returns portal

parcelLab retain

Embedded returns experience with personalized journeys based on data-defined segmentation. Consumers can select items for return, choose a convenient returns method, and get a label or QR code.

Standard Features

> **Digital Returns Portal**

Front-end digital experience easily embedded on your site by JavaScript snippet.

> **Order API**

On-demand retrieval of order data on return request, minimizing data exposure and enabling returns agnostic to where items were purchased.

> **Returns Flow**

Configure return eligibility, reasons, methods, images to be uploaded and more with flexible rules to create customized return flows.

> **Carrier Label & Return Method**

Create return labels or generate QR codes for paperless returns. Manage return methods, such as different carrier options and in-store returns to drive footfall.

> **RMA Exports**

Standard export of all return registrations for consumption by warehouse and other retailer systems.

> **Customs Documents**

Enable seamless cross-border returns by generating required Customs Documents.

> **Confirmation Page Survey**

Collect customer ratings and reviews on the confirmation page.

> **Collection Scheduling**

Schedule return collections when offered by the carrier, empowering shoppers to managing pick-up address, date preferences (if available) and contact information.

> **Multi-Label & Split Returns**

Handle complex multi-item returns requiring more than one label, returning to one or more locations.

> **Reporting & Analytics**

Full visibility of returns initiation behavior and returns logistics with Power BI data visualization.

> **Standard Webhooks**

Subscribe to standard event-driven webhooks to consume Returns RMA data into retailer systems, data-lakes and BI tools.

Add-ons

> **Exchanges**

Self-service options for consumers to make equal exchanges for same-SKU variations such as color or size.

> **Instant Credit**

Triggers for instant credit or refunds based on returns registration events such as return initiated, package drop-off, or arrival for processing, for trusted customer segments.

> **Warranty & Claims Management**

Request images and descriptions of return items to manage approval flows for return, repair, or warranty cases.

> **Returns Customer Service (CS) Portal**

Empower agents with elevated returns permissions to override consumer eligibility rules, upload images, approve returns and create tickets.