Self – Service Returns & Exchanges

Welcome!

In this quick video you’ll see how you and your customers can use the Self Service Returns tool in the new website. Self Service Returns are available for Show orders and individual orders that were submitted through the new website.

There are two places that a Consultant can access the Self-Service Returns tool. If you know the Show that the order was placed on, you can go to the My Shows and Orders page and click the VIEW link for that Show. Then on the Show Summary Page expand the guest order summary for the customer making a return or exchange. Next click the Returns / Exchanges button.

Another way to access the Self-Service Returns tool is to find the customer in My Contacts and click edit to view the customer’s detailed information. Click the Order History tab and then click the VIEW link for the order your customer wants to return or exchange. Then click the Returns button.

However you access the Self – Service Returns tool, you will follow these next steps to complete the process. Check the return or replace this item box below the item or items to start. Next select the reason that most closely matches why the item is being returned. Some reasons for return will cause an additional box to appear, as more information is needed to process the return. There are also some products for which a return will give you additional fields for information.

For example, when completing a return for the replacement of a Stoneware piece, the Picture Return Option will appear. If you upload an image of the item with the name of the customer and order number clearly displayed, a replacement will be shipped without needing to return the original piece.

In the action box, pick replace if the item is damaged and is being replaced with the exact same item. Choose exchange if the item is being exchanged for a different product. Select return if the item is being returned for a refund. In some instances one or more of the options will be grayed out, based on when the original purchase was made, or the availability of a product. For example, if a product is no longer available replace will be grayed out.

The merchandise value simply means the amount to be refunded or used toward the purchase of exchange items – it’s shown here. If the item is being exchanged, because your customer would like a different product instead, click Choose New Items to add product to their cart.

Let’s complete a sample return. In this case, Carrie’s customer has an item that was damaged during shipping. So Carrie selects the appropriate reason and then chooses replace as her action. Then she clicks the Shipping & Payment button to continue.

Next she enters shipping information for the replacement item. If the customer already has an account in the new website with a completed profile, the address will auto-populate. If the customer wants her replacement shipped to another location, you can enter that address here.
By the way, this will not change the address in the customer’s Pampered Chef account. Then, she clicks review return to continue.

Next she reviews the details of this return replacement. If everything is correct, she checks this box to accept the returns and exchanges terms and conditions, then clicks Submit Return.

Carrie will receive a Return confirmation number and instructions for the next steps. One more thing! A customer with a Pampered Chef account will also be able to process her own returns and exchanges using the Self Service Returns tool. First she logs in with her user name and password. Next she will click My Account from the drop down menu. Then she clicks on View Order History.

Now, what if your customer has not yet created an account? She can still do a return on her own in two situations: First, if the order was placed on a Show, or second, if you had submitted it as an individual order through My Shows & Orders.

In these two cases, your customer will start by creating an account, being sure to use the same email address that was used for her Show Order (or individual order). After the account is created, your customer goes to her Account, where the Order History will now display those orders.

She then clicks the VIEW link to open the order she wants to return. Then she can click the Returns button to open the self-service returns tool. She’ll follow the same steps you saw earlier for a Consultant completing an order adjustment.

One final reminder: Orders placed through P3 or the legacy website cannot be returned using the Self Service Returns tool. This option is available only for orders placed through the new website.

Thanks for watching! Be sure to check out other videos to learn more.