

Login to Partner portal at: <u>https://partner.boxnow.bg/</u>

Create Customer return

To create a customer return in the top right corner click:

Create order – Customer return



In the Address field type *Sofia*. This setting is required for the system to work properly.

Address

Q Sofia	×
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Put the distance scroller on maximum. This setting is required for the system to work properly. The customer can use any locker to put the returning parcel in.

Distance from address

Apm distance radius	100 km
Ξ	
O APM found in the larger area, return might be uncomfortable for the user	

Input your customers details:

Your customer's details

* Full nam	e	
BOX NOW Test		
* Phone n	umber	
-	+359 888 888 888	
* Email		
test@boxnow.bg		



Select your warehouse where the return parcel should be delivered to:

* Warehouse		
loc_id: 2199, BOX NOW Sales WH, 🗸 🗸		
BOX NOW Sales WH		
-		
Address	Location ID	
str. Luba Velichkova 7, Sofia, 1000, Bulgaria	2199	
Note		
-		

Click Create order button.

A return order is created and a shipping label is generated.

The customer will receive an email with the shipping label. The customer should use the number of the shipping label to open the locker and put the returning parcel inside.



The customer can use any locker for the return with the number of the shipping label to open it.

Here is an example of how to create an HTML button and pass the appropriate parameters url on our web page.



<body>

<input type='button' value='Returns with BoxNow' onclick='redirectPage()' />

</body>

<script>

<!--Here are the three values that you need to pass to our URL--> let redirectPage = () => {

let v1 = '<-- Here goes your Partner ID -->';

let v2 = '<-- Here goes your Warehouse Location ID -->';

let v3 = '<-- Here goes your E-SHOP name -->';

const url = "https://boxnow.bg/returns-step-one/" + v1 + "/" + v2 + "/" + v3;

window.location.href = url;

</script>

}

• Alternative implementation 1 It is also possible instead of JS script implementation, the information to be sent via simple href tag.

<a href="https://boxnow.bg/returns-stepone/<eShopID>/<eShopWH_ID>/<eShopName>" target="_blank">Return a parcel via BOX NOW

• Alternative implementation 2 It is also possible instead of href tag implementation, the information to be sent via simple link.

https://boxnow.bg/returns-step-one/<eShopID>/<eShopWH_ID>/<eShopName>