Returns Details

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Overview

In this article, you will learn about Sellercloud's **Returns Details** report. This report provides a detailed overview of all returns that have been processed in the specified date range. It includes information about the returned products and the original order.

You can see information about:

- **Return Details:** Quantity Returned, Return Type, Reason, Disposition, Order Item ID, Original SKU, Transaction Date, and Transaction ID.
- **Order Details:** Channel, Order Number, SKU, Ship From Warehouse, Quantity Ordered, Channel Order Number, and Order Date.
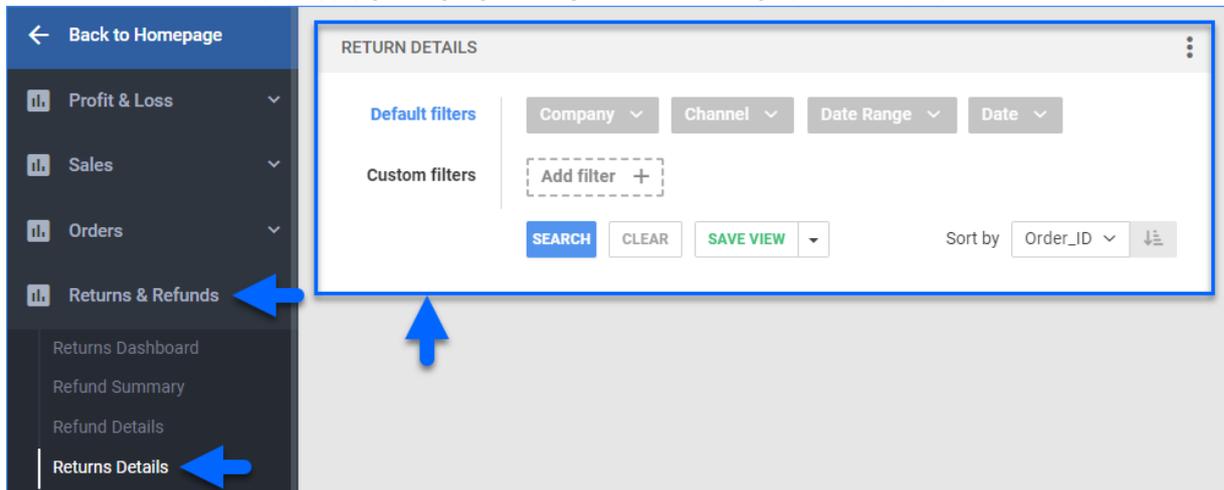- **Company Details:** Company and Related Record ID.

You can run this report automatically on a regular basis with Scheduled Tasks.
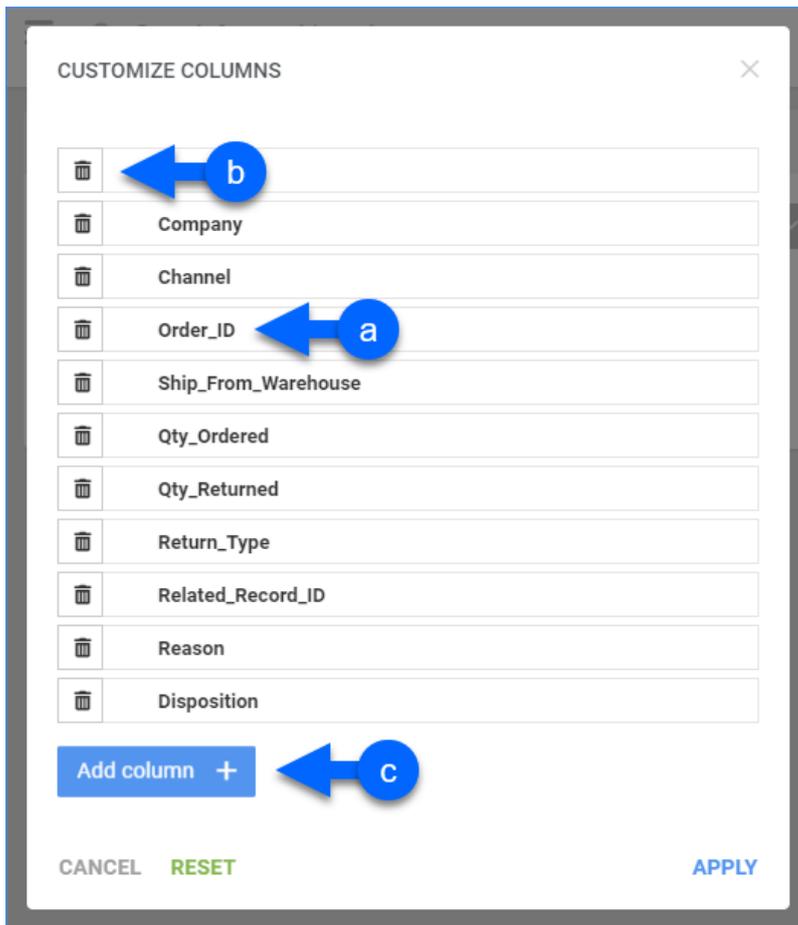For more information about Sellercloud's Financial Reporting Suite, see the Reports FAQ.

Access and Customize the Report

To use the report, follow these steps:

1. Navigate to **Reports** > **Returns & Refunds** > **Returns Details**.

2. Set up the **Default** and **Custom filters** to have the report show precisely what you need.

3. Click **Search**. Each filter you apply gets highlighted in green. If a filter is gray or not displayed at all, it's not active.
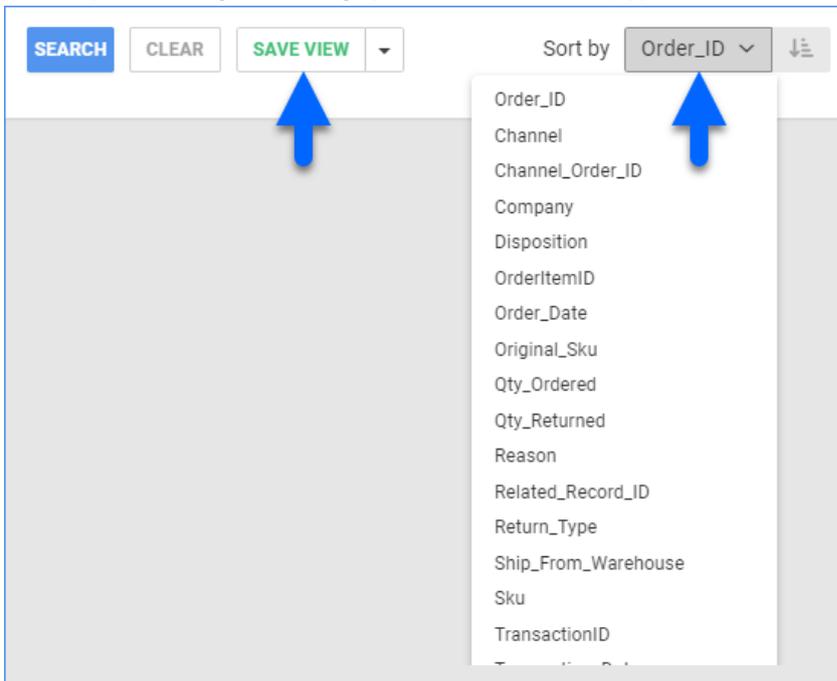

4. To manage the columns in the report, click the three dots icon on the top right and select **Customize Columns**. You can:

   a. Reorder columns by dragging them up or down in the list;

   b. Hide columns by clicking the **Trash** icons;

   c. Add columns by clicking **Add column**.

5. To sort the data differently, use the **Sort by** menu.

6. To save your filtering and sorting options, click **Save view**, type a **Name** and click **Save**.

7. To export the full report to a spreadsheet, click **Actions** on the bottom right and select **Export to Excel**. Spreadsheets include all columns, including those hidden in the report.

COMPANY	CHANNEL	ORDER #	SKU	SHIP FROM WAREHOUSE	QTY ORDERED	QTY RETURNED	RETURN TYPE	RELATED RECORD #	REASON
Thirsty Tea	Local_Store	5137578	9987447		3	1	RMA	3787	Damaged
Thirsty Tea	Local_Store	5137578	9987		3	1	RMA	3787	Damaged
Thirsty Tea	Local_Store	5137578	9986		3	1	RMA	3787	Damaged
Thirsty Tea	Local_Store	5137578	9985		3	1	RMA	3787	Damaged
Thirsty Tea	Wholesale	5137539	00001-Black-12-oz	Default Warehouse	10	3	RMA	3784	Didnt_Like
Thirsty Tea	Wholesale	5137525	00001-Black-12-oz	Default Warehouse	10	3	RMA	3783	Didnt_L

Filter and Column Definitions

Click the drop-downs below for filter and column descriptions.

Default Filters

Custom Filters

Report Data