magmodules



How does the Return process work

Channable Connect for Magento 2

This guide explains how returns work in the Channable module. It covers the full return flow — from a marketplace customer requesting a return, to the return appearing in your Magento admin, to creating a credit memo. Whether you're processing returns manually or want to automate the whole thing, this page has you covered.

How Returns Work

When a customer initiates a return on a marketplace (e.g., bol, Amazon), Channable picks it up and pushes it to your Magento store via a webhook. The return lands in the **Channable → Returns** grid in the admin, linked to the original order.

From there you can:

- Review the return details (item, reason, customer)
- Update the status (accept, reject, repair, exchange, etc.)
- Create a credit memo — manually or automatically

The status you set is sent back to Channable, which updates the marketplace accordingly.

Setting Up Returns

Location: Stores → Configuration → Channable → Returns

Enable

Turns the returns feature on or off per store view.

Webhooks

After enabling, a webhook URL is generated for each store view. Copy this URL and paste it into your Channable account under the marketplace connection settings. Make sure you copy the full URL — it's long and may be partially hidden.

Format: `{base_url}/channable/returns/hook/store/{store_id}/code/{token}`

Show Return Block on Credit Memo Page

When enabled, a return block appears on the credit memo creation page for Channable orders that have a pending return. This lets you manually select which return(s) to link when creating the credit memo.

Automatically Match Returns

When enabled, any pending return is automatically marked as "accepted" when you create a credit memo for that order. This overrides the manual return block selection.

When to use: You have established processes to handle credit memos and don't need to manually review each return.

Credit Memo Completed Returns

When enabled, a credit memo is created automatically for returns that arrive with status "complete". These are returns already handled and fulfilled by the marketplace itself — the module just mirrors that in Magento.

Return Statuses

Status	Meaning
New	Just imported, awaiting action
Accepted	Return approved, refund will be processed
Rejected	Return declined
Repaired	Item will be repaired and sent back
Exchanged	Item will be replaced with a new one
Keeps	Customer keeps the item (no return shipment)
Cancelled	Return process was cancelled
Complete	Fully processed on marketplace side

Returns Grid

Location: Channable → Returns

The grid shows all imported returns with the following information:

Columns:

- Store, Magento Order, Credit Memo
- Channel Return ID, Channel Order ID
- Customer Name
- Item (formatted as "Qty x Title (GTIN)")

- Reason (including customer comments)
- Order Credit Memos (count)
- Order Status
- Imported Date
- Status

Row Actions

When a return has status "new", you can set it to any other status directly from the grid: Accept, Reject, Repair, Exchange, Keep, or Cancel.

Mass Actions

- **Re-process** — Re-links selected returns to their Magento orders (useful if order wasn't found during initial import)
- **Create Credit Memo** — Creates a credit memo for the linked order
- **Create Credit Memo + Accept** — Creates a credit memo and sets return status to "accepted"
- **Delete** — Removes the return from Magento (does not update Channable)

Credit Memo Integration

The module can create credit memos from returns in three ways:

1. Manual via Mass Action

Select returns in the grid → "Create Credit Memo" mass action. The module finds the order item by matching the GTIN from the return to a product SKU (or configured GTIN attribute).

2. Return Block on Credit Memo Page

When "Show Return Block on Credit Memo Page" is enabled, you'll see a block with checkboxes on the credit memo creation page. Select which returns to link, and saving the credit memo updates those returns to "accepted".

3. Fully Automatic

Enable both "Automatically Match Returns" and "Credit Memo Completed Returns". Returns arriving as "complete" get a credit memo created automatically. Returns in "new" status get marked "accepted" whenever you create a credit memo for their order.

GTIN Matching

When creating a credit memo from a return, the module needs to match the returned item to an order line. It does this using the GTIN (barcode) from the return data.

The GTIN attribute is configured under: Stores → Configuration → Channable → Feed → GTIN Attribute

Options:

- **SKU** (default) — matches directly on SKU
- **EAN/barcode attribute** — matches on a custom product attribute
- **Product ID** — uses the numeric product ID

Product ID Fallback

Some marketplaces don't include a GTIN in their return data. When the configured GTIN attribute doesn't produce a match and the value is numeric, the module automatically tries to load the product by entity ID as a fallback.

If neither the attribute match nor the ID fallback finds a product, the credit memo creation will fail and an error is logged.

Test Returns

You can create test returns from the admin grid via the "Simulate" button. This creates a return with random product data (or a specific order if configured) without needing an actual Channable webhook call. Useful for testing your configuration before going live.

Need More Help?

Documentation:

- All Help Articles - Complete documentation overview

Support:

- Contact Support - Get help from our team

For a complete overview of features and configuration options, see the Channable Connect extension on magmodules.eu

All articles for Channable Connect

Installation

1	Installation using Composer (recommended)
2	Installation using the Adobe Marketplace
3	Install through FTP and SSH

Configuration

1	Quick Start Guide
2	Product Feed Configuration
3	Orders Configuration
4	Product Updates Configuration

Troubleshooting

1	The price of at least one product is missing a currency
2	Test Feed
3	Test Orders

Grids

1	Returns Grid
2	Product Updates Grid
3	Orders Grid

Background

1	**How does the Return process work (current)**

2	Best Practices
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