

Sears Marketplace Returns Process Update

Contents

What is changing?	1
When is this changing?	2
How do sellers get notified of a return request?.....	2
Can sellers pull a list of Purchase Orders with pending return request via an API?.....	2
How do sellers authorize (approve) or reject the returns?	2
What are the Return Label Requirements.....	4
API Changes to the returns process.....	4
FBM Order Returns Management GET v. 1 (released on 3/16/2016)	4
FBM Order Returns Response API v. 1 (released on 3/16/2016)	5
FBM Purchase Order Management v. 12 (released on 3/16/2016)	5
FBM Order Adjustment Management v. 3 (released on 3/16/2016)	6

What is changing?

Our members will be able to initiate returns online through Order Center via the order details page. This change will make it easier for our members to return items to our marketplace sellers.

Note: For orders Fulfilled by Sears (FBS), Sears already provides a return label to our members. Member will then use the return label to complete the return. No action is needed if your products are Fulfilled by Sears

For orders Fulfilled by Merchant (FBM), Sellers will be notified via email of the return request. Seller will be able to either authorize (approve) or reject the return request via Seller Portal User Interface (web browser) or API.

If Seller authorizes the return, the seller must provide a return label in PDF format. See section “[What are the Return Label Requirements](#)” for more information. If Seller rejects the return request, the seller must provide a reason for rejection. Once authorized or rejected, the member will be notified. If approved, the member will be able to print the return label from the Order Center on sears.com.

Reminder email will be sent to the Seller after 1 business day. If the Seller does not respond within 2 business days, the issue will be escalated to the Sears Member Services team. Members are also kept in the loop of these reminders and escalations.

When is this changing?

The new APIs and updated APIs are currently in production. This functionality will be turned on Sears.com on April 20, 2016. Seller can potentially start receiving emails as soon as the first member uses this new functionality.

How do sellers get notified of a return request?

Sellers will be notified via email. The email will come from: "Sears Marketplace Returns"

<sears@account.sears.com> with the subject "Customer Return Request submitted via Sears seller portal"

If the seller does not respond to the first email notification after 1 business day, a reminder email with subject: "Reminder to respond to customer return request via Sears seller portal" is sent.

Can sellers pull a list of Purchase Orders with pending return request via an API?

Yes, see the section "[API Changes to the returns process](#)" for more information.

How do sellers authorize (approve) or reject the returns?

Sellers will authorize or reject the return request via seller portal UI or API. When Sellers authorize the return request, the member will be notified via email and they will be able to print the return label on the Sears.com Order Center. If Seller rejects the return request, member will be notified via email.

To approve via the Seller Portal User Interface (via your web browser) do the following:

1. Log into the Seller Portal: <https://seller.marketplace.sears.com/SellerPortal/d/login.jsp>
2. Go to the Order Management Dashboard. Orders > Order Dashboard
3. Orders with a pending return request, by default, will appear in the list of Active and Required Attention order filter.
4. Select the order that has member returns request

The screenshot shows the Order Management Dashboard interface. At the top, there is a notification: "There are 5 orders requiring your attention." Below this, there is a search bar and a "View All Orders" button. A dropdown menu is set to "Active and Requiring Attention". The main table displays a list of orders with columns for Order ID, Date/Time, Quantity, Price, and Ship By date. Two orders are highlighted with red boxes to show their return request status:

Order ID	Date/Time	Quantity	Price	Ship By	Status
2036390	02/02/2016 at 11:48 PM PST	2	\$799.98	02/05/2016	Closed Customer returns request is authorized by Seller
2036391	02/02/2016 at 11:51 PM PST	2	\$799.98	02/05/2016	Closed
2036114	01/25/2016 at 02:20 PM PST	7	\$350.00	01/27/2016	Closed
2036395	02/02/2016 at 11:56 PM PST	1	\$399.99	02/05/2016	Closed Customer returns request is pending for authorization/rejection
2036393	02/02/2016 at 11:54 PM PST	4	\$1599.96	02/05/2016	Closed

5. When viewing the order details, click on the word “here” within the message

Purchase Order 2036395 (Closed) P.O. Date: 02/02/2016

Indicate which of your products (from the left-hand column) will be packed in which boxes below. Print a packing slip, put it in the package, and then mark it as shipped. You can fulfill as many packages as you want. Each shipment will have its own ASN. [Learn More](#)

Select Items In Your Order Select An Action To Complete

This order contains 1 line items Select

1. Sealy Postur...	1	<input type="checkbox"/>
Quantity	1	
Shipped quantity	1	<input type="checkbox"/>
Unique Item Id	08213889000P	

Customer requested to return this product. Click [here](#) to upload a return authorization or to reject this request.

STEP 1: SHIP ORDER Expand ▶

STEP 2: VIEW INVOICE Expand ▶

CANCEL ORDER

ADJUSTMENTS (RETURNS & REFUNDS) Expand ▶

6. A popup message appears where the Seller will authorize or reject the customer return request.
7. To authorize the return Click on the 'Upload Return Label' button, find the PDF file that you created, and click OK. See the section [“What are the Return Label Requirements”](#) for more information regarding the return label.

Return Authorization

Sealy Posturepedic Dunsley Cushion Firm
Quantity: 1
Customer Comments:

I Authorize Customer Return Request for this product

I Reject Customer Return Request for this product for the following reason:
Not Applicable
Comments:

Note: Seller cannot authorize a return without providing a PDF label.

8. To Reject the return select the radio button next to “I Reject...”, select a reason from the drop down and add comments.

Return Authorization

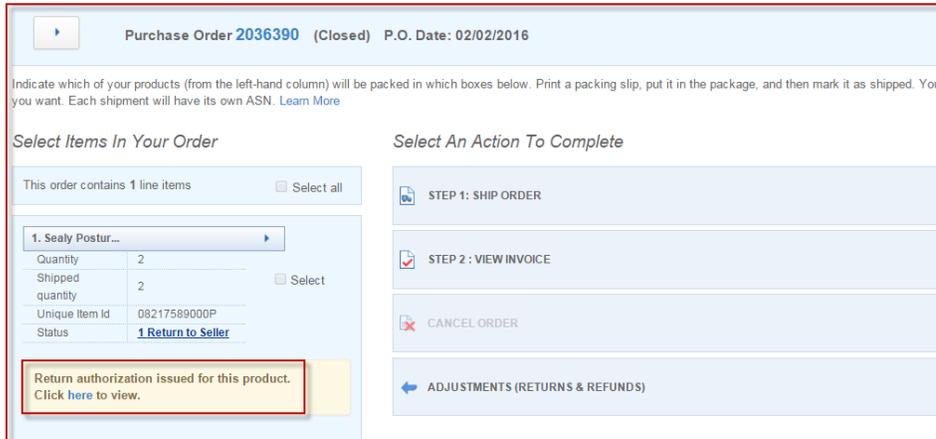
Sealy Posturepedic Dunsley Cushion Firm
Quantity: 1
Customer Comments:

I Authorize Customer Return Request for this product

I Reject Customer Return Request for this product for the following reason:
Product type not eligible for return
Comments:
Not eligible for return

9. Click on the 'Update' button when done.

Once Seller authorizes or rejects a return request, member will be notified and order page in Seller portal will indicate return authorization issued



When seller receives return, they will use the existing processes to process the return via the User Interface in Seller Portal or through the APIs. Once the return has been processed, the order will show as returned.

What are the Return Label Requirements

Return labels must be created and uploaded in PDF format only.

Return labels DO NOT need to be a prepaid label.

Labels should have the minimum of your return address and instructions for return including if needed your return authorization number, or may be as complex as providing an actual prepaid UPS, USPS, or FedEx label to be used by the member for the return.

Simple labels can be created using Microsoft Word and save as a PDF file.

How to convert a PDF in API code is covered in [a section below](#).

API Changes to the returns process

There are two new APIs. The FBM Order Returns Management process includes the Customer Order Returns GET API, which allows sellers to pull the return request details; and the FBM Order Returns Response API allows sellers to authorize or reject the return request and provide a label in base64Binary encoded format. We updated two APIs. FBM Purchase Order Management API to version 12 introduces three new PO line statuses. FBM Order Adjustment Management had new return codes added. Details are below:

Note: Enhanced API security will be released in the coming weeks. The new authentication model for APIs will include a HmacSHA256 signing algorithm. For more information please see: <https://www.searscommerceservices.com/question/seller-facing-api-changes-0216/>

FBM Order Returns Management GET v. 1 (released on 3/16/2016)

This API call uses the GET method to populate customer returned requests based on the requested query. Seller can query the GET request with one of the following statuses or date range.

1. PENDING - Awaiting for Seller response.
2. AUTHORIZED - Seller authorized the return request and uploaded the return label.
3. REJECTED - Seller rejected the return request.

XSD: <https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/oms/export/v1/order-return-request-to-seller.xsd>

Sample XML: <https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/oms/export/v1/order-return-request-to-seller.xml>

GET API URL:

<https://seller.marketplace.sears.com/SellerPortal/api/oms/returnsrequest/v1?email={emailaddress}&password={password}&status={Status}&fromdate={yyyy-MM-dd}&todate={yyyy-MM-dd}>

FBM Order Returns Response API v. 1 (released on 3/16/2016)

This API call uses the PUT method to send AUTHORIZED/REJECTED responses for customer returns requests from sellers. If returns request is authorized, this API uploads return label as base64Binary encoded format.

XSD: <https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/oms/import/v1/order-returns-response-from-seller.xsd>

Sample XML:

<https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/oms/import/v1/order-returns-response-from-seller.xml>

PUT API URL:

<https://seller.marketplace.sears.com/SellerPortal/api/oms/returnsresponse/v1?email={emailaddress}&password={password}>

Conversion of Return label from PDF to base64 string.

Following is one of the on-line tool, the sellers can use to covert pdf to base64 string.

<http://www.motobit.com/util/base64-decoder-encoder.asp>

Below are two use-cases for API Sellers:

1. If Sellers is using any programming languages like Java or other, Sellers are not required to use tools. Languages provide support to generate byte array thereafter when they set to below element. This interns set to base64 string from byte array.
<xs:element name="return-label" type="xs:base64Binary" minOccurs="0" maxOccurs="1"/>
2. If Seller is not using any of the programming languages and composing XML by-himself, Then seller can use above kind of tools to generate base64 string.

FBM Purchase Order Management v. 12 (released on 3/16/2016)

Updates:

The <po-line-status> segment now includes the following new statuses:

- PENDING_RETURN
- RETURN_AUTHORIZED
- RETURN_REJECTED

The <po-status> remains in the "Closed" status during the return process.

XSD: <https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/oms/export/v12/purchase-order.xsd>

Sample XML:

<https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/oms/export/v12/purchase-order.xml>

GET API URL:

<https://seller.marketplace.sears.com/SellerPortal/api/oms/purchaseorder/v12?email={emailaddress}&password={password}&ponumber={ponumber}>

GET API URL:

<https://seller.marketplace.sears.com/SellerPortal/api/oms/purchaseorder/v12?email={emailaddress}&password={password}&status={status}>

GET API URL:

<https://seller.marketplace.sears.com/SellerPortal/api/oms/purchaseorder/v11?email={emailaddress}&password={password}&fromdate={YYYY-MM-DD}&todate={YYYY-MM-DD}>

FBM Order Adjustment Management v. 3 (released on 3/16/2016)

Except new return codes, no other changes added to FBM order adjustment API.

XSD: <https://seller.marketplace.sears.com/SellerPortal/s/schema/rest/oms/import/v3/order-adjustment.xsd>

Sample XMLs:

- <https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/oms/import/v3/order-adjustment-v3.xml>
- <https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/oms/import/v3/order-adjustment-for-price-refund.xml>
- <https://seller.marketplace.sears.com/SellerPortal/s/schema/samples/rest/oms/import/v3/order-adjustment-for-return.xml>

PUT API URL:

<https://seller.marketplace.sears.com/SellerPortal/api/oms/order/adjustment/v3?email={emailaddress}&password={password}>