

1. Login to your my.vdepot account
2. Go to 'ORDERS'
3. Search the order number that has been returned
4. Click into the order
5. Then click into the dispatch at the top of the page
6. Use the tick box to the left of the product to select the product/s that have been returned.
7. Click on the 'NOTIFY RETURN' box that appears

This creates the return notification

8. Select the delivery date (you cannot use a past date, so choose today's date or a future date)
9. Add notes if you wish using the note field on the product
10. Click 'SAVE' in the bottom right-hand corner.

Screenshots below to show the steps above

ADDING A RETURN NOTIFICATION



5. Home

2. Orders

Order

DISPATCHES

Order Number - Dispatched

PRODUCT	QTY
Product Description SKU	1

Order Number

21:20 04/04/2021 11:03 07/04/2021

Royal Mail Tracked 48

Address Field

Notes & Messages

Back

Dispatch

ORDER

Order Number

PRODUCT	QTY
Product Description SKU	1

Dispatch

ORDER

Order Number

6.

7.

PRODUCT	QTY
Product Description SKU	1

Delivery

Back

Product Search

Mark Arrival

Product	Note	Expected	Pre-Orderable
Product Description SKU		1	

RTN:Order Number#01

Awaiting Delivery

Specify delivery date

Supplier

X

RTN:Order Number#01

Awaiting Delivery

8. Specify delivery date

Supplier

9.

Product	Note	Expected	Pre-Orderable
<input type="checkbox"/> Product Description SKU	<input type="checkbox"/>	1	<input type="checkbox"/>

Delivery

< Back

Product Search

Mark Arrival

Product	Note	Expected	Pre-Orderable
<input type="checkbox"/> Product Description SKU	<input type="checkbox"/>	1	<input type="checkbox"/>

RTN:Order Number#01

Awaiting Delivery

Expected: 30/07/2021

Supplier

10.