Returns Summary Page Overview

The Returns Summary Page can be filtered by Vendors, Acknowledged Date and Status in which the Cancel was registered in RevCascades Portal.

Returns

1. **Getting to Know your Cancels Screen**
   a. Return ID #

The Return Id column is a RevCascade internal reference number pertaining to the specific order RMA within the portal

Return ID	Brand	Status	RMA #	Order ID	PO #	Created By	Received	Items	Amount
19320	Vendor A	Pending	- Not Set -	2389	41119	Vendor A	Apr 1st, 2019	1	$97.47
93203	Vendor B	Pending	- Not Set -	4835	194112	Retailer Name	Sep 4th, 2018	1	$204.00

   b. Brand

The Brand column contains the Name of the Vendor associated with the RMA

Return ID	Brand	Status	RMA #	Order ID	PO #	Created By	Received	Items	Amount
19320	Vendor A	Pending	- Not Set -	2389	41119	Vendor A	Apr 1st, 2019	1	$97.47
93203	Vendor B	Pending	- Not Set -	4835	194112	Retailer Name	Sep 4th, 2018	1	$204.00

   c. Status

The Status column contains the status of the RMA

Return ID	Brand	Status	RMA #	Order ID	PO #	Created By	Received	Items	Amount
19320	Vendor A	Pending	- Not Set -	2389	41119	Vendor A	Apr 1st, 2019	1	$97.47
93203	Vendor B	Pending	- Not Set -	4835	194112	Retailer Name	Sep 4th, 2018	1	$204.00

   d. RMA #

The RMA Number column contains the Return number value provided by you, the Retailer

Return ID	Brand	Status	RMA #	Order ID	PO #	Created By	Received	Items	Amount
19320	Vendor A	Pending	- Not Set -	2389	41119	Vendor A	Apr 1st, 2019	1	$97.47
93203	Vendor B	Pending	- Not Set -	4835	194112	Retailer Name	Sep 4th, 2018	1	$204.00

e. Order ID

The Order ID column is a RevCascade internal reference number for that specific Vendor order

Return ID	Brand	Status	RMA #	Order ID	PO #	Created By	Received	Items	Amount
19320	Vendor A	Pending	- Not Set -	2389	41119	Vendor A	Apr 1st, 2019	1	$97.47
93203	Vendor B	Pending	- Not Set -	4835	194112	Retailer Name	Sep 4th, 2018	1	$204.00

f. PO

The Purchase Order column contains the PO # pertaining to the order. This number should be referenced on all inquiries with the RevCascade Support Team for order assistance

Return ID	Brand	Status	RMA #	Order ID	PO #	Created By	Received	Items	Amount
19320	Vendor A	Pending	- Not Set -	2389	41119	Vendor A	Apr 1st, 2019	1	$97.47
93203	Vendor B	Pending	- Not Set -	4835	194112	Retailer Name	Sep 4th, 2018	1	$204.00

g. Created By

The Created By column contains either the Vendor Name or the Retailer Name, depending on whom creates the Return within the portal

Return ID	Brand	Status	RMA #	Order ID	PO #	Created By	Received	Items	Amount
19320	Vendor A	Pending	- Not Set -	2389	41119	Vendor A	Apr 1st, 2019	1	$97.47
93203	Vendor B	Pending	- Not Set -	4835	194112	Retailer Name	Sep 4th, 2018	1	$204.00

h. Received

The Received column contains the Date the Return was received

Return ID	Brand	Status	RMA #	Order ID	PO #	Created By	Received	Items	Amount
19320	Vendor A	Pending	- Not Set -	2389	41119	Vendor A	Apr 1st, 2019	1	$97.47
93203	Vendor B	Pending	- Not Set -	4835	194112	Retailer Name	Sep 4th, 2018	1	$204.00

i. Items

The Items column contains the amount of items returned from the order

Return ID	Brand	Status	RMA #	Order ID	PO #	Created By	Received	Items	Amount
19320	Vendor A	Pending	- Not Set -	2389	41119	Vendor A	Apr 1st, 2019	1	$97.47
93203	Vendor B	Pending	- Not Set -	4835	194112	Retailer Name	Sep 4th, 2018	1	$204.00

j. Amount

The Amount column contains the amount value of the product returned, if credit is requested (no replacement order requested) this value is to be used as a credit value

Return ID	Brand	Status	RMA #	Order ID	PO #	Created By	Received	Items	Amount
19320	Vendor A	Pending	- Not Set -	2389	41119	Vendor A	Apr 1st, 2019	1	$97.47
93203	Vendor B	Pending	- Not Set -	4835	194112	Retailer Name	Sep 4th, 2018	1	$204.00

1. Filtering Options for Returns

a. Filter Returns by Brand

To filter your Returns by Vendor, click the **Brand** filter widget in the top left-hand corner of

b. Filter Returns by the Created Date

To filter your Returns by the date it was created, click the **Created** filter widget in the top left-hand corner of the page. If you are searching for open orders within the last week, you can choose a Start and End Date Range or simply check the box for "This Week"

c. Filter Returns by Return Status

To filter your Returns by Status, click the **Status** filter widget in the top left-hand corner of the page.