

Return Information Widget

Widget Use

Renders the details input section (reason, number of parcels) on the returns entry page.

Example of Widget Use

Following is an example of the widget in use:

Return Information

Reason Code *

Change of Mind

Number of Parcels to pick up *

0

-

+

☐ I understand the [TnC's](#)

☐ Items are in a resalable condition

☐ Items are ready for collection

☐ Items are securely packaged

Where can the Widget be placed?

The widget can be used in the following templates:

- Submit Return Page Template

Widget Options

Option	Use	Comments	Available from Version
Description	A short description of the widget's use.	We recommend this field be updated so the widget's purpose is clear at a glance from the template page.	All
Layer	The layer the widget is valid for.	The layering technology allows for the content to be shown to specific audiences. This is handy if the content is only valid for a certain type of user, or if the same widget is required for more than one audience but different configurations are needed. The widget can be added to the zone more than once and the layer feature can determine which audience can see each widget.	All
Return Information Header	The heading displayed at the top of the widget	Default is: Return Information	4.05
Reason Code Prompt	The label for the return reason dropdown.	Default is: Reason Code	4.05
Number of Parcels Prompt	The label for the qty input field for the number of parcels being returned by the user.	Default is: Number of Parcels to pick up	4.05
Reason Code Required Message	The validation message displayed to the user when they attempt to submit a return without electing a reason code.	Default is: Reason code is required	4.05

No Of Parcels Required Message	The validation message displayed to the user when they attempt to submit a return without indicating the number of parcels to be returned.	Default is: Number of parcels is required	4.05
Validate Fields Message	The validation message displayed to the user when they attempt to submit a return without filling in multiple required fields.	Default is: Please fill up all mandatory fields	4.05

Related help

- [Online Returns](#) — Lets your customers request a return from an order details page and integrates returns into your ERP..

Related widgets

- [Return Lines Widget](#)
- [Return Confirmation Summary and Lines Static Widget](#)
- [Return Confirmation Return Info Widget](#)
- [Return Confirmation Address Widget](#)
- [Return Confirmation Message Widget](#)