magmodules

Returns Grid

Channable Connect for Magento 2

The Returns Grid shows all marketplace returns received from Channable. Use it to track return requests, create credit memos, and manage the return workflow for your marketplace orders.

Location: Channable → Channable Returns

Columns

Column	Description
ID	Internal return ID
Store	Magento store view
Magento Order	Link to the original Magento order
Magento Creditmemo	Link to the credit memo (if created)
Customer	Customer name
Item	Product being returned with quantity
Reason	Return reason provided by customer
Order Creditmemos	Number of existing credit memos on the order
Order Status	Current Magento order status
Imported	When the return was received
Status	Return processing status

Some columns are hidden by default (Channel Return ID, Channel Order ID, Platform Order ID). Click **Columns** to show/hide.

Return Status

Status	Meaning
New	Return received, not yet processed
Accepted	Return accepted, ready for credit memo
Rejected	Return was rejected

Status	Meaning
Repaired	Item was repaired instead of refunded
Exchanged	Item was exchanged
Keeps	Customer keeps the item
Cancelled	Return was cancelled

Mass Actions

Select multiple returns and use these bulk actions:

Action	Description
Re-process	Retry processing selected returns
Delete	Remove returns from grid (does NOT update Channable)
Create Credit Memo	Create credit memos for selected returns
Create Credit Memo + Set as Accepted	Create credit memos and update status to Accepted

Actions

Click the **Select** dropdown in the Actions column for individual returns:

- **View Order** - Open the related Magento order
- **Create Creditmemo** - Create a credit memo for this return
- **Accept** / **Reject** - Update the return status

Workflow

1. Return arrives from Channable → Status: **New**
2. Review the return reason and item
3. Either:
    - **Accept** the return and create a credit memo
    - **Reject** if the return doesn't meet your policy
4. Credit memo creation updates Channable automatically (if configured)

Tips

- Use **Order Creditmemos** column to see if the order already has refunds
- Click **Magento Order** to quickly access the original order
- Enable **Automatically match Returns** in configuration to auto-process returns when creating credit memos

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 (current)**
2	Product Updates Grid
3	Orders Grid

Background

1	How does the Return process work

2	Best Practices
3	CLI Commands