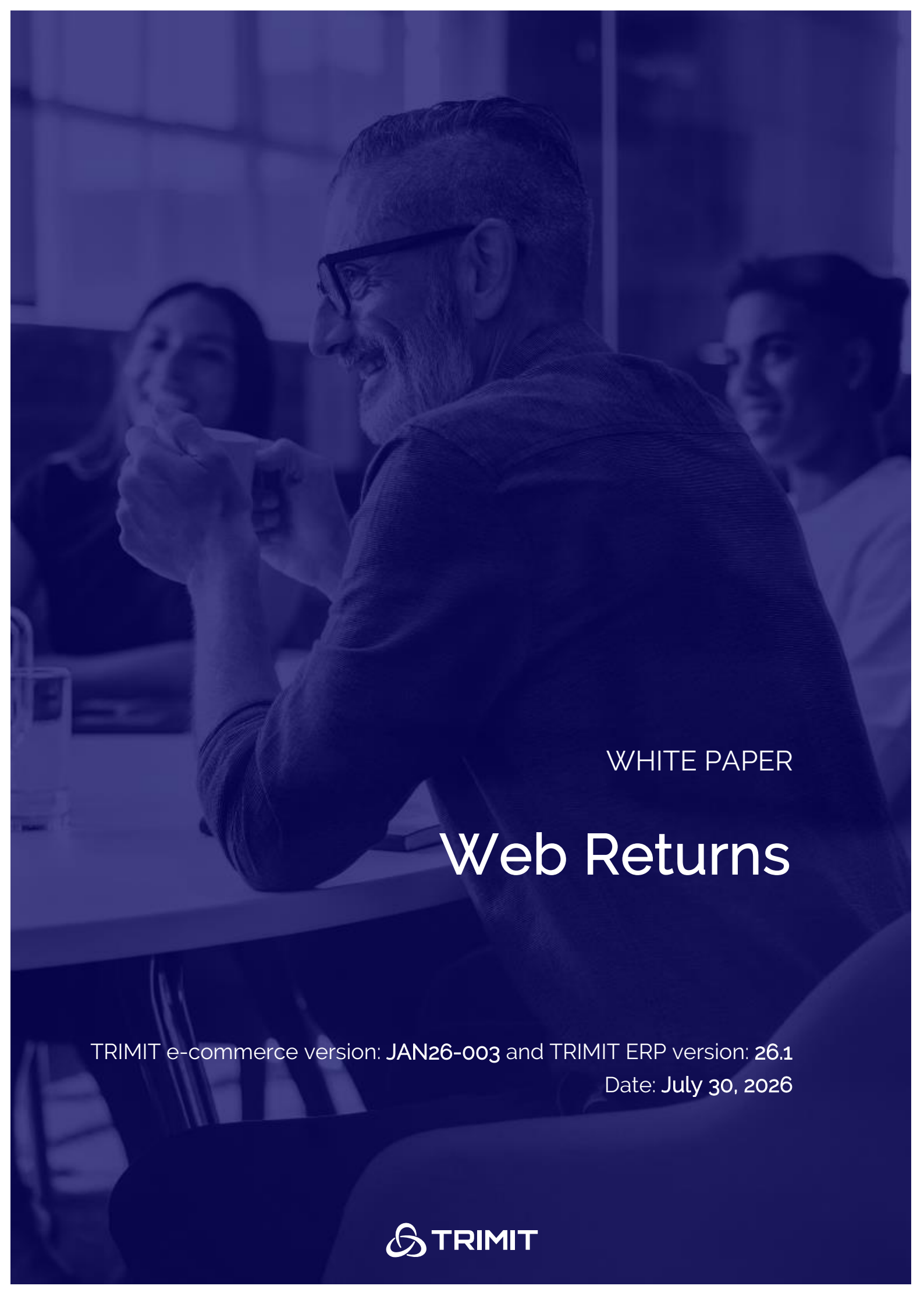




WHITE PAPER

Web Returns

TRIMIT e-commerce version: JAN26-003 and TRIMIT ERP version: 26.1

Date: July 30, 2026

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Introduction

TRIMIT Web Returns Module is the functionality to add **Returns** (Items that will be returned i.e., because of wrong delivery or damage) on a TRIMIT **B2B Webshop** or TRIMIT **Sales Agent**. An entered **Return** will be submitted to TRIMIT ERP as a **Complaint**.

It allows Customers or Salespersons to report Items that were bought, that will be returned based on a specific Reason with several consequences, which could be:

- Return Order – where Items are returned before getting a Credit Memo (Refund on Return)
- Credit Memo – where Items are NOT returned, but only a Credit Memo (Refund).
- Sales Order – to get a new Item (Replacement)
- Production Order – for repairing an Item (Repair)
- Return Order and Sales Order (Refund on Return + Replacement)
- Credit Memo and Sales Order (Refund + Replacement)

For more information regarding the TRIMIT Complaints, see ***White Paper – TRIMIT Complaints***.

In this White Paper, we will look at the setups for the TRIMIT Complaints – which are also necessary when working with Web Returns Module – and mention the differences regarding the impact of these setups on a Complaint entered manually in TRIMIT ERP, and a Complaint that will be created based on a Web Return.

The audience for this document is the Consultant or very skilled User. It will only describe the TRIMIT fields/functionality and not the standard Business Central fields/functionality. Be aware of not changing settings and parameters in a live database without consulting the implementing partner.

The functionality described is the functionality as of **TRIMIT 26.1 for Business Central W1 BC28.X** in combination with the **TRIMIT e-commerce Package JAN26-003**.

The pictures in this White Paper are mainly based on the demo data for **TRIMIT 26.1**, which is based on Microsoft Dynamics 365 Business Central 2026 Release Wave 1, in the demo company **CRONUS TRIMIT W1 Ltd.** (based on CRONUS International Ltd. of Microsoft Dynamics 365 Business Central).

Components

TRIMIT Web Returns Module contains the following objects that are also used for the TRIMIT Complaints:

The tables

6635	<i>Return Reason</i>
6036492	<i>trm API Complaint Header</i>
6036493	<i>trm API Complaint Line</i>
6036673	<i>trm Complaint Line Relation</i>
6036674	<i>trm Complaint Header</i>
6036675	<i>trm Complaint Line</i>
6036677	<i>trm Complaint Buffer</i>
6036688	<i>trm Complaint Line Rel. Compl.</i>
6036689	<i>trm Complaint Header Completed</i>
6036690	<i>trm Complaint Line Completed</i>
6038216	<i>trm Returns Reason Codes</i>
6038217	<i>trm Returns Document List</i>
6038218	<i>trm Returns Header</i>
6038219	<i>trm Returns Line</i>
6038220	<i>trm Returns Basket</i>
6038221	<i>trm Returns Product Search</i>

The pages

6036688	<i>trm Compl.SalesLine Disc Comb</i>
6036692	<i>trm Complaint Order</i>
6036993	<i>trm Complaint Order Subform</i>
6036995	<i>trm Complaint Orders List</i>
6036696	<i>trm Completed Complaint List</i>
6036697	<i>trm Completed Complaint</i>
6036698	<i>trm Complaint Order Lin Compl</i>
6036819	<i>trm Complaint Document FactBox</i>
6036825	<i>trm Complaint Line FactBox</i>
6036826	<i>trm Complaint Compl FactBox</i>
6036827	<i>trm Complaint Line Con FactBox</i>
6036828	<i>trm Complaint ComplDoc FactBox</i>
6038006	<i>trm Dialog Complaint Line</i>

The reports

6036689	<i>trm Complaint Data</i>
6036691	<i>trm Complaint Statistics</i>

The codeunits

6036729	<i>trm Complaint Handling</i>
6038012	<i>trm API Complaint Create</i>

Besides these special objects, also other objects have been customized for TRIMIT Complaints, like i.e., the pages of the Sales Order, Sales Credit Memo, Posted Sales Invoice and Posted Credit Memo: a field **Complaint** indicating that the document is related to a Complaint Yes/No.

Complaint Setups

To work with the **Web Returns** – which will be submitted to TRIMIT ERP as a Complaint - you need to setup the necessary information in TRIMIT ERP regarding the **Complaints**.

Return Reasons

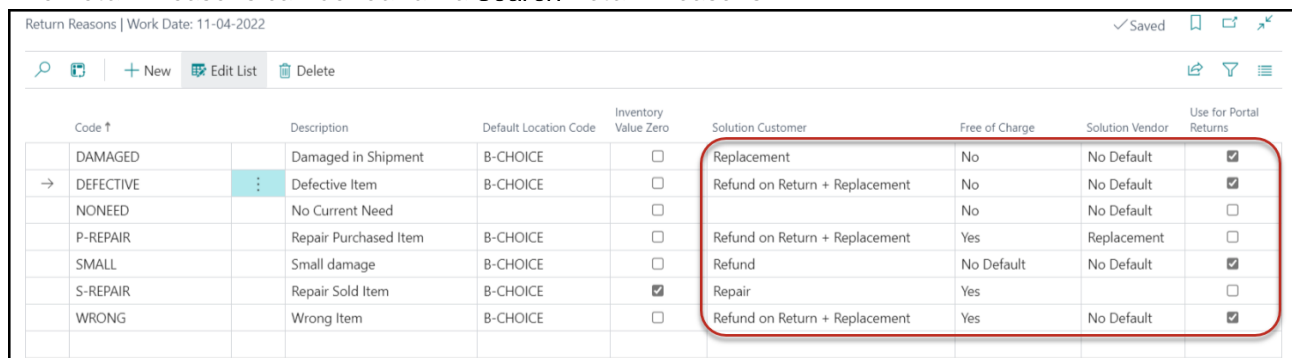
In the **Web Returns** the user needs to select a **Reason** for the Return.

Based on the chosen **Reason**, a default **Solution** will be shown, but the user can select another **Solution**. The list of possible **Reasons** for the Web Returns needs to be setup in TRIMIT ERP **Return Reasons** with a checkmark in **Use for Portal Returns**.

If none of the **Return Reasons** have a checkmark in **Use for Portal Returns**, all **Return Reasons** are possible and can be chosen in the Web Return.

The list of possible **Solutions** are the options available for **Solution Customer**, for which you can setup the defaults related to specific **Return Reasons**.

The Return Reasons can be found via **Search Return Reasons**.



Code ↑	Description	Default Location Code	Inventory Value Zero	Solution Customer	Free of Charge	Solution Vendor	Use for Portal Returns
DAMAGED	Damaged in Shipment	B-CHOICE	☐	Replacement	No	No Default	☒
→ DEFECTIVE	Defective Item	B-CHOICE	☐	Refund on Return + Replacement	No	No Default	☒
NONEED	No Current Need		☐		No	No Default	☐
P-REPAIR	Repair Purchased Item	B-CHOICE	☐	Refund on Return + Replacement	Yes	Replacement	☐
SMALL	Small damage	B-CHOICE	☐	Refund	No Default	No Default	☒
S-REPAIR	Repair Sold Item	B-CHOICE	☒	Repair	Yes		☐
WRONG	Wrong Item	B-CHOICE	☐	Refund on Return + Replacement	Yes	No Default	☒

Solution Customer

In the field **Solution Customer**, the appropriate solution can be entered about how to manage a Web Return and therefore how to manage a Complaint in TRIMIT ERP.

There are several options possible. These options have each a different result in TRIMIT ERP regarding the Complaints and what other actions should be taken regarding the creation of Sales Orders, Sales Credit Memos, Sales Return Orders or Production Orders.

In the table below you can see what these are:

	Sales Order	Sales Credit Memo	Return order	Production Order
	New Item to Customer	No Item returned	Credit Memo when Item is returned	Production Order for Repair
Refund		Yes		
Refund + Replacement	Yes	Yes		
Refund on Return			Yes	
Refund on Return + Replacement	Yes		Yes	
Replacement	Yes			
Repair				Yes

Inventory Setup

Inventory Setup

General

Posting

Journal Templates

More options

Numbering

Show more

Item Nos.

ITEM

Posted Direct Trans. Nos.

PDIRTRANS

Direct Transfer Posting

Receipt and Shipment

Master No.

Master Nos. Finished Goods

Master Nos. Semi-Finished Goods

Master Nos. Raw Materials

Formulas

Search Table Nos.

SEARCHTAB

Capacity

Machine Setup Nos.

Operation Nos.

Last Counting

Item Counting Nos.

ITEM6

Picture Management

Picture Nos.

PICTURE

Maximum Size of Picture File (KB)

5,000

Maximum Size of Order Picture File (KB)

5,000

Default Picture dpi

0

Pick

Pick Document Nos.

PICKDOC

Posted Pick Document Nos.

PICKDOC+

Container Management

Container Nos.

CONTAINER

Maximum Size of Order Picture File (KB)

The Parameter **Maximum Size of Order Picture File (KB)** is to set the maximum size for the Order Picture that can be created via TRIMIT e-commerce for configured Items or related to a Web Return or uploaded to a Complaint or Order in the ERP.

This means that if the original picture might be bigger, it will automatically be rescaled to this maximum value. The default value will be set to *5,000 KB*, so *5 MB*.

Sales & Receivables Setup

In the **Sales & Receivables Setup** the following parameters are necessary for working with TRIMIT Complaints – and therefore also for working with Web Returns.

The Sales & Receivables Setup can be found via **Search** *Sales & Receivables Setup*.

FastTab Number Series

Sales & Receivables Setup

Customer Groups

Payments

More options

Number Series

Customer Nos.

CUST

Quote Nos.

S-QUOTE

Blanket Order Nos.

S-BLK

Order Nos.

S-ORDER

Return Order Nos.

S-RETORD

Invoice Nos.

S-INV

Posted Invoice Nos.

S-INV+

Credit Memo Nos.

S-CR

Posted Credit Memo Nos.

S-CR+

Posted Shipment Nos.

S-SHPT

Posted Return Receipt Nos.

S-RCPT

Reminder Nos.

S-REM

Issued Reminder Nos.

S-REM+

Canceled Issued Reminder Nos.

Fin. Chrg. Memo Nos.

S-FIN

Issued Fin. Chrg. M. Nos.

S-FIN+

Canceled Issued Fin. Charge Memo Nos.

Posted Prepmnt. Inv. Nos.

Posted Prepmnt. Cr. Memo Nos.

Direct Debit Mandate Nos.

Summary Order Nos.

S-SUMORD

Campaign Discount Nos.

CAMPDISC

Complaint Order Nos.

COMPLAINT

Item Replacement Nos.

REPLACE

Consignment Journal Nos.

CONS

Gift Card Batch Nos.

GCBATCH

Complaint Order Nos.

No. Series for the Complaints: Documents in which Complaints can be documented and followed up with Sales Credit Memo, Sales Return Order, Sales Order or Production Order.

FastTab Info and Prices

Sales & Receivables Setup

Customer Groups

Payments

More options

Info and Prices

Availability Check

Standard Inventory Profile Setup

ALL

Availability Date Format

Week

Availability Message Type

Notification

Availability Check by Location

Availability Check on Make-To-Order Items

Skip Availability Info Pane

Skip Availability Check Complaint

Skip Availability Check Return Order

Skip Availability Check Sales Credit Memo

Discounts

Extended Discount Search

Automatically per Line

Line Discount Combination

Show Line Discounts of 0 %

Approve Change of Line Discount %

Ask if existing Line Discount % is larger than 0 (Default Yes)

Date Management

Sales Header Date -> Sales Line Date

No

Commission

Extended Commission Search

No

Approve Change of Commission

Ask if existing Commission is larger than 0 (Default Yes)

Prices

Skip Availability Check Complaint

This Parameter determines the field **Skip Availability Check** in the Complaint Header.

If you choose **Yes**, the **Skip Availability Check** will also be set to **Yes** in the Complaint Header, and Availability will not be calculated/checked for the Complaint Lines.

If you choose **No** the **Skip Availability Check** in the Complaint Header will also be set to **No**, and Availability will be calculated/checked.

If many customers/salespersons ask for a **Replacement** in the Web Return, you might consider setting this Parameter to **No**.

But this will NOT result in an Availability Message in the Web Returns.

FastTab Complaint

Sales & Receivables Setup

Customer Groups

Payments

More options

Complaint

Item to be Used as Description

No.

Item Base for Vendor Search

No.

Return Reason Code Mandatory

No

Allow Lines of Type G/L Account

Default Collapse Matrix

Default Quantity Complaint

0.00

Default Handling

Default Return Reason Code

DEFECTIVE

Invoice Information

Invoice Reference Mandatory

Confirm missing Invoice Reference.

Horizon, Invoice No. Search

6M

Automatic Search Invoice No.

Repair

Item No. For Repair Production Order

REPAIR

Reverse Production Entry

Item to be Used as Description

This Parameter determines which Item Description to be filled into **Description** and **Description 2** of a Complaint Line.

You can choose between the following four options:

No.	Descriptions of the Item in current Language will be found based on No. (Master/Item Number)
Complaint Item No.	Descriptions of the Item in current Language will be found based on Complaint Item No.
Invoiced Item No.	Descriptions of the Item in current Language will be found based on Invoiced Item No.
Replacement Item No.	Description of the Item in current Language will be found based on Replacement Item No.

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NOTE

No. – The Item we will react on

Complaint Item No. – The Item the customer complaints about

Invoiced Item No. – The Item the customer purchased and has been invoiced.

Replacement Item No. – The Item that might replace the No.

In the **Web Returns**, the user can only choose a specific **PRODUCT NO.**: the **No.** Therefore, the user is not able to make a difference between these different Items Nos., but it could be changed in the back office – in the TRIMIT Complaint.

Item Base for Vendor Search

This Parameter determines which Item Vendor No. to be filled into **Vendor No.** at Complaint Line.

You can choose between the following four options:

No.	Item Vendor No. will be found based on No. (Master/Item Number)
Complaint Item No.	Item Vendor No. will be found based on Complaint Item No.
Invoiced Item No.	Item Vendor No. will be found based on Invoiced Item No.
Replacement Item No.	Item Vendor No. will be found based on Replacement Item No.

Note

For the Web Returns it will always be the **No.**; the **PRODUCT NO.** that was chosen in the Web Return.

Return Reason Code Mandatory

This Parameter can be used to ensure that **Return Reason** has been filled before posting a Complaint in TRIMIT ERP.

You can choose between the following three options:

No	A Complaint without Return Reason can be posted.
Confirm missing Return Reason Code	You will be asked to accept that Return Reason has not been filled. If you do not accept; the posing of the Complaint will be interrupted.
Yes	The posting of the Complaint will be interrupted if Return Reason has not been filled.

Note

When working with Web Returns, selecting a **REASON** is always mandatory .because this will also determine the default (Customer) **SOLUTION**, and will overrule the content of this Parameter.

The Return Reason will always determine the default SOLUTION in the Web Returns, but if you want to delete it in the back office then set this field to *No*.

Allow Lines of Type G/L Account

If this Parameter is *Yes*, Complaint Lines of **Type G/L Account** can be entered and posted.

If Complaint Lines of **Type G/L Account** should be allowed, this Parameter should be set to *Yes*, otherwise an error will be raised at choosing the Type.

Depending on the setting of this Parameter, the **Get Posted Sales Invoice Lines** function in the Complaint will include/exclude the **Type G/L Account** on the Posted Invoice Lines that can be chosen.

Note

G/L Account Lines is only set on a Return Order, or a Credit Memo based on **Solution Customer** and not on a Sales Order (in case of Replacement i.e.) or Production Order (Repair).

This is NOT applicable for the Web Returns, which can currently only handle Items.

Default Collapse Matrix

If this Parameter is *Yes*, any Matrix used at a Complaint Line will already be collapsed.

You need to put a checkmark in **Expand Matrix** on the Complaint Line to see all the Item Lines.

Default Quantity, Complaint

In this Parameter you can enter a decimal as default **Quantity** for the Complaint Lines, but it has no influence for the **Quantity** in the Web Returns – that always needs to be entered by the user.

Default Return Reason Code

In this Parameter, you can choose a default Return Reason. If chosen, every newly created Complaint will get this **Default Return Reason Code**, but this code can be overwritten in the Complaint Header and in individual Complaint Lines.

Based on the fields of the [Return Reason Code](#), also other fields in the Complaint will be filled by default.

When entering a Web Return, this **Default Return Reason Code** will NOT be shown as a default.

Invoice Reference Mandatory

This Parameter can be used to ensure that **Concerning Invoice No.** has been filled before posting a Complaint.

You can choose between the following three options:

No	A Complaint without Concerning Invoice No. can be posted.
Confirm missing Invoice Reference	You will be asked to accept that Concerning Invoice No. has not been filled. If you do not accept; the posting of the Complaint will be interrupted.
Yes	The posting of the Complaint will be interrupted if Concerning Invoice No. has not been filled.

In the Web Returns, the user can choose a **PRODUCT NO.** (Master or Item) or a **DOCUMENT NO.** (Posted Sales Invoice) as starting point. If the user enters a **PRODUCT NO.** the system will show on which **Documents** this **PRODUCT NO.** (Master or Item) was sold to the customer, and the user can choose the appropriate **DOCUMENT NO.** Therefore, you could say that the **Invoice Reference Mandatory** should be set to *Yes*. Even if set to *No*, the Web Returns will set it and use the referenced Invoice for Unit Price and Quantity check.

Horizon, Invoice No. Search

If the ***Get Posted Sales Invoice Lines*** function is used it is mandatory to fill in a Horizon (Date Formula) for the period, the search should be carried out (this is to limit the processing time).

I.e., if you enter *3M*, the system will only show you the Posted Sales Invoice Lines with a **Posting Date** between 3 months back and now.

In the Web Returns, the user can choose a **PRODUCT NO.** for which the **Documents** (Posted Sales Invoices in TRIMIT ERP) will be shown to choose from based on the **Horizon, Invoice No. Search**.

This can be overruled by the **Returns Search Horizon** in the applicable Portal Profile.

In the Web Returns, the user can choose a **DOCUMENT NO.** (Posted Sales Invoices in TRIMIT ERP) which will be checked based on the users **Customer No.** and the **Horizon, Invoice No. Search**.

This can be overruled by the **Returns Search Horizon** in the applicable Portal Profile.

Automatic Search for Invoice No.

If this Parameter is *Yes*, the program will automatically search the Customers Posted Sales Invoices for the last invoiced Line of the specific **No.** on the Complaint Line and add it to the **Concerning Invoice** and **Concerning Invoice Line**.

In the Web Returns, the user can choose a **PRODUCT NO.**, and the system will automatically show the **Documents** (Posted Sales Invoices) in which this **PRODUCT NO.** was sold to the customer.

Item No. for Repair Production

If Repairs Orders (Production Orders) should be raised as Related Order on the Complaint Line, this Parameter should be filled with an **Item No.** that should be used for creation of a Production Order. The Item could have a default Item BOM if the repair procedures are general for all Items.

This parameter is also applicable regarding the Web Returns in case the (Customer) **Solution** is set to *Repair*.

Reverse Production Entry

If this is set to *Yes*, finishing a Production Order with the **Item No. For Repair Production Order** will not result in an increase of the Inventory for that Item.

The positive **Item Ledger Entry** based on the Output (Finishing) will be reversed again with a *Negative Adjustment*, and this is also applicable for the corresponding **Value Entries**. I.e.,

Item Ledger Entries

Find entries...

Entry

Order Tracking

Application Worksheet

More options

Posting Date	Entry Type	Docume... Type	Document No.	Item No.	Description	Brand Code	Season Code	Location Code	Quantity	Invoiced Quantity	Remaining Quantity	Sales Amount (Actual)	Cost Amount (Actual)	Cost Amount (Non-Invtbl.)	Open	Order Type	Entry No.
6/4/2025	Negative Adjmt.		PC000001	REPAIR	Repair Master for Complaints	FASHION		BLUE	-1	-1	0	0.00	-9.90	0.00	☐	Production	5723
6/4/2025	Output		PC000001	REPAIR	Repair Master for Complaints	FASHION		BLUE	1	1	0	0.00	9.90	0.00	☐	Production	5722
6/4/2025	Consumption		PC000001	M200020	Fabric 72% Polyamide, 28% Elastane			BLUE	-2	-2	0	0.00	-9.90	0.00	☐	Production	5721

Value Entries

Find entries...

Entry

More options

Posting Date	Item Ledger Entry Type	Entry Type	Adjustment	Document No.	Sales Amount (Actual)	Cost Amount (Expected)	Cost Amount (Actual)	Cost Amount (Non-Invtbl.)	Cost Posted to G/L	Item Ledger Entry Quantity	Valued Quantity	Invoiced Quantity	Cost per Unit	Cost per Unit (ACV)	Item No.	Source Type	Source No.	Order Type	Item Ledger Entry No.
6/4/2025	Consumption	Direct Cost	☐	PC000001	0.00	0.00	-9.90	0.00	-9.90	-2	-2	-2	4.95	0.00	M200020	Item	REPAIR	Production	5721
6/4/2025	Output	Direct Cost	☐	PC000001	0.00	0.00	0.00	0.00	0.00	1	1	0	0.00	0.00	REPAIR	Item	REPAIR	Production	5722
6/4/2025	Output	Direct Cost	☐	PC000001	0.00	0.00	9.90	0.00	9.90	0	1	1	9.90	0.00	REPAIR	Item	REPAIR	Production	5722
6/4/2025	Negative Adjmt.	Direct Cost	☐	PC000001	0.00	0.00	0.00	0.00	0.00	-1	-1	-1	0.00	0.00	REPAIR	Item	REPAIR	Production	5723
6/4/2025	Negative Adjmt.	Direct Cost	☒	PC000001	0.00	0.00	-9.90	0.00	-9.90	0	-1	0	9.90	0.00	REPAIR	Item	REPAIR	Production	5723

You can set this Parameter to *Yes*, unless you use **Item Tracking** (Lot Nos. or Serial Nos.) for the **Item No. For Repair Production Order**. In that case, it must be set to *No*.

Production Setup

The Production Setup is found via **Search** *Production Setup*.

FastTab Numbering

Production Setup	
Numbering	
Production Document Nos.	PRODDOC
Make-to-Stock Nos.	PRODMTS
Make-to-Order Nos.	PRODMTO
Production Series Nos.	PRODSEIE
Production Collecting Order Nos.	PRODCOL
Complaint Make-to-Order Nos.	PRODMTOCOMPL

Complaint Make-to-Order Nos.

If **Repair Orders** are created as **Related Orders** attached to Complaint Lines, this **No. Series** needs to be entered.

This parameter is also applicable regarding the Web Returns in case the (Customer) **Solution** is set to *Repair*.

Portal Profile

In the **Portal Profile** for the B2B and Sales Agent, in which you also want to make use of the **Web Returns**, you need to set some specific fields.

B2B Portal Profile - B2B	
Manage Order Type Setup Page	
Returns	
Use Returns	☒
Returns Search Horizon	6M
Return Only Previously Purchased Products	☐
Returns New Communication E-Mail Template	COMMUNICATION
Returns Ongoing Communication E-Mail Templ... ..	COMMUNICATION
Returns Closed Communication E-Mail Template	COMMUNICATION

Sales Agent Portal Profile - AGENT	
Manage Order Type Setup Customer Templates Setup Order Templates Page	
Returns	
Use Returns	☒
Returns Search Horizon	6M
Return Only Previously Purchased Products	☐
Returns New Communication E-Mail Template	COMMUNICATION
Returns Ongoing Communication E-Mail Templ... ..	COMMUNICATION
Returns Closed Communication E-Mail Template	COMMUNICATION

Use Returns

If you want to be able to enter **Web Returns** on the B2B Webshop or Sales Agent, this field needs to be set to *Yes*.

Returns Search Horizon

The **Returns Search Horizon** is a Date Formula for the Period for which customers can register a Web Return based on the Posting Date of a Posted Sales Invoice.

This field will overrule the [Horizon, Invoice No. Search](#) of the Sales & Receivables Setup and will determine if a user can register a Web Return for very old, purchased Items.

Return only Previously Purchased Products

This field is comparable with the **Invoice Reference Mandatory** in the Sales & Receivables Setup for Complaints: It determines that a user can only register a Web Return based on previously purchased products.

Returns New Communication E-Mail Template

The **E-Mail Template** you enter will be used for the first incoming/outgoing communication regarding a Web Return/Complaint towards TRIMIT ERP or the e-commerce User.

Returns Ongoing Communication E-Mail Template

The **E-Mail Template** you enter will be used for the next incoming/outgoing communication regarding a Web Return/Complaint towards TRIMIT ERP or the e-commerce User.

Returns Closed Communication E-Mail Template

The **E-Mail Template** you enter will be used for the closing/last incoming/outgoing Communication regarding a Web Return/Complaint towards the TRIMIT ERP or the e-commerce User.

Note

The three E-Mail Template fields can be left blank if the corresponding fields in the **Basic Setup** are filled in:

Basic Setup

Import TRIMIT License File

Actions

Fewer options

General

Communication

Communication No. Series	COMMUNICATION
Incoming Communication Notifications	Role Center
Outgoing Communication Notifications	Push And Mail
Notification Link Base Url	https://trimit.com
Default Notification User Group	COMMUNICATION
Communication E-Mail Template	COMMUNICATION
Complaint Notification User Group	COMPLAINT
Complaint New Communication E-Mail Template	COMMUNICATION
Complaint Ongoing Communication E-Mail Template	COMMUNICATION
Complaint Closed Communication E-Mail Template	COMMUNICATION

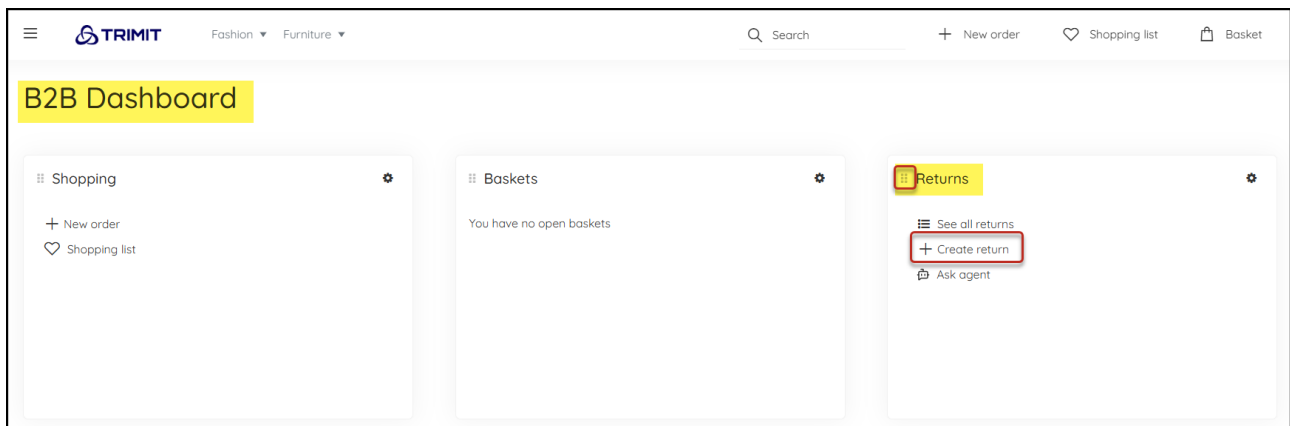
For more information regarding the **Communication** between the Customer on the TRIMIT B2B Webshop or Salesperson on the TRIMIT Sales Agent and the users in TRIMIT ERP: see *White Paper – TRIMIT e-commerce Returns Communication*.

For more information regarding the E-Mail Template: see *White Paper – TRIMIT E-Mail*.

Web Return Registration

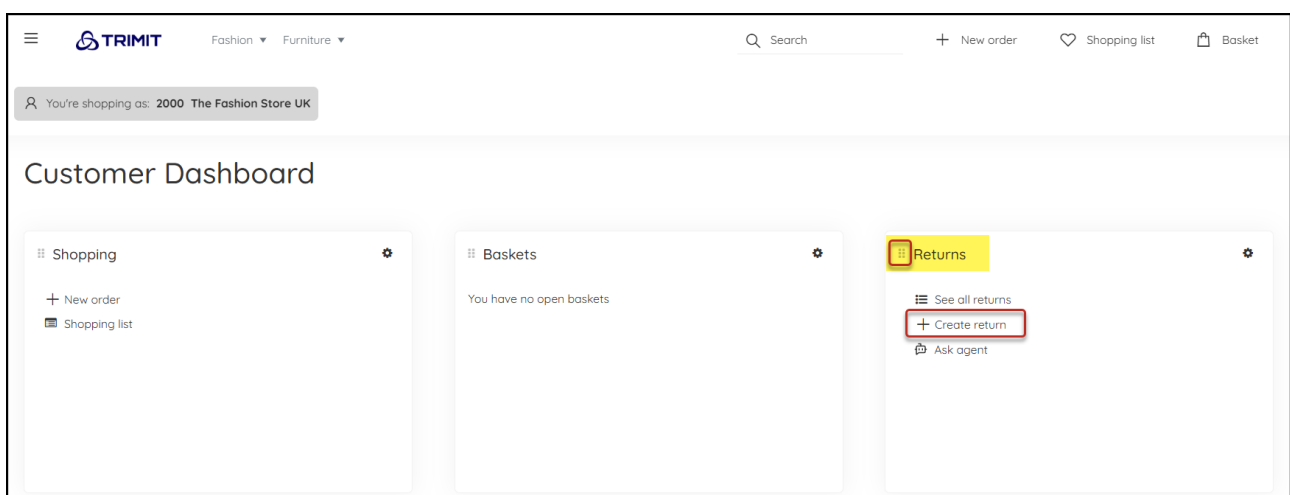
In the **B2B Dashboard** of the B2B Webshop you will see a Dock for **Returns**.

You can determine yourself where you want to see this Dock in the Dashboard by clicking the 6dots and dragging it to the place you want it.



In the **Customer Dashboard** of the Sales Agent, after selecting the Customer, you will also see a Dock for **Returns**.

You can determine yourself where you want to see this Dock in the Dashboard by clicking the 6dots and dragging it to the place you want it.



By clicking **+ Create return**, the user (Customer of B2B or Salesperson of Sales Agent) can create a new Web Return.

Create a Return

To create a Web Return, you need to enter a **PRODUCT NO.** and/or a **DOCUMENT NO.**

The **PRODUCT NO.** can be a Master Number or an Item Number.

The **DOCUMENT NO.** is a Posted Sales Invoice Number.

Search

Returning as: The Fashion Store UK (2000)

Returns / Create / Search

1

2

3

4

SEARCHCONFIGUREDETAILSBASKET

PRODUCT NO.

Enter a master or an

DOCUMENT NO.

Enter invoice or ship

SEARCHClear

Search page - only fill in a PRODUCT NO.

After entering a **PRODUCT NO.** and clicking **SEARCH**, the system will look for the Posted Sales Invoices of the current (selected) Customer, in which this **PRODUCT NO.** was sold and show those **Posted Sales Invoices** (Invoice no. below the picture):

Search

Returning as: The Fashion Store UK (2000)

Returns / Create / Search

1

2

3

4

SEARCHCONFIGUREDETAILSBASKET

PRODUCT NO.

2100

DOCUMENT NO.

Enter invoice or ship

SEARCHClear



Lily Blouse
Invoice no. 103058



Lily Blouse
Invoice no. 103091



Lily Blouse
Invoice no. 103092

The user now needs to select the right **Invoice no.** by clicking on it.

If the **PRODUCT NO.** was a Master, and there were several Items of this Master sold on the chosen **Invoice no.**, the user needs to select the right Variants/Dimensions – the **Configure** step in the process.

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WHITE PAPER: WEB RETURNS

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Page 14

Configure

Returns / Create / Configure

Returning as: The Fashion Store UK (2000)

1 SEARCH 2 CONFIGURE 3 DETAILS 4 BASKET

Choose another product

Lily Blouse
2100

Choose Garment/Fabric Colors

Royal Blue Orange Red Black

Choose Casual Sizes XS - 5XL

S M L XL XXL

SELECT PRODUCT >

And confirm the choices by clicking **SELECT PRODUCT**.

The user can also click **Choose another product** to go back to the **Search** page.

If the **PRODUCT NO.** was an Item, the **Configure** step is not applicable and the user will go to the **DETAILS** step.

Search page - only fill in a **DOCUMENT NO.**

After entering a **DOCUMENT NO.** and clicking **SEARCH**, the system will look for the Masters and Items on this **Posted Sales Invoice** and show these Products:

Search

Returns / Create / Search

Returning as: The Fashion Store UK (KBI-B2B)

1 SEARCH 2 CONFIGURE 3 DETAILS 4 BASKET

PRODUCT NO.
Enter a master or an item number

DOCUMENT NO.
103091

SEARCH Clear

Lily Blouse
Invoice no. 103091

Daisy Dress
Invoice no. 103091

The user now needs to select the right **Product** by clicking on it.

If the product was a Master, and there were several Items of this Master sold on the filled **DOCUMENT NO.**, the user needs to select the right Variants/Dimensions – the **Configure** step in the process.

Configure Returning as: The Fashion Store UK

Returns / Create / Configure

1
SEARCH

2
CONFIGURE

3
DETAILS

4
BASKET

< Choose another product



Lily Blouse
2100

Choose Garment/Fabric Colors

Light Blue

Choose Casual Sizes XS - 5XL

S

M

L

SELECT PRODUCT >

If the chosen product was an Item or only one Item of a Master was sold on the **DOCUMENT NO.**, the **Configure** step is not applicable and the user will go to the **DETAILS** step.

Search page – fill in a **PRODUCT NO.** and a **DOCUMENT NO.**

After entering a **PRODUCT NO.** and a **DOCUMENT NO.** and clicking **SEARCH**, the system will look for the products (Masters and Items) on this **Posted Sales Invoice** and show it.

Search Returning as: The Fashion Store UK (KB-B2B)

Returns / Create / Search

1
SEARCH

2
CONFIGURE

3
DETAILS

4
BASKET

PRODUCT NO.

12100

DOCUMENT NO.

103091

SEARCH

Clear



Lily Blouse
Invoice no. 103091

You still need to click on the picture (product + Invoice No.) to get to the next step.

If the product was a Master, and there were several Items of this Master sold on the filled **DOCUMENT NO.**, the user needs to select the right Variants/Dimensions – the **Configure** step in the process.

If the chosen product was an Item or only one Item of a Master was sold on the **DOCUMENT NO.**, the **Configure** step is not applicable and the user will go to the **DETAILS** step.

Search

Returns / Create / Search

1
SEARCH

2
CONFIGURE

PRODUCT NO.

Please search again; your search returned 0 results!

DOCUMENT NO.

SEARCH

Clear

After the right product no. (with the variants/dimensions) is selected on the right document no. the user can determine the details for the Web Return:

Details

Returning as: The Fashion Store UK (2000)

Returns / Create / Details

SEARCH

CONFIGURE

3DETAILS

4BASKET

Choose another product
Choose another color/size



Lily Blouse
2100
Light Blue / M

REASON
Defective Item

SOLUTION
Refund

QUANTITY
1

ADD COMMENT
Buttons are not stitched correctly and fell off.

ADD TO RETURNS BASKET >

Drag an image to attach it
or
Lily Shirt Light Blue.jpg Remove
Click here to upload image

REASON

The user can select the right [Return Reason](#) that is applicable.

SOLUTION

The user can select the preferred [Customer Solution](#) that is applicable.

QUANTITY

The user can enter the Quantity that will be returned.

This cannot exceed the Quantity that was invoiced on the chosen DOCUMENT NO. (Posted Sales Invoice), otherwise an error message will be shown:



Lily Blouse
2100
Light Blue / M

REASON
Defective Item

SOLUTION
Refund

QUANTITY
1

This cannot exceed the maximum invoice quantity for this item, currently set to 1

ADD COMMENT

The user can add an extra Comment, which will be submitted to the Complaint Line Comments.

Drag an image to attach it

The user can drag & drop or select pictures to this Web Return.

The name of the picture will be shown.

The user can upload several pictures to this Web Return. And they will be connected to the **Complaint Line** and be visible in the FactBox **Line Pictures** in the Complaint.

The user can also drag & drop other file-types as pictures (like a word document or excel sheet).

They will be connected to the Complaint as an **Attachment** to the Complaint Header.

After the information has been selected, the user needs to click **ADD TO RETURNS BASKET** to go to the [Basket page](#).

But you are also able to **Choose another product** or **Choose another color/size**.

This will not add the already entered PRODUCT to the Web Return.

This will go back in the process for choosing the right PRODUCT to return.

Details

Returning as The Fashion Store UK (2000)

Returns / Create / Details

SEARCH

CONFIGURE

DETAILS

BASKET

< Choose another product

< Choose another color/size



Isla Trousers
2020
Forest green / 42

REASON

Small Damage

SOLUTION

Refund on Return + Replacement

QUANTITY

1

ADD COMMENT

The right seam is torn; I will sent the Item back and would like to have a new Item for it.

Drag a file to attach it

or

Issue 2020.docx

2020-60.jpg

Click here to upload file

ADD TO RETURNS BASKET >

Basket page

In the **Basket** page the user will see the **Product** that will be returned with the **Reason** and **Solution** and is able to **Delete** the Line, **Clear basket** (this will delete the total Web Return) or **Add a product** to it. If this Basket content is OK, the user can click **SUBMIT RETURN**, so the Web Return will become a TRIMIT Complaint and will return to the Returns List.

Basket

Returning as The Fashion Store UK (2000)

Returns / Create / Basket

SEARCH

CONFIGURE

DETAILS

BASKET

< Add a product

Product	Return Details	Attachments	Quantity
 Isla Trousers 2020 Forest green, 42 Invoice: 103039 Line: 48278	Reason: Small Damage Solution: Refund on Return + Replacement	2020-60.jpg Issue 2020.docx	1 

Clear basket

SUBMIT RETURN >

Returns / List

Return No.

Creation Date

All

Status

kbi@trimit.com

Created By

Up To Date!

Communication

CO00006	7/29/2026	Open	kbi@trimit.com	Start
CO00005	7/29/2026	Open	kbi@trimit.com	Start
CO00004	7/29/2026	Open	kbi@trimit.com	Start
CO00003	7/29/2026	Open	kbi@trimit.com	Start
CO00002	7/28/2026	Open	kbi@trimit.com	Start
CO00001	7/9/2026	Approved	kbi@trimit.com	Start

Returns list

Customer: The Fashion Store UK (2000)

Create return

Clear filters

Support

Ask agent

Subscribe

Subscribe

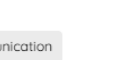
Notifications

Browser notifications blocked

By clicking on the **Return No.**, the details of this Web Return will be shown:

Return No. CO00006

Start communication



Isla Trousers
2020

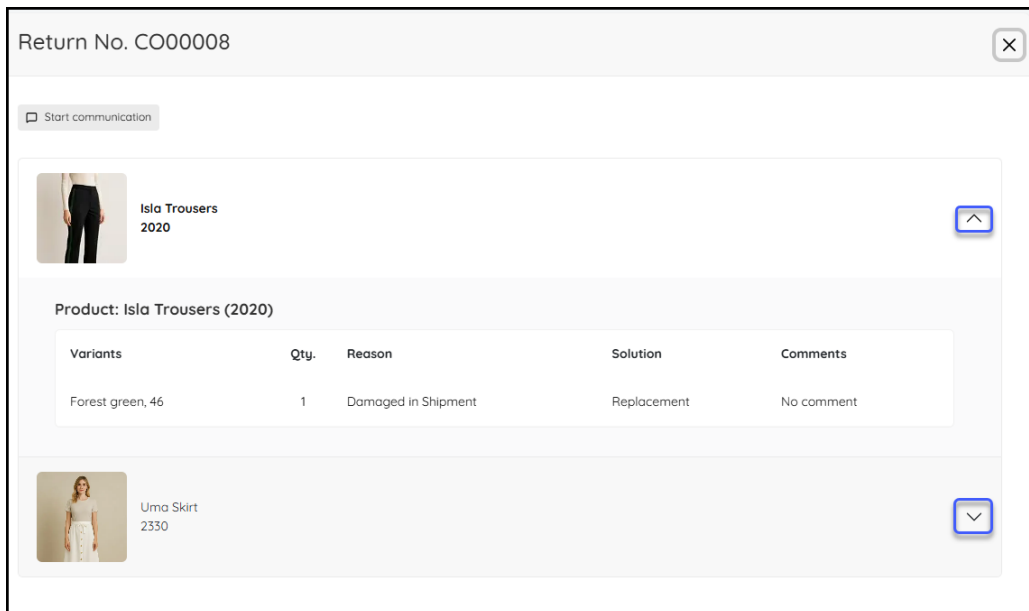
Product: Isla Trousers (2020)

Variants	Qty.	Reason	Solution	Comments
Forest green, 42	1	Small Damage	Refund on Return + Replacement	7/29/2026 The right seam is torn; I will sent the Item back and would like to have a new Item for it.

If the user might have put more than one PRODUCTS in the Basket, you will also see that in the Details of the Return No. I.e., when you have two Items of the same Master:

 Isla Trousers 2020	
---	--

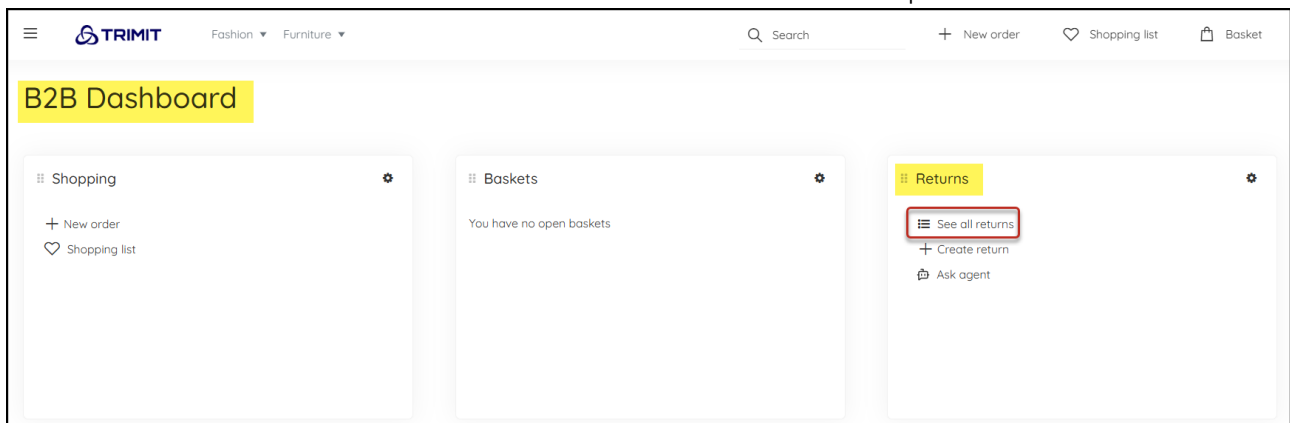
Or if you have two Items from different Masters:



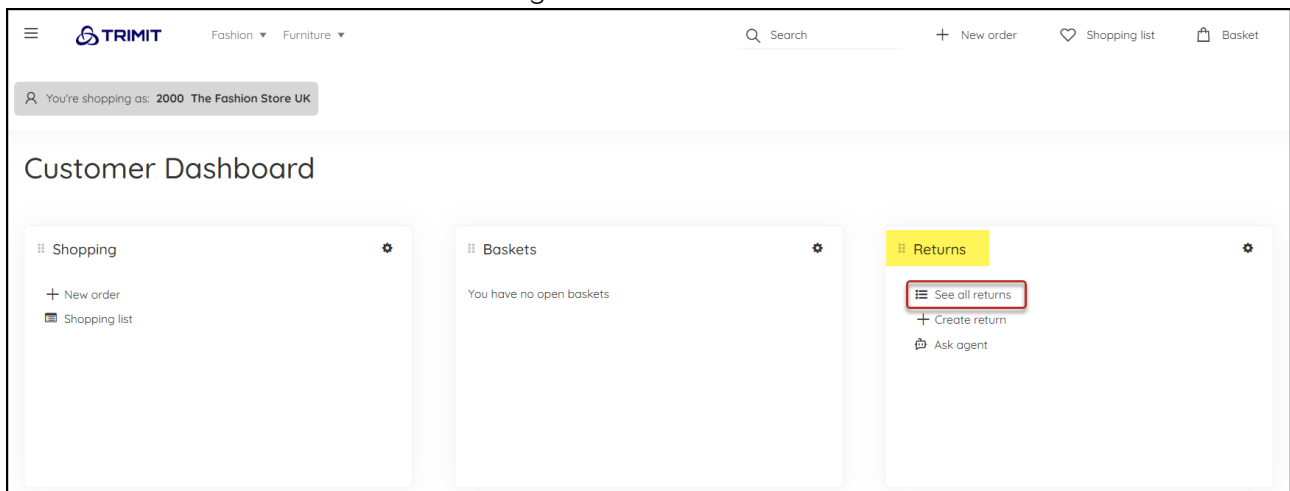
By clicking the ^, the details of the chosen Items will collapse, clicking the v, will open the details of the chosen Items.

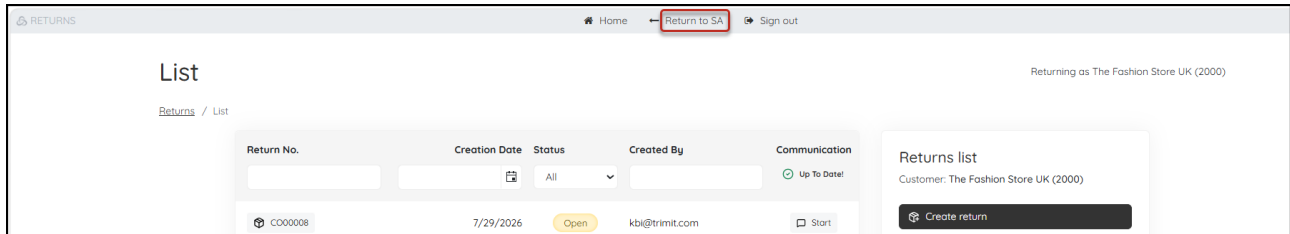
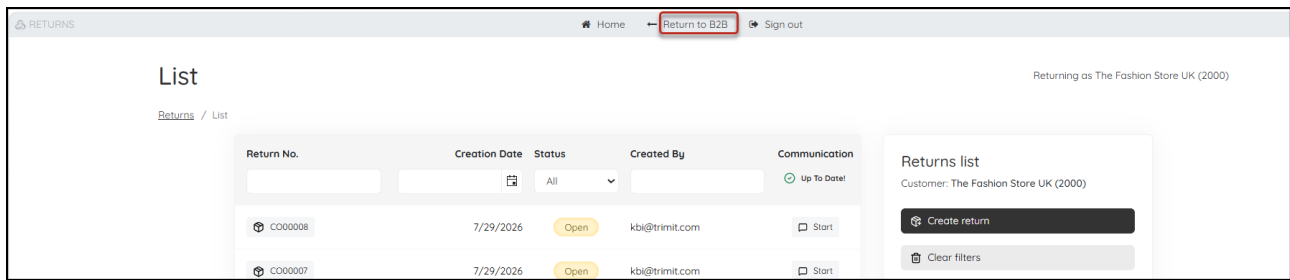
Returns List

The Returns List will be shown after submitting Basket when creating a Web Return, but can also be viewed via the Dock of Returns in the **B2B Dashboard** of the B2B Webshop



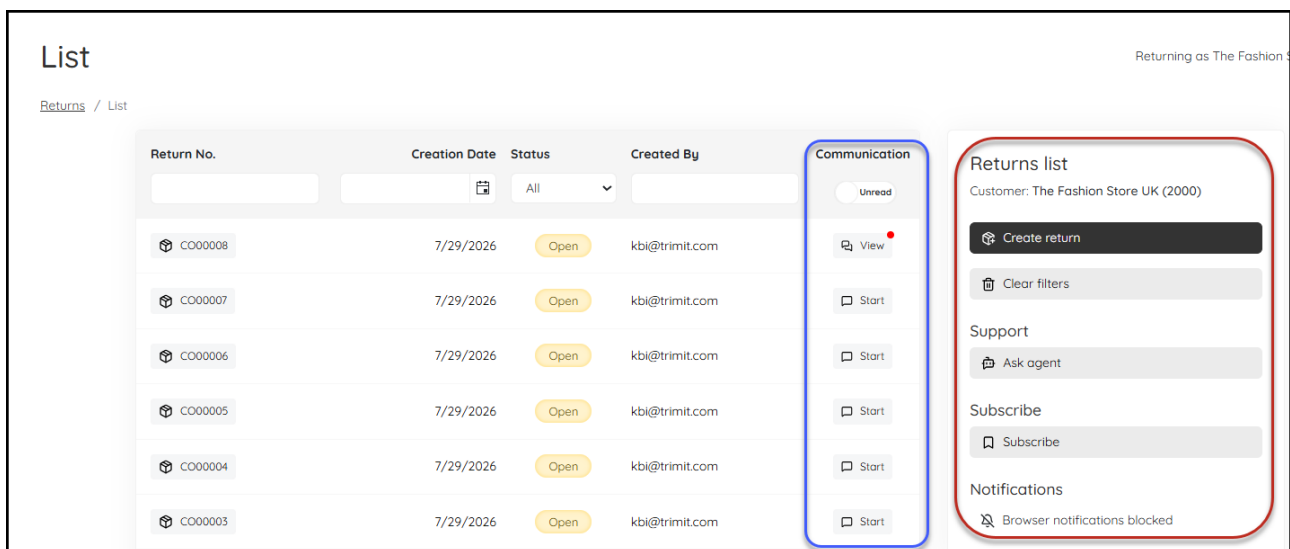
Or the **Customer Dashboard** of the Sales Agent.





By clicking **Return to B2B** you go back to the Dashboard in the B2B Webshop.
By clicking **Return to SA** you go back to the Customer Dashboard in the Sales Agent.

Actions in Returns List



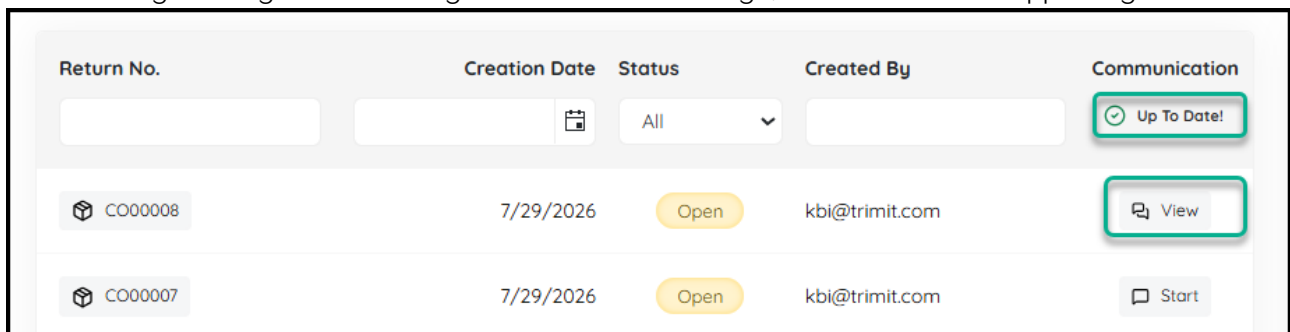
Communication

The Customer (on the TRIMIT B2B Webshop) or the Salesperson (on the TRIMIT Sales Agent) can communicate with TRIMIT ERP by clicking **Start**, which will connect the entered Message to the specific **Return No.** (Complaint No. in the ERP).

In that case, they will see **View** and can view their Message.

If a user in TRIMIT ERP responded – via the Complaint –, the Customer/Salesperson will see **View** with a red dot, meaning that there is a Message that has not been read yet.

After clicking **View** again and looking at the returned Message, the red dot will disappear again.



Create return

By clicking **Create return**, a new Web Return can be created.

Clear Filters

In the **Returns List**, filters can be set to find specific Web Returns.

By clicking **Clear Filters**, these filters will be cleared.

Ask Agent

The Customer on TRIMIT Webshop or the Salesperson on TRIMIT Sales Agent, can ask a question by entering a Message, which will have no direct connection to an existing Return No.

In that case, it will get a dummy Return No.

Return No.	Creation Date	Status	Created By	Communication
		All		☒ Up To Date!
 CO00009 dummy Return No.	7/29/2026	Open	kbi@trimit.com	 View
 CO00008 actual Return No.	7/29/2026	Open	kbi@trimit.com	 View

The user in TRIMIT ERP can see this Message via a cue in the Role Center of TRIMIT ERP:



Subscribe

Clicking on **Subscribe**, confirms that the Customer/Salesperson is actively subscribed to updates (answers the question: “do I want to follow the communication related notifications?”), ensuring visibility into communication activity. Clicking that indication enables/disables subscription to communication thread updates via push notifications in browser or mobile app.

More information regarding the Communication features:

see *White Paper – TRIMIT e-commerce Returns Communication*.

Complaint

Complaint Header

The **Status** of a **Return No.** in the Returns List of the B2B Webshop or Sales Agent is based on the **Status** of the corresponding TRIMIT Complaint that was created when submitting the Return.

CRONUS TRIMIT W1 Ltd. | < Finance CRM Sales Purchase Product Design Logistics Pr

Complaints: All | 🔍 | + New 🗑️ Delete ✅ Approve 📄 Create Documents 📄 Test Complete Complaint 🟢 Com

Document No. ↓	Sell-to Customer No.	Sell-to Customer Name	Date of Receipt	Responsible ID	Status
CO00008	2000	The Fashion Store UK	1/1/2025		Open
CO00007	2000	The Fashion Store UK	1/1/2025		Open
CO00006	2000	The Fashion Store UK	1/1/2025		Open
CO00005	2000	The Fashion Store UK	1/1/2025		Open

Complaint Order

CO00008 · The Fashion Store UK

📄 Get Posted Sales L...Lines for Complaint ✅ Approve 📄 Create Documents 📄 Post Sales Documents 📄 Post Purchase Documents 📄

General

Show more

Document No. CO00008 ...

Customer Name The Fashion Store UK ▾

Sell-to Contact Charley Nelson ...

Skip Availability Check ☐

Posting Date 📅

Salesperson JR ▾

Complaint Details

Sales Channel SA ▾

Received By ADMIN ...

Date of Receipt ... 1/1/2025 📅

Default Reason

Return Reason Code DAMAGED ▾

Handling Customer

Solution Customer Replacement ▾

Free of Charge ☐

Sales Replacement Docu... Order ▾

Handling Vendor

Solution Vendor ▾

See *White Paper – TRIMIT Complaints* for all details regarding the Complaints and the next steps of handling a Complaint. But some extra remarks are applicable:

Sales Channel

This field will automatically be filled with the **Sales Channel** of the Portal Profile that was applicable when creating the Web Return.

Received By

This field will automatically be filled with **User/Client ID** of the connection between the ERP and the e-commerce.

Return Reason Code, Solution Customer

These fields in the Header will automatically be filled based on the REASON and SOLUTION of the first entered PRODUCT on the Web Return.

Free of Charge, Solution Vendor

These fields will automatically be filled based on the **Return Reason Code** of the Complaint Header.

Complaint Lines

Lines Manage Line VarDim Related Order No. Functions																
Exp... Mat...	Type	No.	Item not Available	Description	Description 2	Location Code Replace... Order	Location Code Return Order	Quant...	Unit of Measu... Code	Unit Price	Net Amount	Return Reason Code	Free of Cha...	Solution Customer	Solution Vendor	Vendor No.
☒	Matrix	2100	☐	Lily Blouse		BLUE	B-CHOICE	1	PCS	44,16	44,16	DEFECTIVE	☐	Refund on Return + Replacement		STD
☐	Item	21002102	☐	Lily Blouse	Light Blue.S	BLUE	B-CHOICE	1	PCS	44,16	44,16	DEFECTIVE	☐	Refund on Return + Replacement		STD
→ ☒	Matrix	2210	☐	Poppy Blazer		BLUE	B-CHOICE	1	PCS	51,99	51,99	SMALL	☐	Refund		2300
☐	Item	22102008	☐	Poppy Blazer	Royal Blue Stripe.8	BLUE	B-CHOICE	1	PCS	51,99	51,99	SMALL	☐	Refund		2300

In the **Item Lines** you will see:

- **No.** filled based on the PRODUCT from the Web Return.
- **Return Reason Code** filled based on the REASON from the Web Return.
- **Solution Customer** filled based on the SOLUTION from the Web Return.
- Via **Line, Comments**, you can see the ADD COMMENT from the Web Return.

Lines | Manage | **Line** | VarDim | Related Order No. | Functions

[Get Posted Sales I...Lines for Complaint](#) [Inventory Profile](#) [Bill of Materials](#) [Related Item Tracking](#)

[Get BOM Component From Invoiced Item No.](#) [Dimensions](#) **Comments**

- In the FactBox **Line Pictures**, you can see the uploaded pictures to a Web Returns.

General >

Lines | Manage | Line | VarDim | Related Order No. | Functions

☒			☐	Lily Blouse		BLUE	B-CHOICE	1	PCS	44,16	44,16	DEFECTIVE	☐	Refund on Return + Replacement		
→ ☐			☐	Lily Blouse	Light Blue.S	BLUE	B-CHOICE	1	PCS	44,16	44,16	DEFECTIVE	☐	Refund on Return + Replacement		
☒			☐	Poppy Blazer		BLUE	B-CHOICE	1	PCS	51,99	51,99	SMALL	☐	Refund		
☐			☐	Poppy Blazer	Royal Blue Stripe.8	BLUE	B-CHOICE	1	PCS	51,99	51,99	SMALL	☐	Refund		

Shipping and Billing >

Line Pictures

Number of Pictures: 1
Next >



- In the **Attachments**, you can see the files that have been uploaded in the Web Return, which were not pictures.

Details | **Attachments (1)**

Attachments (1) ▾

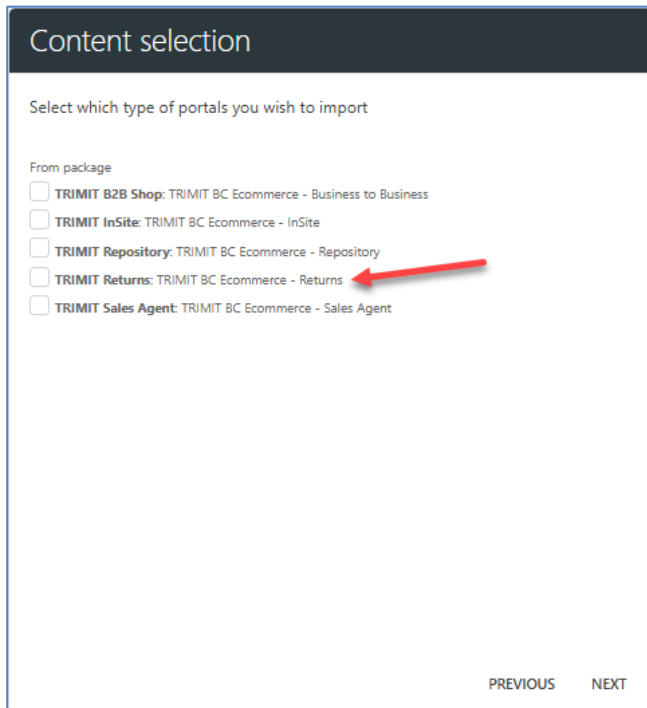
Name	File Exten
Issue 2020	docx

Returns Module Setup in TRIMIT e-commerce

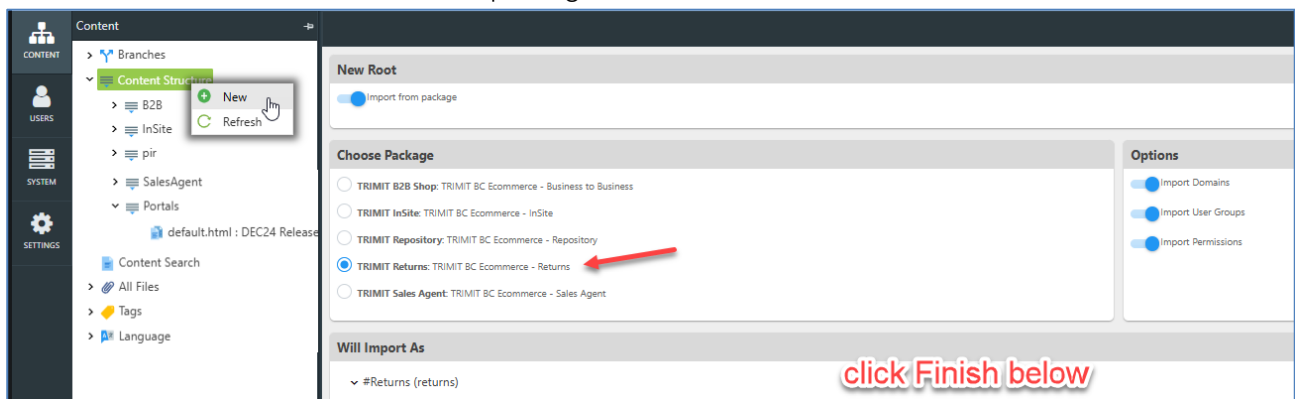
The TRIMIT e-commerce Returns Module is available from e-commerce version Dec24.

This module is available for **TRIMIT B2B Webshop** and **TRIMIT Sales Agent**.

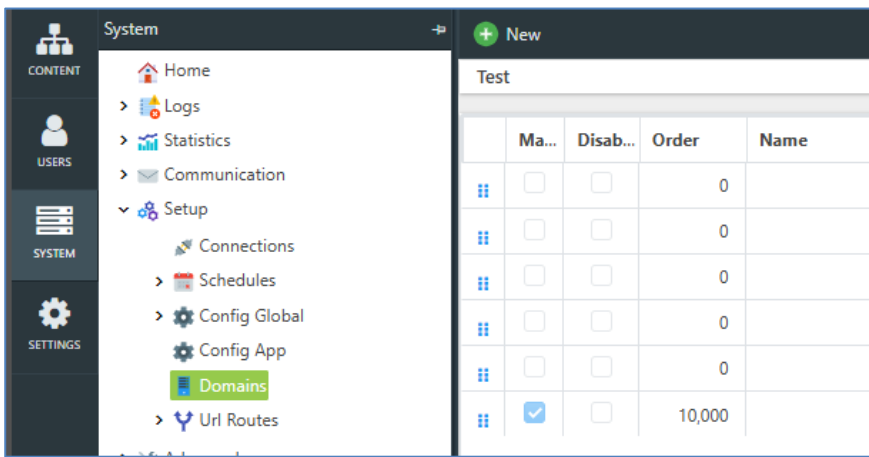
To get the Returns module for TRIMIT e-commerce it is needed to download the latest e-commerce package from my.trimit.com. If it is a brand new TRIMIT e-commerce installation, then select **TRIMIT Returns** in the installation process:



If you are installing TRIMIT Returns module on an already installed TRIMIT e-commerce, then import the Returns module from the e-commerce package as follows:



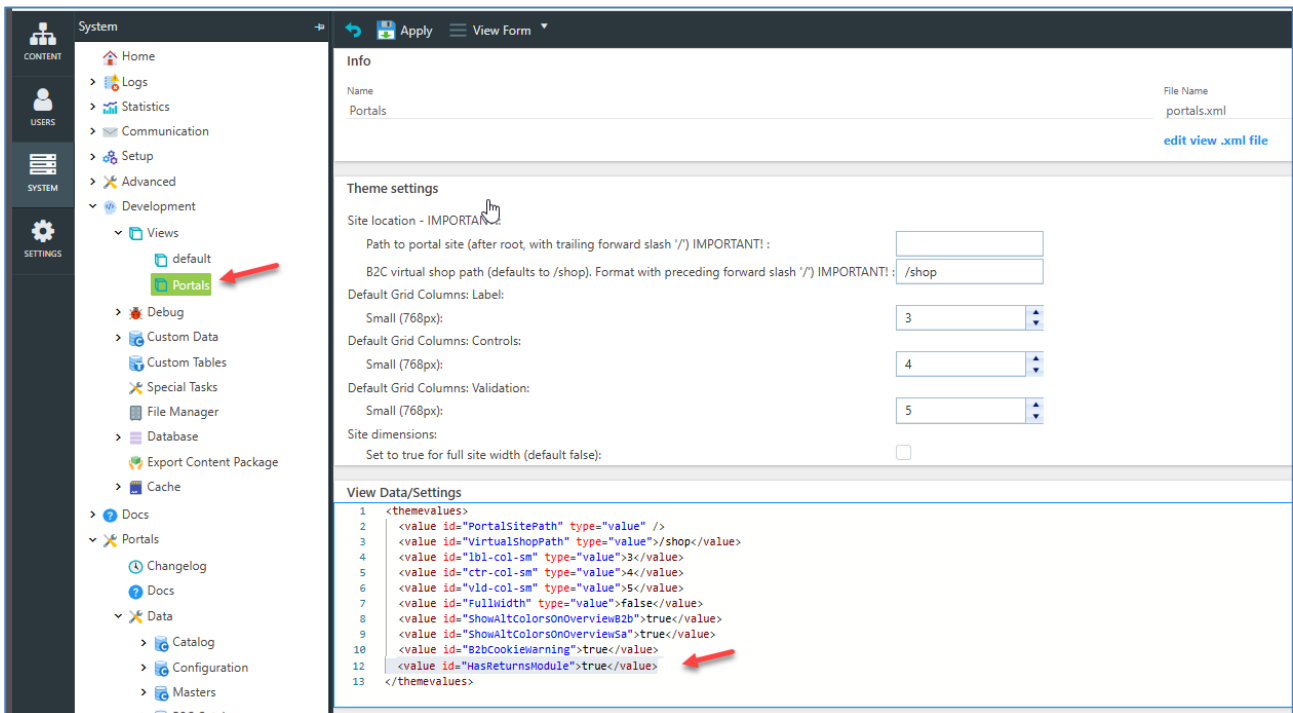
Make sure that the Returns module domain setup matches your domain and subdomain settings in the TRIMIT Modelyn admin under *System / Setup / Domains*.



Then it is necessary to add the following theme value into the Portals view file inside the TRIMIT Modelyn admin, as follows:

```
<value id="HasReturnsModule">true</value>
```

Example:



Then click **Apply** and **Save**.

Then go to **TRIMIT PIR** and set up cross domain URLs navigating to *<pir domain>/admin/settings.html*. Set it up in the format described in the overhead of that section (in the bottom of the Setup page):

Example:

Cross domain URLs

These are used for linking between the PIR and other portals, mainly product details pages. You need to enter e.g. `//b2c.mydomain.com/`, `//b2b.mydomain.com/`, etc.

B2C	//b2c-dec24-release.trimit.dev/
B2B	//b2b-dec24-release.trimit.dev/
Sales Agent	//sa-dec24-release.trimit.dev/
Repository	//pir-dec24-release.trimit.dev/
Returns	//returns-dec24-release.trimit.dev/

UPDATE

It is a good idea to fill out all cross domain URLs relevant to your setup. Click **Update** to save the changes.

After this setup, the Returns dock should be visible on the **B2B Webshop** and **Sales Agent** Customer Dashboards:

