

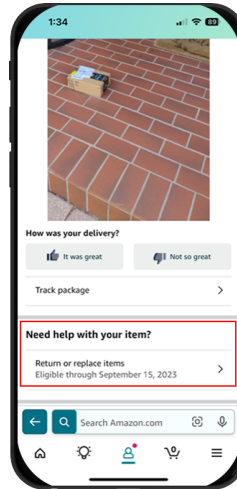
# Amazon Today, InfiPlex, Shopify Integration

## Order Return Process:

### **In-Store Returns**

#### **Step 1) Client Returns Product via their Amazon Account in the Amazon App or website**

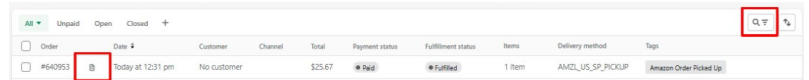
- Select the order and process as a return



#### **Step 2) Client Returns product at the store**

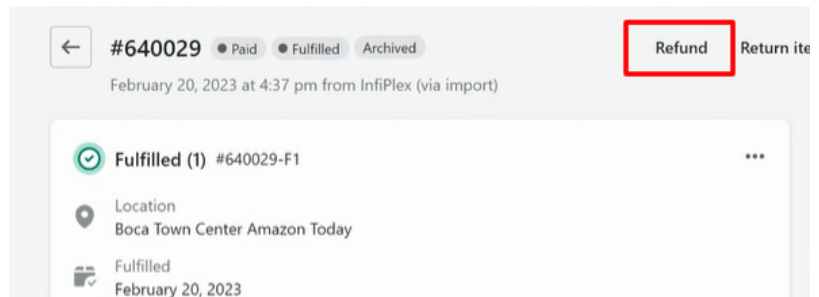
- Store Associate will type the Amazon Order ID into Shopify to find the order to confirm the item being returned.
- It is recommended that you use the Search icon at the top right of the Order List page.
- If the order number pulls up multiple orders, then the Store Associate will also need to confirm the Shipment ID that is displayed on the user’s return page on their phone, located next to or below the order number. **The Shipment ID is in the Order Note in Shopify.** The Associate can mouse over the note icon for each Order to view and look for the Shipment ID listed as the “Amazon Today External Order ID: ...” in the note.

Order List Page – Search and **Order Note** icon



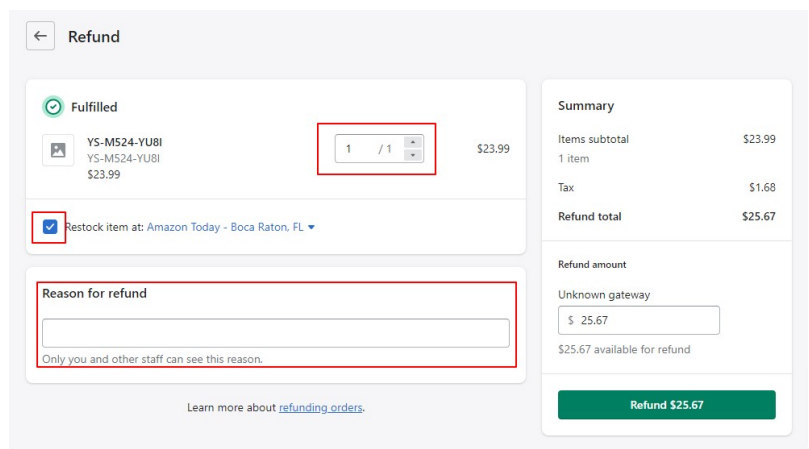
#### **Step 3) Store Associate Processes Return in Shopify**

- CLICK into the Order Detail and then click the **REFUND** link at the top of the Order Detail page. Note – do NOT process these as “Returns” in Shopify.



#### **Step 4) Process the REFUND in Shopify**

- The Store Associate will select the numeric quantity being returned. Once selected, the Refund page will include a checkbox to Restock the item. This is checked by default, so only uncheck if the product is damaged or defective.



## Step 5) Set the Reason for the Refund

- In the Reason for refund, type one of the following reasons:
  - 1 – Sellable
  - 2 – Defective
  - 3 – Customer Damaged
  - 4 – Carrier Damaged
- If needed, the Associate can type additional information at the end of the reason for the Store's own additional information regarding the return. The key is the including the correct number to start the reason for the Amazon Today Return. InfiPlex uses this to notify Amazon Today. If NO reason is given, the default will be option 1.
- **Click the Refund button to finalize the Refund/Return.** This will trigger an update to be sent to InfiPlex to alert Amazon Today that the Return has been completed.

The screenshot shows the 'Refund' interface for an Amazon Today order. The order is 'Fulfilled' and consists of one item: 'YS-M524-YU8I' priced at \$23.99. A quantity selector shows '1 / 1'. A checkbox is checked for 'Restock item at: Amazon Today - Boca Raton, FL'. Below this is a 'Reason for refund' text input field with a red border, containing the text 'Only you and other staff can see this reason.' and a link to 'Learn more about refunding orders'. To the right, a 'Summary' section shows: 'Items subtotal 1 item \$23.99', 'Tax \$1.68', and 'Refund total \$25.67'. Under 'Refund amount', it shows 'Unknown gateway \$ 25.67' and '\$25.67 available for refund'. A green button at the bottom right says 'Refund \$25.67'.