Completing a Mailed In Return

THE IMPACT: Processing mailed-in returns accurately and promptly protects the Guest experience, reduces refund delays, and keeps store inventory accurate. Using the **Return Portal** ensures eligible items are processed correctly, and the Guest receives the appropriate refund—even when they are not present in the store.

THE GAME PLAN:

USE THE RETURN PORTAL PROCESS FOR MAILED IN RETURNS WHEN:

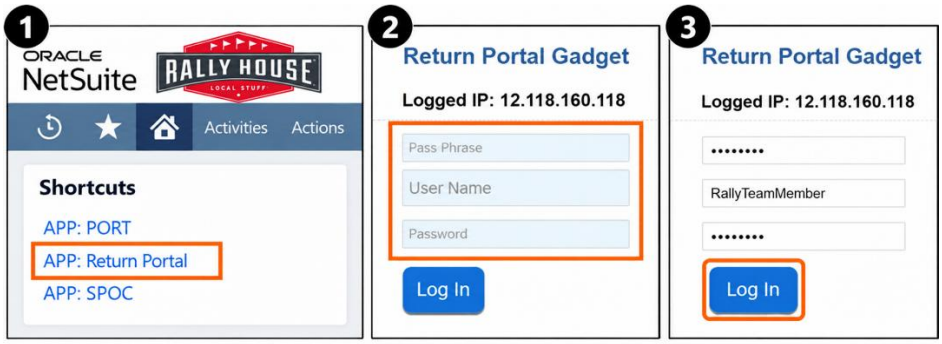
- Guest Initiated Return Online
- Guest Did Not Initiate Return Online or is a Return to Sender
- Unknown Mailed in Guest Return

ACCESS THE RETUN PORTAL

The Return Portal can be accessed from a **desktop computer** or **handheld device**.

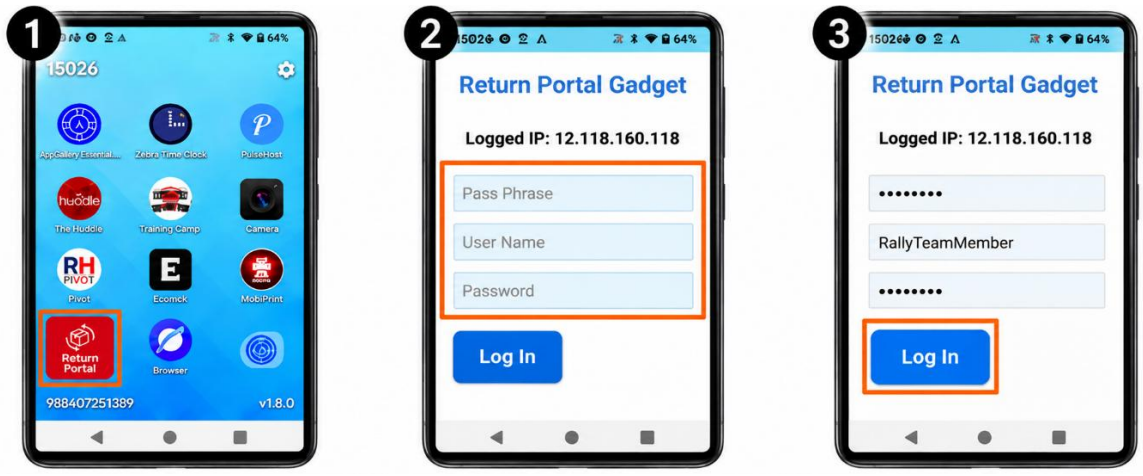
Desktop Computer

1. Log in to **NetSuite** and select **APP: Return Portal** from the **shortcuts** menu.
2. Log in to the Return Portal using your stores **Pass Phrase** and your **MUSE username and password.**
3. Select **Log In**.



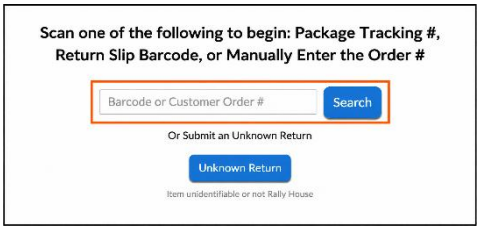
Handheld Device

1. Open the **Return Portal** application on the handheld device.
2. Log in to the Return Portal using your stores **Pass Phrase** and your **MUSE username and password.**
3. Select **Log In**.



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LOCATE THE ORDER IN THE RETURN PORTAL



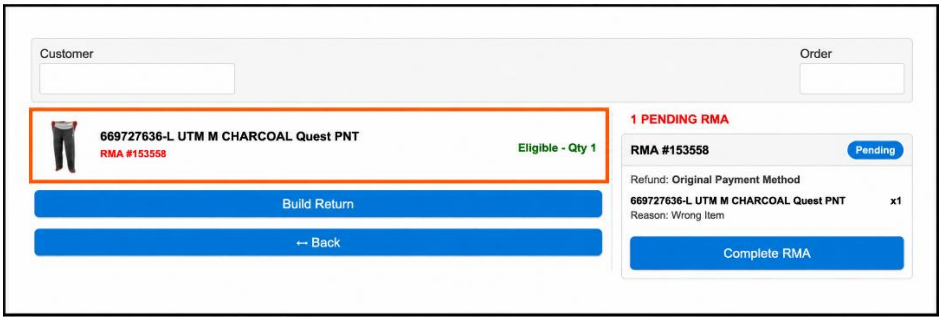
1. Scan the **tracking number** from the Guest's package into the barcode field and select **Search**.
    - If the tracking number will not scan, try and locate the order by using the following methods:
        - Open the package and scan the barcode on the return packing slip, if included.
        - Enter the order number.
    - For Return to Sender (RTS) packages, the tracking number will not scan into the barcode field. Locate the Guest's sales order number on the shipping label:
        - **UPS**: Reference No. 1 field
        - **USPS:** Reference field
2. Allow the Return Portal to locate the order. The search may take up to **20 seconds**.
    - **IMPORTANT:** Do not select Search again while the loading indicator is displayed.

COMPLETE THE RETURN IN THE RETURN PORTAL

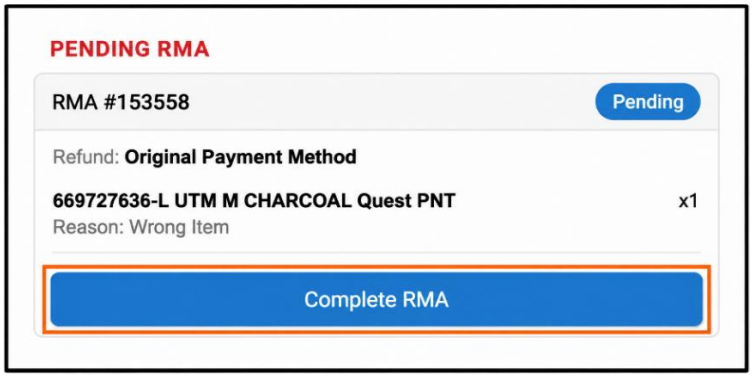
Guest Initiated Return Online

When a Guest initiates a return online. The Return Portal already contains the selected items, refund method, and return reason. Team Members verify the items received and complete the return to issue the guest refund.

1. Verify all item(s) in the returns package match what is shown in the Pending RMA box.

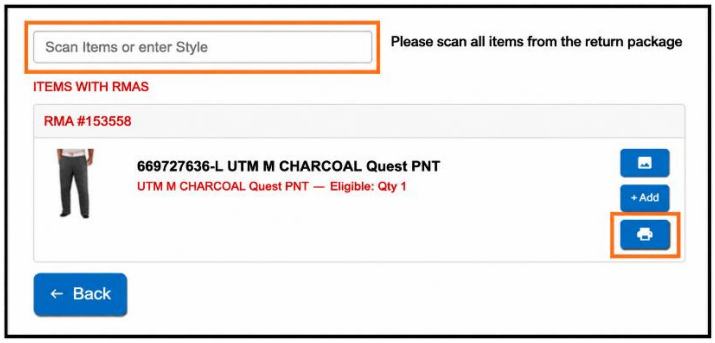


2. If all item(s) match, click Complete RMA.
    - **NOTE**: If the item(s) do **not** match what the portal shows to be returned and are not listed on the Eligible Items list on the prior page, continue with the steps in this process and then request a Cycle Count for all items.

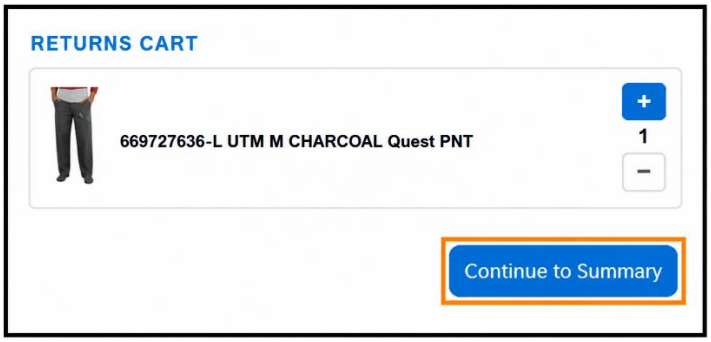


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3. Scan the item(s) that are in the returns package into the barcode field.
    - **If item(s) have no tickets on them, reprint tickets by clicking the print icon before proceeding.**



4. This will add the scanned items to the **Returns Cart**.
5. Click **Continue to Summary.**



6. Review the return for accuracy before completing.
    - If there are changed that need to be made, click **Back** and make the changes.
    - If there are no changes, click **Complete Return**.



7. The Complete Return button will show as processing, once the return is complete, you will receive a Success messages. Click **OK**.



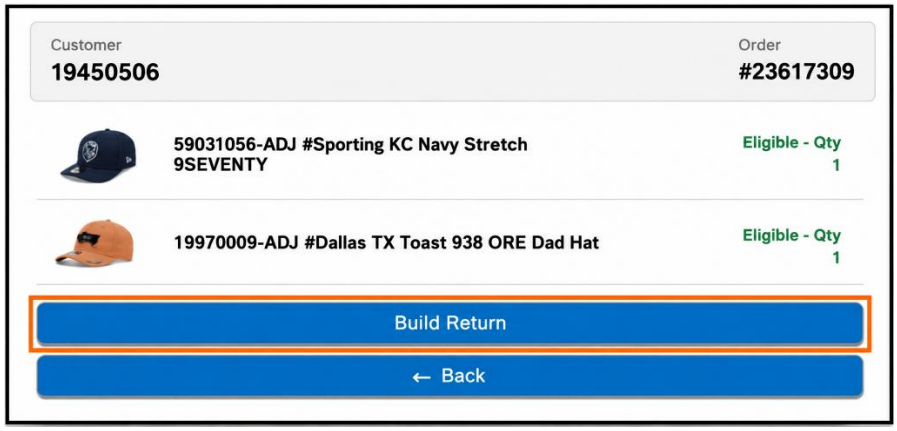
Completing a Mailed In Return

Guest Did Not Initiate Return Online or Return to Sender

When a Guest mails an online order back without initiating a return online, the Return Portal will not have a Pending RMA identifying which items are being returned or the Guest's refund preferences. Team Members use the packing slip barcode or order number to locate the original order, identify the items received and build the return to process the Guest's refund. This process is also used when your store receives a Return to Sender package.

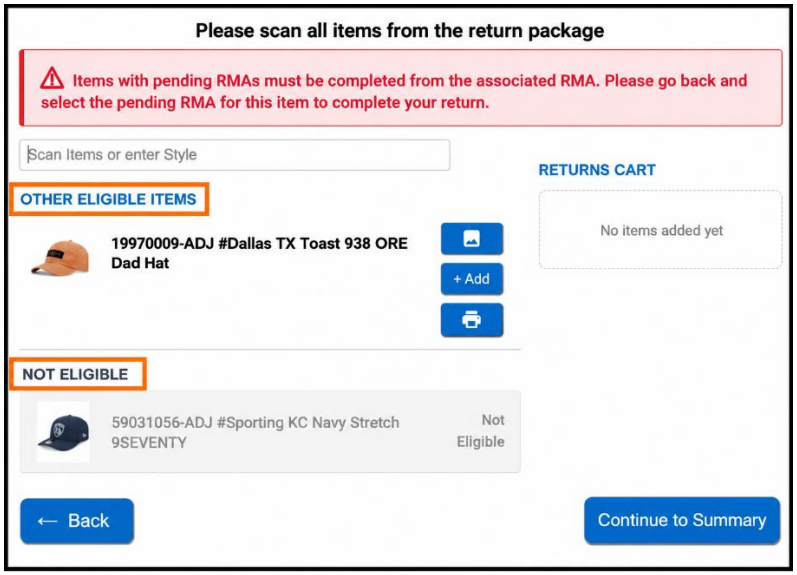
Follow the process below to process to Build Return:

1. **Review the Guest's original order.** All items will be displayed with their style number, description, size, and quantity eligible for return.
2. Select **Build Return**.



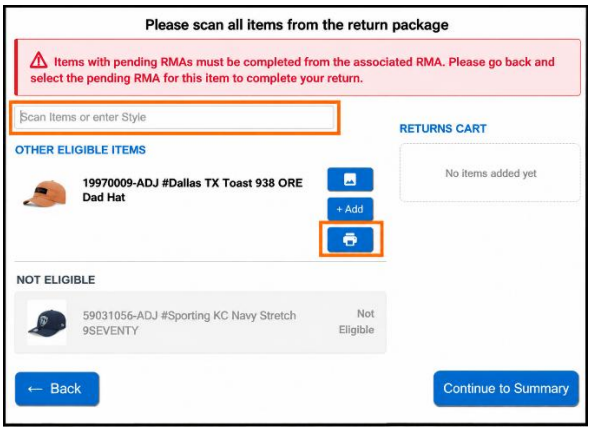
STOP! If any items have a Pending RMA, they are processed through the Guest Initiated Return Online process before using Build Return. Select **Back** to complete the Pending RMA first.

3. Review item **eligibility:**
   - **Other Eligible Items:** Items available for return.
   - **Not Eligible:** Items that have already been returned.

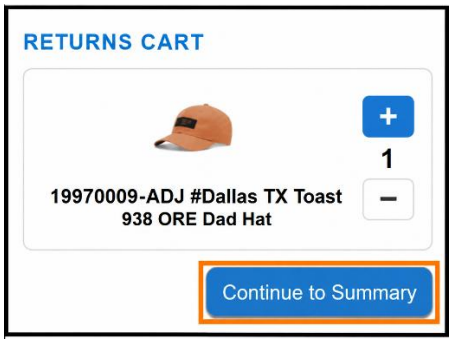


Completing a Mailed In Return

4. Scan the item(s) that are in the package into the barcode field.
    - **If item(s) have no tickets on them, reprint tickets by clicking the print icon before proceeding.**



5. This will add the scanned items to the Returns Cart. Once all items have been scanned, click **Continue to Summary**.



6. On the summary page, review the Return Details.
    - **Refund method:** Defaults to the Original Payment method.
        - If this needs to be edited due to a note from the Guest within the package, click **Edit** in the upper right corner.
        - Select the refund method from the drop-down menu, click **Save**.



    - **Return Reason:** Select Edit if this needs to be edited due to a note from the Guest within the package.
        - Select the reason from the drop-down menu, click **Save**.

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7. When all **Return Details** are correct, click **Complete Return.**



8. The Complete Return button will show as processing, once the return is complete, you will receive a Success messages. Click **OK**.



Completing a Mailed In Return

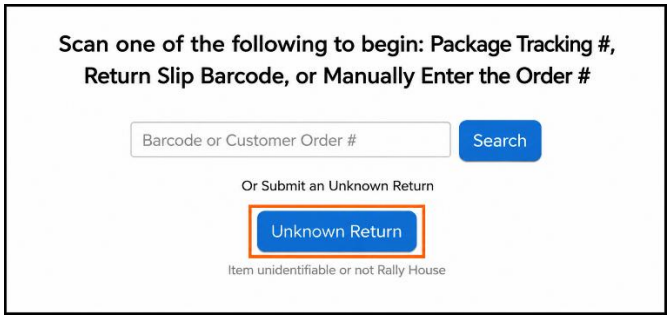
Unknown Mailed in Guest Return

Stores may receive a package that the Return Portal cannot locate. Use Unknown Return when:

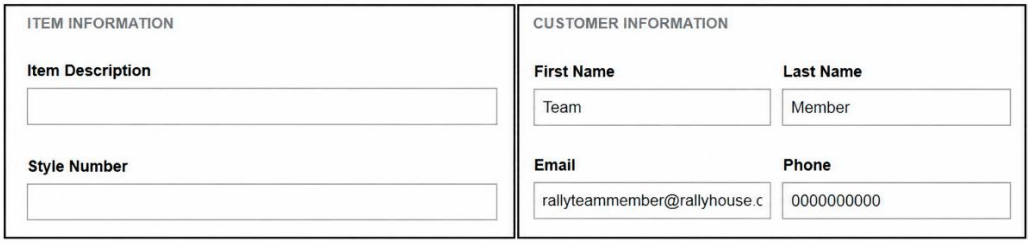
- There is no packing slip, and the other order number and tracking number does not find an order.
- The item is unidentifiable (no tags, no matching style).
- The item is not Rally House merchandise.
- The item doesn't match anything on the order that was found.
- A Return to Sender package has the original label covered and Reference Numbers cannot be seen.

Follow the process below to process an Unknown Return.

1. Select Unknown Return on the home screen of the Return Portal.



2. Enter the **Item information:**
    - Item Description - be as descriptive as possible.
    - Style Number/UPC, if available.
3. Enter all available **Guest information** from the shipping label, packing slip, or a note in the package.
    - First and Last Name, Email and Phone number.



4. Enter the Return information: How did the Guest return the product?
    - Guest Mailed Return (No Rally House label)
    - Guest Mailed Return to Store (Used Rally House Label)
        - Rally House labels will have a printed label from the Rally House website.
            - **USPS Return:** Look for "endicia" logo in the top right corner.
            - **UPS Return:** Look for "RS" at the top and "Return Items/Return Service" in lower left.
    - Tracking Number from the guest package.
    - Enter Guest Address information from the shipping label.

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5. Enter Store Notes if there is any information that you believe would be helpful for this return.
6. Once all details have been completed submit Unknown Return form
    - You will receive a Submitted Message when completed.



7. Item may now be placed on the salesfloor.

IMPORTANT: Complete an Unknown Return for all items within the package.