AUTOLOGUE™
COMPUTER SYSTEMS, INC.

eReturns

User Guide

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Table of Contents

List of Figures

Summary

The eReturns solution is a web application containing 4 web pages:

1) eReturns Home
   - Home contains a form used to create a return request.
2) eReturns Help
   - Help contains brief definitions of the fields on Home.
3) eReturns Status
   - The status screen shows previously submitted return requests with 2 additional fields:
     i. Action Notes: Notes added by the person processing the return request to provide information back to the customer who submitted the request.
     ii. Processed: A checkbox indicating if the request has been fully processed or not.

For Autologue clients who use our ePart solution, the following applies:

- eReturns Home, Help and Status are available on the ePart eReturns tab for the logged in customer.

For Autologue clients who use our eOffice solution, the following applies:

- eReturns Home, Help and Status are available by clicking the eOffice eReturns menu bar item when logged in as an eOffice customer.

For Autologue clients who use our eDelivery solution, the following applies:

- eReturns Home, Help and Status are available on the eDelivery eReturns tab for the logged in store.
- The eDelivery Mobile App contains a new blue eReturns button on the home screen.
  o This button renders the return request input form on the mobile device screen so that drivers can create and submit return requests from the field.

Autologue clients who use 2 or more of our eProducts please note that all eReturns screens are from one source, so that it does not matter from which eProduct a return request is submitted, and note that status screens all feed from the same place.

eReturns Home

Figure 1: eReturns Home

The eReturns Home screen is where the return request is created and submitted.

If logged in as a customer through either ePart or eOffice, the Customer# textbox will be prepopulated and read-only. For eDelivery, logins are at the storeId level, so this textbox is not prepopulated and can be edited.

The flow for this form is Add Item/Add Item/Add Item… => Submit Request. You will add one item at a time by editing the textboxes and drop-down menu selections and clicking the blue Add Items button for each item.

Each time you add an item it will be validated to make sure all fields are filled in and the Customer# is valid. Items you have added will display beneath the Add Items button in a small grid (it is small because this screen is also used on mobile phones).

If you accidently add an item and want to delete it simply click the Delete button in the item grid.

Figure 2: eReturns Home - Add Items

After you have entered all the items you want to submit for a return, click the green Submit Return Request button.

Figure 3: eReturns Home - eReturns RGN Received

The items submitted in your return request will be displayed along with the eReturns RGN number.

eReturns Help

Figure 4: eReturns Help

The eReturns Help screen assists users who do not use eReturns often. It provides basic steps required to submit a request, and brief explanations for each of the fields. There is also a link to this user guide.

eReturns Status

eReturns   Home   Instructions   Status   Worklist

eReturns Status   RGN: [_____] [🔍 Search for RGN]

Filter: [---All---]   Start Date [mm/dd/yyyy] End Date [mm/dd/yyyy] [🔍 Filter By Date] [🖨 Print] [⬇ Download CSV] [⟳ Show All]

✅ A RGN ending in -v with a golden background represents the part was verified to have been purchased before the return request was made.

StoreId	Customer Name	Date	Qty	Mfg	Part#	Type	Reason	Originator	Email	Customer Notes	Action Notes	RGN	Processed
roystest3	JOHS ACRYLIC (250)	2/3/25 21:31	5	BCA	A10	New	Incorrect	randy	rlh8452@gmail.com	test test test test		roystest3.250.25.2928679	No
roystest3	JOHS ACRYLIC (250)	2/3/25 21:31	55	FRA	PH8A	Core	Core	randy	rlh8452@gmail.com	jsdfklajsdfkjsadkfjaskjfklsjdf		roystest3.250.25.2928679	No
roystest3	JOHS ACRYLIC (250)	2/3/25 21:29	1	WIX	42098	New	Incorrect	Mike	mtaliaferro@autologue.com	air filter		roystest3.250.25.2928573	No
roystest3	JOHS ACRYLIC (250)	2/3/25 21:29	1	WIX	33032	New	Incorrect	Mike	mtaliaferro@autologue.com	some notes		roystest3.250.25.2928573	No
roystest3	JOHS ACRYLIC (250)	2/3/25 20:54	1	BCA	A10	New	Incorrect	randy	rlh8452@gmail.com			roystest3.250.25.2926487	No
roystest3	JOHS ACRYLIC (250)	2/3/25 20:54	15	wix	51515	Core	Core	randy	rlh8452@gmail.com	this is a core		roystest3.250.25.2926487	No
roystest3	JOHS ACRYLIC (250)	2/3/25 20:52	1	BCA	A10	New	Incorrect	randy	rlh8452@gmail.com			roystest3.250.25.2926330	No
roystest3	JOHS ACRYLIC (250)	2/3/25 20:52	15	wix	51515	Core	Core	randy	rlh8452@gmail.com	this is a core		roystest3.250.25.2926330	No
roystest3	JOHS ACRYLIC (250)	12/16/24 04:51	1	BCA	A10	New	Incorrect	Phil Wilson		Invoice#: 2271		roystest3.250.24.30268292-v	No
roystest3	JOHS ACRYLIC (250)	3/13/24 11:26	1	FEL	FS7733PT-2	New	Incorrect	Sam		Invoice#: 2204		roystest3.250.24.6262016-v	Yes
roystest3	JOHS ACRYLIC (250)	2/26/24 14:09	1	FEL	FS7733PT-2	New	Incorrect	Sam		Invoice#: 2204		roystest3.250.24.4889344-v	Yes
roystest3	JOHS ACRYLIC (250)	2/26/24 14:08	1	FRA	HPK5	New	Incorrect	Sam		Invoice#: 2208		roystest3.250.24.4889293-v	Yes
roystest3	JOHS ACRYLIC (250)	1/25/24 10:12	1	SAM	A10	New	Incorrect	Sam		testing	credit Inv # 33333	roystest3.250.24.2110336-v	Yes
roystest3	JOHS ACRYLIC (250)	1/24/24 13:23	1	SAM	A10	New	Incorrect	Sam		TESTING W/DONNY		roystest3.250.24.2035417-v	Yes
roystest3	JOHS ACRYLIC (250)	1/11/24 14:42	1	SAM	3250	New	Incorrect	Sam		test	updated note	roystest3.250.24.916939-v	Yes
roystest3	JOHS ACRYLIC (250)	1/10/24 08:28	1	SAM	3250	New	Incorrect	Sam		testing		roystest3.250.24.808097-v	No
roystest3	JOHS ACRYLIC (250)	11/6/23 18:11	1	bca	a1	New	Incorrect	phil		test	i have done the deeed	roystest3.250.23.26763064	Yes
roystest3	JOHS ACRYLIC (250)	11/6/23 18:08	1	SAM	SAM-1	New	Incorrect	Sam		testing 123		roystest3.250.23.26762907	Yes
roystest3	ORANGE TERRACE COMMUNITY PARK (251)	8/3/23 07:55	1 Box	DOR	NUTS	New	Other Return Reason	Roy Betancur		Optional note entered for the return of a box of Dorman nuts	this is cool!	roystest3.251.23.18518139	Yes
roystest3	ORANGE TERRACE COMMUNITY PARK (251)	8/3/23 07:55	1	REB	3250	Core	Core	Roy Betancur				roystest3.251.23.18518139-v	Yes
roystest3	JOHS ACRYLIC (250)	8/2/23 18:29	1 box	SAM	SAM-1	New	Someone ate all the chocolate!	Sam		Testing production push	bring more chocolate!	roystest3.250.23.18469792	Yes

Figure 5: eReturns Status

The eReturns Status screen shows all fields for all submitted return requests, including 2 additional fields… "Action Notes" and "Processed". "Action Notes" and "Processed" are edited by the returns manager and are read-only for the customer.

- When viewing status, all columns with blue links can be sorted by clicking the column header.
- Returns can be searched for a specific RGN number (partial searches are supported, like searching for ROYSTEST3.250.23.17664721 can be done by entering just 17664721 in the RGN textbox).
- The data can be filtered by date range, choosing either a start or end or both start and end dates.

Whatever the grid has been asked to show can be printed or downloaded as a CSV file for use in Microsoft Excel or your favorite spreadsheet tool.

And finally, a Show All button is available to clear all filters and show all data as initially loaded.

eReturns Mobile Device

The eReturns mobile device return request input form is accessed from the mobile app home screen by clicking the blue eReturns button.
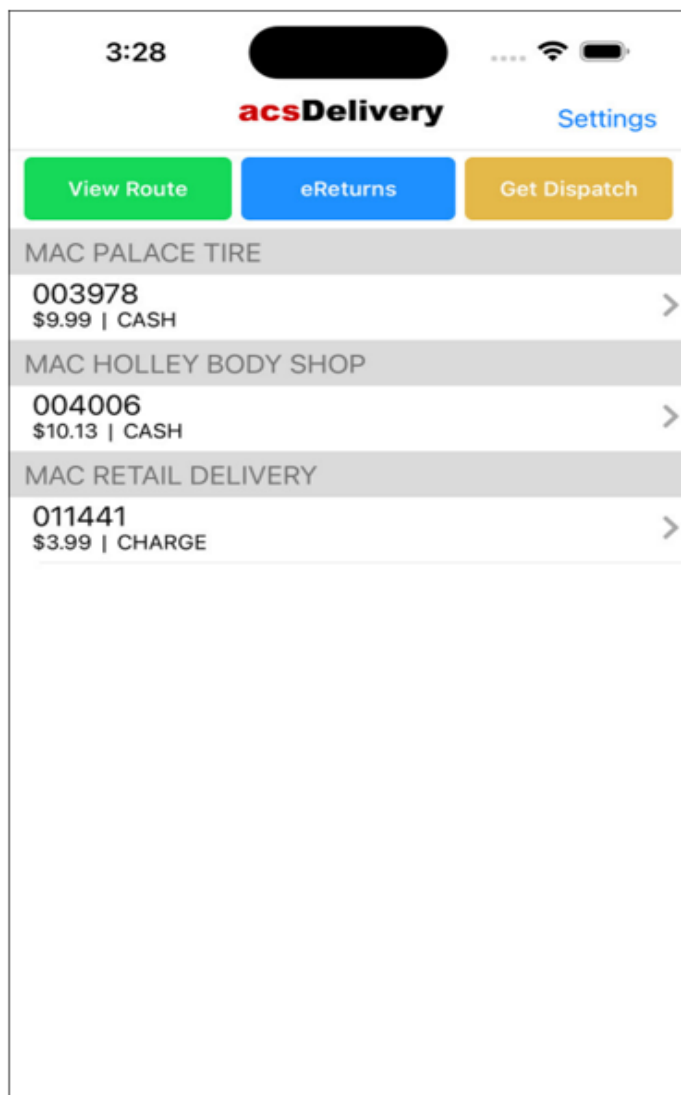

Figure 6: eReturns - Mobile Home Screen

Figure 7: eReturns - Mobile Input Form

The mobile device is logged in at the store level, as a driver will deliver dispatches to any of a store's customers.

Because of this, the eReturns mobile device return request input form provides help to the driver who is not sure of the exact Customer# to be entered.

A partial or full Customer# can be typed and the solution will search the database for the customers with that value. The driver can type either a Customer Name or Customer Number and the solution will try and find the customer by either, and show results that the driver can choose from.

Searching for Customer by Name

Searching for Customer by Number

Figure 8: eReturns - Mobile Autocomplete Assist

Figure 9: eReturns -Mobile Autocomplete Assist

eReturns Verified Part

For a verified part return, please enter an invoice number if known, click the **Get Invoice Parts** button, and choose your part from the drop-down list. The chosen part will auto-populate the Part# and Line fields in the form, and add a note with the invoice number.

Figure 10: Verified Part - Enter Invoice#

Figure 11: Verified Part - Choose Part

Figure 12: Verified Part - Part Chosen

If you don't know the invoice number, please choose a part in the Part# field from the list shown as you are manually typing in the Part# field. If you don't choose from the list and manually type the part#, we will try to verify the part was purchased, but you must type the number exactly so we can try to find a match.

Figure 13: Verified Part - Manually Entering Part#

Figure 14: Verified Part - Choosing Typed Part#

Figure 15: Verified Part - Typed Part# Chosen

eReturns Email Notification

Returns RGN Notifications will be forwarded to the customer's email when an email address is entered in the *Required field.

The email preview will include the customer's email address, Account number, and RGN reference number. Also included are the "Email Comments" if entered before submitting the return request. The email will include a list of items on the return request. Mfr, Part#, Qty, Return Type, Return Reason, Invoice# (if entered), and Notes.