

RECLAIMIT

MERCHANTS

# What is Reclaimit?



# Reclaimit™



English



Log in

We recommend Google Chrome (PC/Mac)

As a merchant selling at CDON, you know your own products the best and therefore we want to let you handle your customer service errands on your own.

Reclaimit is a platform where you, as a CDON merchant, can do just that.

You will find the following issue types in Reclaimit:

- **Regret (Return)**
- **Missing shipment**
- **Complaint**

To log in, click here:

<https://live.reclaimit.com/customer/sv-SE/merchantname/Account/Login>

Adjust the URL to log in to Reclaimit with your merchant name.

Exempel:

<https://live.reclaimit.com/customer/sv-SE/AckesTradenet-1673/Account/Login>

If you do not have access to your login credentials, or if you wish to switch between Swedish and English for the Reclaimit interface, please reach out to **Merchant Sales Support**.

## Start



At the start page, you get an overview of all tickets and you can also see statistics for the most recent period. At the top of the page you will find a Search box. You can search errand numbers or order numbers here.

Quick search errand number or receipt number .. 🔍

**Enabled**

- Open cases 2
- Parked cases 68
- Approved errands 83
- Rejected errands 33

**Overview**

- All ongoing errands 186
- Escalated errands 7
- Closed cases 681

**Messages** 0 new

**Top list**

From yyyy-mm-dd

To yyyy-mm-dd

● Article number

- Model
- Make
- Product group
- Suppliers
- Dealer

Article number	Quantity
3f026cbc-5379-4215-afb1-b381ce26d449	8
759caade-c162-4cd4-b9f3-fc4133e1e86c	7
1dfcd2fd-c7cf-43b9-b83d-dddef51a9850	5
f4ffb264-3d88-4c48-99d8-d300793a4840	5
c7cb5b59-bcf2-4ae7-a910-bd384278f333	5
0664c58a-a9a8-4f04-bd2b-df60d1dab845	4
3035a764-a938-48ae-ba65-ec1096f1e97f	4
80d177e7-31ec-4ce9-8b7e-64a82e250f8d	4
882bbb82-0a18-46c4-ab08-76866ea63cd5	4
5230ac9f-58dd-4ccf-bb15-88ac974cc141	4
2186c954-9fc7-4009-ab7f-1032cdb44b55	4
1b6ed1ca-0978-43aa-81fc-67096d204868	4
73091409-3c7a-4a97-8aee-1cf43a553d42	4
d7907a26-316c-4589-ac59-af3330ee85dc	3
05391d3c-c895-4a4f-8285-e66f9cb2f084	3
787bbc5a-0e9b-46ca-ae6f-991f32dc14e5	3

**Overview errands**

Legend: <7 Days (blue), +7 Days (green), +14 Days (yellow), +21 Days (orange), +45 Days (red)

Average time per case  
10 Days 4 Hours (+3D 9H) ▲  
\* Compared to the last 30 days

New errands 98 pcs\* (+12,64%) ▲  
\* Compared to the last 7 days

### Top List

Here you can use filters to show different issue types. For example, you can see the number of missing products or which articles have a higher complaint rate.

### Overview errands

Here you will find statistics about volumes and handling times.

## Start



### Enabled (*Aktiva*)

- Open cases (*Öppna ärenden*)
  - Tickets in this view are waiting for your action or reply
  - These cases must be replied to within **24 hours** (new tickets) or **72 hours** (open tickets) during week days
- Parked cases (*Parkerade ärenden*)
  - These cases do not have to be handled right now. This includes tickets waiting for a customer response, or waiting for a product to be returned
- Approved errands (*Godkända ärenden*)
  - The customer has received a new product or has been refunded for the purchase
- Rejected errands (*Avslagna ärenden*)
  - The customer has been declined a refund

### Overview (*Översikt*)

- All ongoing errands (*Alla aktiva*)
  - This view summarizes the above four views
- Closed cases (*Avslutade ärenden*)
  - Tickets that have been approved / rejected for **five days** will be closed and can no longer be opened

### Messages (*Meddelanden*)

- Here you will find all cases with a new response since you last viewed the case

Enabled	
Open cases	2
Parked cases	68
Approved errands	83
Rejected errands	33

Overview	
All ongoing errands	186
Escalated errands	7
Closed cases	681

Messages	0 new
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Please note that your answers are sent directly to the customer!

# Reclaimit - Search errand



The screenshot displays the Reclaimit web application interface. On the left, there is a sidebar with navigation options like 'Errand', 'Administration', and 'Reports'. The main area contains a search and filter section on the left, a table of errands in the center, and a 'Change status' modal window on the right. The search section has a 'Search' button and a 'Filter' dropdown. The table lists errands with columns for Item ID, Order/Receipt number, Created, Handling type, Dealer, and Status. The 'Change status' modal shows a table with columns for ItemNo, Order/Receipt number, Created, and Handling type, and a dropdown menu to select a new status.

ItemNo	Order/Receipt number	Created	Handling type
75946-42	fca79	12/16/2020	Will be checked by the dealer

Item ID	Article	Quantity	Article number	Make	Price including VAT
354701	Samsung Galaxy S10e - Håndtat Glas Skärmskydd	1	f4fb-4c48-d300		81.75

Item ID	Order/Receipt number	Created	Handling type	Dealer	Status
355	764	8fa7f1			
355	764	70f9f			
3554	761	f2202			
355	761	2851			
354	751	6d73			
354	751	1e3c			
354	751	ed4c	12/16/2020 7:14:05 PM	Managed by transport company	I want to cancel my purchase
354	751	7e9b	12/16/2020 6:26:55 PM	Managed by transport company	I want to cancel my purchase
353	752	83eb	12/16/2020 3:34:41 PM	The errand needs to be completed	Something is wrong with a product
3511	731	26c5	12/16/2020 9:25:53 AM	The errand needs to be completed	Something is wrong with a product
3504	734	45fa	12/16/2020 8:22:28 AM	The errand needs to be completed	Something is wrong with a product
348	721	b78b	12/15/2020 3:32:04 PM	Managed by transport company	I want to cancel my purchase
347	711	9c88	12/15/2020 12:27:38 PM	Managed by transport company	I want to cancel my purchase
344	701	9ce7	12/14/2020 5:46:46 PM	The errand needs to be completed	I want to cancel my purchase
344	701	a474	12/14/2020 4:19:54 PM	Managed by transport company	I want to cancel my purchase
344	701	2416	12/14/2020 4:11:08 PM	Managed by transport company	I want to cancel my purchase
342	691	3079	12/14/2020 1:00:43 PM	Managed by transport company	I want to cancel my purchase
3414	681	25d3	12/14/2020 9:01:21 AM	Managed by transport company	I want to cancel my purchase
341					
340	681	0bb8	12/13/2020 5:41:40 PM	Managed by transport company	I want to cancel my purchase

## Search

Here you can search errands. You can make the search more detailed by selecting which fields to search

## Filter

In the filter box you can decide which columns are displayed in the ticket view. Remember to save your selection.

## Edit status

This is where you change the status, that is solve, a ticket. In order to solve and close a ticket, you must select a status from the drop down menu

## Show errand / Receipt



### Show errand

Here you can find all the information regarding the specific case, events, notes and messages.

Item ID ↕	Order/Receipt number ↕	Status ↕	Item type ↕	Dealer
355	8fa7	The errand needs to be completed	Something is wrong with a product	
355	70f9	Managed by transport company	I want to cancel my purchase	
355	ff20:	The errand needs to be completed	Something is wrong with a product	

Print Create freight label



Receipt: 766      Item ID: 3557      Item type: Reclaim

#### Sales details

Order/Receipt number: db14  
Sales date: 12/10/2020

#### Customer details

Name: Ais  
Address: Ni  
Phone number: +46 ;  
Mobile number: +4  
Email address: iss

Article number	Description	Price including VAT	Product deduction
c12061 5cad8E	2 Pack Samsung Galaxy S10 Plus - Härdat Glas Skärmskydd	115,50 SEK/pcs	

#### Answered questions

Reason for return/reclaim :      Den är för små

#### Attached documents/images

kvitto\_355    jdf

#### Freight labels

#### Product consignee

Dealer

### Receipt

In this overview you as a merchant can see the choices made by the customer when creating their case.

- Answered questions
- Attached documents/images

## Events and Notes



### Events

Under this tab, a log of all events are stored. You can see when an errand changed status, and also change status yourself.

Timestamp	Users	Event type	System message (Not visible for consumer)
2020-10-09 17:15	windowsservice@reclaimit.com	Being processed	
2020-09-14 15:20	windowsservice@reclaimit.com	Managed by transport company	
2020-09-14 15:20	Fyndiq_AB_Consumer	Registered	

### New note

NOTE! Internal notes are not visible to the consumer.

Comments

Attach

Send

### Notes

Here you can write **Internal Notes** that the customers are not able to see. For example if a customer's address is incorrect, if they have asked for you to call them, or any other information that is relevant to you and your colleagues. You can also attach documents in this view. Please use clean language!

## Solving tickets



Missing shipment

Complaint

Regret

Refund the customer  
**Status: Errand approved**

Refund with no product return  
**Status: Errand approved, the item will be discarded**

Partially refund the customer  
**Status: Approved with deduction**

Provide a new product/spare parts  
**Status: Errand approved, new product**

**Refund the customer:** Refund the full sum of the product, select this status for the customer errand. Please note it does **not** get refunded automatically. You still need to use CDON Connect or your integration partner

**Refund with no product return:** This status functions like above, but gives you and us statistics on how often customers are refunded without using a return slip.

**Partially refund the customer:** If the customer has actively accepted a partial refund, use this status. The deduction concerns what you deduct from the refund, that is how much of the product price you keep.

**Example:** Product costs 100 SEK, deduction 20%.

**New product/spare parts:** Did the article break or are parts missing? This status approves the customer request but instead of a refund, you will send the requested part(s) to the customer.

## Solving tickets



Missing Shipment

Complaint

Regret



Customer does not respond

**Status: Not submitted/changed**

Reject the customer request

**Status: Errand rejected**

**Customer does not respond:** If a customer stops replying, or in other ways become unavailable, use this status. It will put the errand on hold for 5 days.

**Reject customer, Missing Shipment:** In order to reject a missing shipment, you must provide a **valid tracking ID\*** when communicating with the customer. If you do not have a tracking ID, you can choose to send a new product with tracking to the customer.

**Reject customer, Complaint and Regret:** In order to reject a customer who has returned their product to you, you must provide photo evidence as well as offer a return to the customer. When doing this, make sure you inform the customer on the return cost for both trackable and non-trackable shipments.

\* Please note Varubrev is not considered a valid tracking ID

# Messages



Here you can see conversations between you and the customer, and also click "Show errand" to view the Receipt, events, notes and messages.

This view can be filtered to show only read or unread messages.

The screenshot shows a web interface for viewing messages. On the left is a navigation menu with options: Start, Errand, Search errand, Create errand, Search product tip, Messages (highlighted), and Administration. The main content area has a 'Messages' header with a search bar and a 'Status' dropdown menu. The dropdown is open, showing options: Read (selected), All, Read, and Unread. Below the dropdown is a table with columns: Errand number, Order/Receipt number, Created, Read, Item type, and Message. A single message is listed with the email address 'hotmail.com' circled in red. At the bottom right, it says 'Showing 1 - 1 off 1' with pagination controls.

Errand number	Order/Receipt number	Created	Read	Item type	Message
65337-42	67b73a23	12/11/2020	12/11/2020	Missing product	kunden meddelar en ny mailadress lebr hotmail.com

# Messages



The screenshot shows a mobile application interface for managing messages. At the top, there are navigation tabs: Receipt, Events, Notes, and Messages. A 'New message' button is circled in red. Below the tabs is a list of messages with columns for Created, Signature, Read, Message, and Attached files. A 'Send message' dialog box is open, showing fields for To (Consumer), Email (lebr 846), and a 'Select quick text' dropdown menu, which is also circled in red. The dialog has a text input area with a rich text editor and a 'Send' button. A red circle highlights the eye icon in the message list, and red arrows point from the 'Select quick text' dropdown and the 'Send' button to the text area of a message in the list.

This page displays the conversation between you and the customer. You can also send new messages.

To contact CDON regarding an ongoing errand, contact [ks-merchant@cdon.com](mailto:ks-merchant@cdon.com) in a separate email.

## Quick texts

In order to handle tickets quickly and smoothly, you will have the opportunity to use quick texts. You are able to write your own quick texts suitable to your stock.

## The eye

Gray eye = Read message  
Red eye = Unread message

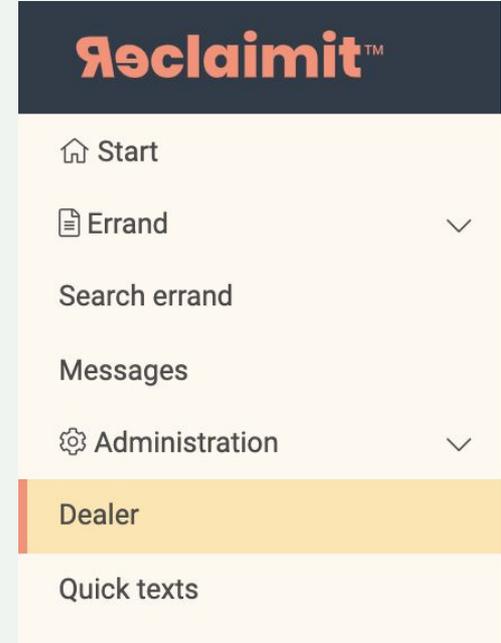
**Please note that your answers  
are sent directly to the  
customer!**

## Users



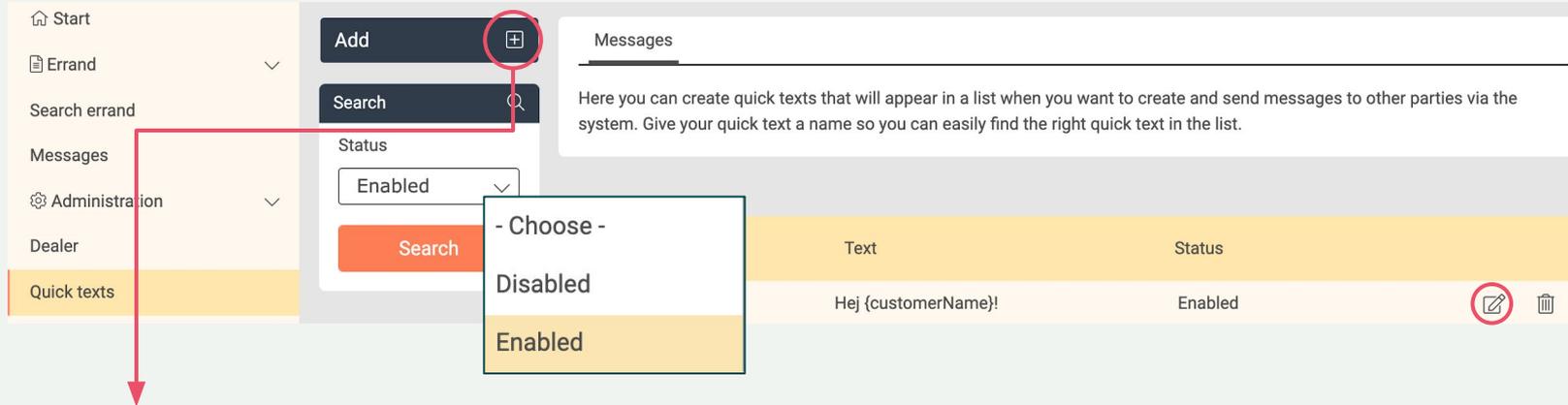
In Reclaimit, you have an admin account. From this account, you can create **sub-users**, that is support accounts, free of charge. This is useful if you are operating with a separate support team.

- Rights Admin Account
- Errand
  - Search errand
  - Messages
- Administration
  - **Dealer:** Under the Dealer tab you can edit some account settings and add sub-users
  - **Quick texts:** This tab is used to create pre written texts, which can be used as email replies when speaking to customers. This is useful when sending the same message frequently.
- Rights Support account
  - Errand
    - Search errand
    - Messages



## Quick texts

Here you will find all your quick texts and you can choose to search for active or inactive texts. To edit a quick text, click the edit icon at the bottom of the image.



### **Add quick texts**

When writing a quick text you select a heading (the name of the text in Reclaimit) and whether it should be active or inactive. An inactive text can be found under this tab but not used in conversation with customers.



## Response Times

- When a ticket is created, you must respond within **24 hours** (week days)
- When a customer replies to an ongoing case, you must respond within **72 hours** (week days)



## Regret

All customers have the right to regret a purchase for 14 days after product delivery date, but they are also responsible for the return shipping.

### **Approved Regret**

When you have received the article, use status **Errand approved** to refund the customer. In conjunction with this, our system will automatically deduct the cost of the shipping label from the customer's total refunded amount.

### **Declined Regret**

In order to reject a customer who has returned their product to you, you must provide **photo evidence** as well as offer a return to the customer. When doing this, make sure you inform the customer on the return cost for both trackable and non-trackable shipments.

## Regret



1

### Customer creates a regret issue

You are informed by email and by Reclimit that a product will be returned to you

2

### The product is returned to you

You have to pick up the package from the post office within 48 hours (week days)

3

### You make a decision

- Refund the whole product
- Partial refund (*if customer has approved*)
- The request is declined
  - o Offer customer product return

4

### Inform the customer

By changing the status in Reclimit, the case is closed.



## Missing Shipment

As a merchant, you are responsible for the purchase to be delivered in time. You are **only** able to reject a Missing Shipment errand if you can provide full tracking\* showing the item is delivered or available for pickup at a location near the customer. If that is not available, you must either send a new product, with a **valid tracking ID** included in the email, or provide a refund.

\* Please note Varubrev is not considered a valid tracking ID

## Missing Shipment

1

### Customer crates a missing product issue

You are informed by email and by Reclaimit that a Missing Shipment has been reported

2

### Send tracking number

- Will the product be delivered within 24 hours?
- Has it already been delivered?
- Or it is at the delivery point?

Send the tracking number and inform the customer.  
Remember to use decision **Errand Rejected**.

3

### You make a decision

If the product has not been sent traceable or is missing, select one of the following solutions:

- Errand approved
- New Product
- Include a valid tracking ID

4

### Inform the customer

By changing the status in Reclaimit, the case is closed.



## Complaint

A complaint can concern a broken product, a faulty item, a transport damage and much more.

### **Declined Complaint**

In order to reject a customer who has returned their product to you, you must provide **photo evidence**, regardless of whether you asked for the product in return or not.

If you have the product returned to you, make sure you inform the customer on the return cost for both trackable and non-trackable shipments.

## Complaint

1

### Customer creates a complaint

You are informed by email and by Reclaimit that a Complaint has been reported

2

### Return or not return?

If you want the product returned, you notify the customer and send out a return slip.

3

### You make a decision

When a product is returned or if you choose not to take it back, it is now time to make a decision.

- Errand approved
- Errand approved, item discarded
- Partial Refund
- New Product
  - Include a valid tracking ID
- Errand rejected

4

### Inform the customer

By changing the status in Reclaimit, the case is closed.



## Other Issue Types

### **Articles in return**

Did the customer not pick-up their item, and it was returned to you? Email **ks-merchant@cdon.com** with the following information:

- Order number
- Article (name and # of products)
- Potential costs for return
- Basis for the return cost

### **Stock Issue**

When an order is placed you must confirm it, **Fulfill order**. If this is not performed in time, the customer is refunded.

If you have confirmed the order, and you are still unable to deliver, you must contact **ks-merchant@cdon** with information about the order it concerns.

**NB:** Note that you should never confirm an order before ensuring you are able to deliver it in time. If you do not have a product in stock, do not fulfill the order. This will ensure an automatic refund for the customer.



## Summary

To read more about our guidelines regarding case handling, you can view the **Merchant Help Center**. We collect all the information you may need there.

**<https://marketplace-info.cdon.com/hc/en-us>**

Any questions pop up that are not answered in the **Merchant Help Center**? Our **Merchant Sales Support** is available:

**[sales.marketplace@cdon.com](mailto:sales.marketplace@cdon.com)**