

Returns Warehouse Configuration

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Overview

To import returned merchandise into Sellercloud, whether it's through an [RMA](#), [FBA Removals](#), or [WFS Removals](#), you must configure a **Returns Warehouse** and a **Return Address**. After receiving the returns, you can inspect the products and decide on the appropriate course of action based on their condition.

Configure Returns Warehouse

To [create a warehouse](#) that will accept your returned products:

1. Navigate to **Settings > Inventory** and select **Add New Warehouse**.
2. Add a **Warehouse Name** and **Warehouse Type**.
3. Make sure the **Is Sellable** option is unchecked, so you can avoid mistakenly listing or selling defective items. Unsellable inventory will not be included in the product's available inventory, but will appear in the total physical inventory count.

The screenshot shows the Sellercloud interface for adding a new warehouse. The left sidebar contains a navigation menu with 'Add New Warehouse' highlighted. The main content area shows the 'Warehouse | New' form. The 'GENERAL' tab is active, displaying the following fields and options:

- Warehouse Name ***: A text input field with a placeholder 'Warehouse Name'.
- Warehouse Type ***: A dropdown menu with 'Normal' selected.
- Is Sellable**: An unchecked checkbox.
- Quick Books Name**: A text input field with a placeholder 'Quick Books Name'.
- Direct Fulfillment Warehouse Code**: A text input field with a placeholder 'Direct Fulfillment Warehouse Code'.
- Default Warehouse**
- Allow To Use Qty For FBA And WFS Shipments**
- Inventory Managed Strictly Per Bin**

4. If you wish, you can select:
 - a. **Quick Books Name**, in case you use QuickBooks.
 - b. **Inventory Managed Strictly Per Bin**, if you are using [Bins](#).
5. Click **Next**.
6. Add a warehouse **Address**:
 - a. Via **Saved Addresses** – If the location is already saved in Sellercloud, select it from the dropdown.
 - b. Input the address manually, by filling the respective fields (**Country, Address, ZIP Code, City and State**). You can **Validate the Address**, by clicking on the location pin icon in the top right corner.

The screenshot shows a mobile application interface for configuring an address. At the top, there are two tabs: '1. GENERAL' and '2. ADDRESS'. The '2. ADDRESS' tab is active. Below the tabs is a form titled 'ADDRESS'. The form has a green header with a location pin icon. The form contains the following fields:

- Saved Addresses:** A dropdown menu with 'Select' as the current selection.
- Business:** A text input field with the placeholder 'Business Name'.
- Name:** A text input field with the placeholder 'First and last names'.
- Country:** A dropdown menu with 'United States' as the current selection.
- Address:** A text input field with the placeholder 'Address Line 1'.
- ZIP Code:** A text input field with the placeholder 'ZIP Code'.
- City:** A text input field with the placeholder 'City'.
- State:** A dropdown menu with 'Select' as the current selection.

A green flag icon is located in the top right corner of the form, and a blue arrow points to it. Another blue arrow points to the 'Country' dropdown menu.

7. To **Save** the warehouse, click the green flag icon.

To set a default warehouse for your returns, enable the **Default Orders Return Warehouse** Client Setting. This configuration will also be reflected in [Receivebridge](#).

Return Address Settings

To create an [RMA label](#) in Sellercloud, you must first configure your return address settings. Choose either of the 2 options to configure a return address:

- Per [Company Address](#).
- Per channel, by creating a [Channel Company Profile](#).

If a **Channel Company Profile** is configured, it will take precedence over the **Company Return Address**.

Company Return Address

To configure a **Company Return Address**:

1. Navigate to **Settings > Companies > Manage Companies > Open a company**.
2. From the **Toolbox**, select **Return Settings**.

your company.

Channel Company Profile

You can set up different return addresses for each channel by creating a **Channel Company Profile**.

1. Navigate to **Settings > Companies > Manage Companies** and select a company.
2. From the **Toolbox**, select **Channel Company Profile**.
3. Choose a **Channel** from the dropdown list.

The screenshot displays the 'Channel Company Profile' configuration interface. On the left, a navigation menu lists various settings categories. The main content area shows a form for configuring a company profile for a selected channel. The 'Channel' dropdown is set to 'Amazon' and is highlighted with a blue box and an arrow. Below the form, the 'Enable below Return label address' checkbox is checked and also highlighted with a blue box and an arrow. The right sidebar shows a search bar and a list of tools, with 'Channel Company Profile' highlighted in a blue box and an arrow pointing to it. The form includes fields for Company Name, Email, Website, Country Code, First Name, Last Name, Address, City, State, Postal/Zip Code, and Phone. There is also a section for a logo file and a 'Save' button at the bottom.

4. Enter your **Return Address** and check **Enable below Return label address**, to assign it to the channel.

Channel: Enabled

Company Name:

Email:

Website:

Country Code:

First Name:

Last Name:

Address:

Address 2:

City:

State:

Postal/Zip Code:

Phone:

Graphic size is 310 x 90 pixels, and the format is jpg. Other sizes will be automatically resized to fit these dimensions. The logo you select here will also appear on your Checkout pages and Invoice emails.

Logo File: No file chosen

Enable below Return label address

Company

First, MI

Last

Address

City

State/Zip

[Get City/State](#)

Country

Phone

5. Click Save.

Manage Returned Products

After an RMA is received, you can inspect the items and depending on their condition, decide how to further manage them.

Defective Items

If an item is defective, you can choose to:

- Make an [Inventory Adjustment](#) to remove it from your total inventory quantity.
- Return it to the vendor with a [Credit Memo](#).

Sellable Items

Different approaches can be taken for returned items that are deemed sellable:

- Items that are in their original [condition](#) can be transferred to a sellable warehouse, so that they can be sold right away.
- Merchandise with altered condition, which is still considered sellable, can be [transferred to another SKU](#) of a suitable condition (e.g. Used, Open box, etc.).

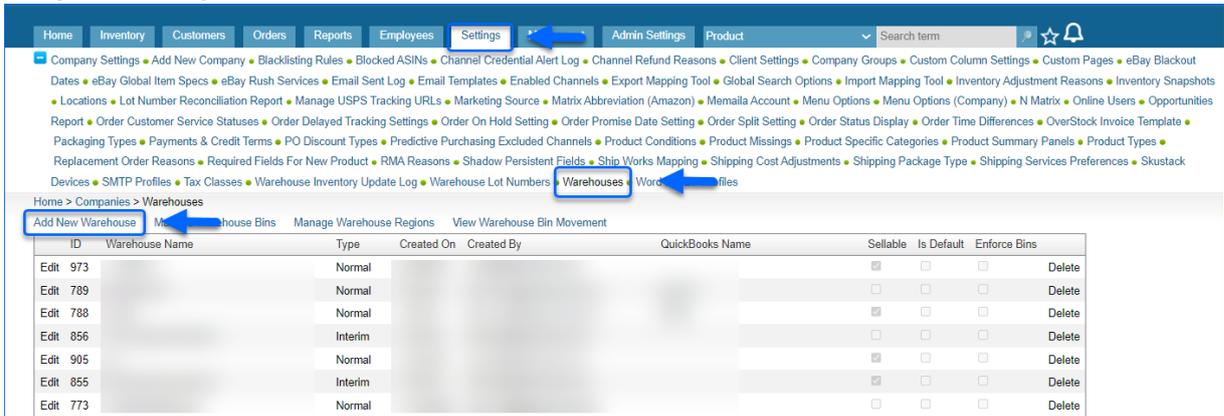
Overview

To import returned merchandise into Sellercloud, whether it's through an **RMA**, **FBA Removals**, or **WFS Removals**, you must configure a **Returns Warehouse** and a **Return Address**. After receiving the returns, you can inspect the products and decide on the appropriate course of action based on their condition.

Configure Returns Warehouse

To create a warehouse that will accept your returned products:

1. Navigate to **Settings > Warehouses** and select **Add New Warehouse**.



2. Add a **Warehouse Name** and **Type**.

3. Make sure the **Sellable** option is unchecked, so you can avoid mistakenly listing or selling defective items. Unsellable inventory will not be included in the product's available inventory, but will appear in the total physical inventory

The screenshot shows the 'Warehouse Details' form. The 'Warehouse Name' field is highlighted with a blue box and an arrow. The 'Type' dropdown is set to 'Normal' and is also highlighted with a blue box and an arrow. The 'Sellable' checkbox is unchecked and highlighted with a blue box and an arrow. The 'Save' button is highlighted with a blue arrow. The breadcrumb trail reads 'Home > Companies > Warehouses > Warehouse Details'.

Warehouse Name:

Type:

Sellable

QuickBooks Name:

Dropship Central Warehouse Code:

Address:

Company

First, MI

Last

Address

City

State/Zip

[Get City/State](#)

Country

Phone

Default Warehouse

Allow to use qty for FBA/WFS Shipments

Inventory managed strictly per bin

Exclude from Inventory Reports

Ignore inventory when calculating average cost

4. Add a warehouse **Address**, by filling the respective fields (**Company**, **Names**, **Address**, **City** and **State/Zip**, **Country** and **Phone**).

5. If you wish, you can select:

- a. **QuickBooks Name**, in case you use QuickBooks.
- b. **Inventory managed strictly per bin**, if you are using [Bins](#).
- c. **Exclude from Inventory Reports** option, to remove data from this warehouse from your inventory reports.

6. Click **Save**.

To set a default warehouse for your returns, enable the **Default Orders Return Warehouse** Client Setting. This configuration will also be reflected in [Receivebridge](#).

Return Address Settings

To create an [RMA label](#) in Sellercloud, you must first configure your return address settings. Choose either of the 2 options to configure a return address:

- Per [Company Address](#).
- Per channel, by creating a [Channel Company Profile](#).

If a **Channel Company Profile** is configured, it will take precedence over the **Company Return Address**.

Company Return Address

To configure a **Company Return Address**:

1. Navigate to **Settings > Company Settings** and open a company.
2. From the **Toolbox**, select **Return Settings**.

Home > Companies > Return Settings

Use as Default Return Address for All Companies

Default Address:

Company

First, MI

Last

Address

City

State/Zip

Country

Phone

Shipping Carrier:

Shipping Service:

3. Enter the **Address** for the return label, the associated **Names** and **Phone**. Do not put spaces, parentheses, or dashes in the **Phone** field, as this may cause errors.
4. Select the default **Shipping Carrier** and **Shipping Service**. The carrier set here becomes the default for all new RMA return labels.
5. Check **Use As Default Returns Address For All Companies** box, if you wish to utilize the same location for all of your companies.
6. Click **Save**.
7. Go to **Toolbox > Shipping API > Shipping API Settings**.
8. Enter the shipping API credentials for your RMA labels.
9. Click **Save**.

To successfully generate [return labels](#), you must have valid carrier credentials configured on the [Shipping API](#) page for your company.

Channel Company Profile

You can set up different return addresses for each channel by creating a **Channel Company Profile**.

1. Navigate to **Settings > Company Settings** and select a company.
2. From the **Toolbox**, select **Channel Company Profile**.

Home > Companies > > Channel Company Profile

Channel: Amazon Enabled

Company Name: Seller

Email:

Website: www.test.www

Country Code: United States

First Name: Seller

Last Name: Cloud

Address:

Address 2:

City:

State: NJ

Postal/Zip Code:

Phone:

Graphic size is 310 x 90 pixels, and the format is jpg. Other sizes will be automatically resized to fit these dimensions. The logo you select here will also appear on your Checkout pages and Invoice emails.

Logo File: No file chosen Enable below Return label address

Company:

First, MI:

Last:

Address:

City:

State/Zip: NJ

Get City/State:

Country: United States

Phone:

3. Choose a **Channel** from the dropdown list.
4. Enter your return address and check **Enable below Return label address**, to assign it to the channel.
5. Click **Save**.

Manage Returned Products

After an RMA is received, you can inspect the items and depending on their condition, decide how to further manage them.

Defective Items

If an item is defective, you can choose to:

- Make an [Inventory Adjustment](#) to remove it from your total inventory quantity.
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