

## Return Manager



**User Manual v1.0.0**

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## Introduction

Return Manager for Magento 2 adds the functionality to manage return requests for any order placed by a customer as well as a guest customer. The plugin adds a link to the front-end through which any customer/guest customer can apply for return of any product contained in a order placed earlier.

This is a very flexible plugin and the customer can return any product in a order completely or partially, that means the customer can also return half or less quantity of any product in the order.

For a logged in user (if the module is enabled from backend) the Return Manager link appears in Account options list (near the cart link) and in the quick links shown in the footer and opens a page containing the list of all the orders placed by that particular customer and the products that are eligible for return have a link to apply for return. This page also contains history of returns applied by the logged in customer.

In case the user is not logged in the Return Manager link opens a page containing a form to find any order. After finding a order using the form the order detail appear and the products from that particular order that are eligible for return have a link to apply for return. This page also contains history of returns applied by the customer who has placed this particular order.

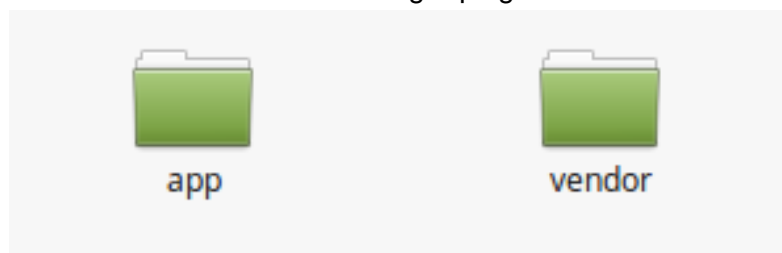
## Technology for Development

Language: PHP

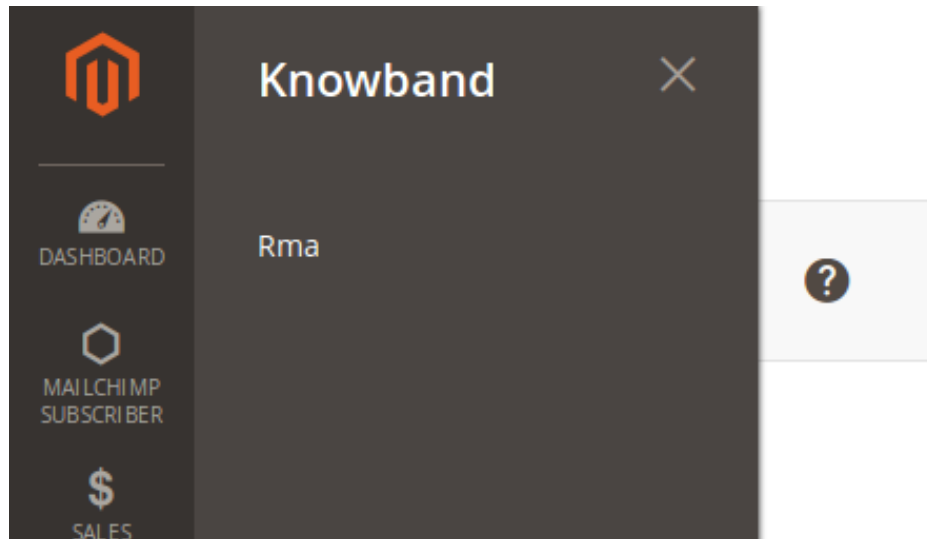
Frame Work: Magento

## Installation Guide

1. Folder structure of the Return Manager plugin folder.



2. Copy all the folders into magento root directory and clear the cash (if enabled).
3. You will be able find the “**RMA**” option inside the “**Knowband**” option.



4. Now you need to install tcpdf library (Only if not already installed). TCPDF is a library to generate pdf.
5. Make sure that composer is installed on your device.
6. To install tcpdf library, go to the Magento 2 installation directory root and run following command from the terminal:
7. Sudo composer require tecnickcom/tcpdf

```
Terminal
velocity-1299@velocity1299 /var/www/html/Magento/magento2.12 $ sudo composer require tecnickcom/tcpdf
[sudo] password for velocity-1299:
Do not run Composer as root/super user! See https://getcomposer.org/root for details
Using version ^6.2 for tecnickcom/tcpdf
./composer.json has been updated
Loading composer repositories with package information
```

8. After this command, it will ask for credentials.
9. If you don't have credentials then go to following site and create new account.  
“<https://www.magentocommerce.com/magento-connect/customer/account/login/>”

After logging in, go to Connect tab and click on Developers, then click on “Secure Keys” option and generate a new key.

10. Now use public key as username and private key as password (look step 7). These are the credentials you have to enter.

11. Sit back and relax. TCPDF library will be installed on your device soon.

12. It may ask you to run upgrade command when any page is opened. To do that, go to magento 2 root folder, open terminal there and run following command  
`sudo bin/magento setup:upgrade`

After this command run next command

`sudo bin/magento setup:static-content:deploy`

And then provide permissions (read, write, execute) to the all magento directories.

Eg. `chmod -R 777 <root_installation_directory>`

12. Now you are ready to go.

## Admin Module

After installing Return Manager into store, the plug-in will provide following interfaces inside “**RMA**” option:

1. General Settings
2. Return Slip Settings
3. Email Templates
4. Return Policies
5. Return Reasons
6. Return Statuses
7. Create a RMA
8. Pending Requests
9. Approved Requests
10. Archived Requests

## 11. Success Messages

Each interface is in form of a tab and each tab contains some specific settings/functionality that can be changed according to the need. Each tab is explained below.

### General Settings

After clicking on RMA tab , system will open general settings tabs by default as shown in screen below:

Initially fields in above form will be already filled with their default values.

1. **Enable/Disable:** Initially, this will be “OFF”. Admin can enable/disable plug-in by turning ON/OFF this setting.
2. **Allow Guest RMA:** This drop down contains “Yes” and “No” options. Set this as “Yes” to enable the return feature for those users also who are not logged in.
3. **Allowed File Extensions:** This option accepts the comma (,) seperated file extensions (without space) which can be uploaded when customer uploads file related to the return request.

4. **Max Attachment Size:** In this field maximum allowed file size is accepted. The file size will be in KB. Eg- To allow files upto 1MB set this field as 1024.

To save the settings, click on the “**Save**” button shown at right upper area.

## Return Slip

In this tab, the admin can alter the settings and content of the Return Slip. This return slip is generated automatically when the admin approves any return request (if the feature is enabled). The return slip is generated in ‘.pdf’ format and the link is mailed to the customer in the mail for Return Request Approval Notification.

### Return Slip Settings

Enable Return Slip ☒ Yes

**Return Address**

My Company  
Times Square New York  
Phone: 9876543210

Path: p

**Return Guidelines**

Additional Instructions for mailing your package

- Securely pack the items in a box.
- Paste the mailing label on the address side of your package.
- Remember to include the Return Authorization Label (it can be found in Return Slip for this Return Request).
- Make sure that the address that you are using to post the package is correct and matches the address present in the Return Slip.
- Please make sure that the Return Package contains all the item that you have received with there accessories (if any) related to this return request.
- Ship package from your nearest post office or courier company of your choice.
- The return request will be further processed once we recive and verify the package sent.

Path:

1. **Enable/Disable Return Slip:** Initially, this will be “**OFF**”. Admin can enable/disable Return Slip feature by turning ON/OFF this setting. Return slips are only generated when the feature is turned ON.

**2. Return Address:** This address will be printed on the return slip and will also be displayed on the return request form.

**3. Return Guidelines:** These guidelines will be printed on the return slip.

## Return Policies

In this tab, the admin can add new return policies for the plugin and can also edit or delete a existing return policy for the Return Manager for Magento 2.

There is also a option to map the return policies to products.

**Note:** A product can only be mapped to a maximum of one return policy.

RMA Policies
Add New

Exceptional Product Ids

Search
Reset Filter

Actions
5 records found
20 per page
1 of 1

	Policy Id	Policy	Refund(In days)	Replace(In days)	Credit(In days)	Action
Any	From To					
<input type="checkbox"/>	1	Global Policy	7	7	7	
<input type="checkbox"/>	2	Policy 1	1	0	0	Map
<input type="checkbox"/>	3	Policy 2	23	4	5	Map
<input type="checkbox"/>	4	New	9	9	9	Map
<input type="checkbox"/>	5	The Policy	9	9	9	Map

This tab contains a list of existing return policies for the plugin. The admin can also create a new return policy using the ‘ **Add New** ’ button shown near to the “**Save Settings**” button.

After clicking on the add new button a pop-up appears containing the form to create the return policy.



The form contains several input fields to enter the data of the policy like name of the policy, terms and condition of the policy and the option to choose the parameters i.e. Credit, Return and Replacement.

The admin can also enter the days applicable for this return policy for different options as shown in the form below.

The add new policy form will look as shown in the screen below:

Policy Title	<input type="text" value="Policy Title"/>
Policy Terms & Conditions	<div> <div>Desacription</div> <div></div> </div>
Refund	<input type="text" value="0"/> (in days)
Replace	<input type="text" value="0"/> (in days)
Credit	<input type="text" value="0"/> (in days)
At least one field is necessary (Refund, Replace, Credit). All can't be 0 as well.	
<input type="button" value="Save"/>	

## **Actions**

1. The admin can edit any policy using the first link in the Action column from the policy listing table. On clicking this link a modal containing the form for the policy will appear and the data for that policy is already filled in the fields. The admin can edit any data and can save the changes made.

2. The second link in the actions column is for mapping products to the policy. On clicking this link a modal will appear containing the options to map the products to that particular policy.

Map policies



- Tops
- Bottoms
- Gear
- Bags
- Fitness Equipment
- Watches
- Training

**Select Product**

- Taurus Elements Shell (355)
- Mars HeatTech™ Pullover (371)
- Typhon Performance Fleece-lined Jacket (387)
- Jupiter All-Weather Trainer (403)
- Montana Wind Jacket (419)
- Proteus Fitness Jackshirt (435)
- Gobi HeatTec® Tee (451)
- Helios EverCool™ Tee (467)
- Ryker LumaTech™ Tee (Crew-neck) (483)
- Atomic Endurance Running Tee (V-neck) (499)
- Atomic Endurance Running Tee (Crew-Neck) (515)
- Balboa Persistence Tee (531)

Close & Refresh List Save

## Return Reasons

In this tab, a list of return reasons will appear in the form of a table. By default there are 2 reasons already added in to the system.

In Action column there is a link to edit the reason in front of every row.

Return Reasons Add New

Search [Reset Filter](#)

Actions ▾

5 records found

20 ▾ per page

< 1 of 1 >

▾	Id #	Reason	Shipping Charged By	Action
Any ▾	From <input type="text"/> To <input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/>	1	Damaged	Store Owner	<a href="#">✎</a>
<input type="checkbox"/>	2	Change Product	Customer	<a href="#">✎</a>
<input type="checkbox"/>	3	The reason	Customer	<a href="#">✎</a>
<input type="checkbox"/>	4	New Reason	Customer	<a href="#">✎</a>
<input type="checkbox"/>	5	Low Quality	Customer	<a href="#">✎</a>

The admin can add as many reasons as required to the system using the ‘**Add New**’ button. On clicking on the button a form will appear to add new Return Reason into the system. The form is shown below:

Reason	<input type="text"/>
	Required field
Shipping Paid By	<input checked="" type="radio"/> Store Owner <input type="radio"/> Customer
	<input type="button" value="Save"/>

Admin can edit any reason as well by clicking on edit icon shown in front of every reason.

## Return Statuses

This tab contains a list of return statuses in the form of a table. By default there are 4 statuses already added into the system. The admin can further add any numbers of statuses into the system. The tab also contains a option to choose default status of any return request. This default status will be assigned to the all the new return requests.

The links below the action column in the statuses list is for editing the existing return statuses.

## Return Statuses

Add New

Select Default Status

Pending ▼

Search

[Reset Filter](#)

Actions ▼

4 records found

20 ▼ per page

< 1 of 1 >

<input type="checkbox"/>	Id #	Status	Action
<input type="checkbox"/>	1	Pending	
<input type="checkbox"/>	2	Processing	
<input type="checkbox"/>	3	Completed	
<input type="checkbox"/>	4	On-Hold	

The admin can add as many statuses as required to the system using the 'Add New' button. On clicking on the button a form will appear in a modal to add new Return Reason into the system. The form is shown below:

Status

Save

Admin can also select the default status for the request by using the select box.

Select Default Status

Pending ▼

h

[Reset Filter](#)

s ▼

4 records found

## Create a Return

This tab is used to generate a return request from the admin panel itself. The tab contains a form through which the admin can find any order by simply providing the reference number and the corresponding e-mail and then apply for return accordingly.

[Save Settings](#)

Email ID

Order ID

Find Order

Order Details


Customer Name: Veronica Costello

Email: roni\_cost@example.com

Shipping Address: 6146 Honey Bluff Parkway (49628-7978), Calder, Michigan

Order Detail

#000000002
Complete



**Minerva LumaTech™ V-Tee-  
XS-Blue**

Quantity: 1.0000  
Returned: -746.0000

\$50.0000

Creditable within 7 Days  
Refundable within 7 Days  
Replacement within 7 Days


Order placed on: 2016-12-08 13:38:05

Order Total: \$539.6400  
Total Due: \$50

### Note:


1. Any return request whether is created by admin or customer is moved to the pending returns and the admin has to approve it first to further change the status of the return request or to take any further action.
2. The orders that are delivered or completed are only eligible for return.
3. By default the status of the return request is set to default return status set by the admin in the ' Return Statuses ' tab.

When the admin finds an order using the find order form then the order detail for the respective order will appear containing the list of products and a return button in front of products eligible for return. When the admin clicks on the return button a pop-up will appear containing the return form and enter specific data for the return request.

ITEM DETAIL Order:	EASY RETURN
100000202	Please fill the below form to make request for return.
	Return Type: <span>Replacement</span> 7 Days Replacement
Modern Murray Ceramic Vase	Quantity: <span>2</span>
	Reason: <span>Broken</span> Shipping Charge Paid By Store Owner
	Comment: Replace it soon!!!
	<input checked="" type="checkbox"/> I agree with terms & Conditions.(See here) <span>Close</span> <span>Submit</span>
	<b>Terms &amp; Conditions:</b> Demo terms and conditions
RETURN ADDRESS	
1560 Broadway	
Suite 800	
Times Square	
New York, (NY 10036)	

The admin has to fill the above form and then click on submit then a success form will appear showing the successful submission of the return request as shown below :

**ITEM DETAIL** Order: 100000202



Modern Murray Ceramic Vase

**RETURN ADDRESS**

1560 Broadway

Suite 800

Times Square



New York, (NY 10036)

**Replacement request successfully created**

Your Return Id: #14

We will send a replacement. We will pickup the item you wish to return in within 6 days. We hope you understand that we can only accept items for return, if they have not been used or tempered with. Original packaging and accessories also need to be returned along with the item.

**Order Details**

Items		
	Modern Murray Ceramic Vase Quantity: 1.0000	\$135.0000
	Modern Murray Ceramic Vase Quantity: 1.0000	\$135.0000

**Shipping Address**

Jane Doe  
10441 Jefferson Blvd, Suite 200 (90232), Culver City, California

Order Total: \$950.2000  
Total Due: \$100

## Email Templates

This tab contains a interface through which the admin can edit any email template that is used in this system.

## Email Templates

Select Template New Return Request Notice (Admin)

Template subject can not left blank. Please enter email template subjects.

Template Subject

Template Content

Hey mac,

A new return request has been received against the order {{var order\_reference}}.

Item to be returned  
{{var item\_details}}

Return id for this request is : #{{var return\_id}}

Please login to the admin panel and take appropriate action regarding this return request. This mail is just to notify you about the return request, you can process the return request only from back office.

Path: p

Please do not edit or remove any template variable. Example: {{var any\_variable}}

There are 6 email templates available that are used by this plugin:

### 1. New Return Request Notice (Customer)

This mail template is used to notify the customer regarding the new Return Request generated by the customer itself. The customer who has created return request will only receive this mail.

### 2. New Return Request Notice (Admin)

This mail template is used to notify the Store Owner regarding the new Return Request generated by any customer.

### 3. Return Request Approved

This mail template is used to notify the customer regarding the Approval of the Return Request that is created by the customer earlier.

### 4. Return Request Dis-Approved



This mail template is used to notify the customer regarding the Dis-Approval of the Return Request that is created by the customer earlier.

#### **5. Return Request Status Change**

This mail template is used to notify the customer regarding the update in status of the Return Request that is created by the customer earlier.

#### **6. Return Request Completed**

This mail template is used to notify the customer regarding the completion of the Return Request that is created by the customer earlier.

To edit any email template the admin has to choose the desired email template. On doing the same the email template data will appear in a form below, to save the changes made the admin has to click on the 'Save' button.

### **Pending Requests**

This tab contains a list of all the returns that are pending i.e. are not approved by the admin. The admin has to approve a return request in order to perform several operations on the return request like approve and dis-approve the request or download/view the file uploaded by the customer.

The admin can approve or deny a return request using the actions available in front of the list.

Admin can also download or view the file uploaded by the customer. View option is only available if the customer has uploaded the file.




Once the admin approves a return request then it is moved to the Active Returns List.

On the other hand if the admin denies a return request that it is removed from the list and this action can not be undone.

<div> <div>Search</div> <div>Reset Filter</div> <div>6 records found</div> <div>20 per page</div> <div>1 of 1</div> </div>											
# RMA Id	Order	Product	Customer	Email	Price	Qty	Reason	Return Type	Comments	Return Status	Action
27	000000002	Minerva LumaTech™ V-Tee-XS-Blue	Veronica Costello	roni_cost@example.com	0.0000	4	The reason	Refund		Pending	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
32	000000002	Minerva LumaTech™ V-Tee-XS-Blue	Veronica Costello	roni_cost@example.com	0.0000	4	Change Product	Refund		Pending	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
34	000000002	Minerva LumaTech™ V-Tee-XS-Blue	Veronica Costello	roni_cost@example.com	0.0000	1	The reason	Credit		Pending	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
35	000000002	Minerva LumaTech™ V-Tee-XS-Blue	Veronica Costello	roni_cost@example.com	0.0000	3	Change Product	Refund		Processing	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> ツ
36	000000002	Minerva LumaTech™ V-Tee-XS-Blue	Veronica Costello	roni_cost@example.com	0.0000	1	Change Product	Credit		Processing	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> ツ
37	000000002	Minerva LumaTech™ V-Tee-XS-Blue	Veronica Costello	roni_cost@example.com	0.0000	5	New Reason	Refund		Processing	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> ツ

## Active Returns List

This tab contains a list of all the returns that are approved by the admin. The admin can proceed with the return process after approving the return request using this tab. The admin can change the status of the return request and can also deny a request from this tab and can archive the request as well.

<div> <div>Search</div> <div>Reset Filter</div> <div>3 records found</div> <div>20 per page</div> <div>1 of 1</div> </div>											
# RMA Id	Order	Product	Customer	Email	Price	Qty	Reason	Return Type	Comments	Return Status	Action
3	000000002	Minerva LumaTech™ V-Tee-XS-Blue	Veronica Costello	roni_cost@example.com	0.0000	1	Damaged	Credit		Pending	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> 
23	000000002	Minerva LumaTech™ V-Tee-XS-Blue	Veronica Costello	roni_cost@example.com	0.0000	3	Damaged	Credit		Pending	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> 
30	000000002	Minerva LumaTech™ V-Tee-XS-Blue	Veronica Costello	roni_cost@example.com	0.0000	2	Change Product	Credit		Pending	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> 

The actions that can be performed from this tab for the active returns are:

1. Deny the return request.
2. Change the status of the return request by clicking on the edit icon.
3. Mark the return request as complete / add to archive.

When the admin marks a return request as complete then it is moved to the archives list.

## Archived Requests

This tab contains all the return requests that are complete. The tab also contains a form through which the admin can filter the archives list.

Export to: CSV Export

Search Reset Filter 2 records found
20 per page < 1 of 1 >

# RMA Id	Order	Product	Customer	Email	Price	Qty	Reason	Return Type	Comments	Return Status	Action
1	000000002	Minerva LumaTech™ V-Tee- XS-Blue	Veronica Costello	roni_cost@example.com	0.0000	2	Damaged	Credit		Pending	<a href="#">↓</a>
6	000000002	Minerva LumaTech™ V-Tee- XS-Blue	Veronica Costello	roni_cost@example.com	0.0000	1	Damaged	Credit		Pending	<a href="#">↓</a>

There are options to export the data into csv file.

Single row can be exported and the whole data can also be exported using mass export option.

## Success Messages

This tab contains three textareas having html editors. Using the editors, admin can set the style of the success message to be shown in the pop-up whenever the request is successful.

Save

**Message Setting**

**Message Settings**

**Credit RMA Message**

We will send a credit. We will pickup the item you wish to return in within 6 days. We hope you understand that we can only accept items for return, if they have not been used or tempered with. Original packaging and accessories also need to be returned along with the item.

Path: p » span

**Refund RMA Message**

We will send a refund. We will pickup the item you wish to return in within 6 days. We hope you understand that we can only accept items for return, if they have not been used or tempered with. Original packaging and accessories also need to be returned along with the item.

Path: p » span

**Replacement RMA Message**

We will send a replacement. We will pickup the item you wish to return in within 6 days. We hope you understand that we can only accept items for return, if they have not been used or tempered with. Original packaging and accessories also need to be returned along with the item.

Path: p » span

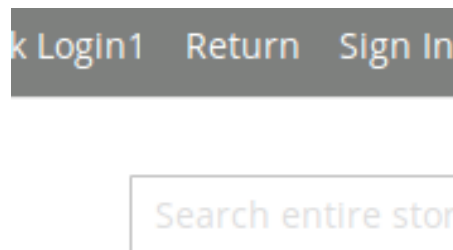
There are three messages.

1. Credit
2. Refund
3. Replacement

## Front End Module

After enabling the plugin the front-end user will see a link in the header of the front-end through which the user can navigate to a new page.

The link in the header of the front-end will appear as follows:



When the customer clicks on this link than a new page will open on the basis of logged in status of the customer.

- In case the user is a guest and is not logged into the website then the page will contain a form to find the order as follows:

### Return Manager

Need to return something?

Just provide your email id and order reference number.

Your Email \*

example@example.com

Order Reference ID \*

Enter Reference ID

Find Order

After proving the order reference number and the respective email the details of that order will appear including the return history on the basis of the email provided by the customer. The order details will appear as follows:

## Return Manager

Need to return something?

Just provide your email id and order reference number.

Your Email \*

roni\_cost@example.com

Order Reference ID \*

000000002

**Find Order**

### Customer Details

**Customer Name:** Veronica Costello  
**Email:** roni\_cost@example.com  
**Shipping Address:** 6146 Honey Bluff Parkway (49628-7978), Calder, Michigan

### Order Detail

#000000002

**Complete**



**Minerva LumaTech™ V-Tee-XS-Blue**  
Quantity: 1.0000  
Returned: -397.0000

\$0.0000

Creditable within 7 Days  
Refundable within 7 Days  
Replacement within 7 Days

**Return**

Order placed on: 2016-12-08 13:38:05

**Order Total: \$39.6400**  
**Total Due: \$0**

### Return History


Click to Toggle

The products that are eligible for return in that particular order will have a return button. Through this button the customer can apply for return of that particular product.

By clicking on the 'Return' button a pop-up will appear containing the form for return of that particular order. The form will appear as follows:

**ITEM DETAIL** Order:

145000009



Chelsea Tee

**RETURN ADDRESS**

1560 Broadway  
Suite 800  
Times Square  
New York, (NY 10036)  
Phone: 9876543210

**EASY RETURN**

Please fill the below form to make request for return.

Return Type: Refund

**7 Days Refund**

Quantity: 2

Reason: Wrong Product

**Shipping Charge Paid By Store Owner**

Comment:  
Give me my money back... Fast...!!!

☒ I agree with terms & Conditions.([See here](#))


**Submit**

**Terms & Conditions:**  
Demo terms and conditions

The customer has to fill the above form and then click on submit then a success form will appear showing the successful submission of the return request as shown below :

**ITEM DETAIL** Order:

145000009



Chelsea Tee

**RETURN ADDRESS**



1560 Broadway  
Suite 800  
Times Square  
New York, (NY 10036)  
Phone: 9876543210

**Refund request successfully created**

Your Return Id: #15

We will send a refund. We will pickup the item you wish to return in within 6 days. We hope you understand that we can only accept items for return, if they have not been used or tempered with. Original packaging and accessories also need to be returned along with the item.

**Order Details**

Items	
 Chelsea Tee Quantity: 1.0000 \$219.0000	
 Chelsea Tee Quantity: 5.0000 \$134.0000	

**Shipping Address**

mac spaceTime  
Addr line 1 (12345), City 1,

Order Total: \$1445.3900  
Total Due: \$0

Upload File: Browse... No file selected. Upload

There is an option to upload files in the success page. From where you can upload file and admin can view/download that file from admin panel. File limitations are set from admin panel.

Browse... DE000017.pdf Upload

Please provide correct format.  
Maximum allowed file size is 4096KB.  
Allowed extensions are jpg,png,jpeg,gif,xlsx.

- In case the user is a registered customer and is logged into the website then the page will contain a list of all the orders placed by the customer. The page will appear as follows:

**CUSTOMER DETAILS**

Customer Name: mac spaceTime  
Email: [REDACTED]  
Shipping Address: Addr line 1 (12345), City 1,

**Order Detail**

#145000008	Complete
#145000009	Complete

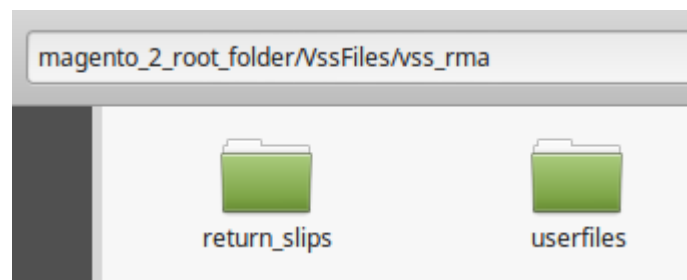
**Return History** Click to Expand

There will be the details of every order. We can expand any of the order division (will have to click where the arrows are pointed). On click the respective order division will be expended.



To view all the history of the return requests, user will have to expand the “Return History” tab.

Additional Notes: Please make sure that there is a folder in you magento root directory named VssFiles. Inside VssFiles, one folder called “vss\_rma” should exist and two more folders should be created (if not exist) inside “vss\_rma” folder. Names of the folders inside “vss\_rma” are “return\_slips” and “userfiles”.



“magento\_2\_root\_folder” is the same folder (directory) in which other folders like “app”, “bin” etc exist. “return\_slips” folder contains all the slips generated during return process and customers can download return slip and the “userfiles” folder is the folder where files uploaded by users are stored.

After creating folders please give all of these folders full permissions. If folders exist already, then also give full permissions (-w-r-x).



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#### CUSTOMER DETAILS

Customer Name: mac spaceTime  
Email: mbhaisora@velsof.com  
Shipping Address: Addr line 1 (12345), City 1,

#### Order Detail

#145000008

Complete

#145000009

Complete

#### Return History

Click to Expand

Product	Status	Return Type	Notes	Request Date	Approve/Deny
Slim fit Dobby Oxford Shirt Quantity: 1	In Progress	Refund		2016-11-23 19:56:11	Disapproved
Chelsea Tee Quantity: 3	In Progress	Refund		2016-11-23 20:04:07	Disapproved
Chelsea Tee Quantity: 2	In Progress	Refund		2016-11-23 20:05:00	Disapproved
Chelsea Tee Quantity: 1	Completed	Credit	Final return	2016-11-23 20:06:26	Archived
Chelsea Tee Quantity: 2	In Progress	Refund		2016-11-23 20:10:30	Disapproved
Chelsea Tee Quantity: 1	In Progress	Refund		2016-11-25 13:49:55	Disapproved
Chelsea Tee Quantity: 1	In Progress	Credit		2016-11-25 15:59:04	Disapproved
Chelsea Tee Quantity: 1	In Progress	Refund		2016-11-25 16:08:07	Disapproved
Chelsea Tee Quantity: 1	In Progress	Refund	Alpha	2016-11-25 16:10:24	Disapproved
Chelsea Tee Quantity: 1	In Progress	Credit	Admin	2016-11-25 16:12:03	Pending
Chelsea Tee Quantity: 1	In Progress	Credit		2016-11-25 16:12:48	Pending
Slim fit Dobby Oxford Shirt Quantity: 1	In Progress	Credit		2016-11-25 17:32:33	Approved
Chelsea Tee Quantity: 1	In Progress	Credit		2016-11-25 17:35:23	Disapproved
Chelsea Tee Quantity: 2	In Progress	Refund	Give me my money back... Fast...!!!	2016-11-25 21:09:20	Pending