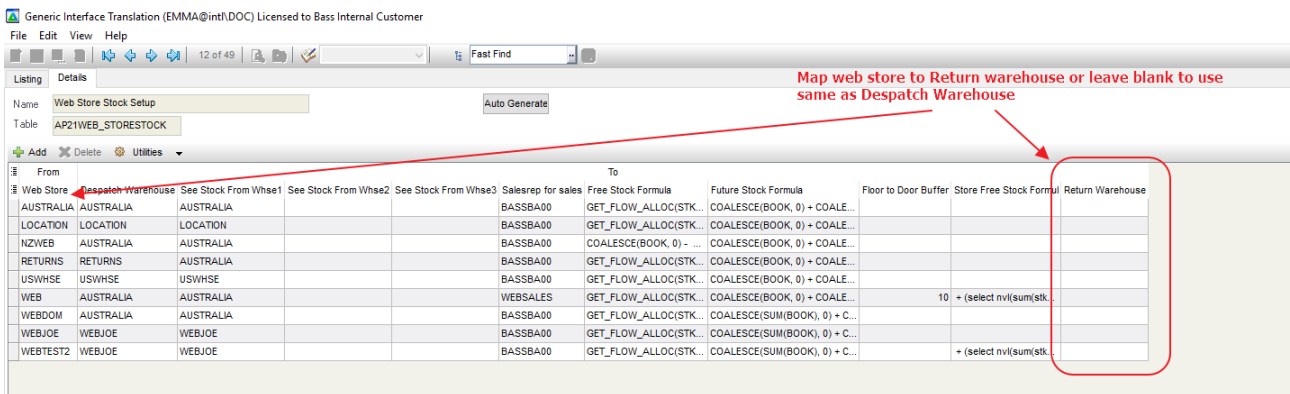


4.2 GENERIC INTERFACE TRANSLATION

The return warehouse is configured against each web store in the same *Generic Interface Translation* table titled *AP21WEB_STORESTOCK*. This is the same table used to configure the despatch warehouse.

1. Open *Generic Interface Translation* menu entry
2. Locate the *AP21WEB_STORESTOCK* entry
3. For each web store, there is a new *Return Warehouse* column to nominate the warehouse to use for returned items. If left blank, the returned items are returned to the *Despatch Warehouse* (as per previous behaviour).



5 DESCRIPTION / USAGE

There are several different methods to create an ecommerce return. Each of these will now default the warehouse for any returned items to the "return warehouse" configured for the web store.

- Retail API – Returns endpoint
- Retail API – Orders endpoint – negative item
- Web Sales Monitor > Exchange or return items
- Mail Order > Utilities > Return this order
- Mail Order > New transaction > Exchange order
- Mail Order > New transaction > Return

The return warehouse is visible in *Mail Order* on screen and against the line on the *Web Sales Monitor* screen.

Mail Order (EMMA@intl\DOC) Licensed to Bass Internal Customer

File Edit Utilities View Help

Listing Details Payment

Type Exchange Order Store WEB

Due 20/02/2019

Customer Order

Despatch From AUSTRALIA Return To SFSRET

Person McGintys Alice Title MS

First Alice Surname McGintys

Account WEB WEB SHOP

Address 1 SWAN ST

City RICHMOND State VIC Postcode 3121

Country AUSTRALIA Phone

Email emma@appare21.com

Mobile Fax

Order Instructions

Order No

Total -500.00

Quantity -1

Created

Catalogue

User

Carrier

Connote #

Delivery Address Same as postal address

Name Company

Address

City State Postcode

Country Preferred Contact

Email

Reference Code

Sales Order Status Normal

Invoice Format 10463

Order Method

Product Label

Logo

Export Shipment

Division

MOSStatus

Service Type

Shipping Status:

The return warehouse is visible in *Web Sales Monitor* on screen.

Web Sales Monitor (EMMA@intl\DOC) Licensed to Bass Internal Customer

File Edit View Help

Listing Current Order Status Original Order Order History

Order Information

Order Number 20191023-123456 Despatch Type Warehouse Despatch Freight Option Total Value 0.00 AUD

Order Date 20/02/2019 9:35:45 AM Web Store WEB Carrier Total Quantity 0

Status Exchange Service Type Remaining Quantity 0

SLA

Customer Details

Contact Name Alice McGintys Person Code MCGIAL00

First Name Alice Surname McGintys

Email Address emma.girschia@appare21.com

Home Phone 0399526532

Mobile 045231218521

Delivery Address

Company

Address Line 1 37 Swan Street

Address Line 2

City GREYTHORN Post Code 3152

State VIC Country AUSTRALIA

Instructions

Change Despatch or Pickup Location Refund Unshipped Items Exchange or Return Items Utilities

Location	Transaction Number	Despatch Type	Product Code	Product Name	Colour Code	Colour Name	Size	Order Qty	Packed Qty	Despatched Qty	Carrier	Service Type	Consignment Note	Shipping Status	Status	Receipt
AUSTRALIA	8188	Warehouse Des...	FREIGHT	FREIGHT CHARG...				1	0	0	DUMMY	General			Complete	
AUSTRALIA	8188	Warehouse Des...	SHIRT0001	DOUBLE PKT SHI...	001	MULTICOLOURED	8	2	0	2	DUMMY	General			Complete	
AUSTRALIA	8173	Warehouse Des...	SHIRT0001	DOUBLE PKT SHI...	001	MULTICOLOURED	8	-2	0	0					Returned	731
SFSRET	8179	Warehouse Des...	FREIGHT	FREIGHT CHARG...				-1	0	0					Exchange	Create Rece...

For example, ecommerce store WEB, Despatch warehouse BOB, Returns warehouse ALTONA

Step	WEB	BOB	ALTONA
1. Create return authorisation on WEB for 1 item	-	-	-
2. Return arrives at warehouse – “finalised” by Customer Support team	+1 retail return -1 auto transfer = 0 units	-	+1 auto transfer = 1 unit