OmniRPS
CLIENT USER GUIDE

SEKO

Thank you for choosing SEKO's OmniRPS.

The following guide will assist you with learning to use all the fantastic features of the SEKO Returns Processing System (RPS) which will help you and your team monitor and efficiently complete the end-to-end Returns journey, all the way back to your warehouse.

CONTENTS

1.0   How To Log In to OmniRPS

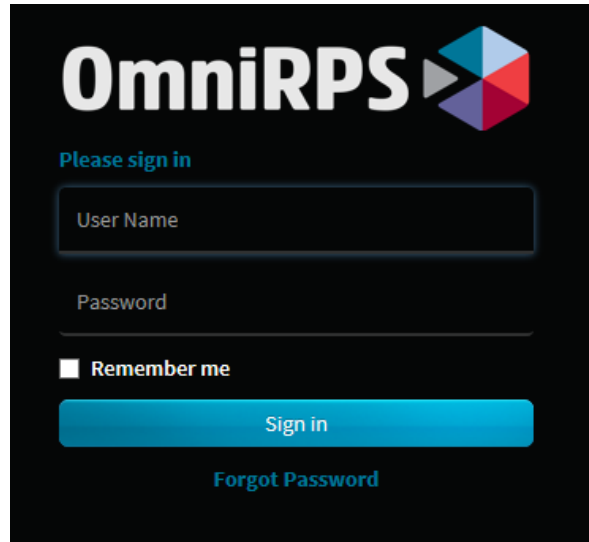➢   Go to http://omnirps.com/login.

Figure 1.1 Login Form

➢   Enter your provided 'User Name' and 'Password' in the fields as shown above.

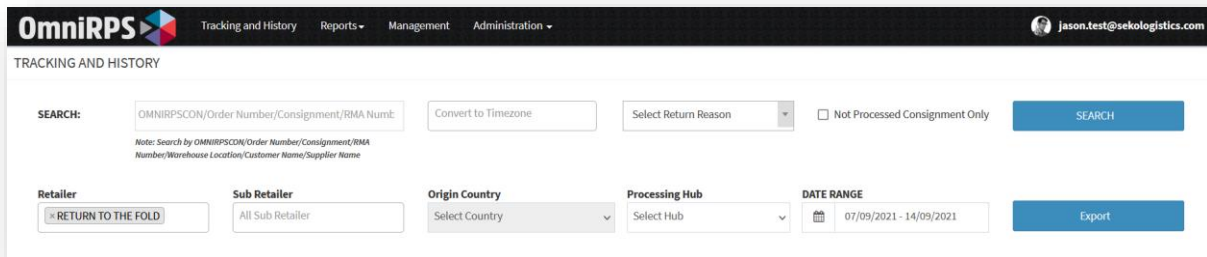➢   Click on the 'Sign in' button. You will be admitted to the OmniRPS 'Tracking and History Page'.

Figure 1.2 RPS Tracking and History Page
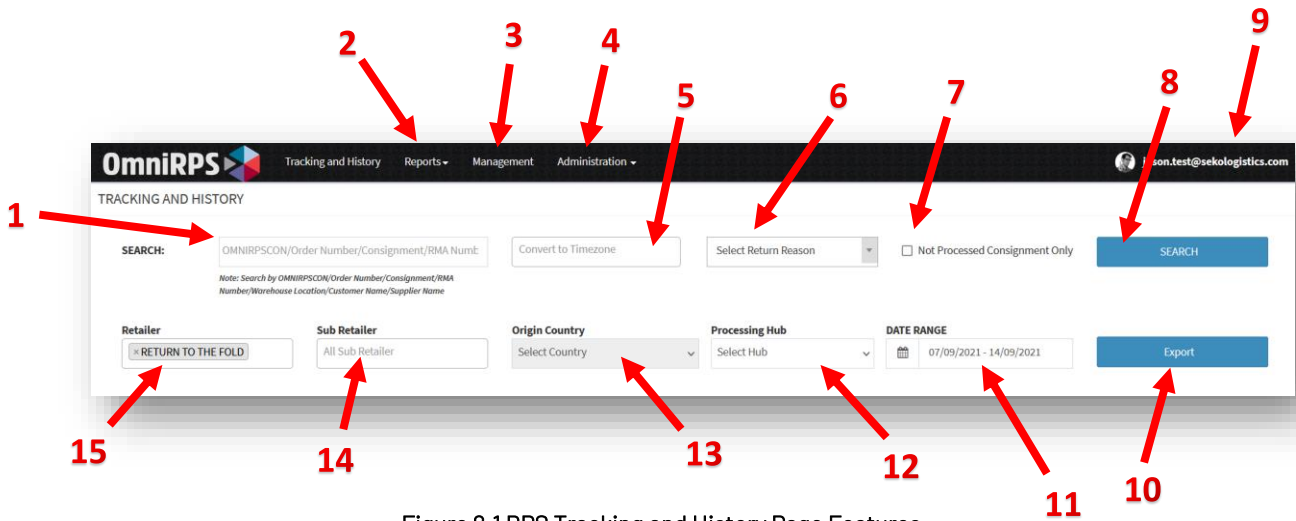
2.0 OmniRPS Tracking and History Page

Figure 2.1 RPS Tracking and History Page Features

Feature		Explanation
1	Search Field	Search by connote, order number or RMA number
2	Reports Page	Click here to navigate to Reports
3	Management Page	Click here to navigate to the Management Page
4	Administration Page	Click here to navigate to Administration
5	Convert to Timezone	Will convert the search results to your chosen time zone
6	Select Return Reason	Allows the user to filter by reason for return
7	Not Processed Consignment Only	Allows user to search for returns not yet processed
8	Search	Press to action a search
9	User	Displays the current logged in user
10	Export	Search results can be exported in Excel format
11	Date Range	Search a (order created) date range of up to one month
12	Processing Hub	Select and filter to the international processing hub
13	Origin Country	When searching for unprocessed consignments (7), select 'Country' as another filter
14	Sub Retailer	Allows switching between brands configured within one system
15	Retailer Name	The name of the parent Retailer.

How to Search for Returns in Tracking and History

➢ On the 'Tracking and History' page, select the 'Date Range' (11) required.
➢ Press 'SEARCH'. All the returns for the specified 'Date Range' will be displayed.
➢ Use the other filter options to create a more targeted search. E.g. Filter by 'return Reason'.

If further filtering is required, for example, you may wish to know the number of items in that specific country warehouse:

➢ Select the required 'Processing Hub' from the dropdown (12) and search.
➢ Use the 'EXPORT' option to export to an excel spreadsheet. You can then 'sort' to column 'AR' 'Tracking Status' = 'Processed' to see the items required.

In the search result below you can view all details relating to each order.

- **Hub:** The international location of the processing facility.
- **Location Barcode**: this displays the location of the item if the items have already been exported.
- **Created At:** date the item was processed.
- **Tracking Status**: displays the status of each item.
- All other columns provide details as supplied by the retailer

VIEW	RETAILER	CONSIGNMENT NO	ORDER NO	SKU NO	ITEM NO	DESCRIPTION	HUB	LOCATION BARCODE	CREATED AT	NOTES	Tracking Status
🔍	RETURN TO THE FOLD	920209098221803952699	US315635	TAP-HAS-07-001	TAP-HAS-07-001	Taupe - Arch Support Flip Flops	SEKO COMPTON	BOX 91	2021-08-02 07:23:33		Return Exported
🔍	RETURN TO THE FOLD	920209098221803573909	US286420	TAP-HAS-06-001	TAP-HAS-06-001	Taupe - Arch Support Flip Flops	SEKO COMPTON	BOX 91	2021-08-02 07:25:04		Return Exported
🔍	RETURN TO THE FOLD	920209098221803616121243	US326074	BLK-HAS-05-001	BLK-HAS-05-001	Black - Arch Support Flip Flops	SEKO COMPTON	BOX 91	2021-08-02 07:26:20		Return Exported
🔍	RETURN TO THE FOLD	920209098221803641712	US271232	TAP-HAS-08-001	TAP-HAS-08-001	Taupe - Arch Support Flip Flops	SEKO COMPTON	BOX 91	2021-08-02 07:26:37		Return Exported

Figure 2.2 RPS Tracking and History Page Searching

By clicking on the blue magnifying glass icon shown here on the left side, further details of each order can be seen: price, weight, customer name and details

How to Search For Returns Sent But Not Yet Received

The 'Tracking and History' page also allows you to see the Return items before they are processed, that is, they have been created by the customer and are in the 'Tracking Status' stages of either:

- **Return Created** – the label was created but has yet to be scanned by the carrier.
- **In Transit** – the parcel has now been scanned by the carrier but has yet to be delivered.
- **Return Delivered to Processing Facility –** the parcel has been delivered but not yet processed by the receiving warehouse.

➢ Tick the box (7), 'Not Processed Consignments Only' and select the required 'Date Range'.
➢ You may also filter by 'Country' and 'Return Reason' and if further filtering is required, 'Export' to Excel as explained above.
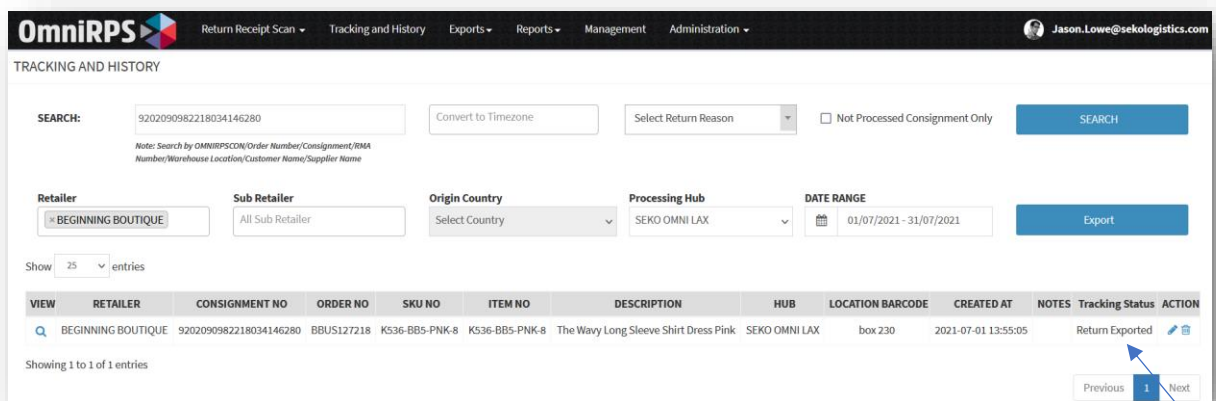
How to Search For One Returned Item

➢ Enter the Return 'Consignment Number' or the 'Order Number' into the search field (8)
➢ If the return does not display, tick the box (7) to extend the search for items yet to be processed.
➢ If the return does not display, try amending the date range.

How to Check How Many Boxes are in an Exported Shipment

When searching for a return item you may find the Return Status of 'Exported'. This means the shipment has been prepared for export and is either about to leave or is already in transit. Knowing this item has been exported, you may wish to know how large the shipment is:

➢ Enter the consignment number into the 'SEARCH' field in OmniRPS Tracking and History page using the applicable date range:

Figure 2.3 RPS Tracking and History Page- Exported

➢ Copy and paste the return consignment number into:
   o https://track.omnirps.com/

The tracking page of the consignment will be presented and will show two links:

   o First mile returns label tracking.
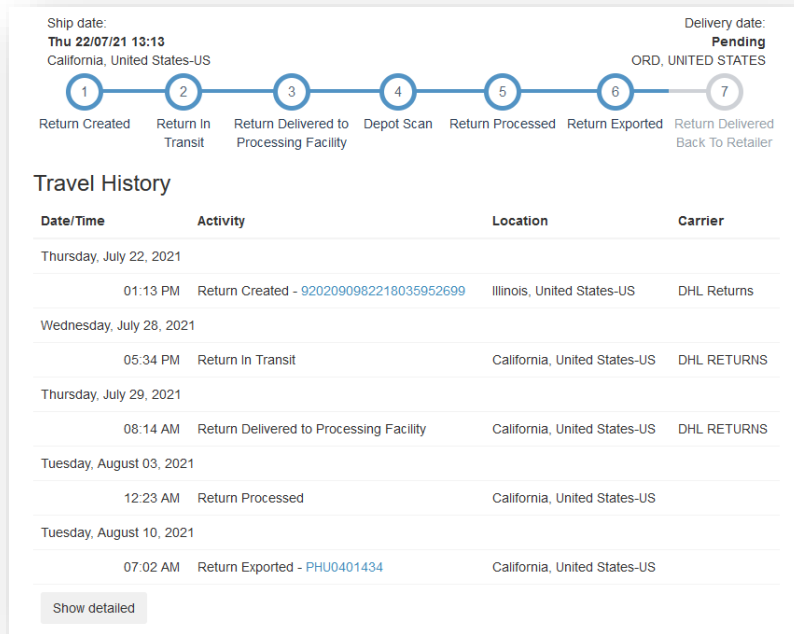   o Export consolidated connote/tracking number.

Figure 2.4 RPS Tracking

➢ Click on the 'Return Exported' tracking number. You will be presented with the tracking page of the consolidated returns shipment.
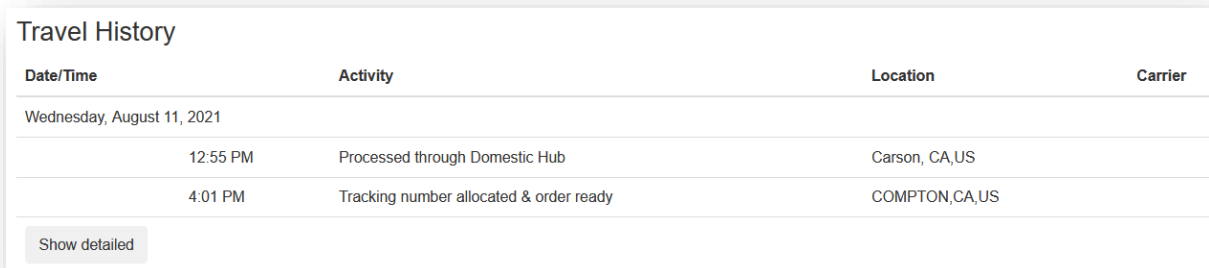

Figure 2.5 RPS Consolidated Tracking

➤   Click on the 'Show Detailed' to see the number of boxes (parcels) in this shipment.

Figure 2.6 RPS Consolidated Tracking – Detail

How to View all items within a Consolidated Shipment

From the above, you now know the number or parcels (boxes) being exported. Now you may wish to know more detail, that is, exactly which items are being exported:
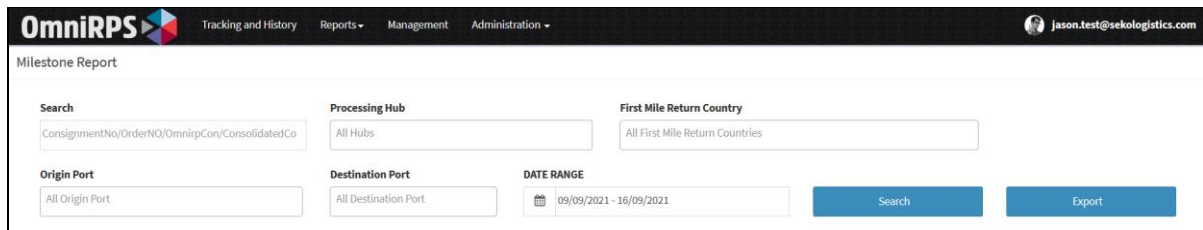
➤   In the Tracking and History page, choose your required date range and search.
➤   Export the data. The consolidated connote number will be in column AS.
➤   Perform a sort using the required Consolidated Connote number.

Figure 2.7 RPS Export

3.0   OmniRPS Reports Page

A Milestone Report can be generated at any time to show each consignment/consignments and the associated milestone it has reached. The report can be filtered using the various fields below. The report can be exported into Excel to allow further analysis.
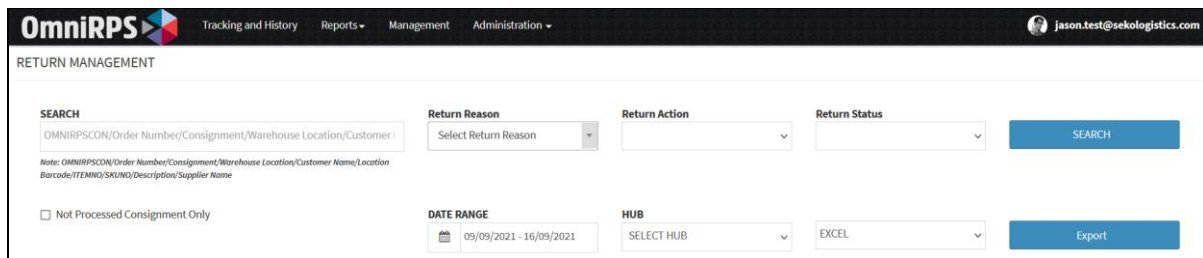

Figure 3.1 Reports Page

How to Run a Milestone Report

➢   Select the required 'Date Range'
➢   Select any required filters to be applied
➢   Click search. The report will be presented on screen.
➢   For further detail, click 'Export'

4.0   OmniRPS Management Page

The management page allows you to view all items that have been processed into any of the SEKO processing Hubs worldwide, as well as providing a platform to manually manage the returned items (ONLY if full automation is not activated).

Figure 4.1 RPS Management Page

How to Check the Number of and items Processed for a Date Range

➢   Select your required 'Date Range' and 'Hub'
➢   Click Search

The items displayed will be all returned items that have been processed for the date range and hub selected. Further filtering is possible by selecting from the drop downs: Return Reason, Return Action and Return Status.

Note: The created Date = the date the item was processed in the OmniRPS system.

Figure 4.2 RPS Management Page - Search

For more details about the returned item you may also click on the blue magnifying glass icon shown above.

For easy sorting of large number of returns, 'Export' the data to excel. All details of the return (including reason) will be displayed.

Shopify: How to initiate the return

You can choose to send the return option (refund/credit note) to Shopify at the time of first carrier scan, warehouse processing or manually:

- First Carrier Scan: The return option will be initiated at the time the first mile carrier scans the item.
- Warehouse Processing: The return option will be initiated when the item has been received by the processing facility, scanned, checked and submitted by the warehouse processing operator.
- Manually: The return option will be initiated when you manually update the 'Return Status' to 'Closed' via the OmniRPS Management report.

Note: If using Shopify Rules, the rules in the Shopify Integration page must be set up prior and must correspond (See section 5.0: How to Set Up Shopify Rules).

To process the return action manually please follow the steps below:

- ➢ Once you have searched for your selected Date Range and have your list of processed returns on screen, click the box on the left side to select the line you wish to action.
  - o If your SEKO Solution is configured to allow customers to choose their return option, their selection will be listed under 'Return Action'.
- ➢ To initiate the action, select 'CLOSED from the 'Return Status' drop down.
- ➢ Click 'Bulk Update'
  - o If you are using Shopify Rules, once closed, the system will push the return option to Shopify as per the configured rules.

For the top items in Figure 4.2, the 'Return Status' has been closed so a credit note will be sent to Shopify. The second line has been marked as 'Investigate', this may be a well-known suspect customer. An investigation is in progress. This can be amended to CLOSED later, if required.

	View	Retailer	Consignment No	Order No	SKU No	EAN	Description	CustomerName	CreatedAt	Return Action	Return Status	UpdateDate	Notes	Comments
☐	🔍	RETURN TO THE FOLD	CPB2UEZ000 0110	23423423		11	1	Jason Lowe	2021-04-06 11:43:29	CREDIT NOTE	CLOSED	2021-09-16 20:26:56		
☐	🔍	RETURN TO THE FOLD	CPB2UEZ000 0111	2345345		11	1	Samantha Blasanato	2021-04-06 11:44:02	INVESTIGATE	IN PROGRESS	2021-09-16 20:19:28		
☐	🔍	RETURN TO	CPB2UEZ000	32543452		11	1	Andrew	2021-04-06	IN PROGRESS		2021-04-06		

Figure 4.2 RPS Management Page – Refunding

- Multiple lines can be selected and updated at one time
- To sort to the returns yet to be refunded, simply click on the 'Return Status' tab. All items without a status will be pulled to the top.
- Once updated, the items will be saved.
- When logging in on the next day, simply search the new date range, click on the 'Status' tab and all the new items will be presented at the top of the list.
- Once again, all data can then be exported to excel for bulk sorting.

5.0 OmniRPS Administration

How to Add a New User

➢ Navigate to 'Administration' > 'Management' > 'User Management'
➢ Click on 'Add User'
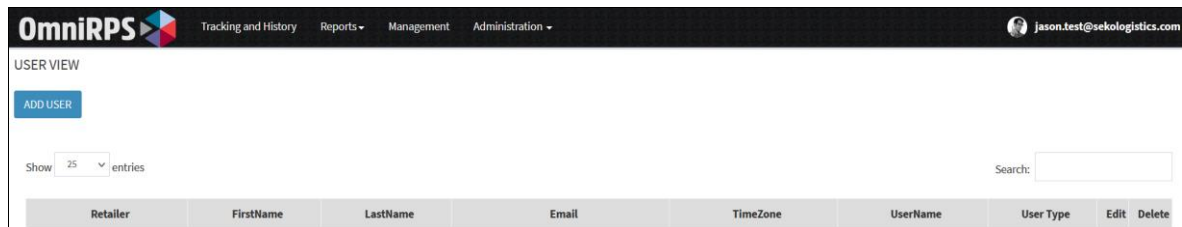
Figure 5.1 Adding a New User- Navigation

Figure 5.2 Adding a New User

Field	Description
Select Retailer	Field will be auto-populated
User API Token	Fields will be auto-populated
First Name	User's first name
Last Name	Users last name
Email ID	User's email address
Password	User's chosen password
Time Zone	Select the local time zone of this user from the drop down
User Name	Use the user's email address
Account Type:	Choose from the drop down
➢ Retailer Admin	User has all admin rights
➢ Retailer User	Only logs and preference & settings are viewable in the Administration tab
➢ Hub User	User has rights to warehouse process items
Hub Name	Select all applicable hubs where your returns will be processed
OmniParcel Token	This is used to connect to OmniParcel to Print

➢ Once you have entered all the correct information into the fields above, click 'Submit'.

How to perform an FTP Order Search

If you are supplying data to the SEKO OmniReturns and RPS systems via FTP, you may need to check if a file has been received. Please follow the steps below:

➢ Navigate to 'Administration' > 'FTP Uploads' > 'FTP Order-Search'. You will see the following:
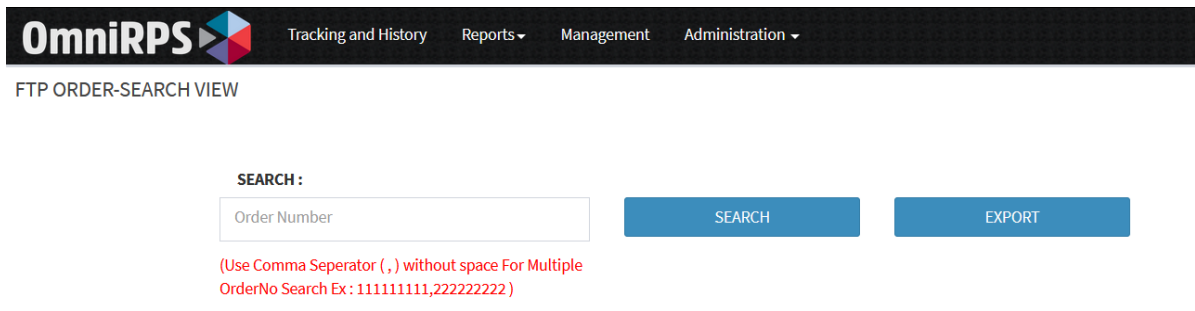
Figure 5.3 FTP Order-Search View

➢ Enter an order number to check if the data has been received.

The AWS SQS Message Log

The AWS SQS Message Log applies specifically to retailers who require this integration. These retailers will be supplied with the relevant user guide.

How to Set Up Track and Trace Emails

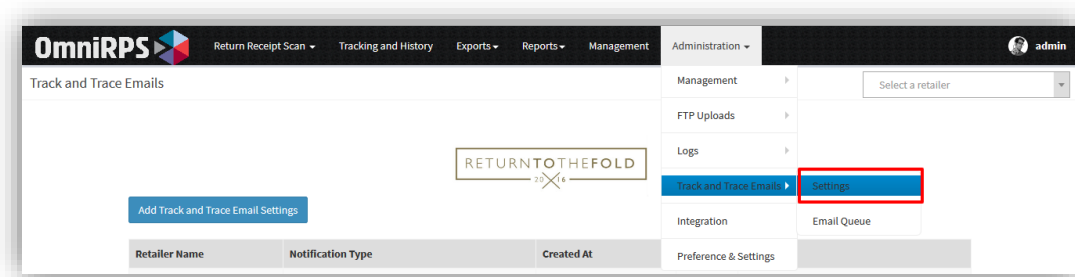➢ Go to 'Administration' > 'Track and Trace Emails' > 'Settings'

Figure 5.4 Track and Trace Settings - Navigation

Track and Trace emails can be configured to send at any or all the following tracking events:

I. **Return Created**: The notification will be sent to the customer at the time of return label creation at OmniReturns portal.

II. **Return In Transit**: The notification will be sent to the customer at the time of first scan of the consignment.

III. **Return Delivered to Processing Facility**: The notification will be sent to the customer at the time the return is delivered to the processing facility.

IV. **Return Processed**: The notification will be sent to the customer at the time the return is processed at the processing facility.

V. **Return Exported**: The notification will be sent to the customer at the time the return is exported from the processing facility to retailer location.

VI. **Return Delivered Back To Retailer**: The notification will be sent to the customer at the time the return is delivered successfully to retailer location.
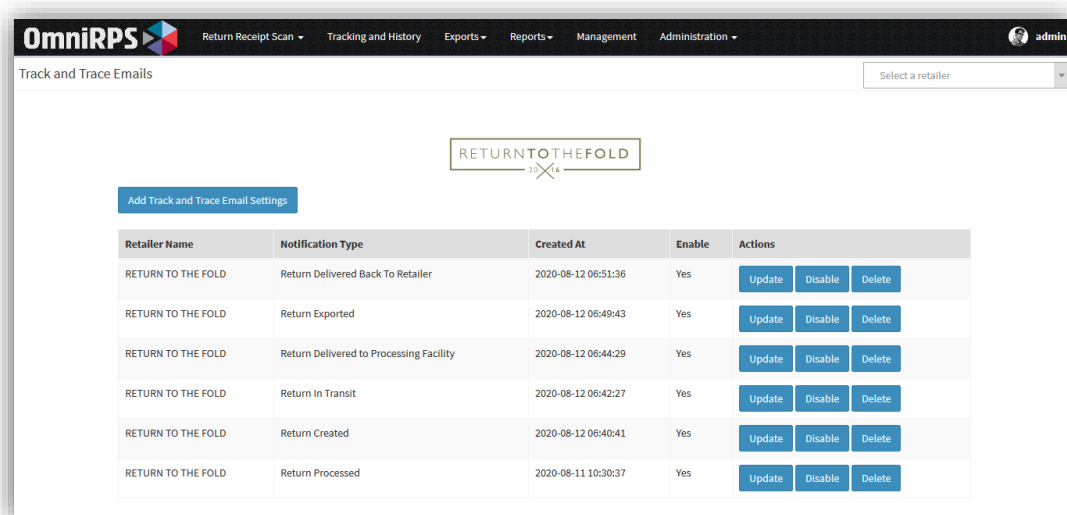

Figure 5.5 Track and Trace Email Control Page

The following details of the track and trace email can be configured:

- **Retailer Name**: Name of your brand. This name will appear in the 'From' field of the received notification/email.
- **Logo Image**: Your brand logo image is automatically fetched from the Admin set up Onboarding Admin page and will appear at the top left side of the email. This logo is added during SEKO Onboarding.
- **Email Subject**: This will appear as the 'Subject' on the customer received email.
- **Logo Click Link**: You can configure logo to click through to your required URL.
- **Email Notification Type**: You can set the email notification to be sent at your required milestone.
- **Email Body**: You can customize the email main body by using the list of the defined variables on the right side of email body editor. HTML code can also be added here.
- **Full Page Background Image**: You can set a full email template background image.

- **Full Page Background Colour**: You can also set full email template background colour. A colour picker is provided.
- **Main Display Grid Width**: You can set the main email content box width. Standard Setting is 800.
- **Main Display Background Colour**: You can set main email content background colour.

Figure 5.6 Track and Trace Email Settings

- **Social Media Links; Facebook, Twitter, Instagram & Pinterest:** Your applicable URL can be entered into the fields provided. The corresponding icon will appear on the top right side of the notification email.
- **Footer Copyright Text:** Footer text can be added. The text will appear in the bottom centre of the email.

- **Retailer Email**: You have the option to add a cc email for every tracking notification email sent to the customer.
- **Status**: The status of each of the notifications can be enabled or disabled.

How To Check Track and Trace Notifications Using Emails Queue

The 'Emails Queue' page allows you to search track and trace email notifications sent to customers using search criteria such as 'Order Number', 'Product SKU', 'OmniRPS Connote', 'Notification email Type', 'Date Range', etc.
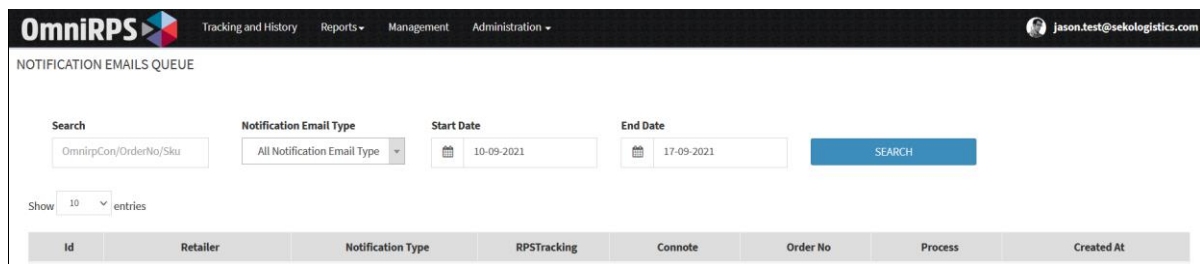
Figure 5.7 Notification Email Queue
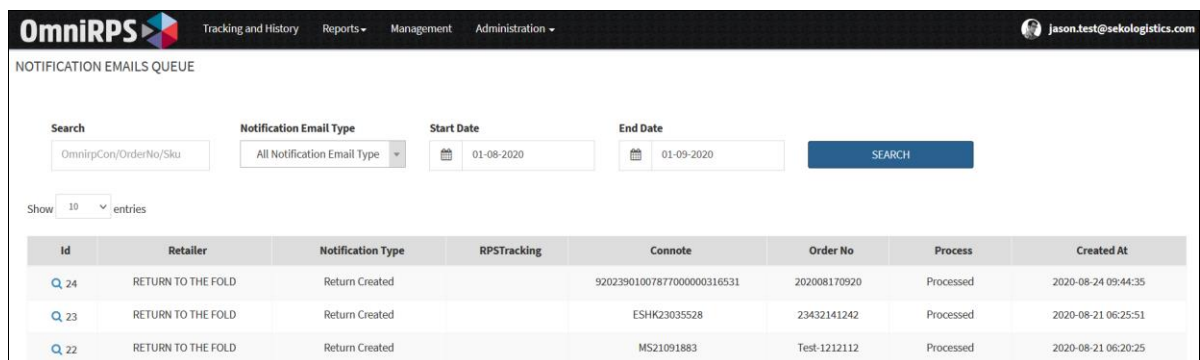
Figure 5.8 Notification Email Queue Search

The 'Notification Emails Queue' gives you the ability to see and check the outgoing 'Track and Trace emails', where 'Processed' or Failed'. Other details are also available:

Notification Email Id, Notification Type, Connote, RPS Tracking, Order No, Event Date Time, Event Time Zone, Status (process), Created At, Message (a small description that is related to the process).

The notification can be resent by amending the appropriate fields:

Figure 5.9 Notification Email Resend

Figure 5.10 Track & Trace Email

Third Party Integration

During the SEKO Onboarding process, your integration will be configured, and all process flows will be implemented as requested on your initial SEKO Returns Onboarding Form. There are however some

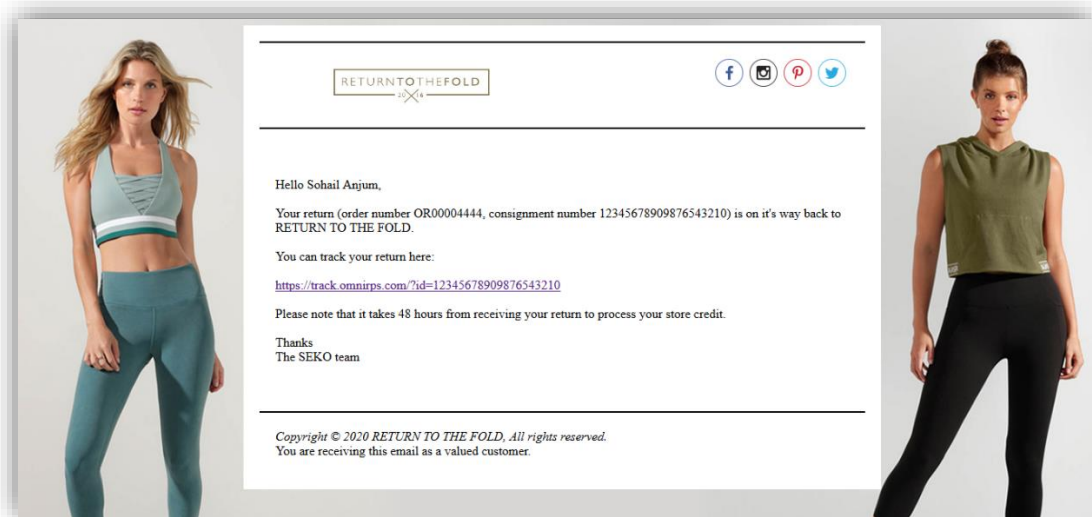features in the 'Third Party Integrations' section that may require you to make a few changes from time to time as your returns policy or preferences change.

How to Set Up Shopify Rules

Note: Your SEKO Returns Solution can be set up in 2 ways:

1.   Follow Shopify rules
2.   Allow the customer to choose their own return option, that is, Refund, Credit note, Exchange.

➢   Navigate to 'Administration' > 'Third Party Integrations'. You will see the following:
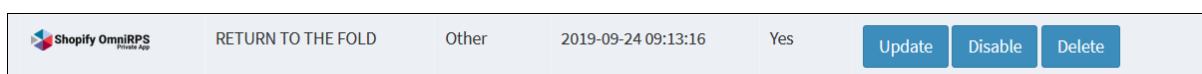
Figure 5.11 Third Party Integrations

➢   Click on the 'Shopify OmniRPS' 'Update' button (shown above). The following screen will appear:

Figure 5.12 Update Third Party Integrations

Field	Description
Retailer Name	Name as set up by SEKO onboarding
Refund Process Type	Select 'Product Wise' to issue refunds/credits per product. Select 'Order Wise' to issue refunds/credits per order.
Shopify Store Domain URL	The name of the website/s you have chosen to integrate with OmniRPS. This will be set up during SEKO Onboarding. Multiple stores can be added.
Integration Name	Your chosen name for the integration
Refund/Credit Note Action	The time at which you choose to action your refund/credit note. See Table 5.2 below

Table 5.13 Field Descriptions

Time of Return Action

Regardless of if you have set your solution to use **Shopify Rules** or if you've allowed your **customers to choose** their return option, you must decide the time of refund Action. Please see below options:

Milestone	Description
At The Time of First Scan	The message will be pushed to Shopify when the customer has posted the item and the first mile carrier scans the item.
At The Time of Return Creation Process	The message will be pushed to Shopify at the time of SEKO warehouse processing (created) into the OmniRPS system.
At The Time of Returns Management Process	The message will be pushed to Shopify when you manually 'Close' off the item in the RPS Management Page (see section 4.0 OmniRPS Management Page)
At The Time of Return Processed Via Cin7	The message will be pushed to Shopify when a message is received from Cin7, when the return Is processed.

Table 5.2 Refund Action Times Descriptions

➢ Choose your 'Refund/Credit Note Action' – By selecting from the drop down menu you are setting the time at which you choose to have the refund action pushed to Shopify. For example, if you choose 'At The Time Of Return Creation Process', the message to push the return action (refund, credit note or Exchange) will be sent to Shopify at the time the returned item is received into the SEKO warehouse and scanned into the OmniRPS system.

➢ Click on 'Advanced Settings'. You will now see the store/list of stores that you have set up with OmniRPS:

Figure 5.13 Rules – Navigation

➢ Click on the blue 'Rules' button. You will be directed to the 'Shopify Rules' page (Figure 5.14). If you already have rules set up, you will see them on this page. You may either 'Update' your current

rule/s or 'Add New Rules'. For either selection you will be taken to the same page, 'Add Shopify Rule' page (Figure 5.15).
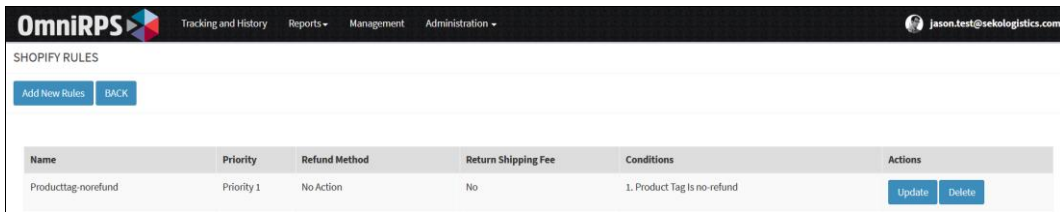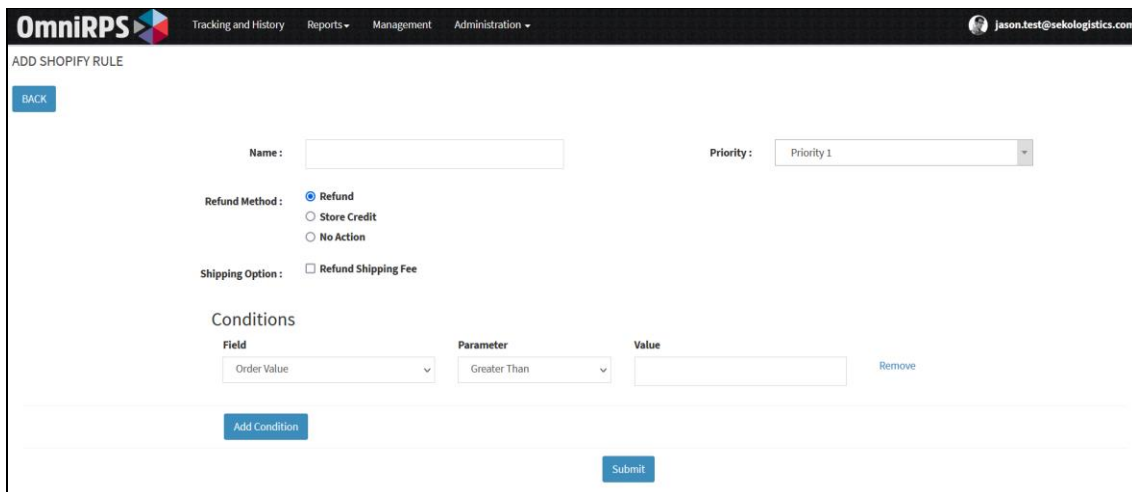

Figure 5.14 Shopify Rules Page

Figure 5.15 Add Shopify Rule Page

➢ Add the name that you wish to apply to this new rule into the 'Name:' field. This name will be used on the 'Shopify Rules' page to identify the rule from others.

➢ Select the 'Refund Method'. You have 3 options:

  o Store Credit: If a returned item complies with the rule, a gift voucher will be created from your Shopify account and sent to the customer.
  o Refund: If a returned item complies with this rule, your shopify account will be instructed to issue a 'Refund' to the customer.
  o No Action: If a returned item complies with the rule, no refund action will be pushed to Shopify. This rule could be used if you choose to delay refunding customers and wait to review faulty items as the items arrive back to your warehouse.

➢ Select 'Store Credit' as your option. You will notice that a few extra fields will appear.

  o You can choose to include the 'Product Tax' in the credit. This 'Product Tax' is the amount that was passed from Shopify as 'Product Tax'.
  o You can set your 'Gift Card' (credit) to expire. The date of the 'Store Credit' Expiry will be noted on the 'Gift Card' (Store Credit) send to the customer.

Figure 5.16 Selecting Store Credit

> ➢ Select your 'Store Credit Expiry'. For this lesson we have chosen to set the Store Credit to expire after 6 months.
> ➢ Choose your 'Conditions' using the provided drop downs. For this lesson we are creating the following: 'Store Credit' the customer if 'Return Reason' = 'Too Big'.
> ➢ If another condition is required, select 'Add Condition' (for example, we wish to make this rule applicable only for orders created in Germany).

The Rule now becomes:

Issue a 'Store Credit' if the 'Return Reason' = 'Too Big' <u>AND</u> 'Country' = Germany.
See Figure 5.17 below:

Figure 5.17 Store Credit Rule

When to Use Priority

You may have two conflicting rules:

Rule 1: Issue Refund if 'Return Reason' = 'Faulty' and country = Germany
Rule 2: Issue a Credit if 'Return Reason' = 'Faulty' and country = Germany and Discount > 1,

For this example, Rule 2 would be marked as 'Priority 1' and Rule 1 as priority 2. This will avoid a refund being issued every time and would ensure that Rule 2 is read first (that is, if there was no discount, a refund will be issued).

Conditions List

Conditions can be set using:

- o Order Value
- o Order Discount
- o Value
- o Order Discount Percentage
- o Order Country
- o Order Return Reason
- o Order Discount Code
- o Product Tag

Rules can be added or amended at any time.

NOTE: Rules apply as of the return action time. That is, if a new rule or amendment is made to these rules, the change will apply to the next item that passes the time that the message is pushed to Shopify.

How to Check Shopify order Logs

Now that your Shopify rules have been created and your customers are using the portal, you may wish to check that the correct messages are being pushed to Shopify, so you are comfortable that the rules are working:

- ➢ Click on the 'Shopify Refund Order Log' button on the 'Shopify Private App Integration' Page (Figure 5.13)
- ➢ Enter the required 'Date Range', 'Refund Type', 'Refund Status' and 'Search'
- ➢ You may also use the 'Search' field to narrow down your search even further
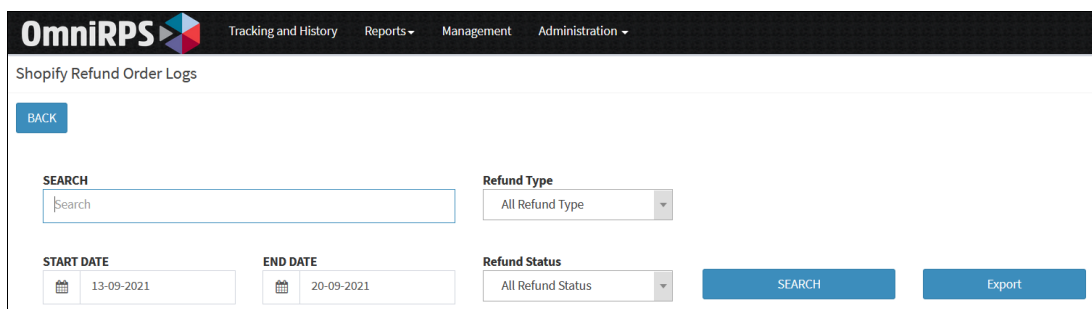- ➢ 'Export' your results to allow further filtering

Figure 5.18 Shopify Refund Order Logs

Note: If the SEKO Returns solution has been configured to allow the customer to choose their own refund action, the rules are not required. This process will be set during your SEKO onboarding and your preferences can be amended on the 'Shopify Other Settings' page.
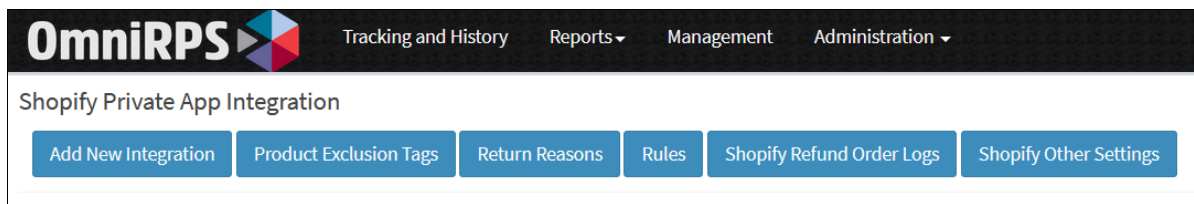
Figure 5.19 Shopify Other Settings

How to Add/Change 'Return Reasons'

➢ Navigate to 'Third Party Integrations' > 'Shopify OmniRPS Update' > 'Advanced Settings'
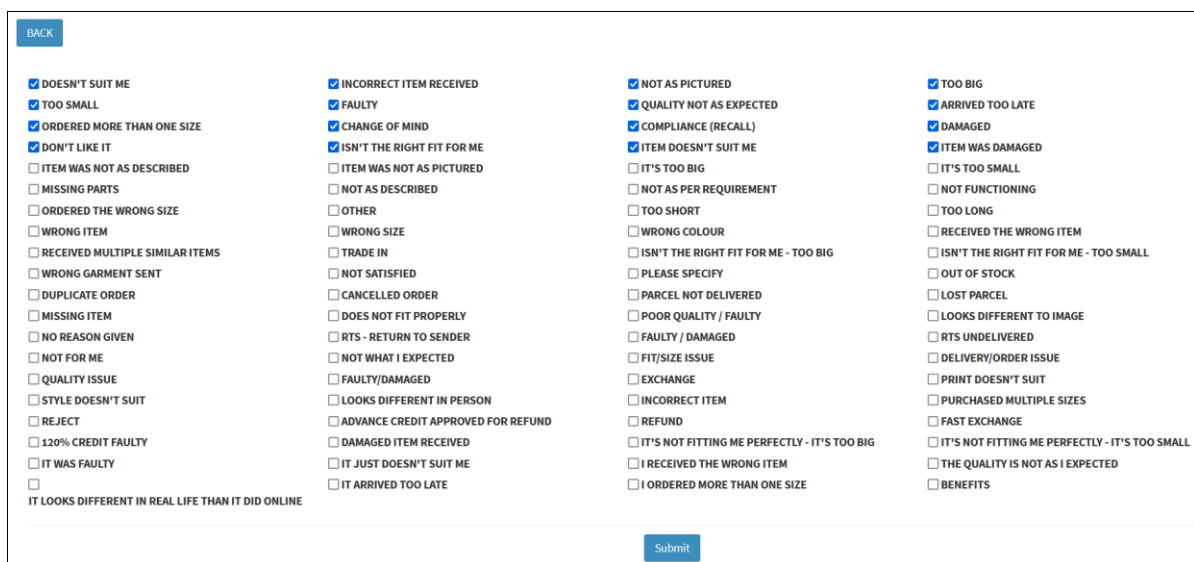➢ Click on 'Return Reasons'. The full list of 'Return Reasons' will be listed.

Figure 5.2 Full List of Return Reasons

➢ Select your required Return Reasons.
➢ If you create returns via OmniReturns, you will also need to update the Return Reason list in OmniReturns.

NOTE: If you delete a Return Reason please be mindful that some returns may have been created using that Return Reason and the corresponding rule must still exist at the time that the return action is to be pushed to Shopify.

How to Add a Shopify Product Exclusion Tag

This feature allows you to tag products in their Shopify Store as 'non-returnable'. By adding this tag to OmniRPS, that product cannot be selected by the customer at the time of creating the return.

➢ Navigate to Administration > Third Party Integrations > Shopify OmniRPS Update > Advanced Settings
➢ Click on the Product Exclusion Tags button.

- ➢ Enter your Exclusion Tag exactly as entered in your Shopify Store.
- ➢ Press Submit.
- ➢ This will only affect orders placed AFTER this exclusion tag was added

Figure 5.21 Exclusion Tags

6.0 Preferences and Settings

This is for users who would like to update their printer settings or personal details.

➢ Select your printer: Hub users may be required to print documents from OmniRPS such as consolidated connote or a label
➢ Regenerate the API Token – This feature is not used currently
➢ Amend the time zone – This can be updated if the user has changed time zones

Figure 6.1 Personal Settings

7.0   System Set-up Summary

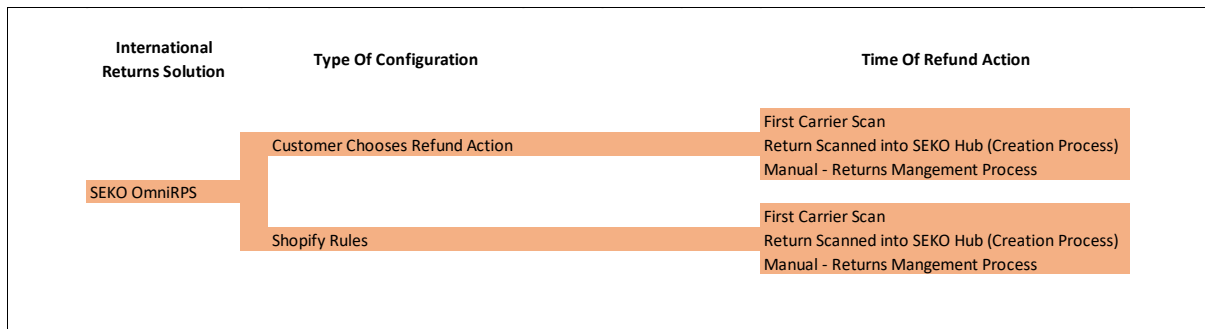| International Returns Solution	Type Of Configuration	Time Of Refund Action
		First Carrier Scan
	Customer Chooses Refund Action	Return Scanned into SEKO Hub (Creation Process)
		Manual - Returns Mangement Process
SEKO OmniRPS		First Carrier Scan
	Shopify Rules	Return Scanned into SEKO Hub (Creation Process)
		Manual - Returns Mangement Process

Figure 7.1 System Configuration Summary