



eBay fulfilment By Orange Connex

Seller Manual

- Manage Your Return -

Effective date: 2nd November 2023

Orange Connex reserves the right to modify the User Manual at any time by posting the updated version on Our Official Website or sending it to your email account as notice to you.



Return Service

Before using Orange Connex fulfilment return services, please make sure that your eBay accounts are linked with your Orange Connex account.

A return order will be generated from the Orange Connex Fulfilment Platform once you have approved the buyer's return request and set the nominated OC UK return centre as your default return address on the eBay platform. You can then purchase return labels, arrange return services with buyers, manage your returned inventory, place value-added service orders for the returned parcels and resend the parcels on the platform.

If you haven't bound with an eBay account, you can provide the OC return centre address to the buyer. After the return centre receives the return, we will create a non-RMA (unauthorized return) return order on the OC portal

Order Status:

RMA (Return Merchandise Authorization)

The buyer returns the parcel to the Return Centre with the pre-alert tracking number by the seller

non-RMA (non-return Merchandise Authorization)

The buyer returns the parcel to the Return Centre directly without a pre-alert tracking number by the seller

Note: The returned parcels will be stocked and managed by parcel level in our return centre.

Return Centre Address

To use our return service, please set our nominated return centre address as your default one on the eBay platform after approving buyers' return requests.

When you select the return centre, you can see the corresponding detailed information.

You can find the return centre address under RETURN > Return Address, including consignee, telephone, and address.

The **consignee column under the Return Address page** will show a unique 6-digit identification code specific to your account. Please provide the 6-digit code with buyers and make sure it is attached to the address on the returned parcel, either way, you choose to purchase our return labels or let buyers arrange return service so that the return centre can correctly identify your return parcel and process it in time.

The screenshot displays the Orange Connex interface for the Return Center. The breadcrumb trail at the top reads "YOU ARE HERE > RETURN > Return Center". The left sidebar contains navigation options: HOME, SKU, SEND INVENTORY, ORDER, and RETURN (expanded to show Return Center, Return Order, and Inventory). The main content area features three regional return center buttons: DE Return Center (Germany), UK Return Center (United Kingdom), and AU Return Center (Australia), each with a green checkmark and a link to "Download Seller Terms & Conditions". Below this, the "Return Address" section lists the following details:

Field	Value
Consignee	OC Return Center [6-digit code]
Telephone	49 (15 [6-digit code])
Address	[Redacted]
City	Hannover
Zip Code	30165
Email	ReturnDE.fulfillment@orangeconnex.com

Return Order Management

A return order will be generated from the Orange Connex Fulfilment Platform once you have approved the buyer's return request and set the OC return centre address as your default return address on the eBay platform.

The generated return order is a draft only, OC will take the tracking number from eBay periodically. and you can also purchase an Orange Connex return label or upload your own label information on the OC portal.

Buyers can return the parcels to our return centre once the return label is generated. After receiving the return parcel, the return centre will promptly handle and proceed with the parcel for you.

You can check and manage all the return orders under **RETURN > Return Order**.

a. Return Order Status

You can check the return order status under **RETURN > Return Order**.

Draft - New order drafted, you can purchase the return label or cancel the order

Submitted – Orange Connex return label is purchased and under being generated

Accepted – Return label is received and the parcel is waiting for pickup

Picked up - The return parcel has been picked up by the carrier

Delivering – The return parcel is under delivery Return

Delivered – The return parcel has been delivered

Received – Return parcel has been received by the centre Put away – Return parcel has been put away

Exception – Failed to generate Orange Connex return label and you have to purchase return label again.

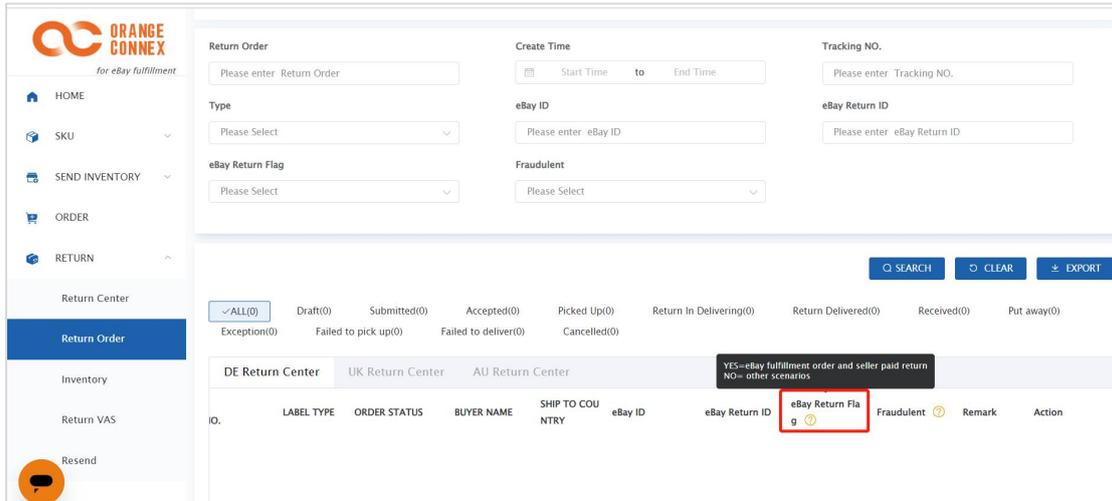
Failed to pick up – The carrier failed to pick up the return parcel

Failed to deliver – Carrier failed to deliver the return parcel to the centre

Cancelled – Return order is successfully cancelled

b. eF return marking and eBay case escalation

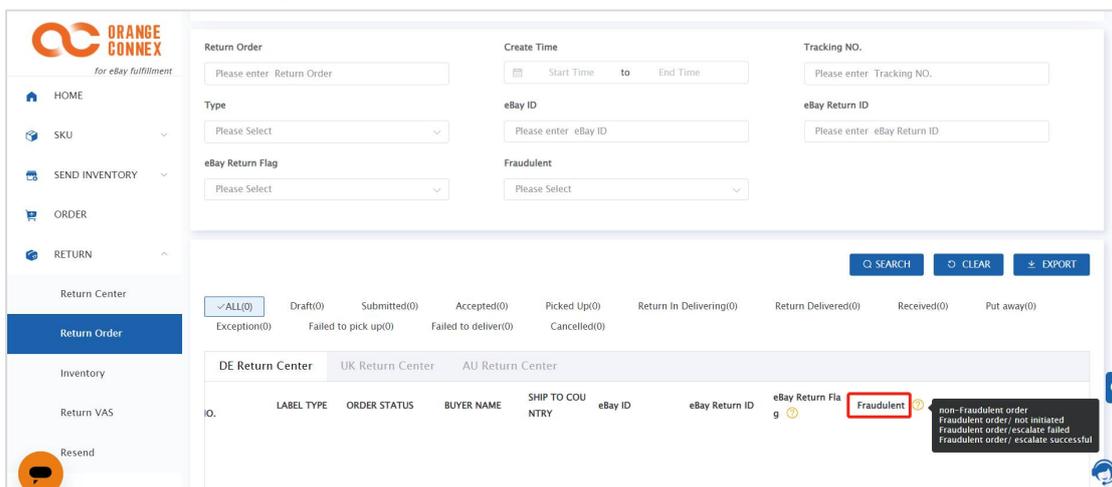
The original outbound order was fulfilled by eBay fulfilment, and the return order was paid by the seller. It will be marked 'Yes' on the 'eBay Return flag'. In other scenarios, it will be marked 'NO'



For the returned order from the buyer, the return centre will evaluate the returned product and update the status of the eBay escalation.

When the eBay Flag is marked as “YES”, and the return centre determines that the goods returned by the buyer are empty bags or bricks or other obvious cases of fraudulent returns, the eBay case escalation status of the returned order will show " Fraudulent order/ escalate successfully ", which means OC has automatically escalated the buyer's fraud case for the seller in the eBay backend.

The case is reviewed and determined by eBay, and sellers do not need to repeatedly escalate cases to eBay.



c. Get Return Label

- **eBay automatically gets a tracking number:**

No manual operation is required, OC will get the buyer address, SKU information, and Label (tracking number information...) from eBay automatically.

- **Purchase Orange Connex Return Label:**

please fill in the mandatory fields with red mark *, including

- Buyer Information
- Parcel Information

The screenshot shows a web interface for 'Return Order'. On the left is a navigation menu with options like HOME, SKU, SEND INVENTORY, ORDER, RETURN, Return Center, Return Order (highlighted), Inventory, Return VAS, and Resend. The main content area is titled 'Base Information' and contains fields for 'eBay ID' (xieg20) and 'eBay Return ID' (4948630967). Below these is a 'Return Warehouse' dropdown menu. The 'Return Label Option' section has two radio buttons: 'Orange Connex' (selected and highlighted with a red box) and 'Other Label'. The 'Buyer Information' section includes fields for Name (arzamase-0), Street Address (Gellenkirchenerstrasse 371), Country (Germany), and House Number.

The system will generate the Orange Connex return label for you once you have clicked **Submit**, and the return order will be temporarily under the status of **Submitted**. The status will be updated to **Accepted** once the Orange Connex return label is generated.

- **Upload other Labels:**

Please upload your corresponding return tracking no. if you purchase from other channels or the return is arranged by buyers. You can click **Other Label** and please fill in the mandatory fields with red mark *, including

- Carrier Name and Tracking No.
- Buyer Information
- Parcel Information

This screenshot shows the same 'Return Order' form as above, but with the 'Other Label' radio button selected and highlighted with a red box. The 'Carrier Name' dropdown menu is set to 'Please Select', and the 'Tracking NO.' field contains the placeholder text 'Please enter Tracking NO.'. The 'Buyer Information' section remains the same.

The return order status will be updated to **Accepted** after the label information is submitted.

For the **Accepted** return orders, you can download the label and provide it to your buyer to arrange return service.

Note: You can place value-added service orders for the return orders under Draft status in advance when

you purchase labels or upload your own label information, and the return centre will proceed with your VAS order after receiving the returned parcel. Please refer to Return VAS for more detailed information.

Return Inventory

The returned parcels will be weighed, unpacked, and photographed after being received by the return centre, and then the cartons will be taped and put away using the original package. You can check the parcel details and photographs under **RETURN > Inventory**. (One photograph with all SKUs and package)

SHIPMENT PICTURE	PARCEL ID	STATUS	PUT-AWAY DATE	RETURN ORDER	DIMENSION WEIGHT
<input checked="" type="checkbox"/>	OCR2DE00010909301	AVAILABLE	2023/06/21	OCR2DE000109093	15.0*15.0*15.0 (cm) 3000.000 (g)
<input checked="" type="checkbox"/>	OCR2DE00011008801	AVAILABLE	2023/06/20	OCR2DE000110088	15.0*15.0*15.0 (cm) 3000.000 (g)

You can check the return parcel status under **RETURN > Inventory**, including:

- **AVAILABLE** – The parcel has been put away, you can order the value-added service or resend it out
- **ALLOCATED** – Inventory is allocated for successfully placed resend order
- **VAS-HOLD** – The parcel is under VAS processing

Return VAS

The return centre can provide return value-added service as follows:

Package Split: Split the package into multiple parcels as required.

Photo Taking: Take clear pictures of the goods (Inspection service is excluded)

Packing: Repack the parcel (Repack with new retail packaging is excluded)

Mobile Phone Services: Check the IMEI code, appearance, phone lock, or restore factory settings.

Disposal: For inventory unable to be sold, damaged, dead stocks, and other stocks, you request removal from your existing inventory.

For the orders under **Draft** status, you can place the VAS in advance, including **Photo Taking, Packing, and Mobile Phone Services.**

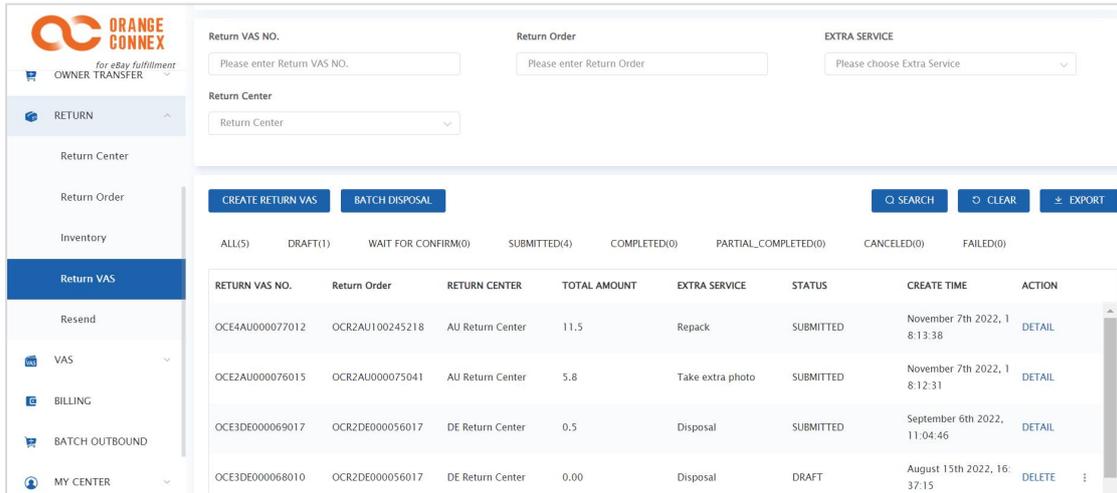
The return centre will process it accordingly after receiving the return parcels.

To place VAS services in advance, please tick corresponding VAS services under **Add VAS Options** when you purchase a label or upload your own label information under **Draft** status.

The screenshot shows a web interface for configuring Return Value-Added Services (VAS). On the left is a navigation menu with options: HOME, SKU, SEND INVENTORY, ORDER, RETURN (expanded), Return Center, Return Order (highlighted), Inventory, and Return VAS. The main content area includes a 'Weight' field with a unit dropdown set to 'g', a 'Remark' field with the placeholder 'Please enter Remark', and an 'Add VAS options' section. Under 'Add VAS options', there are three items: 'Take extra photo' (checked), 'Repack' (unchecked), and 'Mobile phone services' (unchecked). The 'Take extra photo' item has two associated input fields: 'Please enter Photo Quanti' and 'Please enter Remark', both with red asterisks indicating they are required. At the bottom right of the form are three buttons: 'Save', 'Submit', and 'Cancel'.

You can also place VAS orders or check VAS orders status under **RETURN > Return VAS** anytime for those put-away parcels.

Notes: Parcels in the process of VAS services will be marked as VAS-HOLD status and cannot be shipped out or cannot place another VAS service.

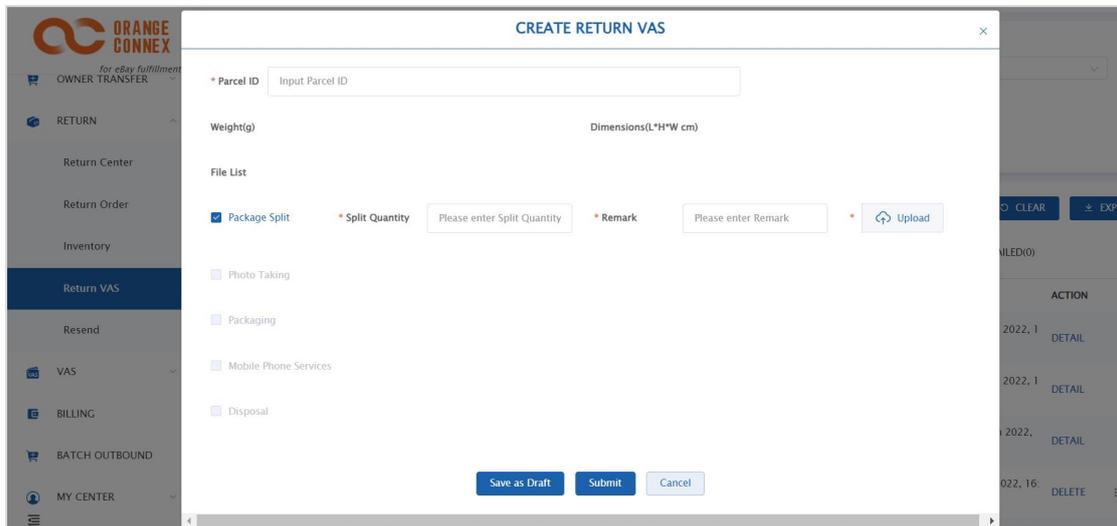


To place a VAS return service for return orders under put-away status, simply click the **CREATE RETURN VAS** under **RETURN > Return VAS**, and:

- a. Fill in the parcel ID (searchable under the Inventory page)
- b. Select the corresponding VAS services you need
- c. Input your detailed request in **Remark**

Package Split

You can place **Package Split** VAS service orders for the **put-away parcels**. The return centre can split and repack your required parcels and manage them individually on the parcel level.



Please fill in the following when you place the **Package Split** service.

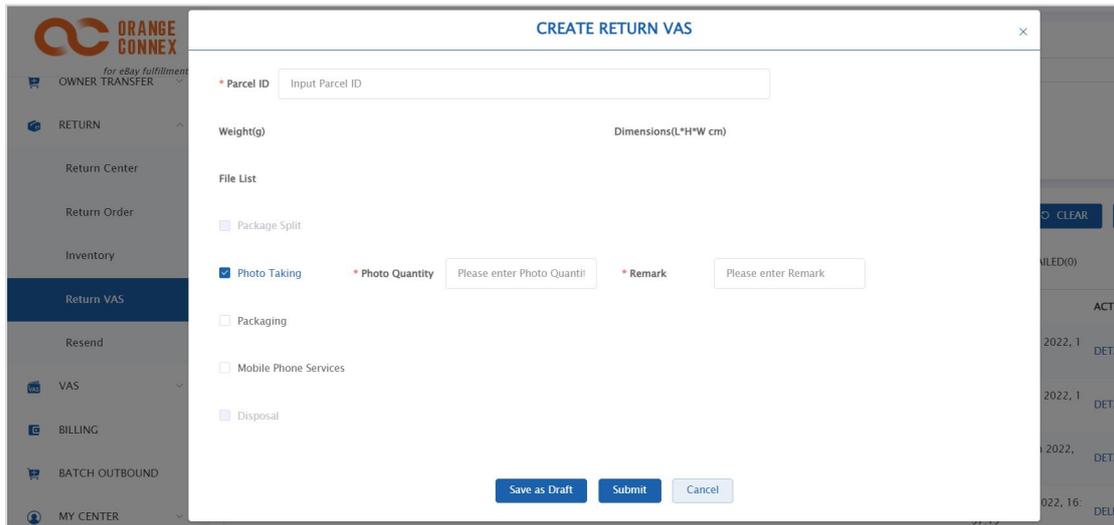
- **Split Quantity:** The number of parcels you require to split (original package is included)
- **Remark:** Input your detailed request in Remark

-  Please mark the parcels you would like to split with red marks in the photo

provided by the help centre and upload it to the system

Photo Taking

You can place **Photo-taking** service orders for the put-away parcels or **Draft** orders. The return centre will take photos of the outer packing or the inner goods according to your requirements.



The screenshot shows a web interface for creating a Return Value Added Service (VAS) order. The main window is titled "CREATE RETURN VAS". On the left, there is a sidebar menu with options like "OWNER TRANSFER", "RETURN", "Return Center", "Return Order", "Inventory", "Return VAS" (highlighted), "Resend", "VAS", "BILLING", "BATCH OUTBOUND", and "MY CENTER". The main form area contains the following fields and options:

- Parcel ID:** A text input field with the placeholder "Input Parcel ID".
- Weight(g):** A text input field.
- Dimensions(L*H*W cm):** A text input field.
- File List:** A section with a checkbox for "Package Split".
- Photo Taking:** A checked checkbox. It has two associated input fields: "* Photo Quantity" with the placeholder "Please enter Photo Quantit" and "* Remark" with the placeholder "Please enter Remark".
- Packaging:** An unchecked checkbox.
- Mobile Phone Services:** An unchecked checkbox.
- Disposal:** An unchecked checkbox.

At the bottom of the form, there are three buttons: "Save as Draft", "Submit", and "Cancel".

Please fill in the following details when you place the **photo-taking** service.

- **Photo Quantity:** Input the number of photos you need
- **Remark:** Input your detailed request in Remark

Note: To keep the inner goods in good condition, the return centre cannot provide services to remove the retail package and take the inner picture for you.

Packing

You can place a **Packing** service order for **put-away** parcels or **Draft** orders. The return centre will repack your parcel with proper packaging.

CREATE RETURN VAS

* Parcel ID

Weight(g) Dimensions(L*H*W cm)

File List

Package Split

Photo Taking

Packaging * Remark

Mobile Phone Services

Disposal

Mobile Phone Services

You can place a **Mobile Phone Services** order for the **put-away** parcels or **Draft** orders. The return centre can check the IMEI code, appearance, phone lock, or restore factory settings according to your requirements.

CREATE RETURN VAS

* Parcel ID

Weight(g) Dimensions(L*H*W cm)

File List

Package Split

Photo Taking

Packaging

Mobile Phone Services * IMEI * Remark

Disposal

Please fill in the following when you place **Mobile Phone Services** orders:

- **IMEI:** Input IMEI of your mobile phone. The return centre will check if it matches with the information you provided.
- **Remark:** Input your detailed request in Remark

Disposal

For inventory unable to be sold, damaged, dead stocks, and other stocks, you can place **Disposal** service orders to remove them from your existing inventory.

ORANGE CONNEX
for eBay fulfillment

OWNER TRANSFER

RETURN

Return Center

Return Order

Inventory

Return VAS

Resend

VAS

BILLING

BATCH OUTBOUND

MY CENTER

CREATE RETURN VAS

* Parcel ID

Weight(g)

Dimensions(L*H*W cm)

File List

- Package Split
- Photo Taking
- Packaging
- Mobile Phone Services
- Disposal

* Remark

Return Resend

This part illustrates how to create resend orders on the Orange Connex Fulfilment Platform. You may contact our customer service team for more information about delivery areas and service coverage.

Simply click **CREATE RESEND** to create an order under **RETURN > Resend**, and fill in the mandatory fields with a **red mark ***, including **Basic Information, Shipping Address, Add Parcel: Select the put-away parcels**.

The screenshot shows the Orange Connex Fulfilment Platform interface. On the left is a navigation menu with the following items: OWNER TRANSFER, RETURN (expanded), Return Center, Return Order, Inventory, Return VAS, Resend (highlighted in blue), VAS, BILLING, BATCH OUTBOUND, MY CENTER, and Compliance Info Managem. The main content area is titled 'Base Information' and contains several mandatory fields marked with a red asterisk (*):

- Return Center:** A dropdown menu with 'DE Return Center' selected.
- Shipping Address:**
 - Given Name:** Input Given Name
 - Street Address 1:** Input Street Address 1
 - House No.:** Input House No.
 - State/Province:** Input State/Province
 - Country/Region:** A dropdown menu with 'Germany' selected.
 - E-Mail:** Input E-Mail
- Family Name:** Input Family Name
- Street Address 2:** Input Street Address 2
- Postcode:** Input Postcode
- City/Town:** Input City/Town
- Contact Phone Number:** Input Contact Phone Number