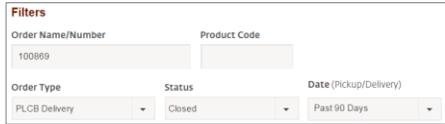
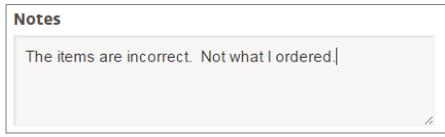
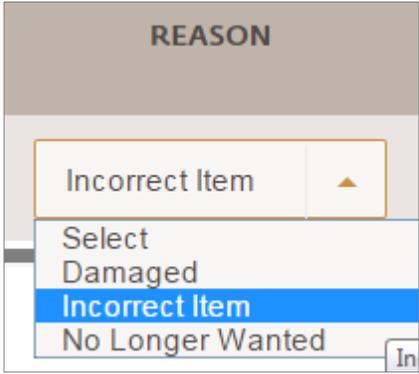
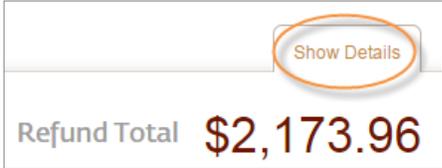
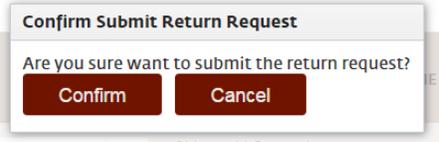


LOOP 2.0 | Order Returns

1	Click the <b>My Orders</b> button on the LOOP Dashboard.							
2	Verify the correct LID is displayed at the top of the screen for the order containing the PLCB Delivery item(s) you wish to return.							
3	Use the filters to search for the PLCB Delivery order containing the item(s) you wish to return. Remember you can only return items from PLCB Delivery orders that are in a <b>Closed</b> status.							
4	Select the order you wish to return items from by clicking on the order number.							
5	Confirm the correct return store is displayed. If not, enter the correct store.							
6	Enter any notes you have regarding the return you are about to place.							
7	Check the box at the beginning of the row containing the item(s) you wish to return.							
8	Enter the number of units to return in the <b>Units to Return</b> field. Notice the <b>Available to Return</b> column has now been decreased by the amount you are about to return.	 <table border="1"> <thead> <tr> <th>UNITS DELIVERED</th> <th>AVAILABLE TO RETURN</th> <th>UNITS TO RETURN</th> </tr> </thead> <tbody> <tr> <td>132</td> <td>12</td> <td>120</td> </tr> </tbody> </table>	UNITS DELIVERED	AVAILABLE TO RETURN	UNITS TO RETURN	132	12	120
UNITS DELIVERED	AVAILABLE TO RETURN	UNITS TO RETURN						
132	12	120						

<p>9</p>	<p>Select the reason you are returning the item from the <b>Reason</b> dropdown menu.</p>	 <p>A screenshot of a dropdown menu titled "REASON". The menu is open, showing several options: "Incorrect Item" (highlighted in blue), "Select Damaged", and "No Longer Wanted". There is a small "In" label at the bottom right of the menu.</p>
<p>10</p>	<p>Click on the <b>Recalculate</b> button.</p>	 <p>A rectangular button with a dark blue background and white text that says "Recalculate".</p>
<p>11</p>	<p>Verify the amount to be returned.</p>	 <p>A screenshot showing a label "Refund Total" followed by the amount "\$2,173.96" in a large, bold font.</p>
<p>12</p>	<p>Click on <b>Show Details</b> to view the details of the amount to be returned. Note there may be restocking fees on some or all of the items being returned.</p>	 <p>A screenshot showing a "Refund Total" of "\$2,173.96" with a "Show Details" button circled in orange above it.</p>
<p>13</p>	<p>Click <b>Submit Return Request</b> once you have verified the Refund Total.</p>	 <p>A rectangular button with a dark blue background and white text that says "Submit Return Request".</p>
<p>14</p>	<p>Click <b>Confirm</b> if you are certain you still want to return the items and pay any possible restocking fees.</p>	 <p>A screenshot of a dialog box titled "Confirm Submit Return Request". It asks "Are you sure want to submit the return request?" and has two buttons: "Confirm" and "Cancel".</p>