



Making the most of Visual Foxpro and WWWC  
Since 1997 and still going strong

# ebay return step - by - step

1. All returns for ebay purchases should start on ebay as a 'return' or a case. Cases are bad for sellers, so ask buyers to 'start a return' from 'my ebay' and 'purchase history'
2. Sophio system will import all returns and all cases from your ebay store every thirty minutes and will generate a 'return request' in your B2C store. Click the 'returns' link on your dashboard/control panel to work with them.
3. Use the eBay returns system to communicate with your buyer. If you want your buyer to return the part directly to the supplier, be sure you have an APPROVED return request from your supplier (b2c Central). If you fulfill your own orders be sure to APPROVE any PENDING return requests in your B2C store.  
Use: [getreturns.wws](http://getreturns.wws) (add this to your store address) – High volume sellers can ask ebay to use the RMA option and if approved returns will be automated between your B2C store and ebay. If not automated you have to enter RMA and supplier return address 'manually'.
4. When ebay has a return tracking number refund your buyer ON EBAY. Your B2C store will be updated a few seconds later.

# Sophio dashboard showing an approved and delivered return.

NO

Personal sophio igearhead myebay P P NexB2C Support b2ccentral gmail cl fb dme Projects Auth boa DNS

My eBay Selling Manager Pro Returns for autopartsgirl

https://foreignautopartscatalog.nexpartb2c.com/getReturns.wws

Welcome Announcements Logged in as: countercat (super-admin) Checklist (1) Account:922 - 200000 Webmail \* b2C Support \* User Settings Advanced

Sales Customers Marketing Content Products Inventory Pricing Stores Suppliers Reports Miscellaneous Administration

## Live - Process Returns

System Package: Unlimited (A)  
Storage Used: 9.  
[Foreign Auto Parts Catalog](#)

### Foreign Auto Parts Catalog - Returns Requests for Marketplace RMA Id: 5007956688

Status	Storepk	Customer Name	Return Request	Date Requested	Marketplace Rrid	Rma Id	Supplier Credit Memo	Send Rr Email	Send Rma Email	Delete Rma	Invoice Number	Paypal Log	Cc Log	Shipping Type	Shipping	Tracking	Order Total	Supplier Credit	Return Total	Refunded
<a href="#">Click to Approve</a>	717523	Randy Jones	<a href="#">Edit Header: 2712</a>	04/04/15 03:10:52 pm	<a href="#">5007956688</a>	4000574357		<a href="#">email_buyer</a>	<a href="#">email_supplier</a>	<a href="#">Delete</a>	<a href="#">View: 121636</a>	<a href="#">Paypal</a>	<a href="#">View</a>	self	0.00	<a href="#">USPS:9301920130200471952307</a>	38.26	0.00	38.26	
															0.00		38.26	0.00	38.26	



# eBay dashboard showing the same return with Issue refund link

NOV



Shop by category

Search...

All Categories

Search

Advanced

Home > Selling Manager Pro > Returns

autopartsgirl (615) Power Seller

Messages (209)

Account

Applications NEW

Summary

Usage History  
Win

Selling Manager Pro

Summary

New

Completed

(51448)

(2832)

(14)

Outstanding Payment

Outstanding Shipment

& Shipped

Outstanding Labels

Summary

(4)

Outstanding

Notification Preferences

Outstanding Tools

Not started

## Returns

Customize | Print

Buyer ID

Status:

Period:

All open returns and replacements (8)

18 months

Search

Clear search

Set up return automation rules

Return ID	Buyer ID	Item title	Return quantity	Return date	Reason	Status	Refund due	Refund issued	Refund due date	Action
<a href="#">5007956688</a>	idmboy	OPparts Disc Brake Rotor fits 1993	2	Apr-04-15	Wrong size or doesn't fit	Return delivered	\$38.26	--	Apr-16-15	Issue refund
5007151731	summ_mik	Genuine Engine Coolant / Antifreeze	1	Mar-14-15	No longer want item	Return started	\$25.80	--	Apr-15-15	View return details
5006714972	leivherib	Febi Engine Timing Chain Tensioner	1	Mar-04-15	Not as pictured or described	Return started	\$46.88	--	Apr-10-15	View return details
5006978076	gatita_mdza	Euromax Mechanical Fuel Pump fit	1	Mar-10-15	Wrong size or doesn't fit	Return started	\$24.90	--	Apr-10-15	View return details
5006460333	micus-tq1bwrzby	Meyle Outside Door Handle fits 199	1	Feb-25-15	Wrong size or doesn't fit	Return started	\$33.30	--	Apr-02-15	View return details
5007573327	4rcittlejohn	Continental Serpentine Belt fits 199	1	Mar-25-15	No longer want item	Return started	\$21.26	--	Mar-30-15	View return details
5007775914	purik88	OPparts CV Axle Shaft fits 2005-20	1	Mar-30-15	Wrong size or doesn't fit	Return shipped	\$87.34	--	Apr-03-15	View return details
5007965944	vdubluv74	OPparts Disc Brake Rotor fits 1972	2	Apr-04-15	Not as pictured or described	Return shipped	\$59.34	--	--	View return details

Back to top

Items per page: 25 | 50 | 100 | 200

Page 1 of 1

< 1 >

Go to page  Go



# When you click 'issue refund' you see this

PRESENTATION

postorder.ebay.com/Return>ReturnsDetail?action=initialRefund&returnId=5007956688

Hi Susan! | Daily Deals | Gift Cards | Sell | Help & Contact

My eBay | |

**ebay** Shop by category | Search... | All Categories | **Search** | Advanced

Home > My eBay > The returned item was delivered

## The returned item was delivered

**Return started**      **Item shipped**      **Item delivered**      **4**      **Refund sent**

**It looks like the returned item made it back to you**  
Check the item carefully, and refund the buyer right away if everything looks good

Carrier: USPS  
Tracking number: 9301920130200471952307

Accepted    In Transit    **Delivered**

[Show more](#)

**Refund the buyer**

If there's a problem, you can [ask us to step in and help](#) by Apr 16, 2015.

**Refund summary**

	OPparts Disc Brake Rotor fits 1993-2003 Mazda 626,MX-6 Protege Pro	Quantity:2	\$19.13
--	--	------------	---------

# After you click the refund button you see this.

## Note there is a Paypal transaction id

PRESENTATION

postorder.ebay.com/Return>ReturnsDetail?returnId=5007956688&rmvHdr=false&srcAppId=null&ebay-mobile-status=success&ebay-mobile-suppress-page=false

Hi Susan! | Daily Deals | Gift Cards | Sell | Help & Contact

My eBay

Shop by category Search... All Categories Search Advanced

Home > My eBay > This return was closed

### This return was closed

**This return is now completed**

Thanks! We let the buyer know that you refunded them. PayPal transaction [2J385740VY5037246](#)

#### Refund summary

	OPparts Disc Brake Rotor fits 1993-2003 Mazda 626,MX-6 Protege Pro	Quantity:2	\$19.13
			Subtotal: \$38.26
			<b>Refund total: \$38.26</b>

#### Here's what happened

Apr 09:	You issued a refund for \$38.26
Reason for closing:	Return closed with refund
Apr 08:	Return item delivered
Delivery date:	Apr 08

[Show more](#)

# Sophio returns after refunding on eBay – note that the status is ‘credited’

ATION

<https://foreignautopartscatalog.nexpartb2c.com/getReturns.wvs>

Personal | sophio | igearhead | myebay | P P | NexB2C | Support | b2ccentral | gmail | cl | fb | dme | Projects | Auth | boa | DNS | Other B

sophio b2c | Welcome | Announcements | Logged in as: countercat (super-admin) | Checklist (1) | Account:922 - 20000 | Webmail | \* b2C Support \* | User Settings | Advanced Settings

Sales | Customers | Marketing | Content | Products | Inventory | Pricing | Stores | Suppliers | Reports | Miscellaneous | Administration

## Live - Process Returns

System Package: Unlimited (AAA)  
 Storage Used: 9.1 gb  
[Foreign Auto Parts Catalog](#)

### Foreign Auto Parts Catalog - Returns Requests for Marketplace RMA Id: 5007956688

Status	Storepk	Customer Name	Return Request	Date Requested	Marketplace Rrid	Rma Id	Supplier Credit Memo	Send Rr Email	Send Rma Email	Delete Rma	Invoice Number	Paypal Log	Cc Log	Shipping Type	Shipping	Tracking	Order Total	Supplier Credit	Return Total	Refunded
Credited	717523	Randy Jones	<a href="#">Edit Header: 2712</a>	04/04/15 03:10:52 pm	<a href="#">5007956688</a>	4000574357		<a href="#">email buyer</a>	<a href="#">email supplier</a>	<a href="#">Delete</a>	<a href="#">View: 121636</a>	<a href="#">Paypal</a>	<a href="#">View</a>	self	0.00	<a href="#">USPS:9301920130200471952307</a>	38.26	0.00	76.52	04/09/15 11:19:21 am
															<b>0.00</b>		<b>38.26</b>	<b>0.00</b>	<b>76.52</b>	



# Sophio order/invoice display after being refunded – note the Admin note and ‘last result’ in payments

PRESENTATION

<https://foreignautopartscatalog.nexpartb2c.com/MaintShowInvoices.wws?Action=Show&PK=121636>

[Personal](#) [sophio](#) [lgearhead](#) [myebay](#) [P P](#) [NexB2C](#) [Support](#) [b2ccentral](#) [gmail](#) [cl](#) [fb](#) [dme](#) [Projects](#) [Auth](#) [boa](#) [DNS](#)

## Live - Order Management

[Invoice](#) [Returns](#) [Customer](#) [Shipping](#) [Payment](#) [Messaging](#) [B2C Central](#) [Other Functions](#)

### Order Notes

**Admin Note:**-38.26 Refund Applied(ppipn)  
 Sent buyer order fulfillment notification email - 03/25/15 04:33:01 PM  
 This order was auto fulfilled at 03/25/15 04:32:59 PM  
 IP:173.0.81.1

Date	Order#	Customer#	PO#	Sales Rep	Referred (ebay)	Supplier IMC via Nexpart	Status
03/25/15 03:03:31 PM	121636	207652 - EB	221532480714- 1540216245012 221532480714- 1540216245012	717523	idmboy	<b>1 Shipped via WHI - 0207404642</b> (0908636361 ) View Logs	Inv Status:Shipped (F) Inv Code: 3

### Customer Address

Bill To:

**Randy Jones**  
709 Lake Blvd  
Paw Paw, MI 49079 US  
skimboy863@aol.com : Phone: 269 806 9670

[Change](#)

Ship To:

**Randy Jones**  
709 Lake Blvd  
Paw Paw, MI 49079 US  
269 806 9670

[Change](#)

### Order Summary

Payment: [View CC Log](#)

Last Result:	<b>REFUNDED</b>
Method:	PayPal
Card#:	
Expires:	
Amount Paid:	<b>\$0.00</b>
CC_Results	Trans Id: 2J385740VY5037246 - Approval code:...
PP Invoice	

[Send Invoice via Paypal](#)

Shipping:

Carrier:	UPS
Service:	UPG <a href="#">Change</a>
Cost:	<b>\$0.00</b>
Track#:	UPS:1Z55WE110399397078 <a href="#">Add Track Number</a> <a href="#">Request Tracking Supplier</a> <a href="#">Track this Order</a> <a href="#">Email Tracking to Cust</a>

### Order Detail

System Packag  
S  
Foreign Au

Change Bill To

Use this to ma  
the billing add  
your customer  
that the First a  
from the billing  
used for proce  
so they need t  
the cardholder

Change Ship T

use this to mal  
the billing add  
your customer

Shi  
Pay  
Order

# Sophio credit card transaction log shows debit and credit with two Paypal transactions

Personal sophio igearhead myebay P P NexB2C Support b2ccentral gmail cl fb dme Projects Auth boa DNS Other Book

Welcome Announcements Logged in as: countercat (super-admin) Checklist (1) Account:922 - 717523 Webmail \* b2C Support \* User Settings Advanced Settings

Sales Customers Marketing Content Products Inventory Pricing Stores Suppliers Reports Miscellaneous Administration

## Live - Credit Card Transaction Log

System Package: Unlimited (WHD)  
Storage Used: 9.1 gb  
[Auto Parts Girl](#)

CC Processing Detail Log for order: 121636  
2 results.

View ▲ ▼	Customer ▲ ▼	Invoice ▲ ▼	Storepk ▲ ▼	When ▲ ▼	Transtype ▲ ▼	Status ▲ ▼	Paypal ▲ ▼	Reasonstext	Avsresult ▲ ▼	Transid ▲ ▼	Descriptio ▲ ▼	Order Amount ▲ ▼	Lastname ▲ ▼
<a href="#">VIEW</a>	<a href="#">EDIT</a>	<a href="#">121636</a>	717523	04/09/15 11:19:21 am	CREDIT	Approved	<a href="#">Paypal</a>	Refunded		2J385740VY5037246	CounterCat / Sophio Web Order	-38.26	Jones
<a href="#">VIEW</a>	<a href="#">EDIT</a>	<a href="#">121636</a>	717523	03/25/15 03:03:29 pm	AUTH_CAPTURE	Approved	<a href="#">Paypal</a>	Succeeded		55U48868P45194910	CounterCat / Sophio Web Order	38.26	Jones



# eBay return after being refunded.

PRESENTATION

ppps Personal sophio igearhead myebay P P NexB2C Support b2ccentral gmail cl fb dme Projects Auth boa DNS Other Bookmarks

Susan! | Daily Deals | Gift Cards | Sell | Help & Contact My eBay

Shop by category Search... All Categories Search Advanced

Home > My eBay > Selling Manager Pro > Returns

My eBay autopartsgirl (615) Power Seller

Activity Messages (210) Account Applications NEW

Summary

- Buy
  - Watch
  - Active
  - Purchase History
  - Didn't Win
  - Deleted
- Selling Manager Pro
  - Inventory
  - Drafts New
  - Scheduled
  - Active (51448)
  - Unsold (2832)
  - Sold (414)
  - Awaiting Payment
  - Awaiting Shipment
  - Paid & Shipped
  - Shipping Labels

### Returns

Buyer ID: idmboy

Status: Closed returns and replacements (1) Period: 18 months

Search Clear search

1 listing(s) found for idmboy in Buyer ID  
Show only: Status: Closed returns and replacements

Set up return automation rule

Return ID	Buyer ID	Item title	Return quantity	Return date	Reason	Status	Refund due	Refund issued	Refund due date	Action
5007956688	idmboy	OPparts Disc Brake Rotor fits 1993	2	Apr-04-15	Wrong size or doesn't fit	Return closed	\$38.26	\$38.26	Apr-16-15	<a href="#">View return details</a>

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