

Return Confirmation Message Widget

Widget Use

Renders messages to the user on the confirmation page, advising them that their return is in progress and any next steps.

Example of Widget Use

Following is an example of the widget in use:

Return Confirmation

[Print](#) [Start New Return](#)

✓ Your return is now in the process of being approved. The details of your return are displayed below.

! Pickup is not necessary (keep the item) and credit will appear on your account in 14 days.

Return Information

Reason Code	Wrong Stock Sent
--------------------	------------------

Return Items

Product	Qty	Price
 Industrial Work Socks - 2-Pack Code: CV155	-1	

Subtotal (ex GST)
Plus GST

Total (inc GST)

Where can the Widget be placed?

The widget can be used in the following templates:

- Return Confirmation 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 Success Message	The message displayed when the user's return has been successfully submitted.	Default is: Return sent for approval.	4.05
Return Details Message	The message displayed to advise the user of their return status and details.	Default is: Your return is now in the process of being approved. The details of your return are displayed below.	4.05
Normal Return Message	The message displayed to advise the user to expect further info via email.	Default is: You will receive a return authorization (RA) number and courier label (applicable only if courier is CP and AP) via email.	4.05
Low Value Return Message	The message displayed for low value returns, advising the user to keep the stock and await a credit.	Default is: Pickup is not necessary (keep the item) and credit will appear on your account in 14 days.	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 Information Widget](#)
- [Return Confirmation Summary and Lines Static Widget](#)
- [Return Confirmation Return Info Widget](#)
- [Return Confirmation Address Widget](#)