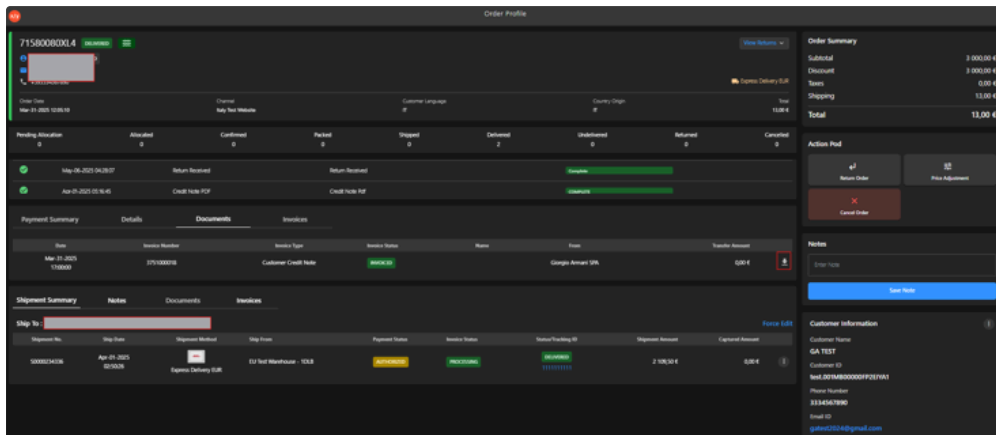
This topic explains how to download payment receipts from the **Documents** tab in the **Payment Summary** section.

Steps to Download the Payment Receipts

1. Go to the **Documents** tab in the **Payment Summary**.



2. Click the download icon to get the payment receipts.



Nr. Nota Credito: 3751000018
Data Nota Credito: 01.04.2025
Nr. Ordine: 71580080XL4
Partita IVA di gruppo: IT10985020964
GA S.p.A Codice fiscale: 02342990153

Cliente:
 Via Roma, 123
 Milano 20121
 IT
 RSSMRA80A01F205X

Destinatario:
 Via Roma, 123
 Milano 20121
 MI IT

Descrizione Articolo	Codice Articolo	Qtà	Prezzo Lordo	Sconto	Base Imp.	% IVA	Importo IVA	Prezzo Totale	Valuta
	8056643186276	1	1.048,25	0,00	859,22	22%	189,03	1.048,25	EUR

IVA 22%

	Base Imp.	Importo IVA	Totale	Valuta
Prezzo Lordo	859,22	189,03	1.048,25	EUR
Sconto	0,00	0,00	0,00	EUR
Prezzo Totale	859,22	189,03	1.048,25	EUR

STAMPA PRIVA DI VALENZA GIURIDICO-FISCALE AI SENSI DELL'ARTICOLO 21 (DPR633/72), TRANNE CHE PER I SOGGETTI NON TITOLARI DI PARTITA IVA E/O NON RESIDENTI AI SENSI DEL COMMA 909 ART.1 L.205/2017

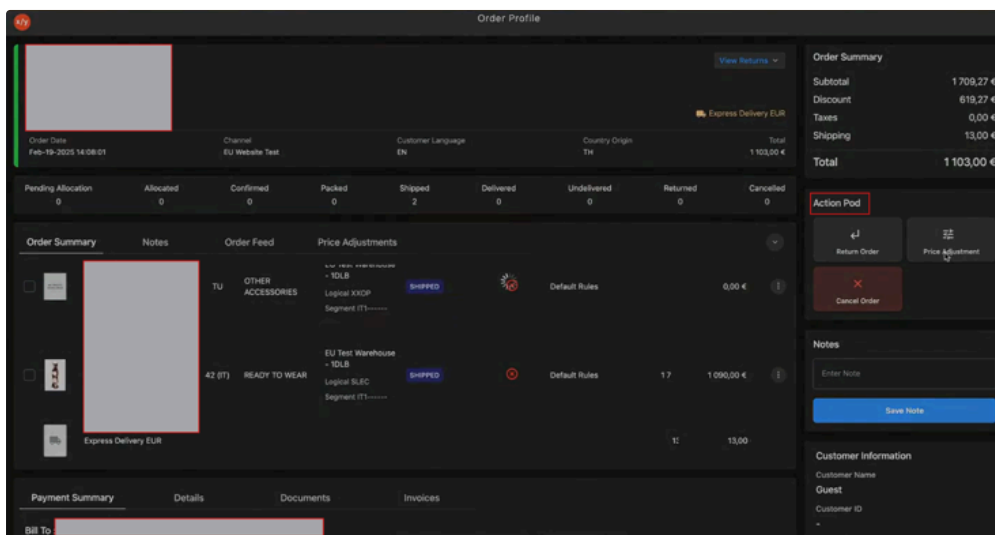
Applying Price Adjustment to an Item

Introduction

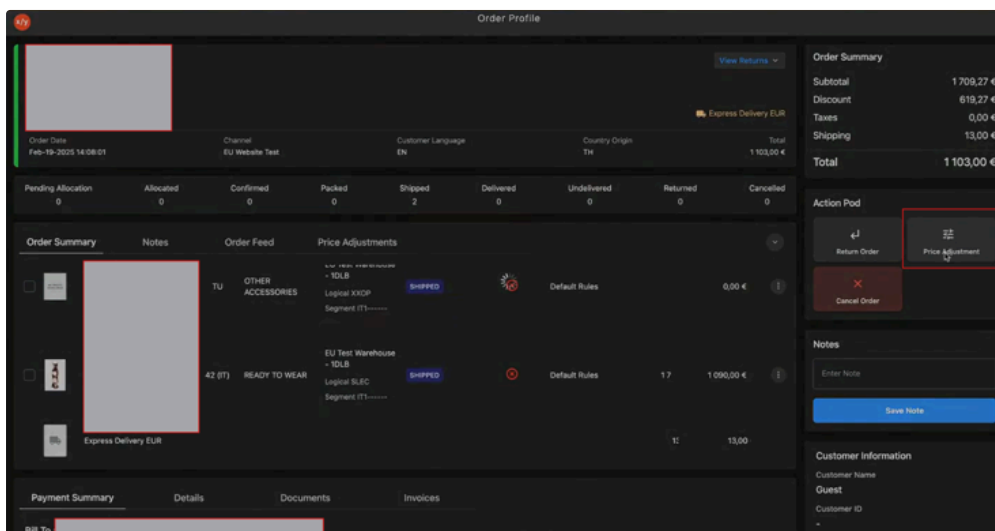
This section explains how to apply a price adjustment to items in an order from the **Action Pod**. You can select the relevant items, choose an appropriate reason, and update the adjustment percentage so the system recalculates the adjusted price accordingly.

Steps to Apply Price Adjustment to an Item

1. Navigate to **Action Pod**.



2. Click **Price Adjustment**.



3. Select the items checkbox.

Price Adjustment

77131693 SHIPPED [View Returns](#)

Shipping Info

Order Date: Feb-19-2025 14:08:01 Channel: EU Website Test Customer Language: EN Country Origin: TH Total: 1103,00 €

Express Delivery EUR

Order Summary

Subtotal	1709,27 €
Taxes	0,00 €
Shipping	13,00 €
Discount	619,27 €
Total	1103,00 €

Select Items > Select Reason > Payment Details > Price Summary

Item Info	Size	Category	Fulfillment Location	Line No	Item Status	Payment Status	Invoice Status	Tax	Price
<input checked="" type="checkbox"/> BLOCK NOTES UPC: 8059232138193 Code: 0746232138193 [REASON] [REASON] [REASON] Return by: 21-Mar-2025	TU	OTHER ACCESSORIES	EU Test Warehouse - IDLB Logical XXOP Segment IT-----	2	SHIPPED	PAYD	INVOICED	0,00 €	0,00 €
<input type="checkbox"/> A36T - GAD UPC: 8059643196276 Code: M00000A02P2010501 [REASON] [REASON] [REASON] Return by: 21-Mar-2025	42 (IT)	READY TO WEAR	EU Test Warehouse - IDLB Logical SLEG Segment IT-----	3	SHIPPED	PAYD	INVOICED	0,00 €	1 090,00 €
<input type="checkbox"/> Express Delivery EUR								0,00 €	13,00 €

[Next](#)

4. Click **Next**.

Price Adjustment

77131693 SHIPPED [View Returns](#)

Shipping Info

Order Date: Feb-19-2025 14:08:01 Channel: EU Website Test Customer Language: EN Country Origin: TH Total: 1103,00 €

Express Delivery EUR

Order Summary

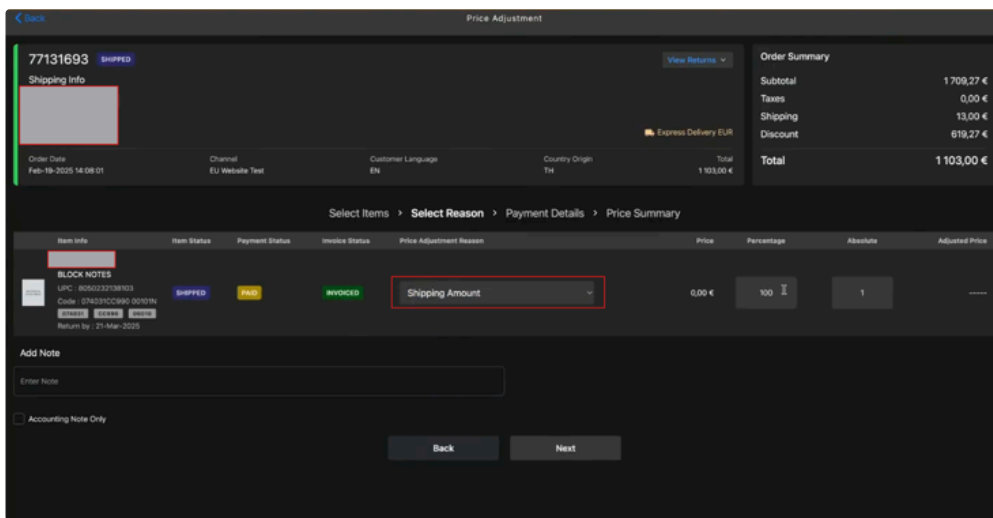
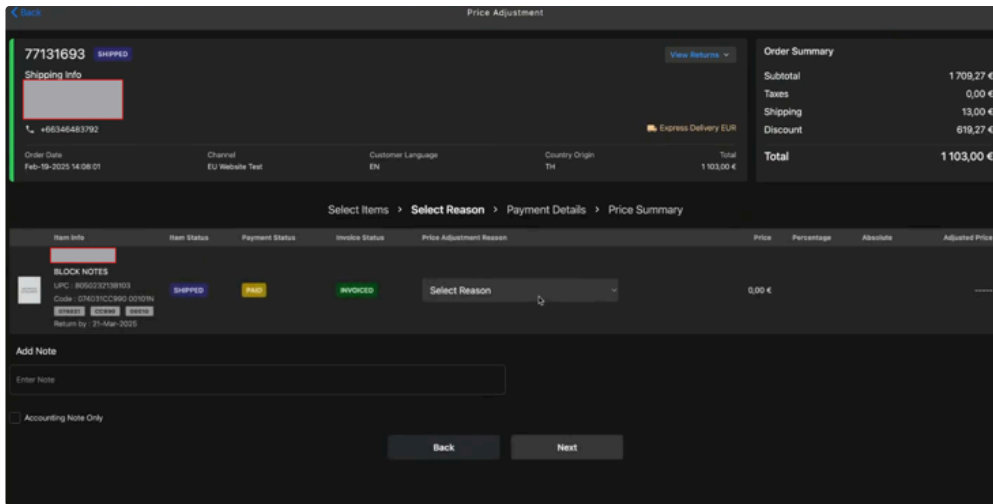
Subtotal	1709,27 €
Taxes	0,00 €
Shipping	13,00 €
Discount	619,27 €
Total	1103,00 €

Select Items > Select Reason > Payment Details > Price Summary

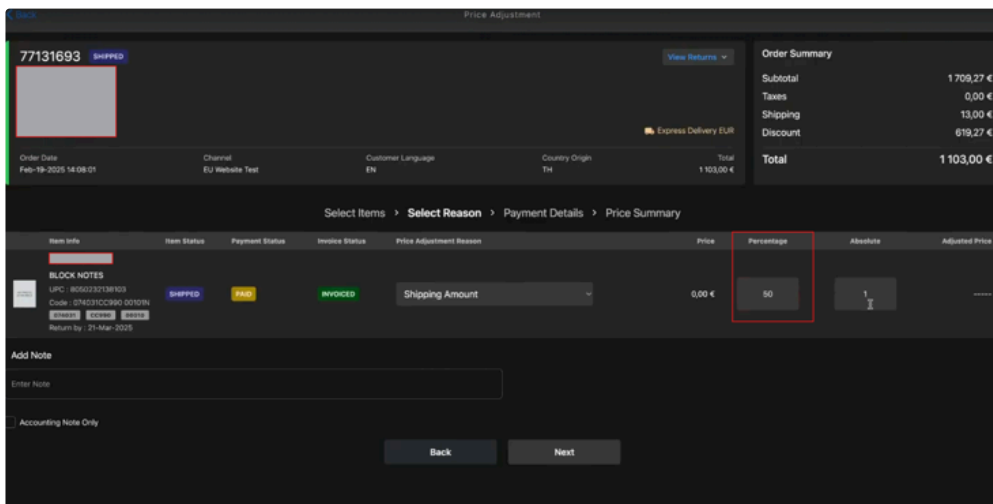
Item Info	Size	Category	Fulfillment Location	Line No	Item Status	Payment Status	Invoice Status	Tax	Price
<input checked="" type="checkbox"/> BLOCK NOTES UPC: 8059232138193 Code: 0746232138193 [REASON] [REASON] [REASON] Return by: 21-Mar-2025	TU	OTHER ACCESSORIES	EU Test Warehouse - IDLB Logical XXOP Segment IT-----	2	SHIPPED	PAYD	INVOICED	0,00 €	0,00 €
<input type="checkbox"/> A36T - GAD UPC: 8059643196276 Code: M00000A02P2010501 [REASON] [REASON] [REASON] Return by: 21-Mar-2025	42 (IT)	READY TO WEAR	EU Test Warehouse - IDLB Logical SLEG Segment IT-----	3	SHIPPED	PAYD	INVOICED	0,00 €	1 090,00 €
<input type="checkbox"/> Express Delivery EUR								0,00 €	13,00 €

[Next](#)

5. Click **Select Reason** dropdown menu to choose an appropriate return reason.



6. The system calculates the percentage, but you can update the **Percentage** manually.



7. Adjusted price tab displays the adjusted price

The screenshot shows the 'Price Adjustment' interface for order 77131693. The 'Adjusted Price' tab is selected, and the 'Adjusted Price' column in the table is highlighted with a red box. The table shows a price adjustment of 0.00 € at 50% for a 'Shipping Amount'.

Item Info	Item Status	Payment Status	Invoice Status	Price Adjustment Reason	Price	Percentage	Absolute	Adjusted Price
BLOCK NOTES UPC: 8050231708103 Code: 074321CC090 0020YN Return By: 21-Mar-2025	SHIPPED	PAID	INVOICED	Shipping Amount	0,00 €	50	1	-----

8. Enter the note about price adjustment in the **Add Note** field.

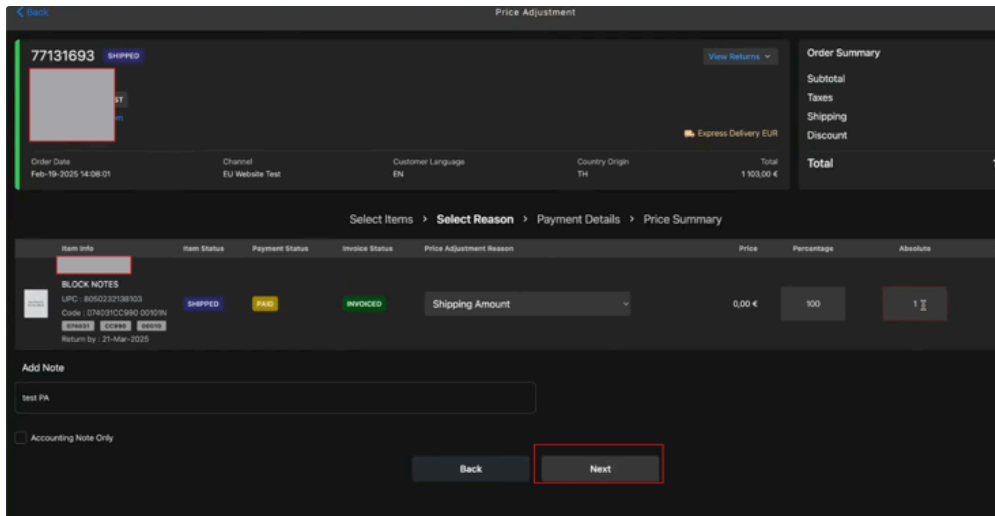
The screenshot shows the 'Price Adjustment' interface for order 77131693. The 'Add Note' field is highlighted with a red box, indicating where to enter a note about the price adjustment.

Add Note

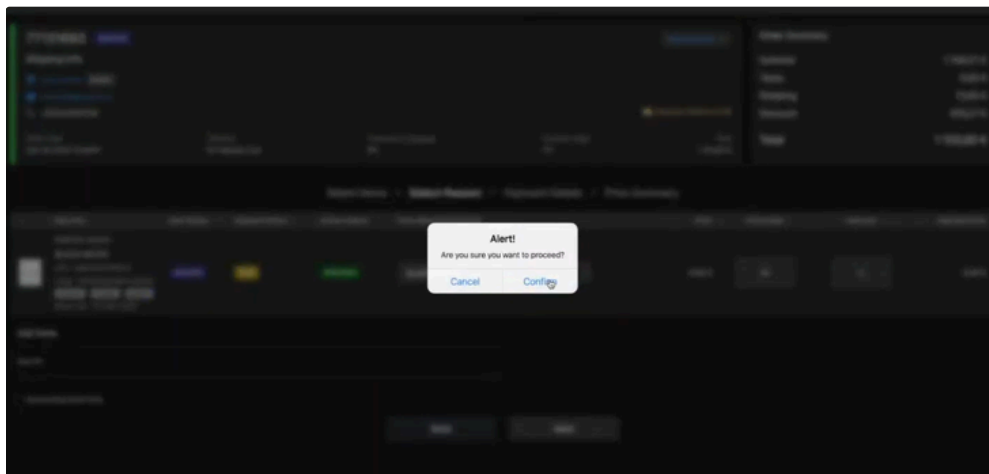
Enter Note

Accounting Note Only

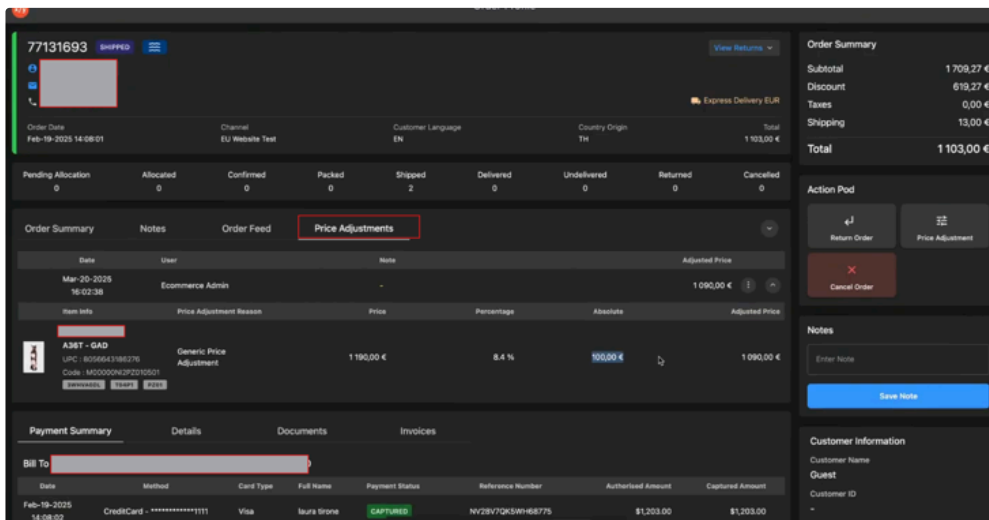
9. Click **Next**.



10. Click **Confirm** in the **Alert** popup.



11. Click **Price Adjustments** tab.



12. Verify the adjusted price is reflected in the Adjusted Price value.

Order Profile

77131693 **SHIPPED** [View Returns](#)

Order Date: Feb-19-2025 14:08:01 | Channel: EU Website Test | Customer Language: EN | Country Origin: TH | Total: 1,103.00 €

Express Delivery EUR

Allocation	Allocated	Confirmed	Packed	Shipped	Delivered	Undelivered	Returned	Cancelled
Pending Allocation	0	0	0	2	0	0	0	0

Order Summary | Notes | Order Feed | **Price Adjustments**

Date	User	Note	Adjusted Price
Mar-20-2025 16:02:38	Ecommerce Admin	-	1,090.00 €

Item Info | Price Adjustment Season | Price | Percentage | Absolute | **Adjusted Price**

Item Info	Price Adjustment Season	Price	Percentage	Absolute	Adjusted Price
A3BT - GAD SKU: 8059843198276 Code: 840000000920100001	Generic Price Adjustment	1,190.00 €	8.4 %	100.00 €	1,090.00 €

Payment Summary | Details | Documents | Invoices

Bill To: laura trone, Soi Wanit 2, 294, bangkok, Nakhon, TH, 10100

Date	Method	Card Type	Full Name	Payment Status	Reference Number	Authorized Amount	Captured Amount
Feb-19-2025 14:08:02	CreditCard	*****1111	Visa laura trone	CAPTURED	NV28V7QK5WH68775	\$1,203.00	\$1,203.00

Order Summary

Subtotal	1,709.27 €
Discount	619.27 €
Taxes	0.00 €
Shipping	13.00 €
Total	1,103.00 €

Action Pod

[Return Order](#) | [Price Adjustment](#)

[Cancel Order](#)

Notes

Enter note

[Save Note](#)

Customer Information

Customer Name: Guest
Customer ID: -

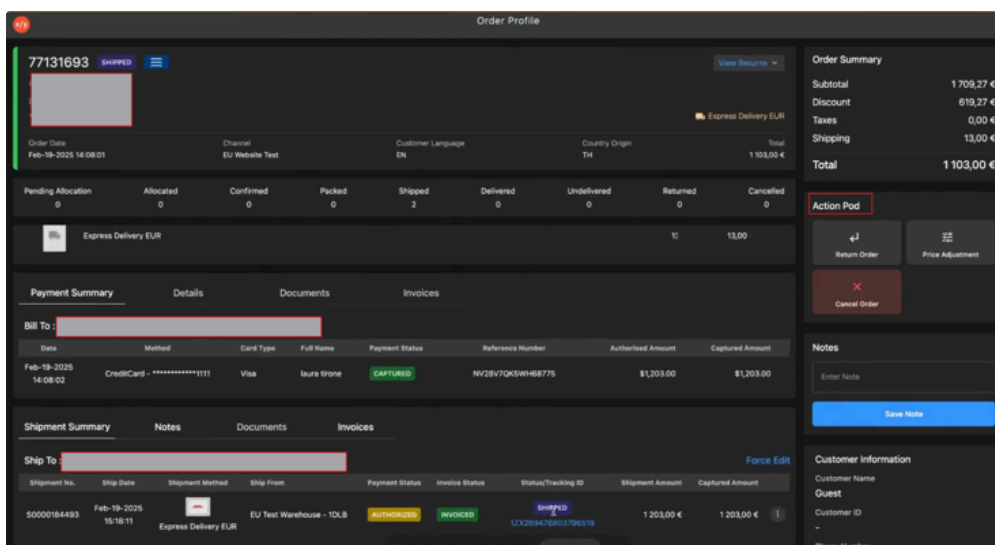
Canceling an Order

Introduction

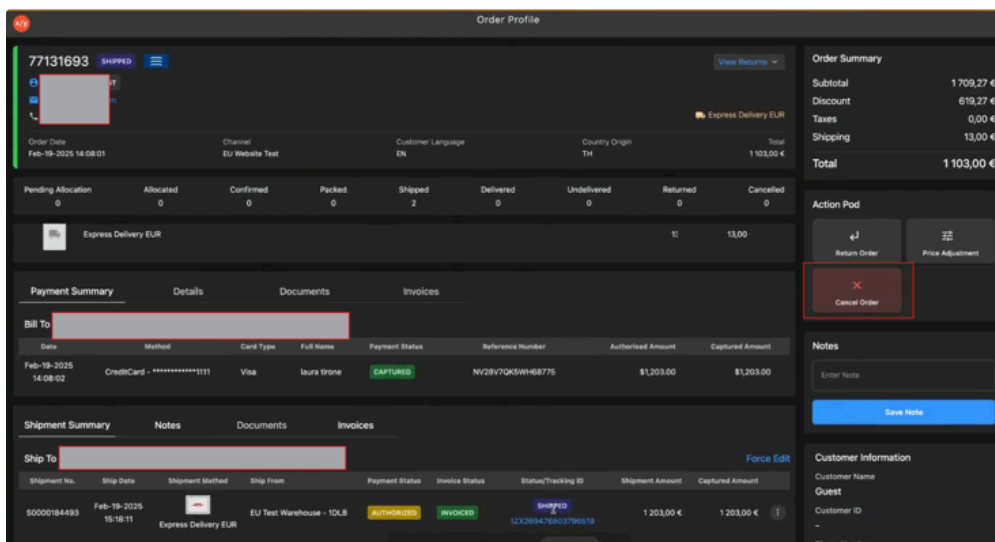
This topic explains how to cancel an order in the OMS. When an order needs to be cancelled — whether due to a customer request, inventory tracking issues, or other reasons — you can do so directly from the Action Pod by selecting a cancellation reason.

Steps to Cancel the Order

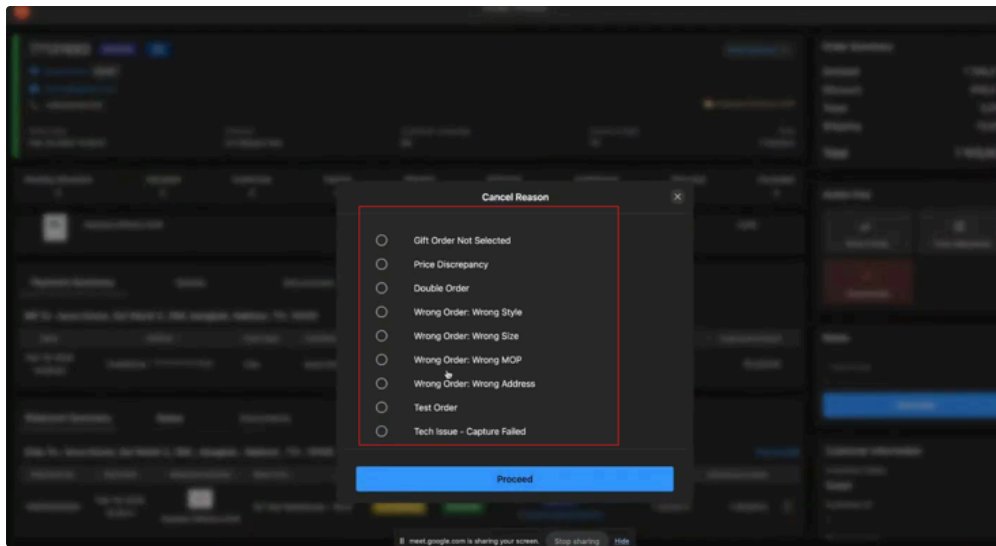
1. Navigate to **Action Pod**.



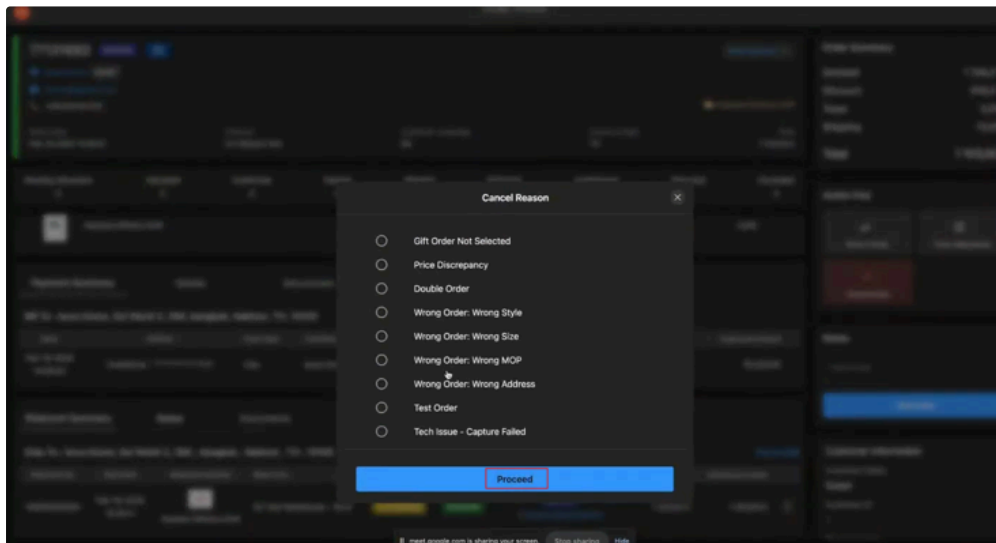
2. Click **Cancel Order**.



3. Click a appropriate cancel reason from the **Cancel Reason** popup



4. Click **Proceed** to cancel the order.



i See [Order cancellation Eligibility](#) for details on order cancellation eligibility conditions.

Order Cancellation Eligibility

Introduction

An order can be canceled only when it is in specific processing states within the order lifecycle. These states indicate that the order has not progressed to fulfillment or shipment, allowing cancellation without impacting downstream operations.

This section defines the order line states in which cancellation is permitted.

Eligible Order States for Cancellation

Order State	Description
PENDING_ALLOCATION	The order is created but not yet assigned for fulfillment.
PENDING_CONFIRM	The order is awaiting confirmation.
PENDING_ACK	The order is awaiting acknowledgment from the system or external service.
CONFIRMED	The order is confirmed but not yet processed for allocation or shipment.
ALLOCATED	Inventory is reserved, but fulfillment has not started.
CANCELLED	The order is already canceled.

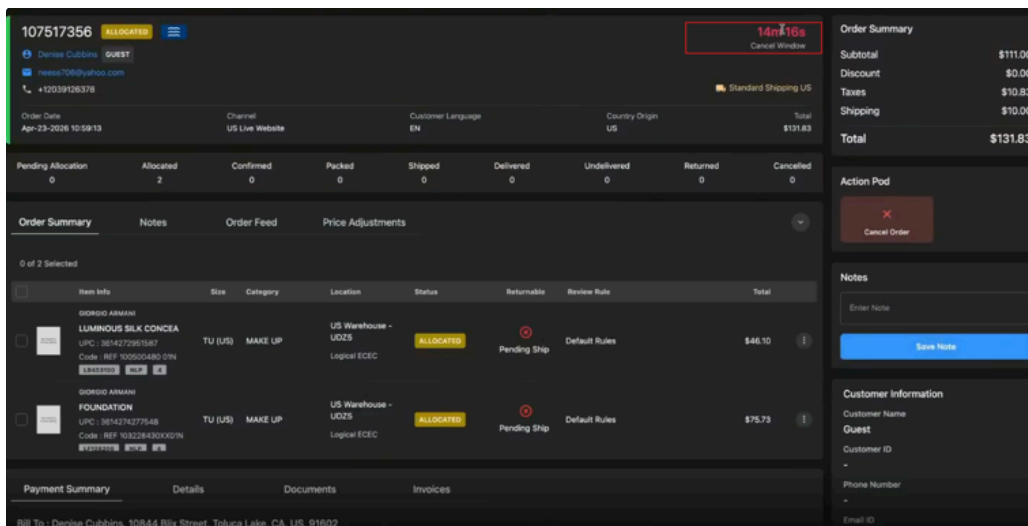
Order Lifecycle Time Windows

Introduction

The OMS defines specific time windows within the order lifecycle to control when certain customer actions are allowed. These windows ensure clear boundaries for order cancellation, returns, and post-delivery adjustments, supporting both operational efficiency and customer experience.

Time Window Overview

Remorse Period : A short configurable duration immediately after order placement (for example, 30 seconds to 15 minutes). During this period, the order can be canceled directly before further processing begins.



Return Period A longer duration after order delivery during which a return can be initiated. Price adjustments also become available during this period based on policy.

107056969 **DELIVERED**

Order Date: Apr-17-2026 11:59:33 | Channel: US Live Website | Customer Language: EN | Country Origin: US | Total: \$42.50

Standard Shipping US

Pending Allocation	Allocated	Confirmed	Packed	Shipped	Delivered	Undelivered	Returned	Cancelled
0	0	0	0	0	1	0	0	0

Order Summary | Notes | Order Feed | Price Adjustments

0 of 1 Selected

Item Info	Status	Returnable	Review Rule	Amount	Discount	Tax	Total
BASEBALL HAT UPC: 8099787645736 Code: 00007290101 Return by: 30-May-2026	DELIVERED		Default Rules	\$65.00	\$32.50 EOL_price...	\$0.00	\$32.50
Standard Shipping US				\$10.00	\$0.00	\$0.00	\$10.00

Order Summary | Subtotal: \$65.00 | Discount: \$32.50 | Taxes: \$0.00 | Shipping: \$10.00 | **Total: \$42.50**

Action Pod
Return Order | Price Adjustment
Cancel Order

Notes
Enter Note
Save Note

Customer Information
Customer Name: Guest
Customer ID: -

Payment Summary | Details | Documents | Invoices
Bill To: [Redacted]

Return Management Overview

- The **Return Management** section is your central hub for tracking and managing customer returns from initiation to completion.

What You Can Do Here

Action	Description
Search and filter return orders	Quickly locate specific return orders using search, filters, and sorting options to focus on relevant data.
Review return details	Access key information such as return items, reasons, return location, financial summary, and current return status.
Track return processing	Monitor each stage of the return lifecycle through the Return Order Flow and Item Feed, including receipt, review, and refund processing.
Take action on returns	Add notes, review return items, generate credit notes, and manage return-related updates from a single interface.
Export return data	Download return order data for reporting, analysis, or reconciliation.

- Whether handling a single return or managing a high volume of return requests, this section provides the visibility and control needed to ensure accurate and efficient return processing.

- [Search for a Return Order in the OMS Dashboard](#)
- [Searching for a Return Order in the Return Tab](#)
 - [Return Order Filter](#)

- [Accessing the Return Item Flow](#)
- [Exporting Return Order Report](#)
- [Accessing the Return Tab from OMS Dashboard](#)
- [Accessing the Return Order Flow](#)
- [Adding Return Order Note](#)
- [Downloading Credit Note](#)

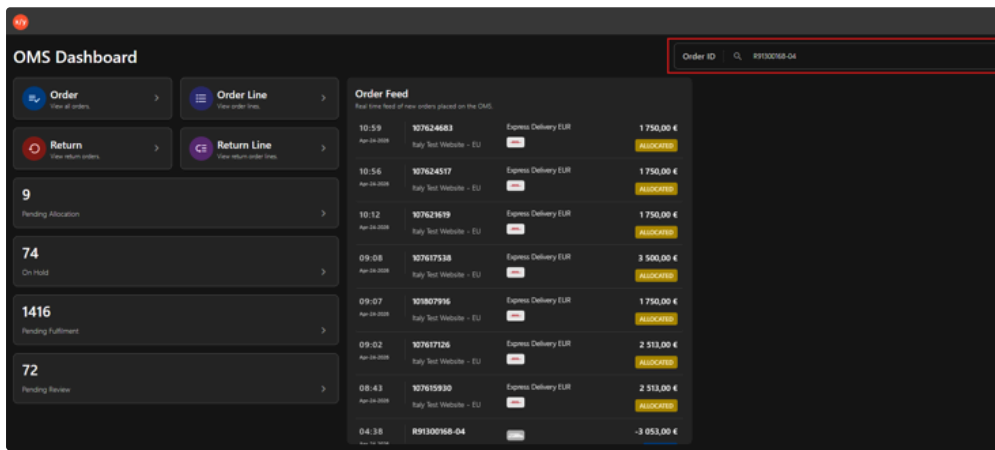
Search for a Return Order in the OMS Dashboard

Introduction

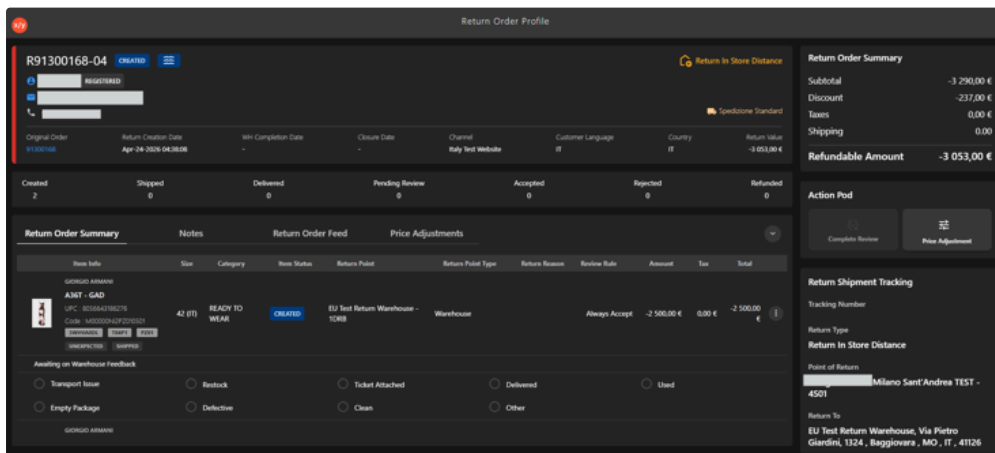
This topic explains how to access return order from the OMS Dashboard using the **Order ID** search box.

Steps to Search For a Return Order

1. Enter the Return Order ID in the search box.



2. Press Enter to display the return order details.



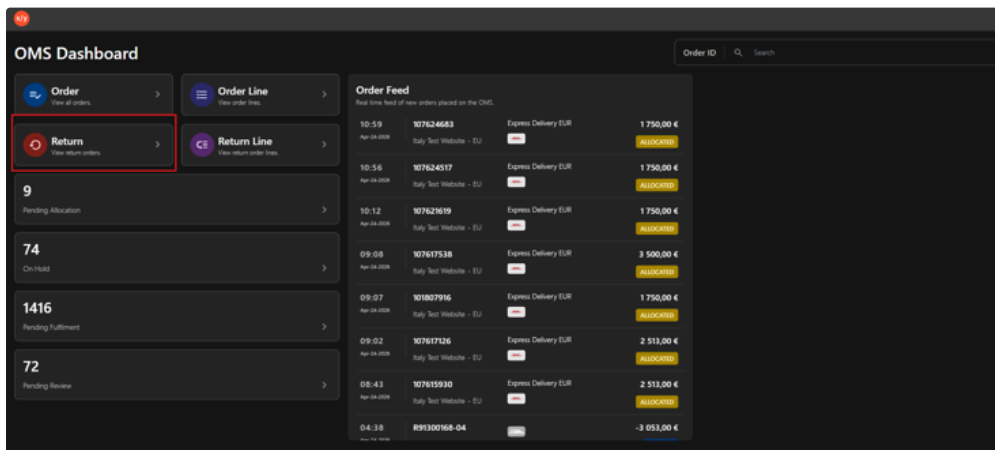
Searching for a Return Order in the Return Tab

Introduction

The **Return** dashboard allows users to locate return orders using the **Search box**

Steps to Search a Return Order

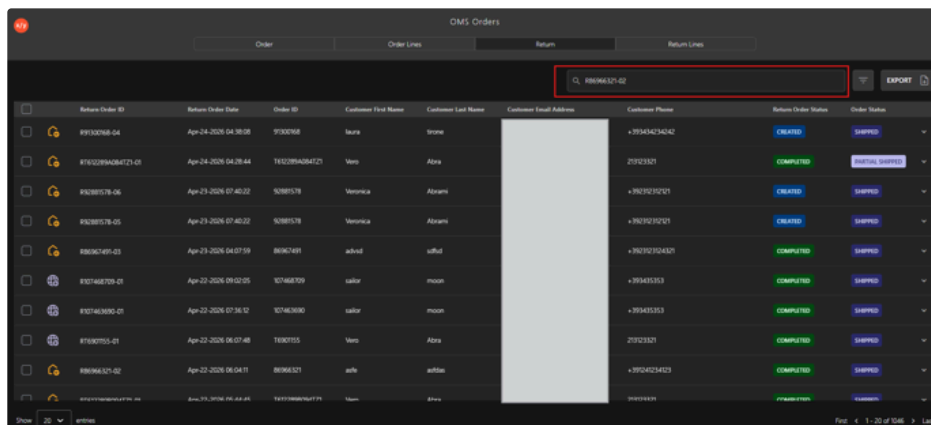
1. Click **Return**.



2. Select an option in the **Return** tab.

a. Search Box

- i. Enter the Return Order ID in the **Search by Return Order ID** field.



- ii. Press Enter to **display** the order details.

Return Order ID	Return Order Date	Order ID	Customer First Name	Customer Last Name	Customer Email Address	Customer Phone	Return Order Status	Order Status	Region
93285178-05	Apr-23-2025 07:40:22	93285178	Veronica	Abramo	veronica.abramo@gingerjam.com.it	+39032192121	CREATED	SHIPPED	EU

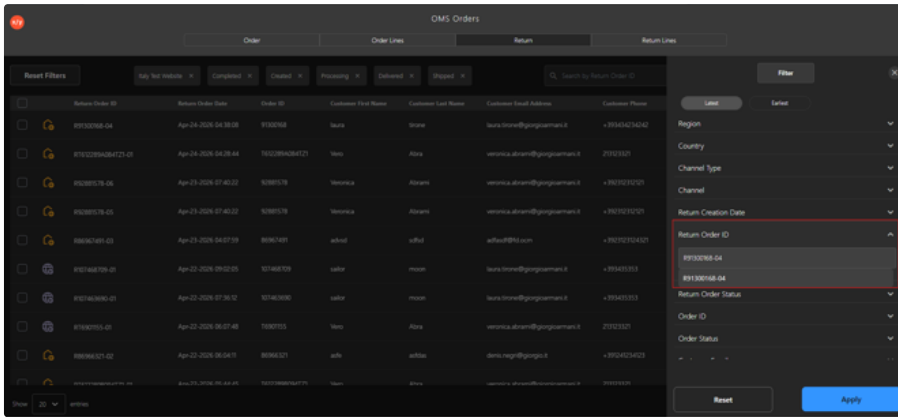
b. [Filter](#)

i. Click the Filter icon.

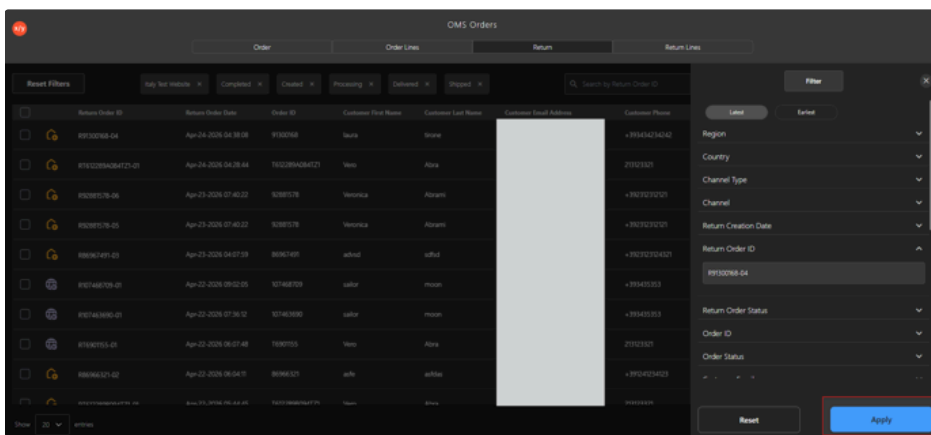
Order ID	Order Status	Region	Country	Channel Type	Channel	Fulfillment Center Type	Fulfillment Center	Center	Shipping Method	Tracking No.	QTY	Fee
107468709	SHIPPED	EU	IT	Website	Italy Test Website	Warehouse	EU Test Warehouse - 10UR	DHL	Express Delivery EUR	TTTTTTTTT	1	
107467247	ALSO RPTD	EU	IT	Website	Italy Test Website	Warehouse	EU Test Warehouse - 10UR	DHL	Express Delivery EUR		1	
107463690	SHIPPED	EU	IT	Website	Italy Test Website	Warehouse	EU Test Warehouse - 10UR	DHL	Express Delivery EUR	TTTTTTTTT	1	
10907055	SHIPPED	EU	IT	Website	Italy Test Website	Retail	AJX Milano Test - 45U1	DHL	Express Delivery EUR	333373875	1	
105983621	SHIPPED	EU	IT	Website	Italy Test Website	Retail	AJX Milano Test - 45U1	DHL	SpecBonne Standard	2043053283 333373296	2	
105995021	CANCELLED	EU	IT	Website	Italy Test Website			DHL	Express Delivery EUR		1	
83546774	ALSO RPTD	EU	IT	Website	Italy Test Website	Retail	George Armani Milano Sant'Andrea TEST - 45D1	DHL	Express Delivery EUR		1	
83544846	ALSO RPTD	EU	IT	Website	Italy Test Website	Retail	George Armani Milano Sant'Andrea TEST - 45D1	DHL	Express Delivery EUR		1	

ii. Select one of the following filter category:

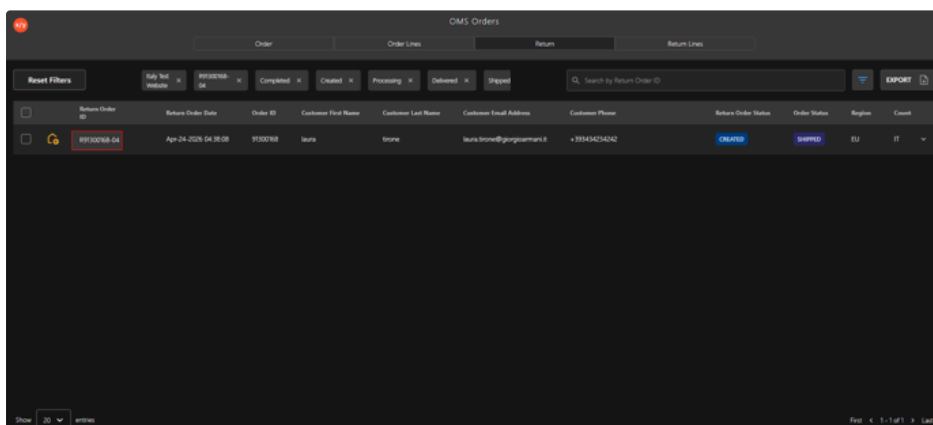
- Return Order ID
- Customer Email
- Customer First Name
- Customer Last Name
- Customer Phone
- Return Tracking Number



iii. Click **Apply** to view the filtered results.



3. Click the **Return Order ID** to verify the order details.



Return Order Profile

R91300168-04 **CREATED**

REGISTRATION: [REDACTED]
+39343424242

Original Order: 11300168 | Return Creation Date: Apr 24 2025 04:38:08 | Wm Completion Date: | Closure Date: | Channel: Italy Test Website | Customer Language: IT | Country: IT | Return Value: -3 053,00 €

Return In Store Distance: [REDACTED] | Expedite Standard

Return Order Summary

Subtotal	-3 290,00 €
Discount	-237,00 €
Taxes	0,00 €
Shipping	0,00 €
Refundable Amount	-3 053,00 €

Created: 2 | Shipped: 0 | Delivered: 0 | Pending Review: 0 | Accepted: 0 | Rejected: 0 | Refunded: 0

Return Order Summary | Notes | Return Order Feed | Price Adjustments

Item Info	Size	Category	Item Status	Return Point	Return Point Type	Return Reason	Review Rule	Amount	Tax	Total
ASNT - GAD SKU: 80584016275 Color: 14355020/04733032 80584016275 - 14355020 - 04733032	42 (IT)	READY TO WEAR	CREATED	EU Test Return Warehouse - 1238	Warehouse		Always Accept	-2 500,00 €	0,00 €	-2 500,00 €

Asking on Warehouse Feedback

Transport Issue Restock Ticket Attached Delivered Used

Empty Package Defective Clean Other

Return Shipment Tracking

Tracking Number: [REDACTED]

Return Type: [REDACTED]

Return In Store Distance: [REDACTED]

Point of Return: [REDACTED] Sant'Andrea TEST - 4501

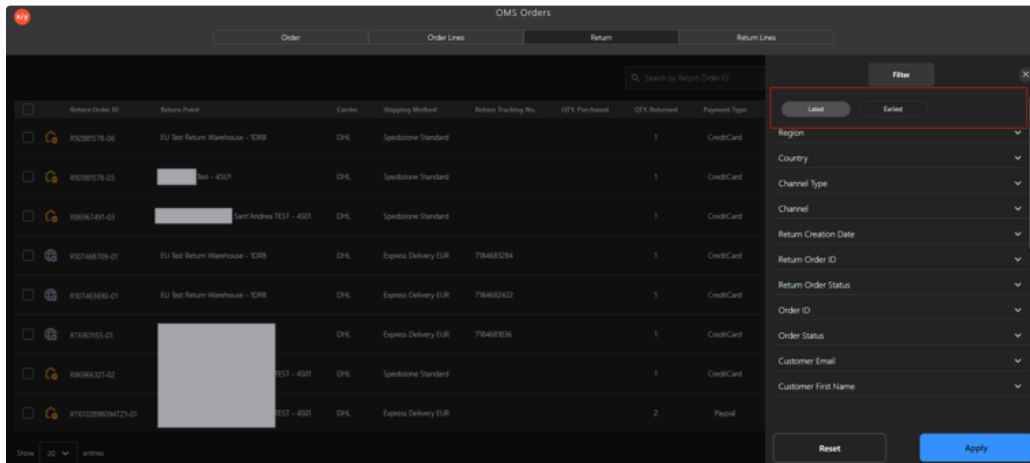
Return To: EU Test Return Warehouse, Via Pietro Giardini, 1324, Biaggiovara, MO, IT, 41126

Return Order Filter

Introduction

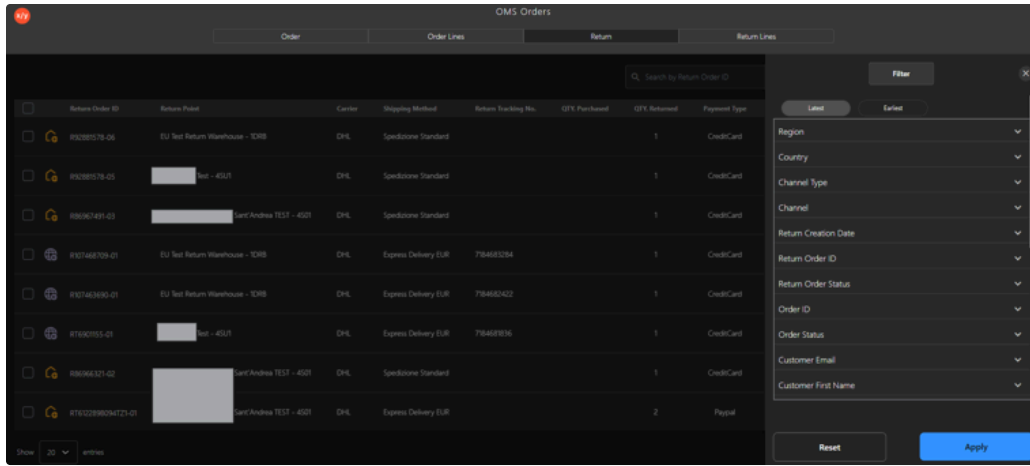
Return order built-in filters improve search by letting users refine the return order list with multiple criteria. Apply filters to narrow results and quickly find relevant return orders.

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

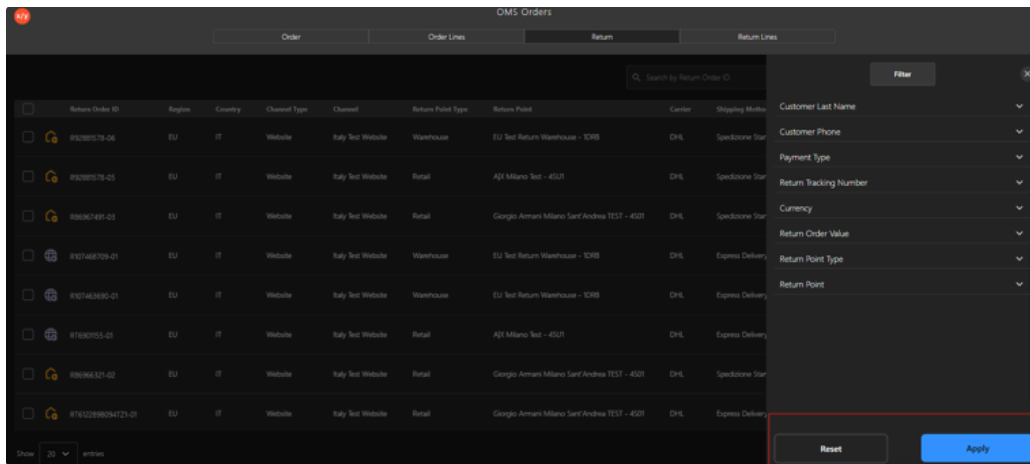


Filter Category	Description
Region	Customize the return order list by entering the region name in the Search by Region field or selecting the relevant region checkbox.
Country	Customize the return order list by entering the country name in the Search By Country field or selecting the relevant country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

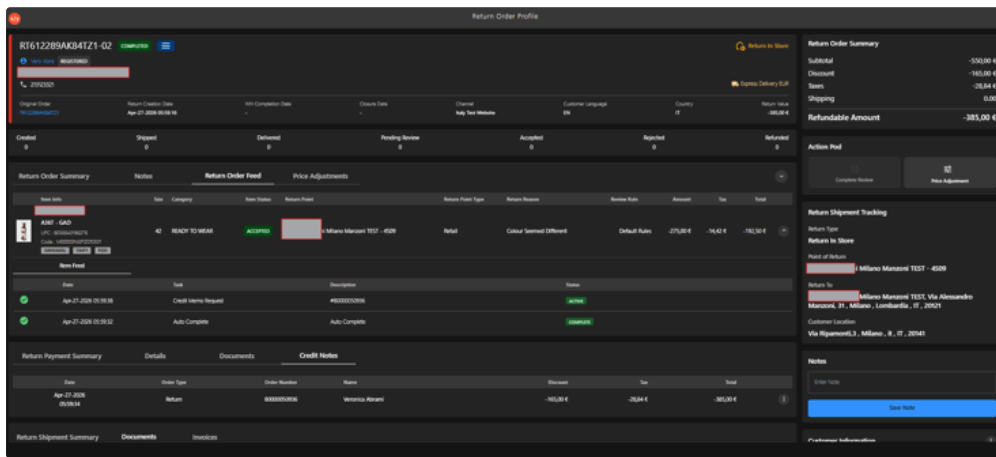
Accessing the Return Item Flow

Introduction

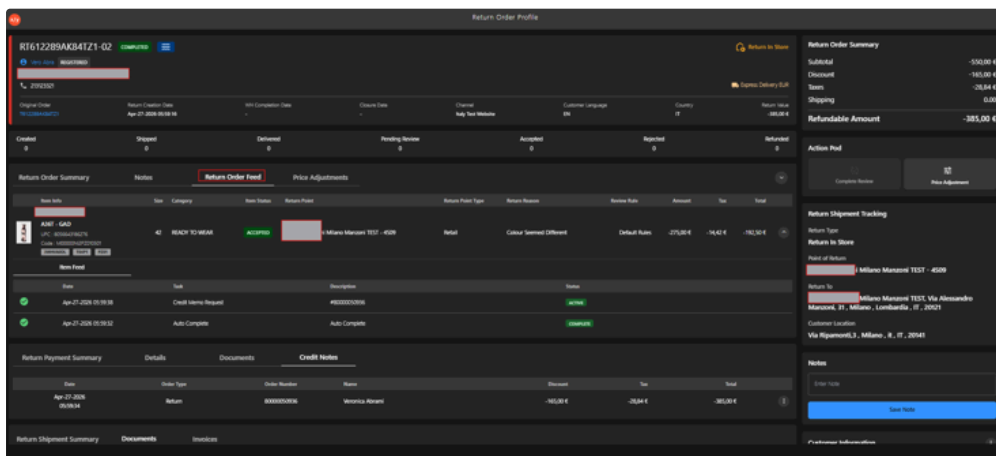
The **Item Feed** section within the **Return Order Profile** provides a detailed, chronological view of all actions performed on a specific return item. It enables users to track the progress of return processing at the item level, including receipt, review, credit memo generation, and completion status.

Steps to Access the Return Item Feed

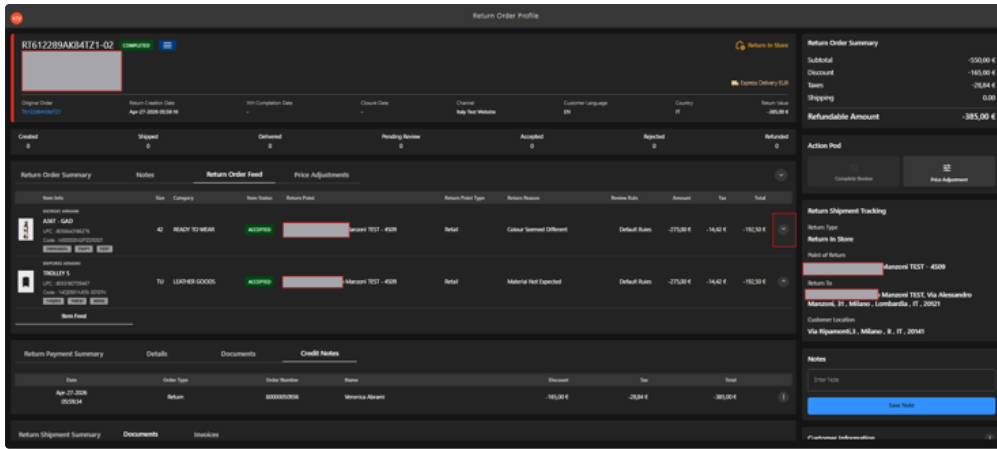
1. Navigate to the **Return Order Profile**.



2. Click the **Return Order Feed** tab.

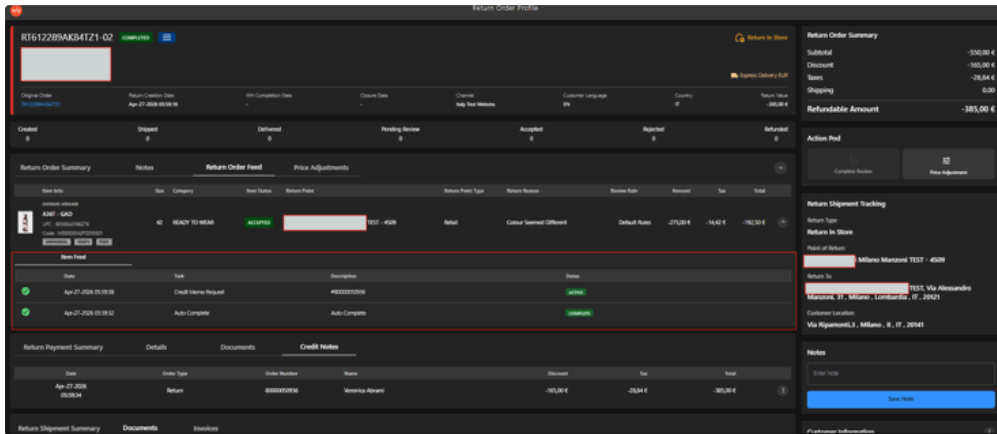


3. Click expand in the **Item Feed** below the selected item.



4. Review the activity timeline for the item, including:

- **Date** — Indicates when the activity was performed.
- **Task** — Displays the action performed (for example, Return Received, Review Accept, Credit Memo Request, Auto Complete).
- **Description** — Provides additional context or reference details.
- **Status** — Shows the current state (Active or Complete).



5. Verify that all tasks for the item line are marked as **Complete**.

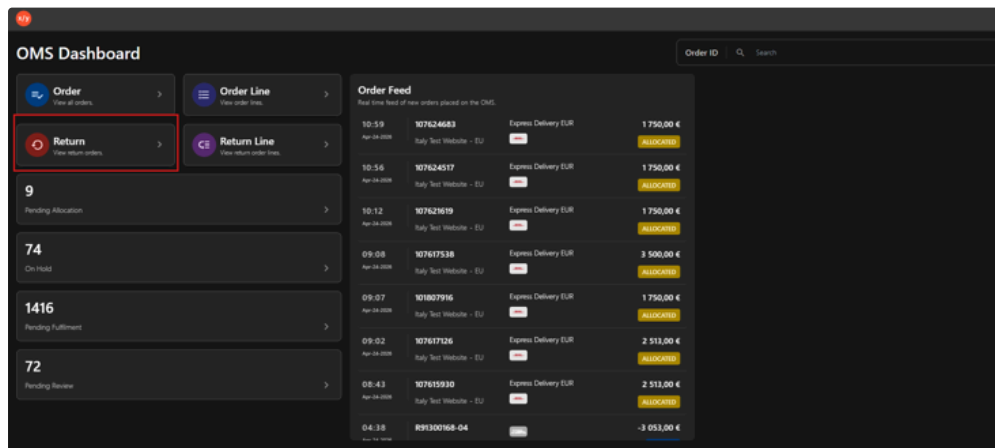
Exporting Return Order Report

Introduction

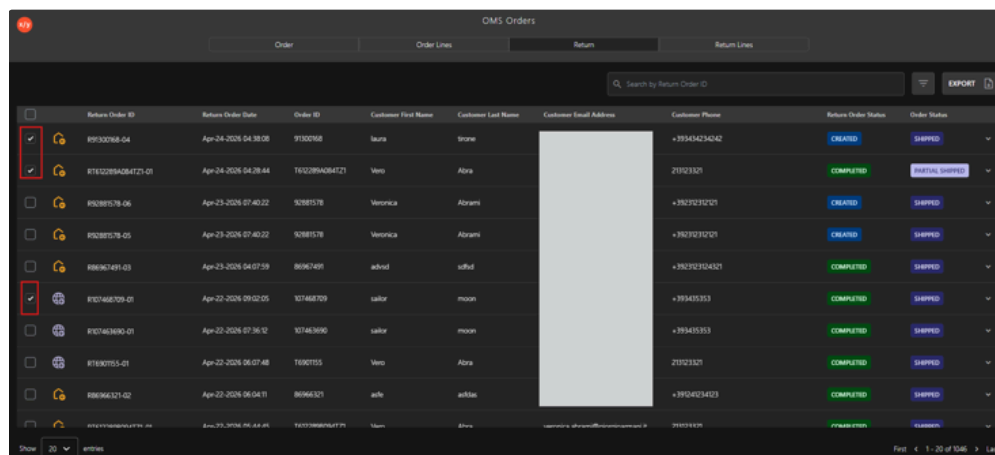
This procedure explains how to export order data from the **Return** tab.

Steps to Export Return Order Data

1. Click **Return** on the OMS dashboard.



2. Select the checkboxes for the return orders you want to export.



3. Click **Export** in the upper-right corner of the **Return** tab.

Return Order ID	Return Order Date	Order ID	Customer First Name	Customer Last Name	Customer Email Address	Customer Phone	Return Order Status	Order Status
R9130016-04	Apr-24-2025 04:38:08	91300168	laura	tirone		+393434234042	CREATED	SHIPPED
R1612289-04-20-2025	Apr-24-2025 04:28:44	1612289A084721-01	Vero	Abra		21923321	COMPLETED	SHIPPED
R9288178-06	Apr-23-2025 07:40:22	9288178	Veronica	Abram		+3921212121	CREATED	SHIPPED
R9288178-05	Apr-23-2025 07:40:22	9288178	Veronica	Abram		+3921212121	CREATED	SHIPPED
R896491-03	Apr-23-2025 04:07:59	896491	adriod	saffid		+3921212121	COMPLETED	SHIPPED
R107468709-01	Apr-22-2025 09:02:05	107468709	sailor	moon		+393435353	COMPLETED	SHIPPED
R107463690-01	Apr-22-2025 07:36:12	107463690	sailor	moon		+393435353	COMPLETED	SHIPPED
R1690705-01	Apr-22-2025 06:07:48	1690705	Vero	Abra		21923321	COMPLETED	SHIPPED
R8966321-02	Apr-22-2025 06:04:11	8966321	adri	adri		+39240234023	COMPLETED	SHIPPED

4. Click **OMS Orders Queue>Returns** to export order data to an Excel file.

Return Order ID	Return Order Date	Order ID	Customer	Customer	Customer	Customer	Return On	Order Stat	Region	Country	Channel T	Channel	Return Poi	Return Poi	Return Poi	Carrier	Shipping M	Return Tra	OT
R9130016	Apr-24-2025	91300168	laura	tirone	laura.tiron	+3934342	Created	Shipped	EU	IT	Website	Italy Test V	Warehouse	EU Test Re	T1DRB	DHL	Spedizione		3
R1612289	Apr-24-2025	1612289A	Vero	Abra	veronica.a	21312332	Completer	Partial Shi	EU	IT	Website	Italy Test V	Retail	Giorgio Arr	SANT-TEST	DHL	Express Di		2
R1074687	Apr-22-2025	107468709	sailor	moon	laura.tiron	+3934353	Completer	Shipped	EU	IT	Website	Italy Test V	Warehouse	EU Test Re	T1DRB	DHL	Express Di		1

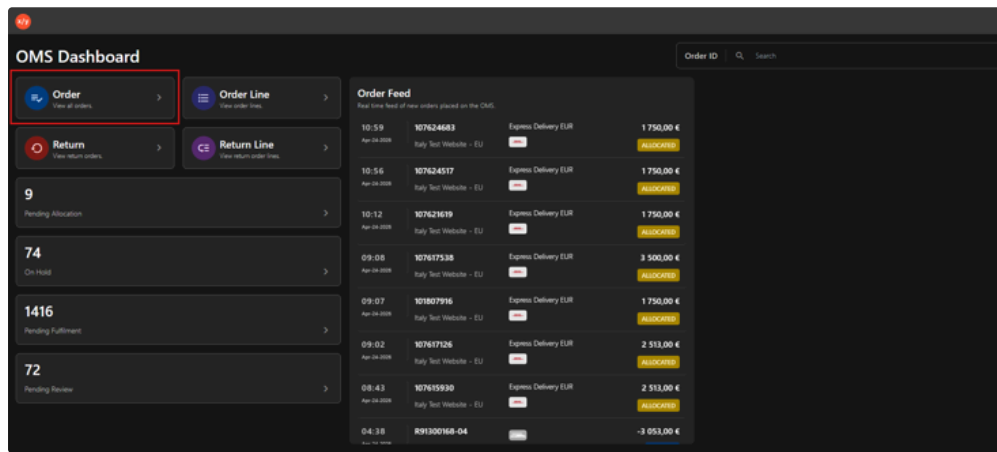
Accessing the Return Tab from OMS Dashboard

Introduction

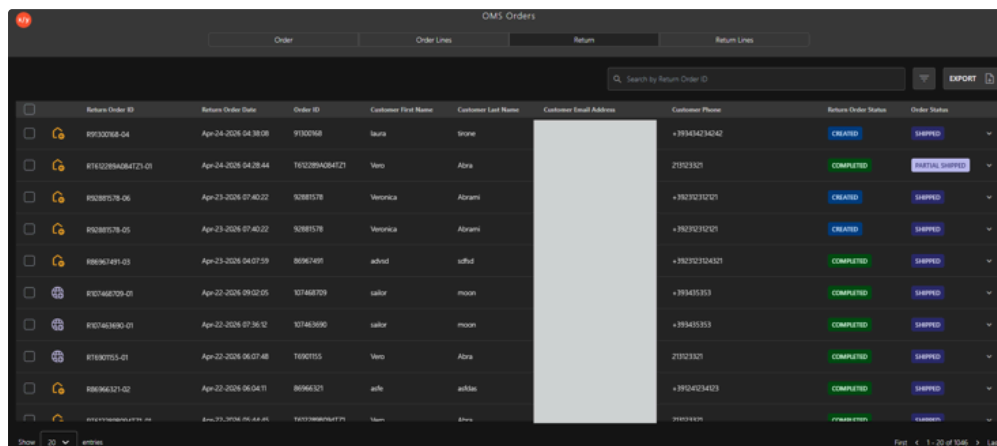
This topic explains how to access the return tab from OMS dashboard to view the centralized view of all return orders, including their current status and key details.

Steps to Access the Order List

1. Click **Return** to access **Return** tab.



The system displays the master list of all return orders and their current status.



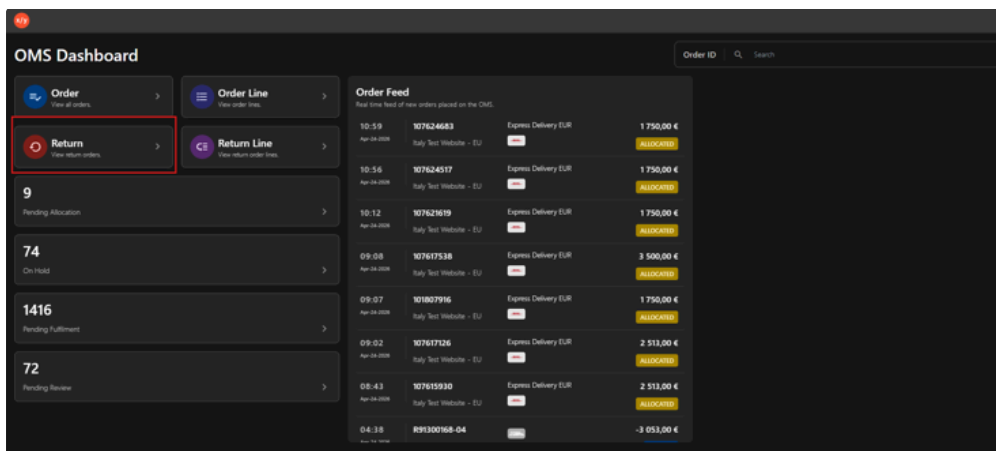
Accessing the Return Order Flow

Introduction

This topic explains how to access the Return Order Flow in the OMS. The Return Order Flow tracks a return order's journey through the OMS from initiation to completion

Steps to Access Return Order Flow

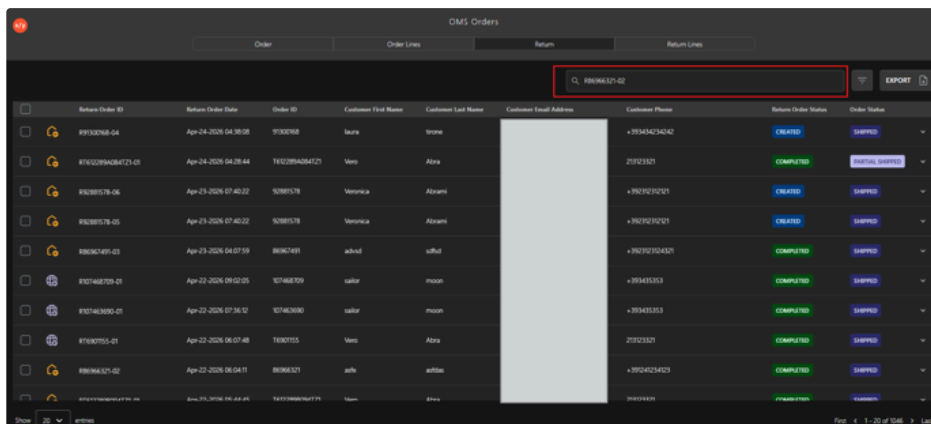
1. Click **Return**.



2. Select an option in **Return** tab.

a. Search Box

- i. Enter the Return Order ID in the **Search by Return Order ID** field.



ii. Press Enter to **display** the order details.

Return Order ID	Return Order Date	Order ID	Customer First Name	Customer Last Name	Customer Email Address	Customer Phone	Return Order Status	Order Status	Region
R0281578-05	Apr-23-2025 07:45:32	9281578	Veronica	Alvares	veronica.alvares@groupgarnier.it	+3902929201	CREATED	SHIPPED	EU

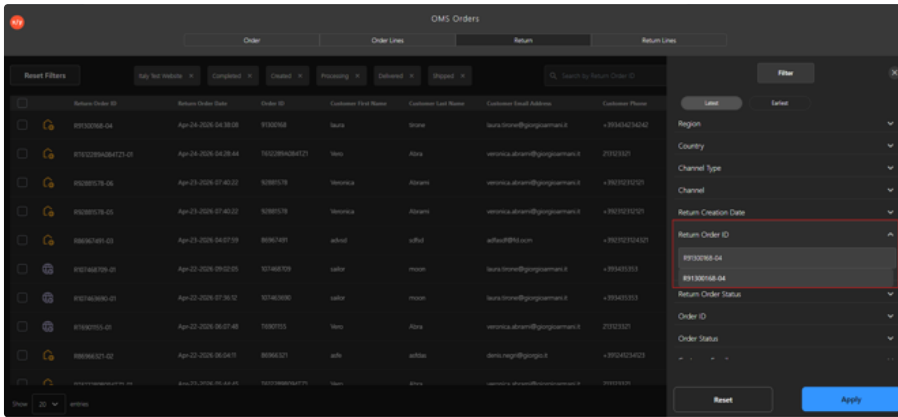
b. [Filter](#)

i. Click the Filter icon.

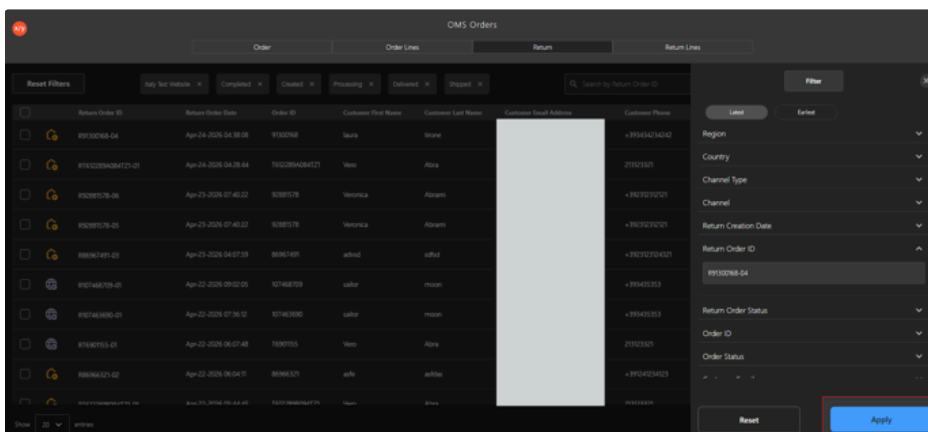
Order ID	Order Status	Region	Country	Channel Type	Channel	Fulfillment Center Type	Fulfillment Center	Carrier	Shipping Method	Tracking No.	Qty. Per
107468709	SHIPPED	EU	IT	Website	Italy Test Website			DHL	Express Delivery EUR	TTTTTTTT	1
107467247	ALLOCATED	EU	IT	Website	Italy Test Website	Warehouse	EU Test Warehouse - 12LR	DHL	Express Delivery EUR		1
107463630	SHIPPED	EU	IT	Website	Italy Test Website	Warehouse	EU Test Warehouse - 12LR	DHL	Express Delivery EUR	TTTTTTTT	1
1090705	SHIPPED	EU	IT	Website	Italy Test Website	Retail	AXJ Milano Test - 40U1	DHL	Express Delivery EUR	3133173875	1
103983621	SHIPPED	EU	IT	Website	Italy Test Website	Retail	AXJ Milano Test - 40U1	DHL	Speculative Standard	2043003283 3133123796	2
103995021	CANCELLED	EU	IT	Website	Italy Test Website			DHL	Express Delivery EUR		1
83548774	ALLOCATED	EU	IT	Website	Italy Test Website	Retail	Georgio Armani Milano Sant'Andrea TEST - 40U1	DHL	Express Delivery EUR		1
83548846	ALLOCATED	EU	IT	Website	Italy Test Website	Retail	Georgio Armani Milano Sant'Andrea TEST - 40U1	DHL	Express Delivery EUR		1

ii. Select one of the following filter category:

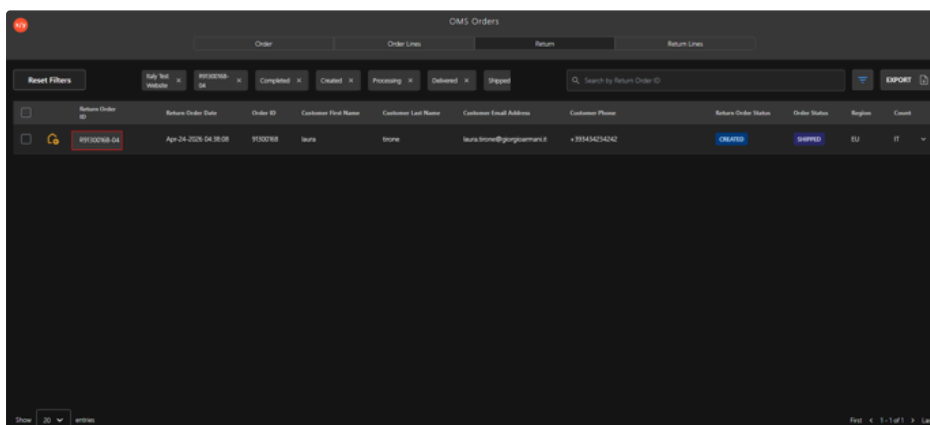
- Return Order ID
- Customer Email
- Customer First Name
- Customer Last Name
- Customer Phone
- Return Tracking Number

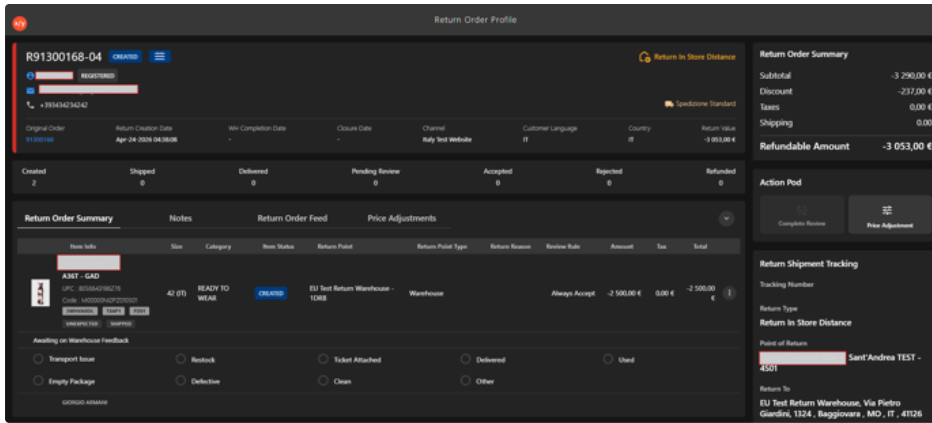


iii. Click **Apply** to view the filtered results.

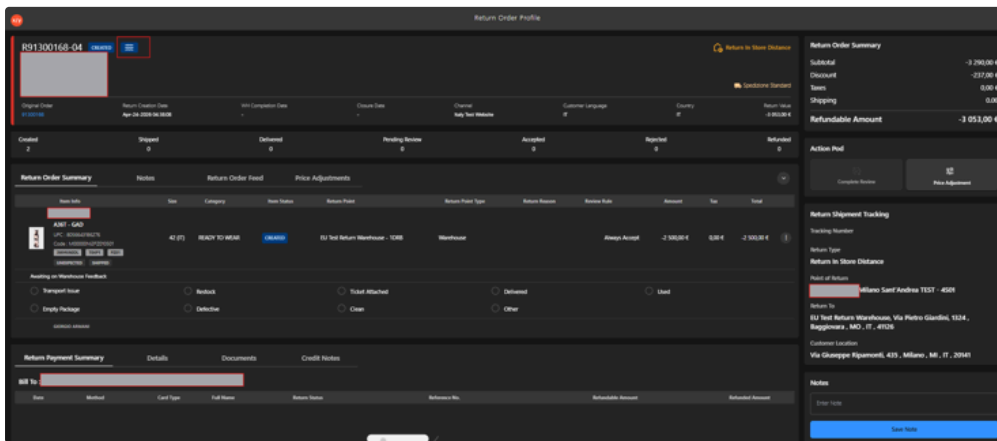


3. Click the **Return Order ID** to verify the order details.





4. Click the Return Order Flow icon.



5. Review the Return Order Flow task status, associated error messages, and dependencies, then take the appropriate action.

Task Name	Status	Dependencies	Start Time	End Time	Cardinality	Error Count	Error Message
ADN Task	Completed		Apr-24-2026 04:30:24	Apr-24-2026 04:30:25	1		
Return Label Task	Active	ADN Task	Apr-27-2026 07:18:34		18		
Return Delivered Task	Active	Return Label Task					
Return Notification Task	Active	Return Label Task					
Notify Provider Task	Active	Return Label Task					
Return Provider Feedback Task	Active	Return Label Task					
Accept/Report Rules Task	Active	Return Provider Feedback Task					
Accept/Report Review Task	Active	Accept/Report Rules Task					
Return Review Notification Task	Active	Accept/Report Review Task					
Return Ship Task	Active	Accept/Report Review Task					
Return Order Task	Active	Accept/Report Review Task					
Refund Task	Active	Return Order Task					
Credit Memo Task	Active	Refund Task					
Refund Task	Active	Refund Task					

i If the task status is active, the system runs the Order flow task every 15 minutes. Each run records the task's start and end times. Cardinality shows how many times the task has run

until completion.

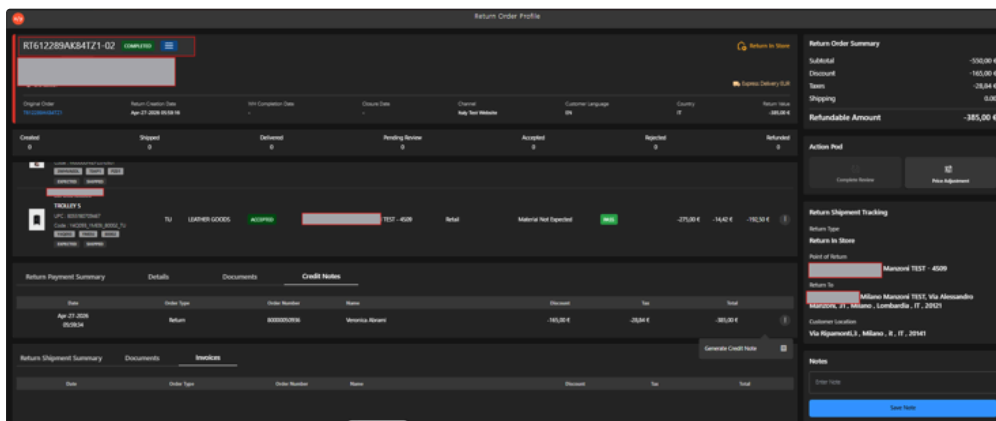
Adding Return Order Note

Introduction

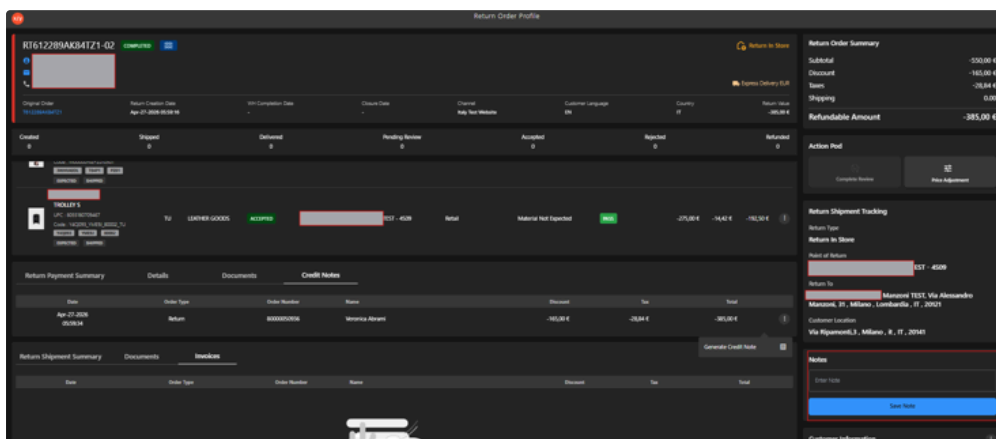
The **Return Order Note** feature allows users to add internal notes to a specific return order directly from the **Return Order Profile**. These notes help capture important context, such as the reason for return, inspection details, customer communication, or follow-up actions. Return order notes are stored with the order and can be viewed by other team members to ensure consistent handling and clear communication throughout the return processing lifecycle.

Steps to Add a Return Order Note

1. Open the **Return Order Profile** for the relevant return order.



2. Go to **Notes** section.



3. Enter the note in **Enter Note** field.

Return Order Profile

RT612289AK84721-02

Original Order: RT612289AK84721-02

Return Creation Date: Apr-27-2026 09:39:38

Return Completion Date: -

Close Date: -

Channel: My Test Website

Customer Language: EN

Country: IT

Return Date: 2026-04-27

Created: 0

Shipped: 0

Delivered: 0

Pending Review: 0

Accepted: 0

Rejected: 0

Returned: 0

Return Order Summary

Item ID	Qty	Category	Item Name	Return Reason	Return Status	Return Rate	Amount	Yes	Total		
ASMT - GAD	1	W	REACT TO WEAR	ACCEPTED	TEST - 4209	Real	Colour Saturated Offered	Default Rate	-27,00 €	-14,40 €	-102,00 €

Return Order Summary

Item	Order Type	Order Number	Reason	Amount	Yes	Total
Apr-27-2026 09:39:38	Return	8888888888	Merchandise	-102,00 €	-28,84 €	-30,00 €

Return Order Summary

Subtotal: -102,00 €

Discount: -10,00 €

Taxes: -28,84 €

Shipping: 0,00

Refundable Amount: -305,00 €

Action Pool

Complete Return

Post Adjustment

Return Shipment Tracking

Return Type: Standard

Return to Store: Standard

Point of Return: Standard

Return to: Standard

Customer Location: Via Ripamonti, 3 - Milano - R. IT - 20141

Notes

Enter Note

Save Note

4. Click **Save Note**.

Return Order Profile

RT612289AK84721-02

Original Order: RT612289AK84721-02

Return Creation Date: Apr-27-2026 09:39:38

Return Completion Date: -

Close Date: -

Channel: My Test Website

Customer Language: EN

Country: IT

Return Date: 2026-04-27

Created: 0

Shipped: 0

Delivered: 0

Pending Review: 0

Accepted: 0

Rejected: 0

Returned: 0

Return Order Summary

Item ID	Qty	Category	Item Name	Return Reason	Return Status	Return Rate	Amount	Yes	Total		
ASMT - GAD	1	W	REACT TO WEAR	ACCEPTED	TEST - 4209	Real	Colour Saturated Offered	Default Rate	-27,00 €	-14,40 €	-102,00 €

Return Order Summary

Item	Order Type	Order Number	Reason	Amount	Yes	Total
Apr-27-2026 09:39:38	Return	8888888888	Merchandise	-102,00 €	-28,84 €	-30,00 €

Return Order Summary

Subtotal: -102,00 €

Discount: -10,00 €

Taxes: -28,84 €

Shipping: 0,00

Refundable Amount: -305,00 €

Action Pool

Complete Return

Post Adjustment

Return Shipment Tracking

Return Type: Standard

Return to Store: Standard

Point of Return: Standard

Return to: Standard

Customer Location: Via Ripamonti, 3 - Milano - R. IT - 20141

Notes

Enter Note

Save Note

Downloading Credit Note

Introduction

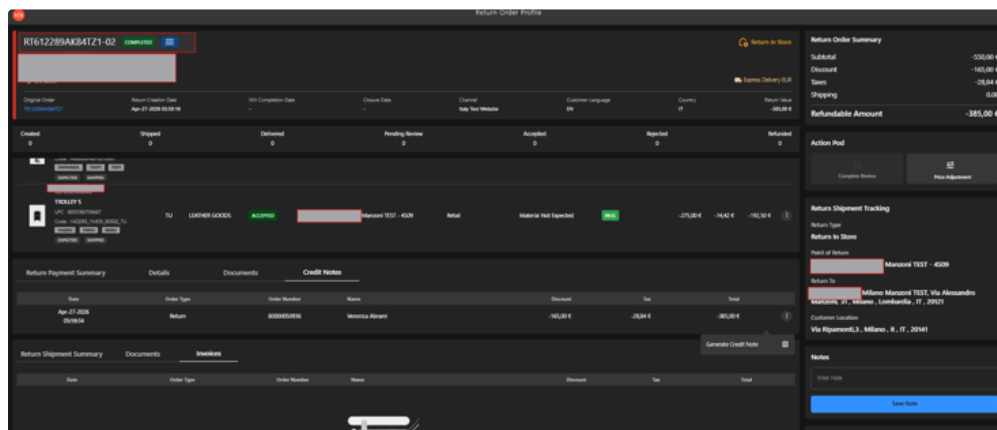
The **Downloading Credit Note** feature allows users to generate and download a credit note PDF for a return order directly from the **Return Order Profile**. Credit notes serve as the formal financial document recognizing a refund or price adjustment for accepted return items. Once generated, the credit note PDF can be downloaded for record-keeping, compliance, or sharing with the customer.

Prerequisites

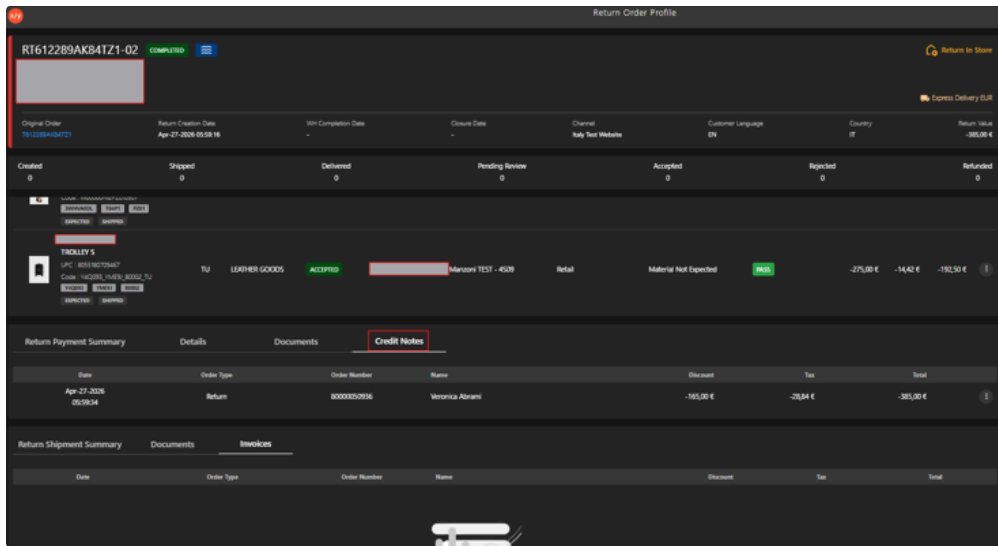
- The return order must have been reviewed and accepted.
- A credit note record must exist under the **Credit Notes** tab in the **Return Payment Summary** section.

Steps to Download a Credit Note

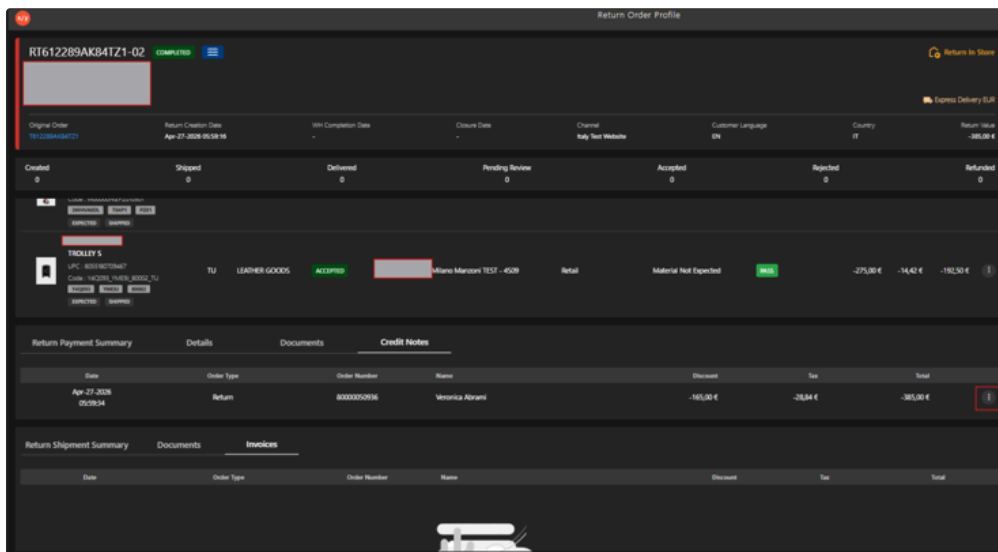
1. Open the **Return Order Profile** for the relevant return order.



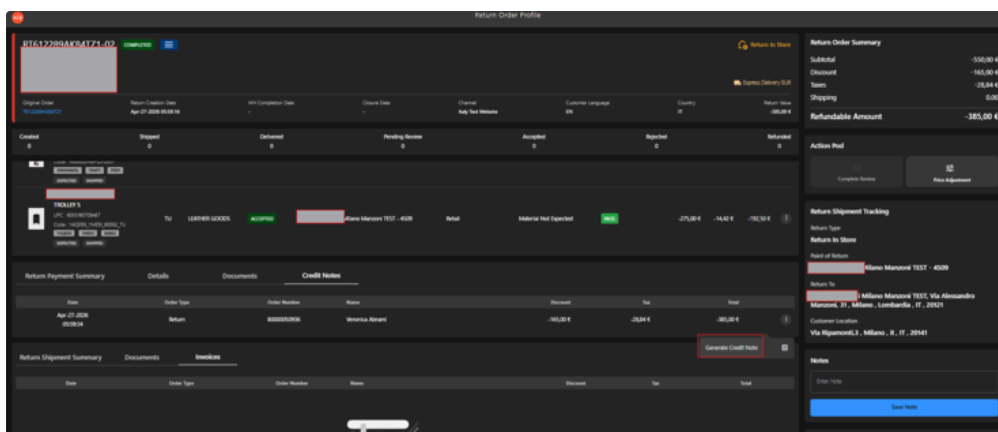
2. Navigate to the **Credit Notes** tab in the **Return Payment Summary** section.



3. Click the **Kebab Menu**.



4. Click **Generate Credit Note**.



Order Lines Overview

Overview

The **Order Lines** section is your central view for tracking and managing individual items within customer orders. It provides detailed, item-level visibility across all orders, enabling efficient monitoring of fulfillment progress and validation of order data.


Key Capabilities

What you can do here:

Capability	Description
Search and filter order lines	Quickly locate specific items using Order ID search and filter options to refine results based on customer, tracking, or order attributes.
Review item details	Access product-level information such as item name, UPC, model, size, color, category, and quantity for each order line.
Track item status	Monitor the current status of each order line (for example, Allocated or Shipped) to understand its position in the fulfillment lifecycle.
Analyze fulfillment and shipment details	View region, country, channel, fulfillment center, shipping method, and tracking information associated with each item.
Review customer and payment information	Access customer details, payment status, invoice status, and applied promotions or discounts linked to the order line.

Export order line data

Export order line information for reporting, reconciliation, or operational analysis.

 Whether reviewing a single item or managing high-volume orders, this section offers the visibility and control needed to track order fulfillment in detail.

- [Accessing Order Lines from the OMS Dashboard](#)
- [Exporting Order Line Report](#)
- [Accessing Order Item Feed from Order Lines](#)
 - [Order Line Filter](#)

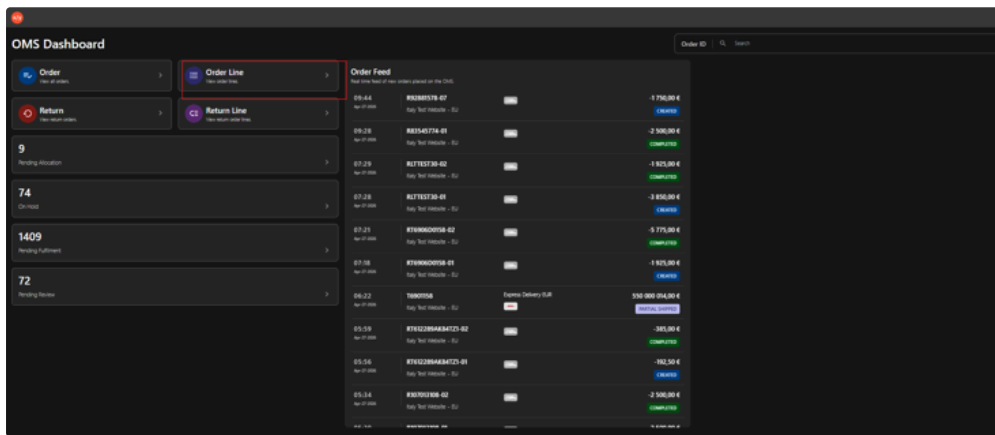
Accessing Order Lines from the OMS Dashboard

Introduction

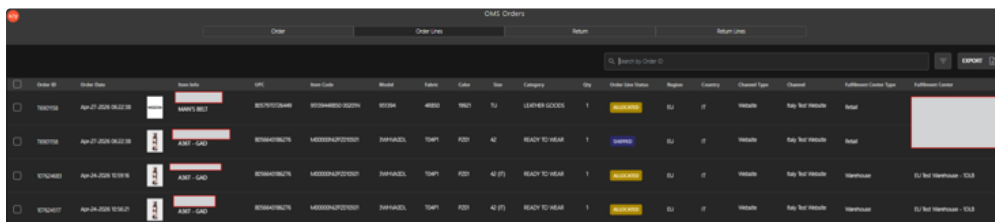
This topic explains how to access the **Order Lines** tab from OMS dashboard to view the centralized view of all customer order line, including their current status and key details.

Steps to Access the Order Lines

1. Click **Order Line** to access **Order Lines** tab.



The system displays the master list of all order lines along with their current status and associated details.



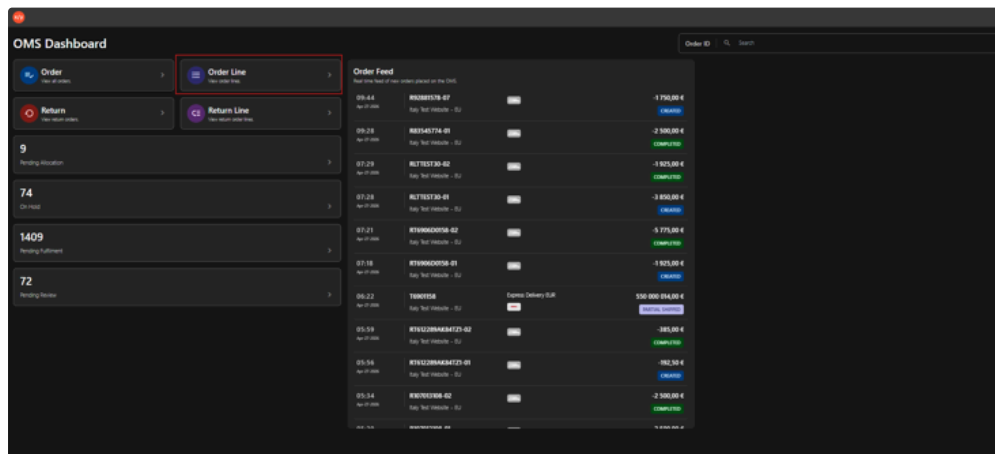
Exporting Order Line Report

Introduction

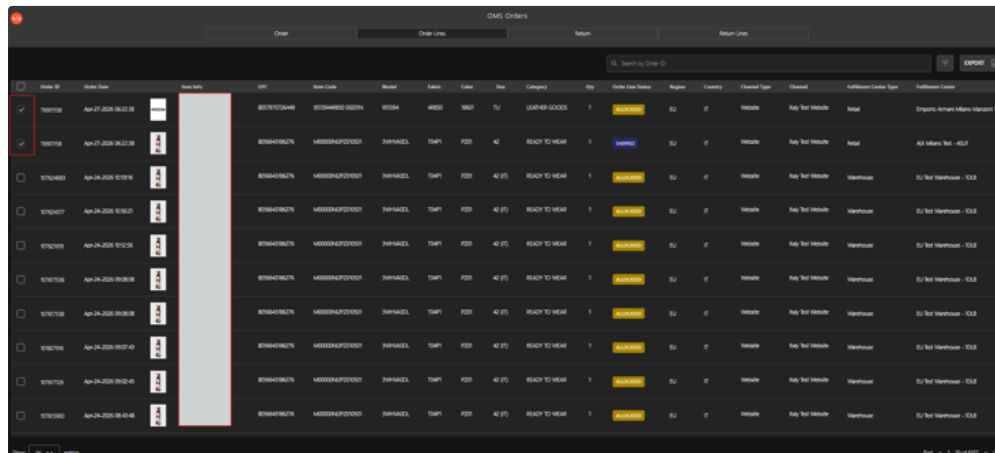
This procedure explains how to export order line data from the **Order Lines** tab.

Steps to Export Order Data

1. Click **Order Line** on the OMS dashboard.



2. Select specific orders using the checkboxes to export selected data.



3. Click **Export**.

The screenshot shows the OMS Orders interface. At the top right, there is an 'EXPORT' button. Below it is a table with columns: Order ID, Order Date, Item Code, UPC, Item Code, Model, Fabric, Color, Size, Category, Qty, Order Line Status, Region, Country, Channel Type, Channel, Fulfillment Center Type, and Fulfillment Center. The first few rows of data are visible, showing order details for items like 'LEATHER GOODS' and 'READY TO WEAR'.

4. Click **OMS SalesOrder Line Report** to export the report in Excel file.

This screenshot shows the same OMS Orders interface, but the 'EXPORT' button has been clicked, and a dropdown menu is visible. The menu contains the option 'OMS SalesOrder Line Report', which is highlighted in red. The table below the menu shows the same order line data as in the previous screenshot.

The screenshot shows an Excel spreadsheet with the following data:

Order Id	Order Date	Item Info	UPC	Item Code	Model	Fabric	Color	Size	Category	Qty	Order Line	Region	Country	Channel T	Channel	Fulfillment	Fulfillment	Cei	Fulfillmer
T6901158	Apr/27/20	MAN'S BEL	80579707	9513944R	951394	4R850	19921	TU	LEATHER C	1	ALLOCATE	EU	IT	Website	Italy Test V	Retail			4509 - Te
T6901158	Apr/27/20	A36T - GA	80566431	M000001	3WHVA00	T04P1	PZ01	42	READY TO	1	Shipped	EU	IT	Website	Italy Test V	Retail			Test-4SU

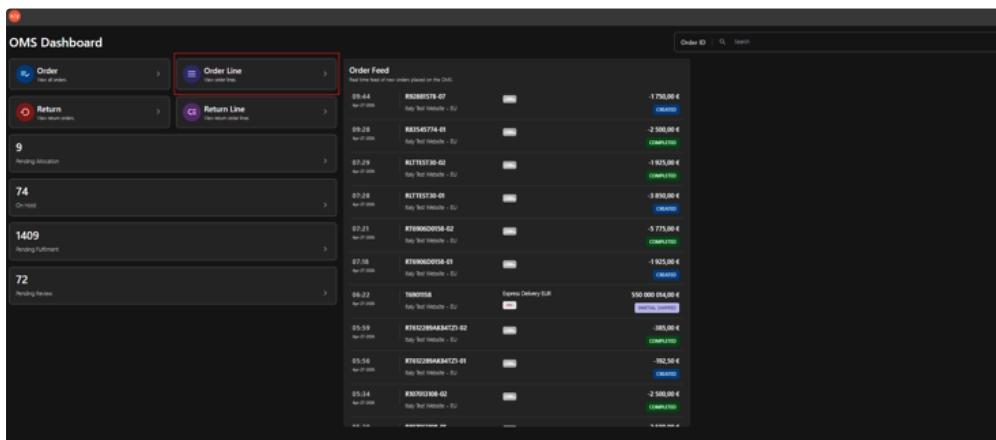
Accessing Order Item Feed from Order Lines

Introduction

This procedure explains how to view the **item status** from the **Order Lines** tab using search and filter options. The Order Lines dashboard enables users to locate specific orders and review item-level status and details efficiently.

Steps to Access Order Item Feed

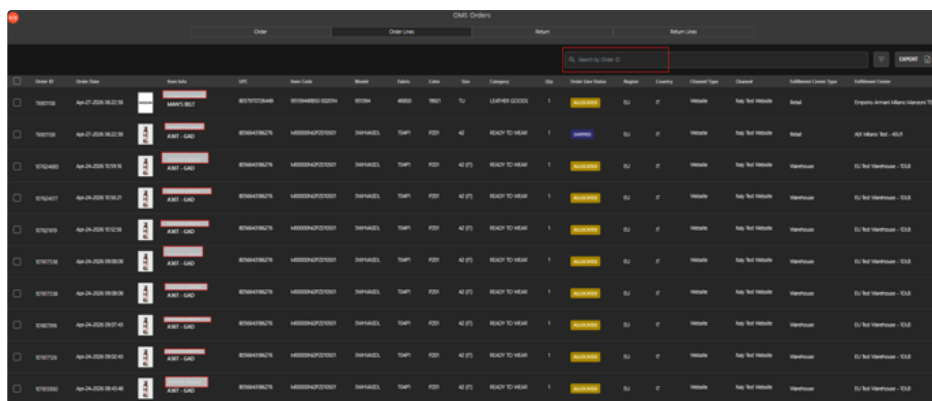
1. Click **Order Line**.



2. Select an option in the **Order Lines** tab.

- a. Search Box

- i. Enter the Order ID in the **Search by Order ID** field.



- ii. Press Enter to display the order details.

Order ID	Order Date	Track Info	LPC	Item Code	Brand	Color	Size	Category	Qty	Order Line Status	Region	Country	Channel Type	Channel	Fulfillment Center Type	Fulfillment Center
180758	Apr 27, 2024 08:22:38	MAN'S BELT	8207020488	820704882 820704	820704	4882	1902	TY	1	READY TO SHIP	EU	IT	Website	My Test Website	Total	Empire Armani Milano Mercato T017 - 4039
180758	Apr 27, 2024 08:22:38	ARMY - GAD	8208070676	4882042020001	82080676	0421	42	READY TO SHIP	1	READY TO SHIP	EU	IT	Website	My Test Website	Total	AG Milano Test - 4027

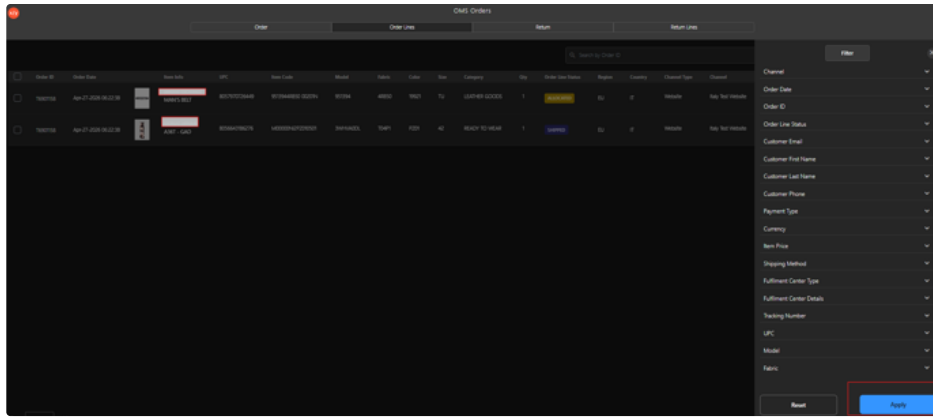
b. [Filter](#)

i. Click the Filter icon.

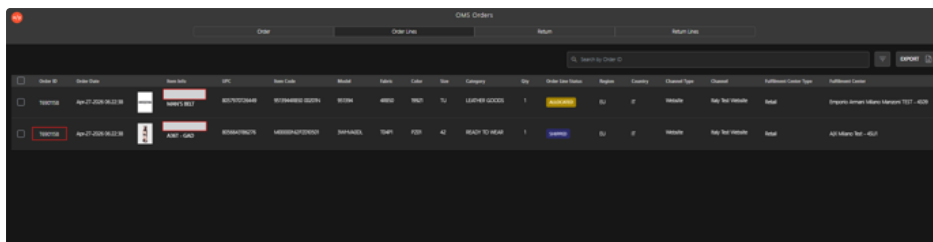
ii. Select one of the following Filter category.

- Order ID
- Customer Email
- Customer First Name
- Customer Last Name
- Customer Phone
- Tracking Number

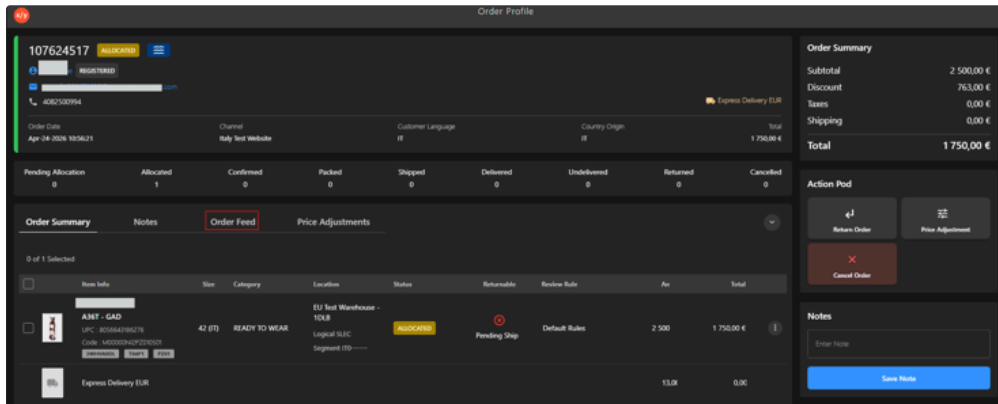
iii. Click **Apply** to view the filtered results.



3. Click the Order ID.



4. Click Order Feed tab.



5. Navigate to **Item Feed** to verify the item status.

Order Profile

107624517 Example

Order Date: Apr 26 2025 10:58:21 | Order: May Test Website | Customer Language: | Country Origin: | Total: 1.750,00 €

Business Delivery E.U.

Order Status	Allocated	Confirmed	Picked	Shipped	Delivered	Undelivered	Refused	Cancelled
Pending Allocation	0	0	0	0	0	0	0	0

Order Summary | Notes | Order Feed | Price Adjustments

Item No.	Item	Category	Location	Status	Quantity	Price	Amount	Total
4317 - 640	READY TO WEAR	Logart SUE	EU Test Warehouse - 038	Allocated	1	750,00 €	750,00 €	750,00 €
42 871	READY TO WEAR	Logart SUE	Logart SUE	Pending Ship	2	500,00 €	1.000,00 €	1.750,00 €

Item Feed

Date	Task	Description	Status
Apr 26 2025 10:58:21	Allocate	Allocated to EU Test Warehouse in segment SUE / ITD	Success

Payment Summary | Details | Documents | Invoices

Bill To: John Doe, Via Guido Reni, 215, Torino, TO, IT, 10137

Date	Invoice	Card Type	Full Name	Payment Status	Reference Number	Authorized Amount	Expire Date
Apr 26 2025 10:58:21	CreditCard *****0000	MC	John Doe	Allocated	0000000000000000	1.750,00 €	

Order Summary

Subtotal	2.250,00 €
Discount	750,00 €
Taxes	0,00 €
Shipping	0,00 €
Total	1.750,00 €

Action Pad

Reason Order | Price Adjustment

Cancel Order

Notes

Task Note

Customer Information

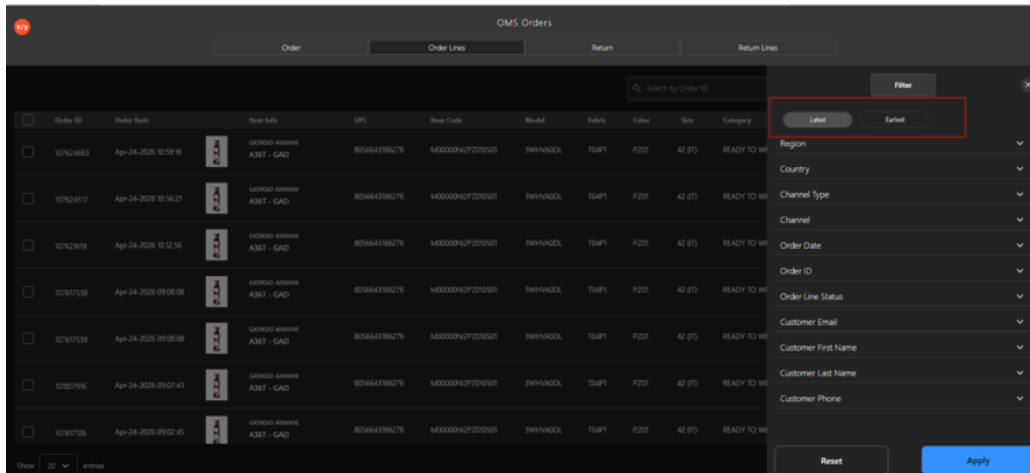
Customer Name: Denis Negri
Customer ID: 0000000000000000ALP0000
Phone Number: 1327432432
Email ID:

Order Line Filter

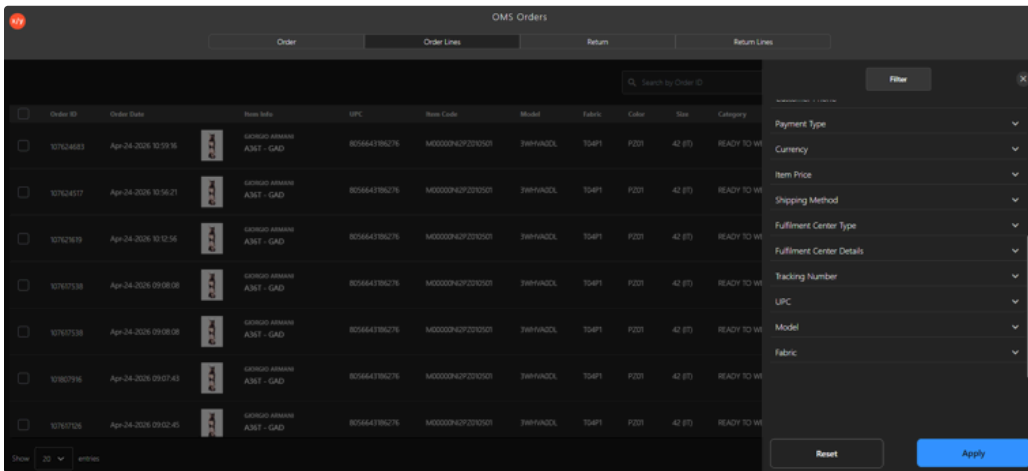
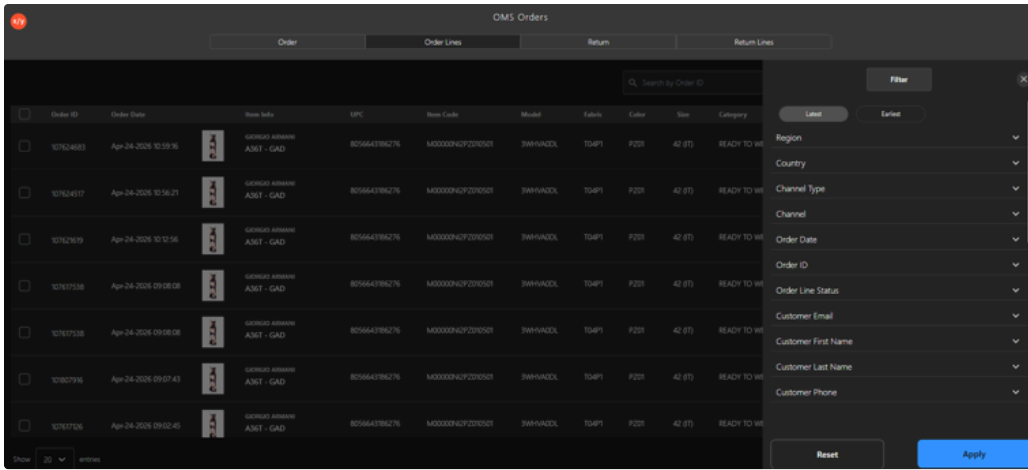
Introduction

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.



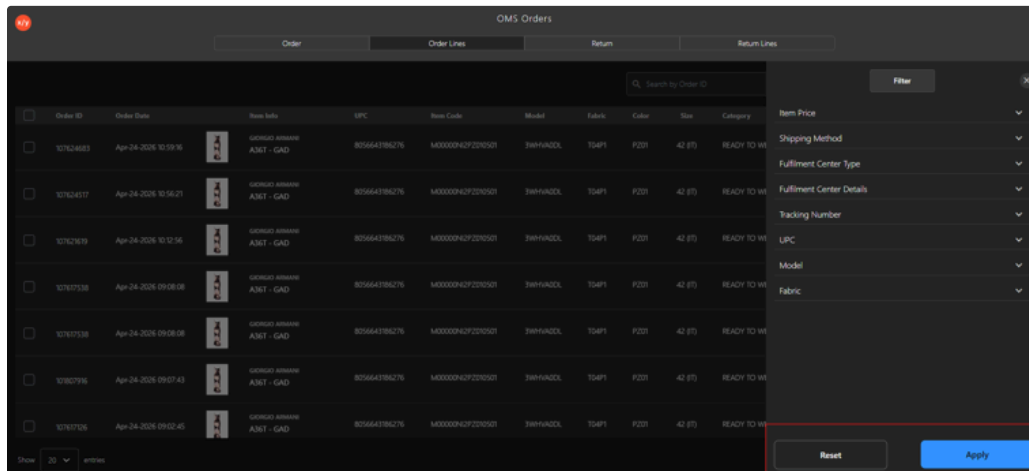
Filter Category	Description
Region	Customize the order list by entering the region name in the Search by Region field or selecting the relevant region checkbox.
Country	Customize the order list by entering the country name in the Search by Country field or selecting the relevant country checkbox.
Channel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

<p>Fabric</p>	<p>Customize the order list by entering the fabric in the Search by Fabric field or selecting the relevant fabric checkbox.</p>
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Action Buttons



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

Return Lines Overview

Overview

The **Return Lines** section is your central view for tracking and managing individual items within return orders. It provides detailed, item-level visibility into returned products, enabling accurate monitoring of return processing and validation of return data.

Key Capabilities

Action	Description
Search and filter return lines	Quickly locate specific return items using Return Order ID and advanced filter options such as customer details, return status, tracking number, and item attributes.
Review return item details	Access product-level information including item name, UPC, model, size, color, category, and both ordered and returned quantities.
Track return status	Monitor the return line status (for example, Created or Accepted) along with the original order line status to understand the progress of each returned item.
Analyze return and fulfillment details	View return point, return location type (Retail or Warehouse), region, channel, and return shipment tracking information.
Review customer and financial information	Access customer details, payment capture status, refund status, credit note status, and applied promotions or discounts associated with the return.

Export return data	Export return line data for reporting, reconciliation, or operational analysis.
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i Whether reviewing a single returned item or managing high volumes of returns, this section provides the visibility and control required to efficiently manage the return lifecycle at a granular level.

- [Accessing Return Lines from the OMS Dashboard](#)
- [Exporting Return Line Report](#)
- [Accessing Return Item Feed From Return Lines](#)
 - [Return Line Filter](#)

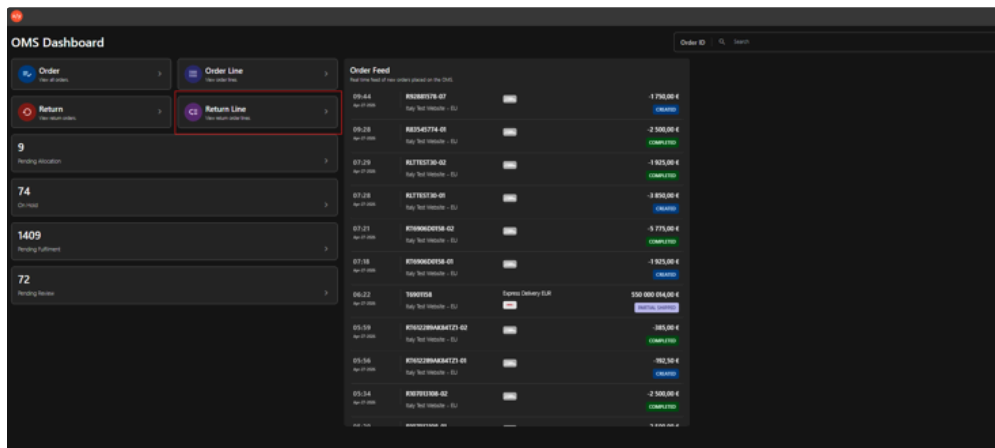
Accessing Return Lines from the OMS Dashboard

Introduction

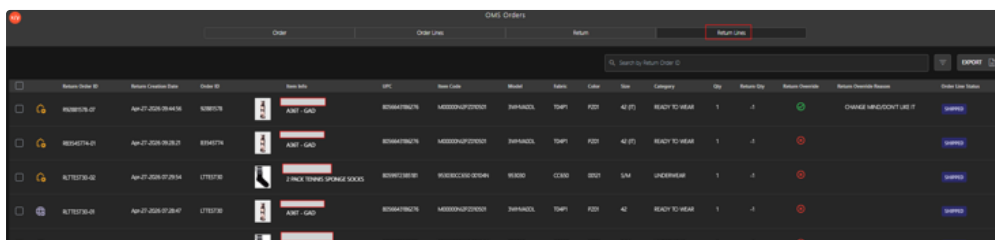
This topic explains how to access the **Return Line** tab from OMS dashboard to view the centralized view of all customer return line, including their current status and key details.

Steps to Access the Return Lines

1. Click **Return Line** to access **Return Lines** tab.



The system displays the master list of all return order lines along with their current status and associated details.



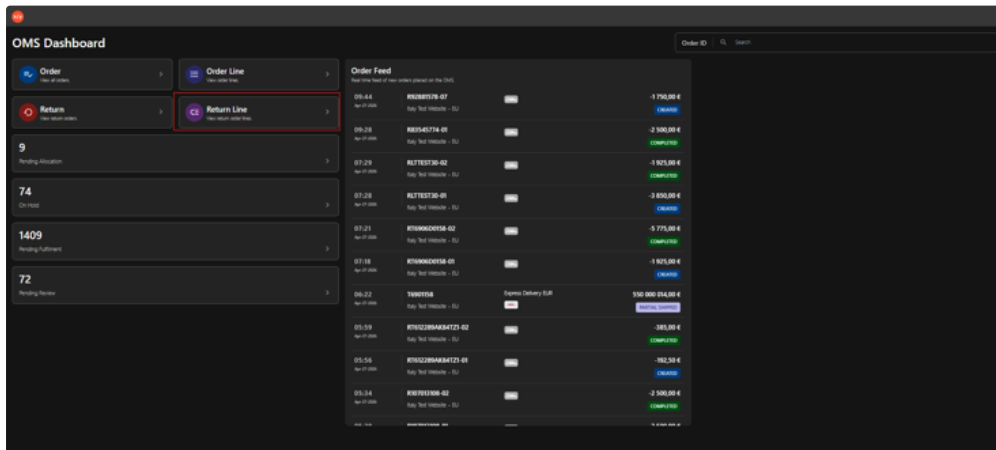
Exporting Return Line Report

Introduction

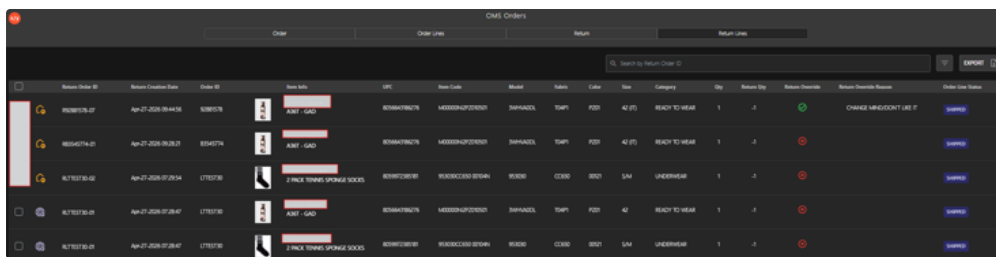
This procedure explains how to export return line data from the **Return Lines** tab.

Steps to Export Order Data

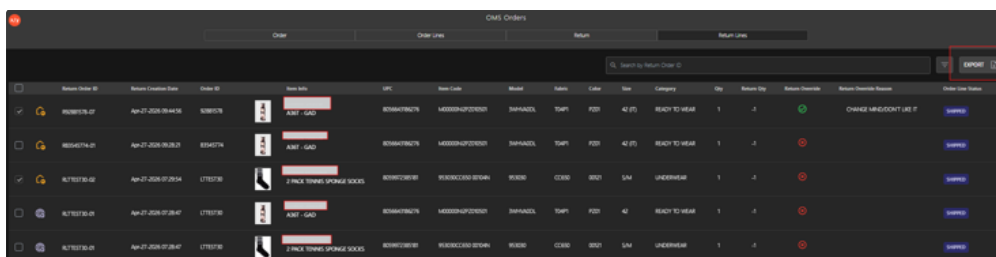
1. Click **Return Line** on the OMS dashboard.



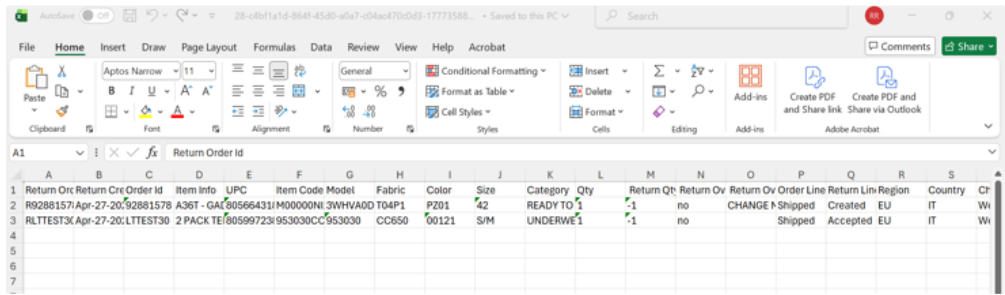
2. Select specific orders using the checkboxes to export selected data.



3. Click **Export**.



4. Click **oms-return-order-orderlines** to export the report in Excel file.



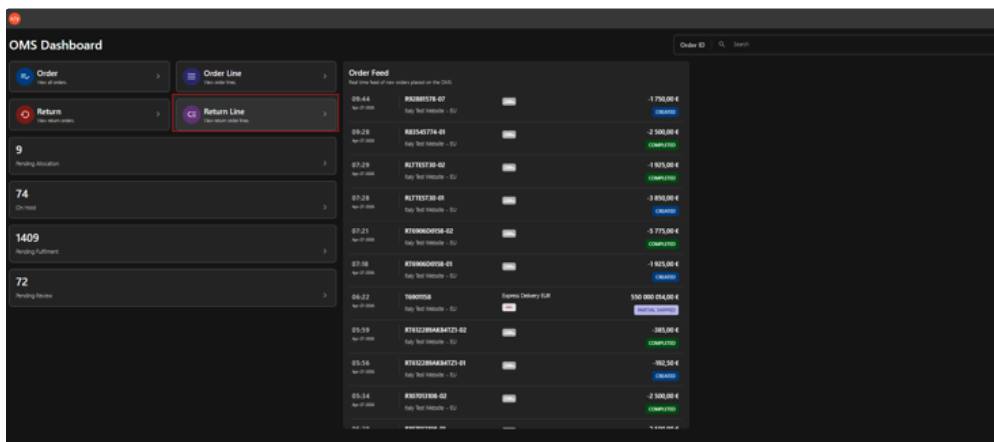
Accessing Return Item Feed From Return Lines

Introduction

This procedure explains how to view the return item flow from the **Return Lines** tab using search and filter options. The Return Lines dashboard enables users to locate specific return orders and review item-level status and details efficiently.

Steps to Access Return Item Feed

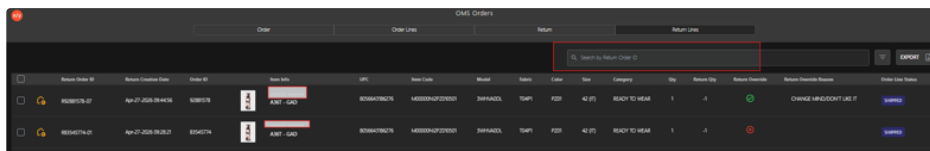
1. Click **Return Line**.



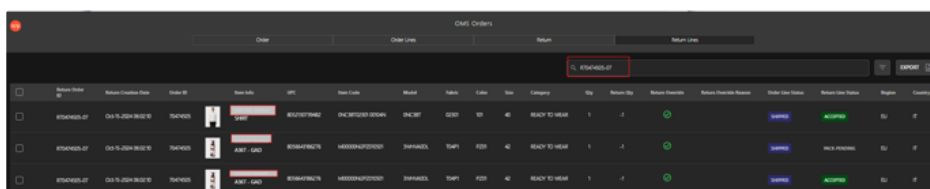
2. Select an option in the **Return Line** tab.

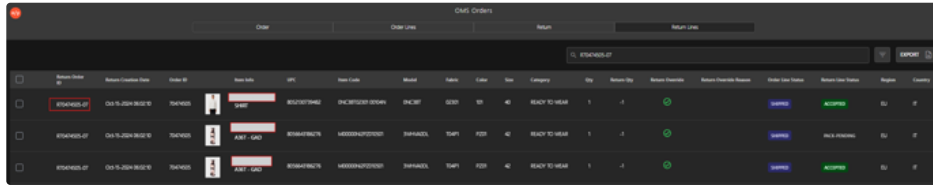
- a. Search Box

- i. Enter the Return Order ID in the **Search by Return Order ID** field.



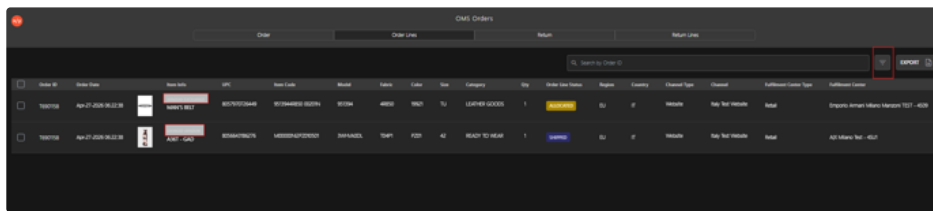
- ii. Press Enter to display the order details.





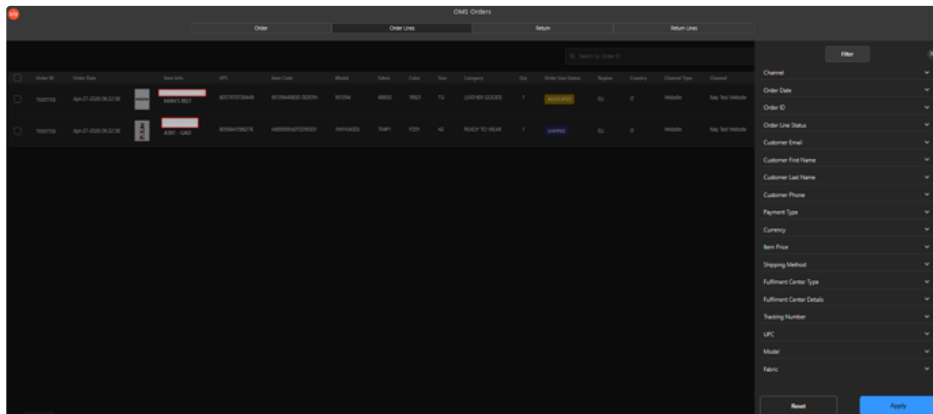
b. [Filter](#)

i. Click the Filter icon.

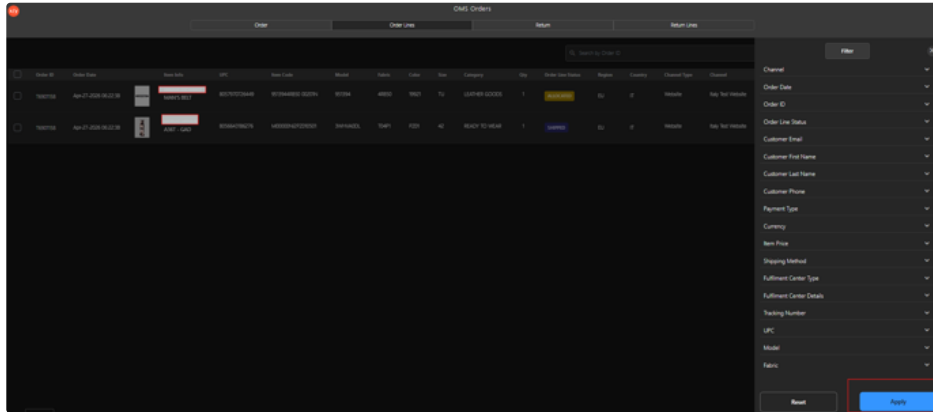


ii. Select one of the following Filter category:

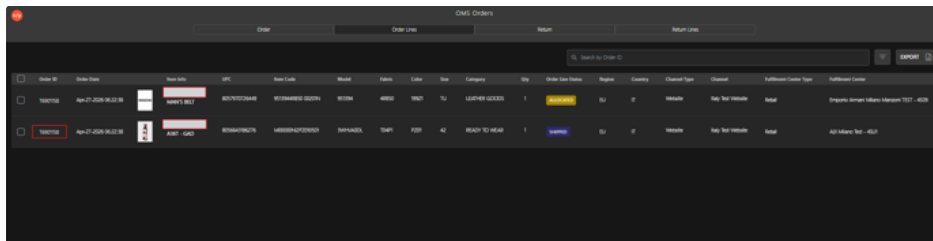
- Order ID
- Customer Email
- Customer First Name
- Customer Last Name
- Customer Phone
- Tracking Number



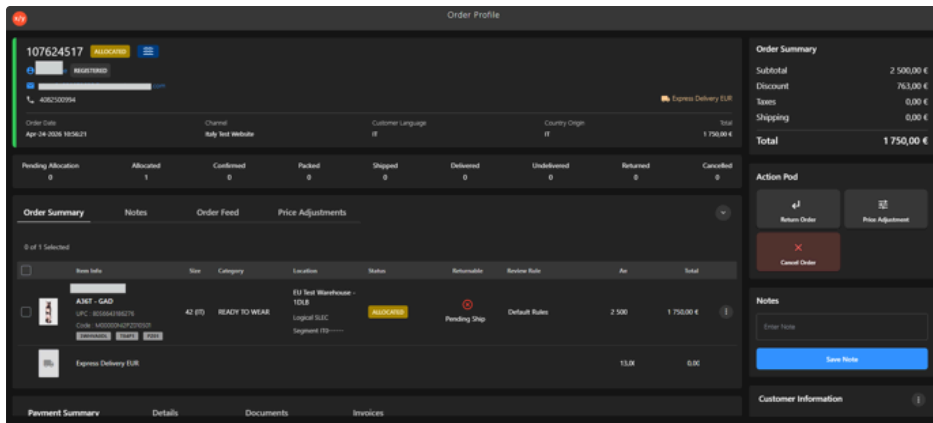
iii. Click **Apply** to view the filtered results.



3. Click the **Order ID**.



4. Click **Order Feed Tab** to verify item status.



5. Navigate to **Item Feed** to verify the item status.

Return Order Profile

R70M74505-07

Original Order: 78474785
Return Creation Date: Oct 19, 2024 09:02:18
Warranty Completion Date: -
Closure Date: -
Channel: Help Text Welcome
Customer Language: IT
Country: IT
Retail Store: 12345678

Created: 0
Shipped: 0
Delivered: 0
Pending Review: 0
Accepted: 0
Rejected: 0
Refunded: 0

Return Order Summary

Item #	Qty	Category	Item Status	Return Reason	Return Point Type	Return Reason	Service Rule	Amount	Tax	Total
ASST - GAD	42	READY TO WEAR	ACCEPTED	EU Retn Return Warehouse - 1234	Warehouse	Wrong Size	Default Rule	-2.15000 €	0.00 €	-1.15000 €

Item Feed

Date	Task	Description	Status
Oct 19, 2024 07:02:18	Return/Return	Admin	Success
Oct 19, 2024 08:17:19	Return Status	Return Status	Success

Return Payment Summary

Date	Method	Card Type	Full Name	Return Reason	Reference No.	Refundable Amount	Refundable Amount
------	--------	-----------	-----------	---------------	---------------	-------------------	-------------------

Return Order Summary

Subtotal	-9.800,00 €
Discount	-4.500,00 €
Taxes	0,00 €
Shipping	0,00 €
Refundable Amount	-5.236,00 €

Action Panel

Complete Return
Price Adjustment

Return Shipment Tracking

Tracking Number: 7702956271
Return Type: -
Returns To: EU Retn Return Warehouse, Via Pietro Giardin, 1324, Bagnoversa, MO, IT, 41036
Customer Location: Via Pida, 19, Milano, MI, IT, 20124

Notes

Enter Note
Save Note

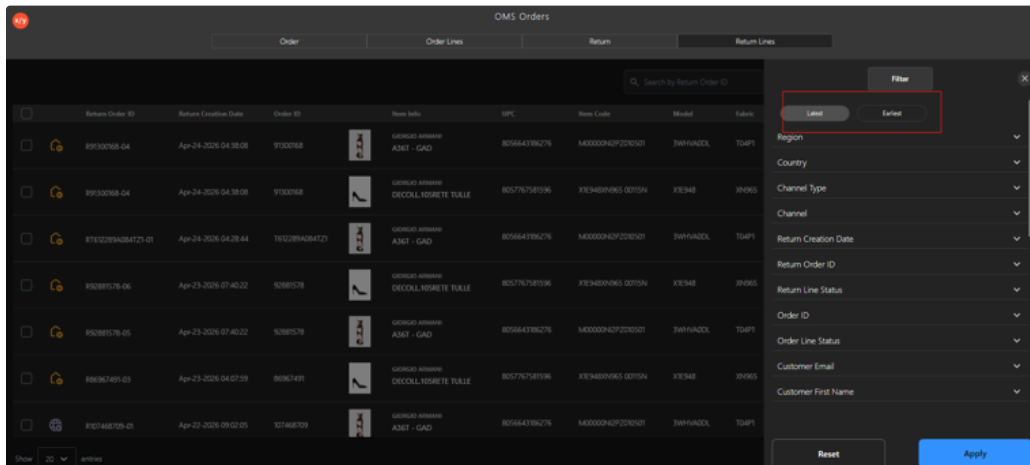
Customer Information

Return Line Filter

Introduction

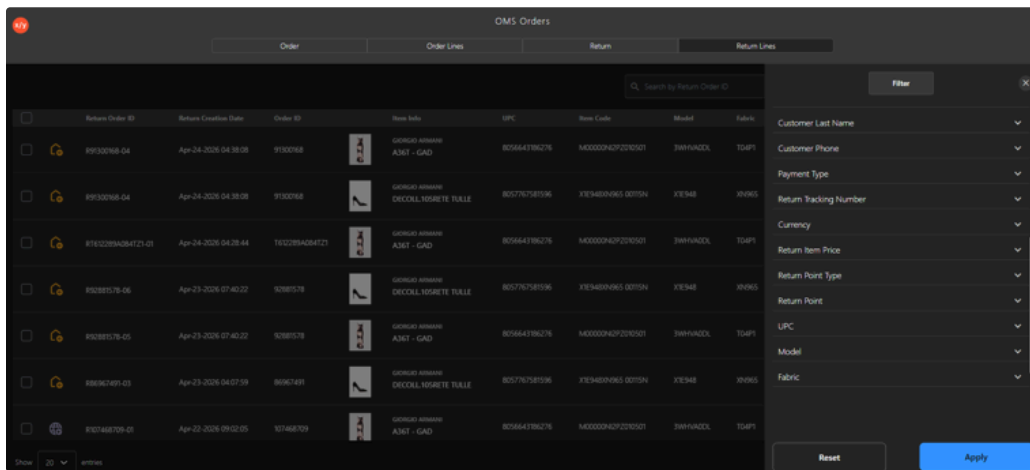
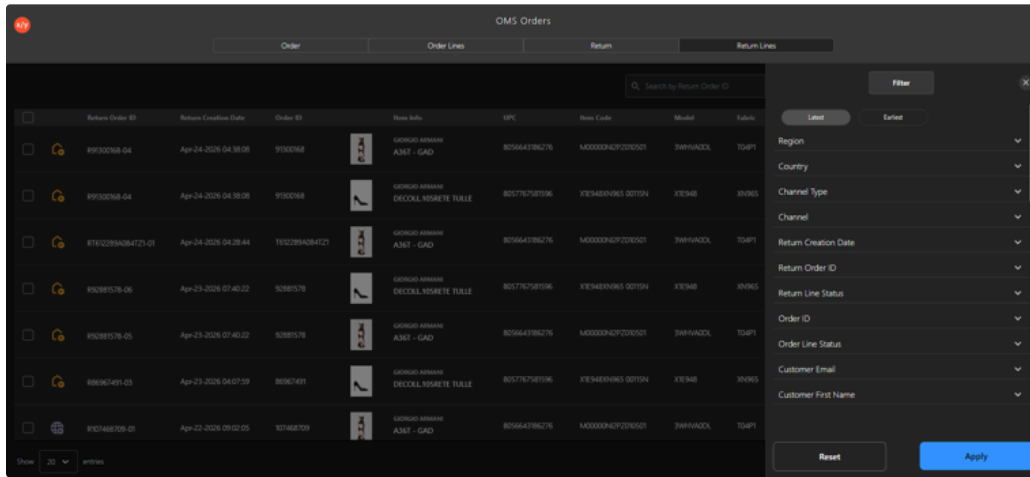
The **Return Lines Filter** provides a comprehensive set of sorting and filtering options to help you quickly locate and manage specific return lines within the Order Management System.

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



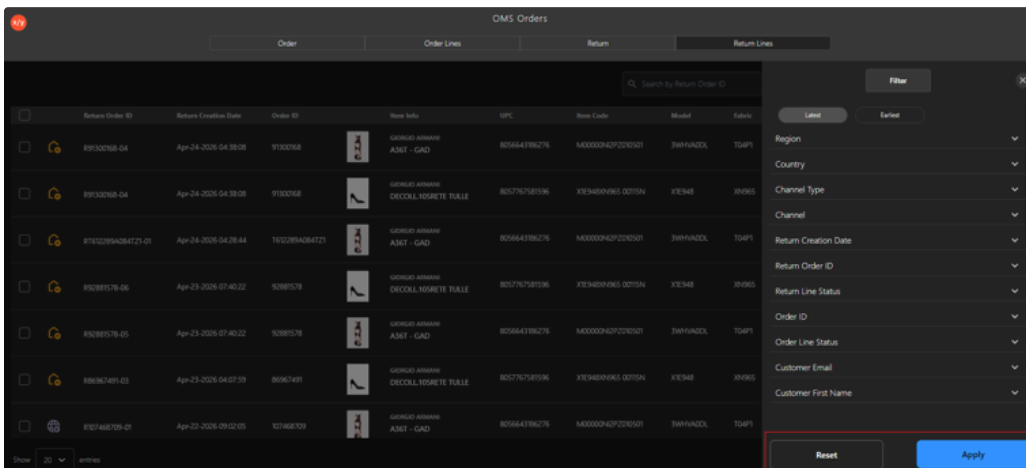
Filter Category	Description
Region	Customize the return list by entering the region name in the Search by Region field or selecting the relevant region checkbox.
Country	Customize the return list by entering the country name in the Search by Country field or selecting the relevant country checkbox.
Channel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

<p>Model</p>	<p>Customize the return list by entering the model in the Search by Model field or selecting the relevant model checkbox.</p>
<p>Fabric</p>	<p>Customize the return list by entering the fabric in the Search by Fabric field or selecting the relevant fabric checkbox.</p>

Action Buttons



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