

Returns Processing for Miva Merchant™

*Customer and Administrative
Interfaces for Returns Processing*

Product Manual



Table of Contents

Module Description	3
Key Benefits.....	3
Product Requirements:.....	5
Example Usage	6
Theory of Operation.....	7
General Theory	7
Module Theory.....	8
Module Installation and Upgrading	26
Domain Installation of Module.....	26
Store Installation of Module	29
Returns Page and Returns History Page Links in Store.....	31
Template Installation Instructions.....	34
Module Upgrading	35
Returns Request Module Usage.....	37
Module Configuration.....	37
CBS – Return Requests Tab (Store Utility Configuration)	38
CustReturn Reason Tab (Store Utility Configuration)	40
Returns Pending Link (Store Utilities)	43
Returns Approved/Declined Link (Store Utilities).....	45
Template Configuration – Customizing the Return Request and History	46
Shopper Screen Shots and Return Request Process.....	47
RMA Tracking Module Usage.....	49
RMA Tracking Module Usage.....	50
Module Configuration.....	50
RMA Pending Link (Store/Utilities).....	52
RMA History Link (Store Utilities).....	54
Legal Information	56
Copyright Information	56
Corporate End User License Agreement	57



Module Description

The Returns Processing module provides an integrated Returns Processing system for your Miva Merchant store. It provides your customers a contact form where the customer can request a return and then track the progress of that return. Within the Miva Merchant admin, the storeowner can approve or decline a return. For approved returns an RMA number is generated, the returned products are tracked, and the type of credit issued to the customer can be recorded. All of this tracking information for returns requests is provided to the customer in a Return History screen that can be viewed while logged into the store.

Key Benefits

Customer Benefits:

- “Return Request” web page for customers to request returns
- Customer chooses from a drop down list the order number for which the return is requested.
 - Customer selects the products in the order for which the return is requested.
 - Customer chooses from a drop down list the reason for the return and can also add comments/message for the storeowner
- “Return History” web page for customers to track return process
 - Customer can return to the storefront to review all progress with the return. (Customer must have an account to access this information)

Storeowner Benefits:

- Return Request and Return Request History screens are fully customizable with templates when using Dynamic Templates (MMUI-based stores) or the OpenUI SuperMod (OpenUI-based stores)
- Store owner receives an email when a new Return Request is initiated by a customer
- Store owner can approve or disapprove return requests
 - Auto-approval available based on reason for return
- If return request is approved, RMA ticket is automatically created to track the return of items from the order
 - Storeowner can set a restocking fee and/or percent of order fee that is automatically subtracted from the refund given to the customer
 - Storeowner can edit the RMA number so that it matches internal systems
 - Storeowner can change and edit the items from the order that are included in the RMA ticket. The system tracks the return items from other RMA numbers, ensuring customers do not receive a refund on the same item more than once.
 - Storeowner checks off items in the RMA as they arrive back at the store
 - Storeowner can change the dollar amount of refund/credit for the return
 - RMA automatically closes when all items have been checked off as received



-
- Once the RMA is closed, the storeowner chooses the type of credit used to reimburse the customer for the returned items from a drop down list.

When used with the Copernicus StoreCredit module, the drop down list includes StoreCredit as an option for reimbursement. When chosen, store credit is automatically applied to the customer's account for the amount of the closed RMA.

With the Copernicus Returns Processing module, you can provide your customers a web page to visit when they want to submit a request for a return. They can continue to track the progress of the return through this web page. The web page is configured so that the customer must choose from an Order Number and the items within that order for which he is requesting a refund. Additionally, the customer must choose a pre-set reason for the return standardizing your returns.

The storeowner can specify particular reasons for a return that are auto-approved and can allow any reasons to be manually approved. Additionally, the storeowner can set a restocking fee or percentage of the order that is subtracted from each refund. Once a return request is approved, an RMA Tracking ticket is created with a configurable RMA number. This ticket allows the storeowner to check off each item in the order that is received as it returns to the warehouse. As each item in the RMA ticket is received or when all items have been received, the storeowner can adjust the dollar amount of the refund. When all items that are in the RMA ticket are received, the RMA ticket closes allowing the storeowner to choose from a fixed drop down list the type of refund given to the customer.

***Note:** When the Returns Processing module is used in conjunction with the Copernicus StoreCredit module, the storeowner can choose "store credit" from the drop down list of refund/credit options for the return. The StoreCredit Module is sold separately.*

***Note:** The process of refunding a customer via credit card or check is a manual process; this system does not interact directly with your credit card gateway.*



Product Requirements:

The Returns Processing system is fully compatible with any Miva Merchant v4.00 or higher store. However, when used with a template-capable user interface, the storeowner can fully customize the look and feel of the customer interfaces (Return Request and Return Request History screens). The Copernicus DynamicTemplate Engine provides full template capabilities for Miva Merchant v4.14+ stores. The Copernicus OpenUI SuperMod provides full template capabilities for Miva Merchant v4.00+ stores.

- Uncompiled Miva Merchant 4.00-4.13:
 - OpenUI 4.9+ based stores
 - MMUI based stores
- Miva Merchant 4.14+
 - OpenUI 4.9+ based stores:
 - MMUI based stores
 - MMUI with DynamicTemplate Engine 4.54+

Feature Matrix

Feature	MM 4.00+ (Stock MMUI)	MM v4.00+ (OUI 4.9+)	MM v4.14+ (DYNTMPL 4.54+)	MM v4.00+ (OUI/OUISM)
Return Request and Return History Screen for logged in customers	X	X	X	X
Return Request Screen for non-logged in customers (requires valid order number and email address)	X	X	X	X
Customer can select an order number and which items to return from this order	X	X	X	X
Store Administrator receives email when a new return request is submitted via website	X	X	X	X
Return Request History logs all admin actions (approved/declined/RMA assigned/items received, etc)	X	X	X	X
Auto-approve returns when a specific reason is provided	X	X	X	X
Track RMA status based on items received	X	X	X	X
Automatically apply restocking fees to all returns (flat-fee and percent of return total)	X	X	X	X
Allows manual adjustment of return amount or credit	X	X	X	X
Generate new RMA numbers manually (without customer submission of Return Request form)	X	X	X	X
Modify the return request amounts through the RMA tracking	X	X	X	X
Integrates with Copernicus Store Credit module to provide customer credit for returns	X	X	X	X
Tokens can be used in all headers, footers and emails		X	X	X
Customer screens (Return Request / Return History) can be fully customized via Templates			X	X



Example Usage

A storefront that sells cakes and jellybeans online accepts returns for jellybeans that arrive stale at the customer's doorstep. It does not accept returns for the cakes that it sells because the cakes are baked and shipped on the same day. They are never stale since they get shipped over night. (The storefront owner solved this problem with the Copernicus Shipping SuperMod!) Well, the storefront owner purchased a batch of jellybeans from a discounted wholesaler (whose name will not be revealed here!) who sold him 200 pounds of stale jellybeans! The storefront owner did not know that he was sold stale jellybeans and now all of his customers are receiving stale jellybeans!! This is a storefront owner's nightmare!

The storefront owner is embarrassed and upset by this situation and wants to make it easy for his valued customers to return the stale jellybeans. Through his storefront, he wants to accept requests for returns and he wants to automatically approve all returns due to "stale jelly beans."

The Solution. The storefront owner installs the Copernicus Returns Processing module and immediately he is offering his customers an easy way to handle the stale jellybean problem! He has a standard returns request form for his customers to fill out on his website and the form automatically approves those returns that are a result of the stale jellybean shipment. An RMA Tracking ticket is automatically created inside the Miva Merchant admin and the storeowner can track the receipt of the stale jellybeans as the customers mail them back. As he receives all of the items in a returned order, the RMA Tracking ticket automatically closes and allows the storeowner to determine the type of refund he would like to give to the customer. Since he has *also* installed the Copernicus StoreCredit module, he can choose to offer his customers store credit and the amount of the return is automatically applied to the customer's account. His customers can come back to his website to find out about the approval of their return request, receipt of the returned stale jelly beans and purchase another package of jelly beans using their store credit.



Theory of Operation

General Theory

Under specific situations, it can be a good business practice to accept returns and issue a refund or store credit to your customer once the item is returned. There are two general aspects to accepting a return and issuing a refund: Customer Communication and Backend Processing. Both of these aspects of a return need to be handled properly in order to earn the customer's loyalty and protect your business. The Returns Processing modules allow you to handle both of these aspects.

- **Customer Communication:** The Return Request module allows you to create a communication center on your website for customers requesting and receiving returns. The customer can keep track of the progress of his return by visiting his Returns web page on your storefront. Each step of the backend processing is recorded in the customer's Returns web page so that he can feel confident that his return is being handled appropriately.
- **Backend Processing:** In order to ensure that your business is issuing returns appropriately (i.e. only certain reasons allow for a return, credit isn't issued until all items being returned are received, proper re-stocking fees are charged to the customer etc.), the RMA Tracking module forces your employees to take the proper steps to complete the backend side of a return.

These two modules together create the Returns Processing system for your Miva Merchant storefront. *This system includes two modules – each handles one portion of the Returns Processing System. The “Return Requests” module provides the customer “front-end” communications center, and the “RMA Tracking” module provides the storeowner “back-end” tracking system. Both are included with this product.*



Module Theory

Since the two modules included in the Returns Processing system work together, this section will describe the entire process of accepting a return and issuing a refund as if both modules were installed and configured.

Customer Requests a Return

Through the Return screen on your storefront, the Customer can click the Returns button in the storefront and access the Returns page. The Return button can be placed in the Navigation Bar or anywhere in your store.

Return Screen Header

Logging into your customer account will allow you to review your requests for when they are approved.

Login:

Password:

Bold = Required
Italic = Optional

Return Information

Email Address:

Order Number:

Return Screen Footer

The customer logs into his store account allowing him to access the full returns screen below. If the customer chooses not to log in to his account, he can send a returns request but will not be able to view the history of the request as you process it until he has logged into his account.

If the customer logs in he can access the following screen. From here he can choose to View Return Request History or enter a Return Request by choosing the order number that contains the item he wants to return.



Return Screen Header

[View your return request history](#)

Bold = Required

Italic = Optional

Return Information

Email Address: info@cbstech.com

Order Number: 1000 - 11/18/2003 16:47:09 MDT

Continue

The customer chooses the order number that contains the item he wants to return.

Return Screen Footer



Once the customer chooses the order from which the returned item was purchased, he accesses the screen pictured below where he chooses from a list of reasons for the return. The storeowner has created these reasons and can configure any of them to be automatically approved or any of them to need to be manually approved. The customer can also include a message to the store explaining additional information about the return. The customer must also check off those items in the order for which he is requesting a return.

Return Screen Header
[View your return request history](#)

Bold = Required
Italic = Optional

Return Information

Email Address:

Order Number:

Return Details

Reason:

Message:

Return	Quantity	Code	Item	Price
<input checked="" type="checkbox"/>	<input type="text" value="1"/> of 1	SRT	<i>Yellow Shirt</i>	\$25.00
<input checked="" type="checkbox"/>	<input type="text" value="2"/> of 2	JNS	<i>Blue Jeans</i>	\$45.00

Return Screen Footer

The customer can view all items in the order and must select those for which he is requesting a return. He must specify the quantity that he is returning. If he selects a number greater than that purchased or doesn't complete any of the required sections, an error message will be displayed and he will need to adjust the return request.



When the customer clicks the continue button, he sees the following screen indicating that his request was successfully sent to the storeowner. An email is sent to the storeowner notifying him that a new Return Request has been processed so that the storeowner can log into the Miva Merchant admin to view the request.

Return Screen Header
[View your return request history](#)

Bold = Required
Italic = Optional

Your request has been successfully sent!

The customer knows that his Return Request has been sent to the store.

Return Information

Email Address:

Order Number:

Return Screen Footer

Backend Processing

Approve/Decline the Request: Once the storeowner receives the email notification of a new Return Request, he logs into the Miva Merchant admin and can approve or decline the request from the Returns Pending link (under the Store/Utilities link). If the storeowner had configured “return request reasons” that are automatically approved and the customer chose one of those reasons, then he would skip this step and go onto the next step.

If the storeowner would like to approve the request for this return, he does so on this screen. He would check the Select box and the Approve box and click Update. To decline this request, he would check the Select box and the Decline box and click Update.

From the Returns Request Pending List, the storeowner can view the items that are included in the return request from the original order. This is not editable; it is just for viewing. It can be edited later in the process.



CBS - Return Requests

Pending List

CBS - Return Requests (v4.58)
Build Timestamp: 2004-02-27 20:20:26

Key: TRIAL | Module Integrity: GOOD (293626)

Search:

All times are displayed in MDT

Select	Approved	Declined	Return #	Order #	Opened	Reason
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12	1080	02/28/2004 10:18:48 MDT	Not the Item I ordered

I did not order these items even though my invoice says that I did. I would like to return these for store credit.

1-1

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY

Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.

Update Reset

The storeowner can approve or decline the request from the customer. This decision appears on the customer's Return Request History page.

The storeowner can view the items from this order that are included in the Return Request.



Once the Return Request is approved, it moves from the Returns Pending link to the Returns Approved/Declined link. Here the storeowner can click on the Review Items button to again, review those items that are included in the Return Request.

CBS - Return Requests

Approved/Declined List

COPERNICUS™ BUSINESS SYSTEMS

CBS - Return Requests (v4.58)
Build Timestamp: 2004-02-27 20:20:26

Product Info Documentation Updates More Products

Key: TRIAL | Module Integrity: GOOD (293626)
All times are displayed in MDT

Remove	Approved	Declined	Time	By	RMA #	Order #	Opened	Reason
<input type="checkbox"/>	✓		02/28/2004 14:02:19 MDT	admin	RMAC-108115139PS	1081	02/28/2004 14:02:01 MDT	Not the Color I ordered hello
<input type="checkbox"/>	✓		02/28/2004 13:54:59 MDT	admin	RMAC-107914699PS	1079	02/28/2004 13:54:29 MDT	Not the Color I ordered please give me a refund
<input type="checkbox"/>	✓		02/28/2004 11:19:04 MDT	admin	RMAC-108012344PS	1080	02/28/2004 10:18:48 MDT	Not the Item I ordered I did not order these items even though my invoice says that I did. I would like to return these for store credit.

13

10

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY

Click on the Review Items button to review the items in the order that have been requested for return



CBS - Return Requests

[Approved/Declined List](#) Return Request #12

CBS - Return Requests (v4.58)
Build Timestamp: 2004-02-27 20:20:26

Product Info Documentation Updates More Products

Key: TRIAL | Module Integrity: GOOD (293626)

Qty	Rtrn	Code	Item	Price
1	SRT		Yellow Shirt	\$25.00
2	JNS		Blue Jeans	\$45.00

1-2 10

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY

Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.

Update Reset

The storeowner can review the items that are included in the Return Request.

To quickly jump from the Returns Request screen to the RMA Tracking screen, the storeowner can click on the live link to the RMA Number.

CBS - Return Requests

[Approved/Declined List](#)

CBS - Return Requests (v4.58)
Build Timestamp: 2004-02-27 20:20:26

Product Info Documentation Updates More Products

Key: TRIAL | Module Integrity: GOOD (293626)

All times are displayed in MDT

Remove	Approved	Declined	Time	By	RMA #	Order #	Opened	Reason
<input type="checkbox"/>	<input checked="" type="checkbox"/>		02/28/2004 11:19:04 MDT	admin	RMAC-108012344PS	1080	02/28/2004 10:18:48 MDT	Not the Item I ordered

I did not order these items even though my invoice says that I did. I would like to return these for store credit.

1-1 10

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY

Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.

Update Reset

The storeowner can click on this live RMA # link in the Returns Approved/Declined link and be taken into this RMA ticket that resides in the Pending RMA link.



RMA Tracking Ticket: Once a Return Request is approved, an RMA Tracking ticket is automatically created and assigned an RMA number. The storeowner can view this ticket in the RMA Pending link under the Store/Utilities link. (Additionally, the storeowner could click on the RMA number live link that is located in the Returns Approved/Declined link under Store/Utilities and he will be automatically taken to the RMA Pending link.) Here he can edit the RMA ticket and which items are included in the ticket, change the RMA number to match internal tracking numbers, and record the receipt of items in an RMA.

- Edit Here button: Clicking on this button gives the storeowner access to the RMA Number and allows the storeowner to change it to match other internal systems. The storeowner can also set in advance the RMA Prefix and Postfix settings so that this information is recorded within every RMA number.
- Receive Items button: Clicking on this button gives the storeowner access to record the receipt of items as they are returned to the warehouse. Once all of the items are returned, the RMA ticket will automatically close
- Edit RMA button: Clicking on this button gives the storeowner access to the list of items that are included in the RMA ticket and allows the storeowner to change the list to accurately reflect the items he will allow to be returned.

Edit Here button: The storeowner can change the RMA Number by clicking on the Edit Here button.

CBS - RMA Tracking

Open RMAs

COPERNICUS™ BUSINESS SYSTEMS CBS - RMA Tracking (v4.56) Build Timestamp: 2004-02-27 20:16:44

Product Info Documentation Updates More Products Key: TRIAL | Module Integrity: GOOD (265498)

Search: RMAC-108012344PS All times are displayed in MDT

RMA #	Order #	Opened	Closed	Amount	Credit Via
RMAC-108012344PS	1080	02/28/2004 11:19:04 MDT	(none)	\$0.00	Not Selected

1-1 10

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.

Update Reset

When the storeowner clicks on the Edit Here button, can change the RMA number



Receive Items button: As items from the return are received the storeowner can mark off each item by checking the select box and recording the quantity received. Once all items are received, the RMA ticket will automatically close.

CBS - RMA Tracking

[Open RMAs](#) Receive Items for RMAC-108012344PS

COPERNICUS™
BUSINESS SYSTEMS

CBS - RMA Tracking (v4.56)
Build Timestamp: 2004-02-27 20:16:44

Product Info Documentation Updates More Products

Key: TRIAL | Module Integrity: GOOD (265498)
All times are displayed in MDT

Select	Code	Name	Pending Qty	Qty Received	Received
<input type="checkbox"/>	SRT	Yellow Shirt	1	<input type="text" value="1"/>	(none)
<input type="checkbox"/>	JMS	Blue Jeans	2	<input type="text" value="2"/>	(none)

1-2

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY
Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC

Update Reset

The storeowner records the receipt of items when they arrive back in the warehouse



Edit RMA button: The storeowner can adjust the items that are available for return for this RMA ticket. This should be adjusted prior to receiving any items.

CBS - RMA Tracking

[Open RMAs](#) Add Items to RMA RMAC-108115139PS

COPERNICUS™ BUSINESS SYSTEMS **CBS - RMA Tracking (v4.56)**
Build Timestamp: 2004-02-27 20:16:44

Product Info Documentation Updates More Products Key: TRIAL | Module Integrity: GOOD (265498)

Code	Name	Ordered	Return	Pending	RMA #	Price	
TUR	Turkey	1	<input type="text" value="1"/>	1	RMAC-108115139PS	\$29.56	
JNS	Blue Jeans	1	0	0		\$45.00	

1-1

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY
Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.

Update Reset

The storeowner can adjust the number of items that can be returned in an established RMA ticket. To access this Return quantity, you must click the Edit Here button on this page.

Refunding the Customer: Once all of the items have been received and checked off in the RMA ticket, the RMA ticket will automatically close. In the RMA Pending link you will be able to view the “Closed” date and time. This is the date/time that all of the returned items were recorded as received. At this point, the storeowner may alter the amount of the refund/credit that the customer will receive for the return and will choose they type of refund that will be given to the customer. Additionally, the storeowner can configure the CBS-RMA Tracking module to automatically lower the refund amount by a Restock Percent per Item fee and/or a Restock Fee per RMA.

- Edit Here button: Clicking on this button allows the storeowner to change the RMA number and also change the amount refunded to the customer for this return.
- View Items button: Once the RMA is closed, the “Receive Items” button turns into a “View Items” button so that the storeowner can review those items that



were returned. This is not editable. The storeowner can view the date/time of the receipt of each item.

- Edit RMA button: Clicking on this button allows the storeowner to view the items in the order that were returned. Since the RMA is closed at this time, the storeowner cannot edit this information.

Edit Here button: The storeowner can also adjust the RMA Tracking number associated with this RMA and adjust the amount of refund that will be given to the customer. This number will already include the automatic adjustments configured in the CBS-RMA Tracking module for restocking fees. Additionally, the storeowner can view the date/time of when the RMA was originally opened, when it was closed and the order number associated with this RMA.

CBS - RMA Tracking

Open RMAs

CBS - RMA Tracking (v4.56)
Build Timestamp: 2004-02-27 20:16:44

Product Info | Documentation | Updates | More Products

Key: TRIAL | Module Integrity: GOOD (265498)

Search:

All times are displayed in MDT

RMA #	Order #	Opened	Closed	Amount	Credit Via
<input type="text" value="RMAC-108012344PS"/>	1080	02/28/2004 11:19:04 MDT	02/28/2004 11:48:28 MDT	<input type="text" value="98.25"/>	Not Selected

1-1

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY


Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.




View Items button: Here you can view each of the items in the RMA that were returned and their date/time of receipt back in the warehouse.

CBS - RMA Tracking

[Open RMAs](#) Receive Items for RMAC-108012344PS




CBS - RMA Tracking (v4.56)
Build Timestamp: 2004-02-27 20:16:44



Product Info Documentation Updates More Products

Key: TRIAL | Module Integrity: GOOD (265498)
All times are displayed in MDT

Select	Code	Name	Pending Qty	Qty Received	Received
✓+	SRT	Yellow Shirt	0	1	02/28/2004 11:48:28 MDT
✓-	JNS	Blue Jeans	0	2	02/28/2004 11:48:28 MDT

1-2 10 

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY
Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC



Edit RMA button: Here you can view the items that were received for this RMA ticket. Since the RMA is closed, this is not editable.

CBS - RMA Tracking

[Open RMAs](#) [Add Items to RMA RMAC-123](#)

CBS - RMA Tracking (v4.56)
Build Timestamp: 2004-02-27 20:16:44

[Product Info](#) | [Documentation](#) | [Updates](#) | [More Products](#)

Key: TRIAL | Module Integrity: GOOD (265498)

Code	Name	Ordered	Return	Pending	RMA #	Price
SRT	Yellow Shirt	1	1	0	RMAC-123	\$25.00
JNS	Blue Jeans	2	1	0	RMAC-123	\$45.00

1-1

[PURCHASE](#) | [PRODUCTS](#) | [PARTNERS](#) | [DOCS](#) | [SUPPORT](#) | [COMPANY](#)

Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.

Record Refund Amount and Type: Once the refund amount has been established (it need not be changed), the storeowner can choose the type of refund that will be given. This drop down list is pre-configured by the module and if the store is also using the Copernicus StoreCredit module, then store credit will be an available option for the storeowner. The storeowner chooses the type of refund he will give and checks the Issue Credit box to complete the returns process. This module does not print the refund check and does not credit the customer's credit card for the refund. Those items must be handled manually outside of this system in your accounting or payment gateway software. If the Copernicus StoreCredit module is installed, this module can automatically issue store credit for the amount specified in the Amount box. This will automatically occur when the storeowner checks the Issue Credit box, when StoreCredit is chosen as the "Refund Via" option and the Update button is clicked.



CBS - RMA Tracking

Open RMAs

CBS - RMA Tracking (v4.56)
Build Timestamp: 2004-02-27 20:16:44

Product Info Documentation Updates More Products

Key: TRIAL | Module Integrity: GOOD [265498]

Search: []

All times are displayed in MDT

Remove	Issue Credit	RMA #	Order #	Opened	Closed	Amount	Credit Via
<input type="checkbox"/>	<input type="checkbox"/>	RMAC-108012344PS	1080	02/28/2004 11:19:04 MDT	02/28/2004 11:48:28 MDT	\$88.00	CustCredit™

1-1 [] 10 []

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY

Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.

Update Reset

The storeowner chooses the way in which the customer will receive a refund for the return and issues the credit by checking the Issue Credit box and clicking Update.

Return Request History

The customer can watch each step of the process that the storeowner takes regarding his return request. By logging back into his account on the storefront and clicking on the Return History button, the customer can view when the Return Request has been approved/declined, when each item is received by the store, when the RMA is closed, any adjustments to the credit amount for the return, and the final credit for the return that closes out the Return Request. Each step is individually recorded with the date that the storeowner performed the step.



Return Screen Header

[Request a return](#)

Bold = Required

Italic = Optional

All times are displayed in *MDT*

Order #	Requested	Response	Reason
1080	02/28/2004 10:18:48 MDT	Approved on 02/28/2004 11:19:04 MDT	[Not the Item I ordered] I did not order these items even though my invoice says that I did. I would like to return these for store credit.
Return Approved: RMA# RMAC-108012344PS 02/28/2004: Yellow Shirt (SRT) APPROVED for return 02/28/2004: Blue Jeans (JNS) APPROVED for return 02/28/2004: Item Received: SRT - Yellow Shirt (Quantity: 1) 02/28/2004: Item Received: JNS - Blue Jeans (Quantity: 2) 02/28/2004: RMA CLOSED: Pending refund or credit: \$98.25 02/28/2004: RMA Adjustment: New RMA amount : \$85.00 02/28/2004: RETURN COMPLETE: \$85.00 has been credited via Credit Card Refund			

The Customer can view each step in the process as the storeowner records it in the Returns Processing modules.


RMA Creation without Return Requests Initiated through Storefront

The storeowner can also initiate an RMA ticket through the Miva Merchant Admin if, for example, the customer initiates a return request through a telephone call rather than through the online storefront. The storeowner can create a new RMA ticket for this customer in the RMA Pending link below the Store/Utilities link.




CBS - RMA Tracking

Open RMAs



CBS - RMA Tracking (v4.56)
Build Timestamp: 2004-02-27 20:16:44




Product Info | Documentation | Updates | More Products

Key: TRIAL | Module Integrity: GOOD (265498)

Search:

All times are displayed in MDT

Remove	Issue Credit	RMA #	Order #	Opened	Closed	Amount	Credit Via	
✓+	✓-							
There are currently no RMA Numbers.								
0.0								10 

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY

Copyright(C) 2004 - 2004 by Copernicus Business Systems, LLC.

Update


Reset

The storeowner can create a new RMA tracking ticket through the Miva Merchant admin. Click on the New RMA number button and this opens up a new RMA.




The storeowner can then determine the RMA number, the order number associated with the return and the reason for the return. .

Open RMAs



CBS - RMA Tracking (v4.56)
Build Timestamp: 2004-02-27 20:16:44



Product Info Documentation Updates More Products

Key: TRIAL | Module Integrity: GOOD (265498)

Search:

All times are displayed in MDT

RMA #	Order #	Opened	Closed	Amount	Credit Via
<input type="text" value="RMAC-123"/>	<input type="text" value="1079"/>	(none)	(none)	\$0.00	

Reason for return: the glass broke in transit

1.0

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY

Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.

When the order number is established, this populates the database of the RMA with the items that were in the order. The storeowner can then select which items are to be included in the return by clicking on the Edit RMA button for this RMA.



CBS - RMA Tracking

Open RMAs


CBS - RMA Tracking (v4.56)
Build Timestamp: 2004-02-27 20:16:44

Product Info Documentation Updates More Products

Key: TRIAL | Module Integrity: GOOD (265498)

Search: RMAC-108012344PS

All times are displayed in MDT

Remove	Issue	Credit	RMA #	Order #	Opened	Closed	Amount	Credit Via	
✓+	✓-	✓+	✓-						
<input type="checkbox"/>			RMAC-108012344PS	1080	02/28/2004 11:19:04 MDT	(none)	\$0.00	Not Selected	

1-1

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY

Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.

Update Reset

The storeowner can establish which items in the order are to be returned by clicking on the Edit RMA button

Then the storeowner can choose which items will be returned by clicking on the Edit Here button for each item in the order.



CBS - RMA Tracking

Open RMAs Add Items to RMA RMAC.123

CBS - RMA Tracking (v4.56)
Build Timestamp: 2004-02-27 20:16:44

Product Info Documentation Updates More Products

Key: TRIAL | Module Integrity: GOOD (265498)

Code	Name	Ordered	Return	Pending	RMA #	Price	
SR7	Yellow Shirt	1	<input type="text" value="0"/>	0		\$25.00	
JNS	Blue Jeans	2	0	0		\$45.00	

1-1

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY

Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.

Update Reset

The store owner clicks the Edit Here button to record the quantity of each item that is being returned by the customer.



Module Installation and Upgrading

Domain Installation of Module

If you are using OpenUI you must have at least OpenUI v4.56 (uncompiled) or OpenUI v4.74 (compiled) running in this storefront. You can find the latest OpenUI release and installation instructions at www.openui.org.

There are two modules included in the Returns Processing distribution, Return Requests (custrturn.mv/c) and RMA Tracking (custrma.mv/c). Each of these will need to be installed in the domain and the store. Install each module one at a time completely through to the store installation before beginning the second installation.

Tip: Each of the modules (Return Request and RMA Tracking) both create left menu links under the Utilities section. These links appear based on the order the modules were installed; last appears first (grouped by module).

Therefore, if you install Return Request in your store first and then RMA Tracking, your left navigation menu in the Miva Merchant Admin will have links for these modules in this order:

- RMA Pending*
- RMA History*
- Returns Pending*
- Returns Approved/Declined*

If you install RMA Tracking in the store first and then Return Request, your left navigation menu in the Miva Merchant Admin will have links for these modules in this order:

- Returns Pending*
- Returns Approved/Declined*
- RMA Pending*
- RMA History*

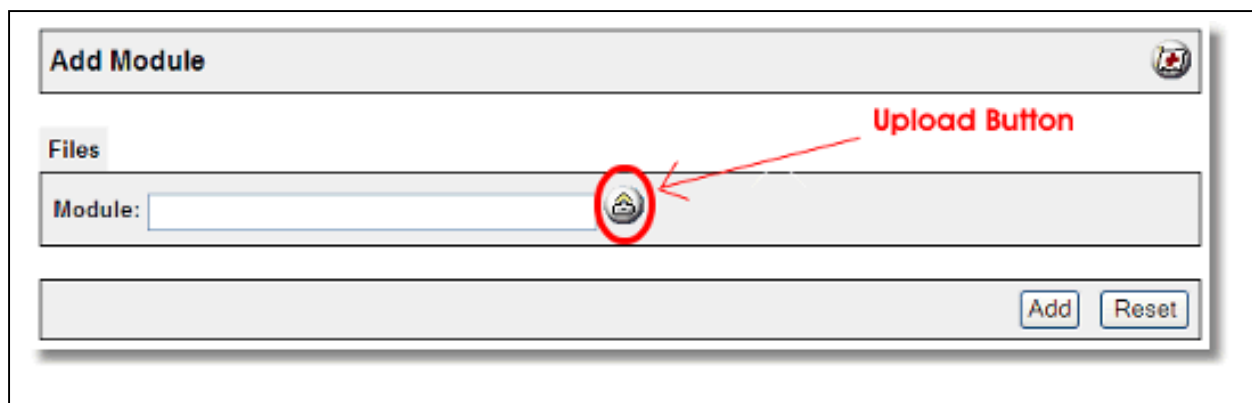
So the order of installation of the modules is only important in that the order of your menu items are affected by the order of the module installation. Thus, you can choose the order that is best for you.



You must first install the module in your Miva Merchant domain. After that you will need to follow the steps for installing the module in the store for which you have purchased the license.

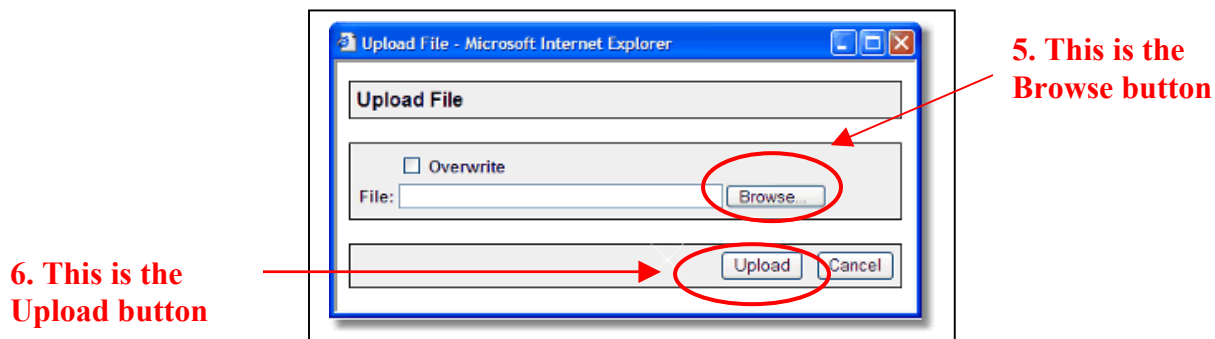
Module Domain Installation

1. Go into the Miva admin (*admin.mv*)
2. Open the **Modules** branch
3. Click on the **Add Module** link and the screen pictured below will appear
4. Click the **Upload** button



5. A Pop-Up window, like the one pictured below, appears and allows you to either **Browse** to find the module on your local drive or enter the filename of the module.

6. Press the **Upload** button





7. Once you press the Upload button, the Upload File PopUp box disappears and the Add Module box is again visible. Press the **Add** button

The screenshot shows a window titled "Add Module". Inside, there is a "Files" section with a "Module:" label and an empty text input field. At the bottom right, there are two buttons: "Add" and "Reset". The "Add" button is circled in red, and a red arrow points from the text "7. This is the Add button" to it.

8. Now the module has been installed in the domain. Next you need to install the module in the store

7. This is the Add button



Store Installation of Module

1. Go to the Miva admin (*admin.mv*)
2. Open the **Stores** branch
3. Click on the arrow next to the store name
4. Click on **Utilities**
5. Check the checkbox next to the module name. (For this module it is *CBS – Return Request*)
6. Press the **Update** button at the bottom of the screen.

5. Click the checkbox next to the module name

Store Utility Configuration

Modules	CBS - CustReturn™	CustReturn™ Reasons	CBS - Smart AlsoBuy™	CBS - Smart StoreFront™
CBS - SmartBrain™ (Basic)	SmartBrain™ Categories	SmartBrain™ Products	CBS - Search-Friendly Store Map	

Assigned Module

<input checked="" type="checkbox"/>	CBS - CustReturn™
<input checked="" type="checkbox"/>	CBS - Smart AlsoBuy™
<input checked="" type="checkbox"/>	CBS - Smart StoreFront™
<input checked="" type="checkbox"/>	CBS - SmartBrain™ (Basic)
<input checked="" type="checkbox"/>	CBS - Search-Friendly Store Map
<input type="checkbox"/>	Miva Marketplace

6. Click the Update button

Update Reset

7. A PopUp box appears that looks like the picture below. Enter the *Return Request* license key you got when you purchased the module license.
8. Read the *License Agreement*
9. Check the box next to **I ACCEPT THE TERMS AND CONDITIONS OF THE LICENSE AGREEMENT**
10. Press the **Update** button. Now you have successfully installed the module in the storefront and you are ready to use it!



7. Enter the license key here

COPERNICUS™ BUSINESS SYSTEMS

CBS - [redacted] (v4.22)
Build Timestamp: 2003-01-08 23:48:53

Product Info | Documentation | Release Notes | More Products

Integrity: GOOD (268545)

License Key:

(Please note that you need ONE LICENSE FOR EACH STORE.)

License Agreement:

CORPORATE END USER LICENSE AGREEMENT

YOU SHOULD CAREFULLY READ ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT PRIOR TO USING THE SOFTWARE. USE OF THE SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE TERMS AND CONDITIONS. COPERNICUS BUSINESS SYSTEMS, LLC ("LICENSOR") IS WILLING TO LICENSE THE SOFTWARE TO YOU ONLY IF YOU ACCEPT THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, ERASE ALL COPIES OF THE SOFTWARE, DOCUMENTATION AND ALL OTHER COMPONENTS OF THE SOFTWARE FROM YOUR COMPUTER'S MEMORY AND CERTIFY TO LICENSOR THAT YOU HAVE DONE SO WITHIN SEVEN (7) DAYS OF DOWNLOADING THE SOFTWARE.

1. Grant of License. Licensor hereby grants to you ("Customer") a non-exclusive, non-transferable license to use the Software solely in accordance with the terms of this Agreement. For the purposes of

I ACCEPT THE TERMS AND CONDITIONS OF THE LICENSE AGREEMENT

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY

Copyright(C) 2003 - 2001 by Copernicus Business Systems, LLC.

10. Press the Update button

9. Accept the license agreement here

Now, repeat this process (domain and store installation) for the RMA Tracking module included in the product distribution zip file.



Returns Page and Returns History Page Links in Store

In order for your customers to access the Return Request and Return History pages provided by this module, you must add link references to the Return Request Page and Return History Page from within your Miva Merchant Store. You can do this by including buttons in the OpenUI NavBar if you are using OpenUI, or by placing an html link to these pages anywhere in the store. Links to the following pages should be created:

- **Return Request Page:** This page provides the return request form. Customers need not log in to request a return; however, logged in customers can select and order to return from their order history on the Return Request Page.
- **Return History Page:** For customers who are logged into their account and who established their return request when they were logged into their account, they can view a history of their returns and whether or not the return request was approved or declined. To include the link to this page in your storefront, you will need to choose from the two methods below, the way in which you want the link to appear for your customers.

These links can be placed anywhere in your store, though it is suggested to place them in the Navigation Bar or the Category Tree headers or footers.

Technical Note:

In a stock MMUI store, the screen codes are:

- *Return Request Page: Screen=NEW&SubScreen=CBS_RETURN*
- *Return History Page: Screen=NEW&SubScreen=CBS_RETURNHIST*

In an OpenUI or MMUI/DynamicTemplate Engine Store, the screen codes are:

- *Return Request Page: Screen=CBS_RETURN*
- *Return History Page: Screen=CBS_RETURNHIST*

To include the links to this page in your storefront, you will need to choose from the following methods below depending on your User Interface and where you want the link to appear for your customers.



Method 1: Return Request and Return History Link in the Category Tree

The suggested method of providing links is by adding the following HTML to your category tree header or footer. Note that you must modify this link to point to the proper domain name as well as provide the proper store code. Note: The store code is only necessary if you have more than one store in your Miva Merchant domain. The HTML should appear as a single line, rather than word-wrapped as appears in this manual.

Stock MMUI ONLY:

```
<A HREF="http://www.yourdomain.com/Merchant2/merchant.mv?Store_Code=???&Screen=NEW&SubScreen=CBS_RETURN">Returns Page</a><br>
<A HREF="http://www.yourdomain.com/Merchant2/merchant.mv?Store_Code=???&Screen=NEW&SubScreen=CBS_RETURNHIST">Returns History</a><br>
```

MMUI with Dynamic Templates or OpenUI:

```
<A HREF="http://www.yourdomain.com/Merchant2/merchant.mv?Store_Code=???&Screen=CBS_RETURN">Returns Page</a><br>
<A HREF="http://www.yourdomain.com/Merchant2/merchant.mv?Store_Code=???&Screen=CBS_RETURNHIST">Returns History</a><br>
```

Ensure you modify the following items within the links above so they will function properly:

1. Change the domain name to properly reflect a link to your site.
ex: change www.yourdomain.com to your domain name
2. Modify the path to your Miva Merchant store to reflect the proper URL.
ex: change /Merchant2/merchant.mv if your store URL is different
3. Modify the “extension” of merchant.mv to merchant.mvc if your store is compiled.
4. Change the Store_Code variable from “???” to reflect the proper code of your store or remove the Store_Code variable from the URL if you do not need it (ie: you do not have multiple Miva Merchant stores in your domain).

Method 2: Return Request and Return History Link via OpenUI NavBar (OpenUI Only)

The links above can be added to your OpenUI Navigation Bar using the OpenUI NavBar Settings tab within your store. To add a Button in the OpenUI NavBar that links to the Return Request page, follow these instructions. This section uses “tokenized” links in the NavBar. These tokenized links could also be used in place of the ones above if you are using OpenUI.

To add a link to the “Return Request Page” in your OpenUI Navigation Bar:

1. Open the "Store" arrow
2. Click on the store in which you are using the CustReturn module
3. Click on the Navigation Bar Settings tab (if you do not see this tab, you do not have OpenUI installed and instead you should use the method above to include the link)
4. Make sure the checkbox is checked next to "Uncheck to use the old-style Navigation Bar"
5. Add a new NavBar Cell by clicking on the New NavBar Cell button



-
6. Configure at least the following variables in the new cell:
 - **Type:** Choose either Text String or Image (do not choose "Space" or "NavBar Button" as they will not work properly)
 - **Name:** Choose any from the drop down list (you will change this in a moment)
 - **Alt Text:** Return Request
 - **Link:** Type this link into the box:
`%OUI%`
Replace the question marks with your store code. Note: do **not** copy and past this link into the Miva Merchant admin screen. You may need to re-type this link into the link box in the Navigation Bar Settings tab since due to font differences, the quote characters may not be recognized properly.
 7. Click Update to save your changes
 8. Click the Edit button next to this newly added item and go back and change the **Name** to "Return Request". You can only make this edit after you have created the new button.

Repeat the steps as described below to add a link to the "Returns History Page" in your OpenUI Navigation Bar:

9. Add a new NavBar Cell by clicking on the New NavBar Cell button
10. Configure at least the following variables in the new cell:
 - **Type:** Choose either Text String or Image (do not choose "Space" or "NavBar Button" as they will not work properly)
 - **Name:** Choose any from the drop down list (you will change this in a moment)
 - **Alt Text:** Return Request
 - **Link:** Type this link into the box:
`%OUI%`
Replace the question marks with your store code. Note: do **not** copy and past this link into the Miva Merchant admin screen. You may need to re-type this link into the link box in the Navigation Bar Settings tab since due to font differences, the quote characters may not be recognized properly.
11. Click Update to save your changes
12. Click the Edit button next to this newly added item and go back and change the **Name** to "Return History". You can only make this edit after you have created the new button.



Template Installation Instructions

If you are using Dynamic Templates (MMUI-based stores) or the OpenUI SuperMod (OpenUI-based stores), you can install the Return Request and Return History templates included in the module distribution and customize these templates to your store look and feel.

Specifically, these templates are named `screen.cbs_return.tpl` (Return Request screen) and `screen.cbs_returnhist.tpl` (Return History screen) and should be installed following these instructions:

1. In the Returns Processing module distribution zip file you will find the two templates `screen.cbs_return.tpl` and `screen.cbs_returnhist.tpl`.
2. Using your favorite FTP client with the “binary transfer” option enabled, FTP the “.tpl” files to your “mivadata” directory. Please note: Your host may have named this folder something different than “mivadata” therefore if you do not have a directory specifically called “mivadata” you will need to ask your host what this folder is called. For reference, typically the “Merchant2” folder is **inside** the “mivadata” directory.
3. If you have not FTP’d the “.tpl” files to the correct directory, the template will not work as described; therefore, be sure to place the template files in the correct (mivadata) directory.

NOTE: *The mivadata directory is sometimes called htsdata, and is generally **not** in your main website directory. If you cannot find your mivadata directory, contact your host for assistance.*



Module Upgrading

If you are using OpenUI, you must first confirm that you have at least OpenUI v4.53 (uncompiled) or OpenUI v4.71 compiled running in this storefront. You can find the latest OpenUI release and installation instructions at www.openui.org.

This description only refers to the Return Request module. You would want to repeat this for the RMA Tracking module also.

Domain Module Upgrading

1. Go to the Miva admin. (*admin.mv*)
2. Open the **Modules** branch
3. Click on **CBS – Return Request** module
4. Click on the **Files** link in the content area of the screen

4. Click on the Files link

The screenshot shows the 'Edit Module: CBS - Return Requests' page. At the top, there is a title bar with the text 'Edit Module: CBS - Return Requests' and a small icon on the right. Below the title bar, there are two tabs: 'Information' and 'Files'. The 'Files' tab is circled in red, and a red arrow points to it from the text '4. Click on the Files link'. Below the tabs, there is a table with the following information:

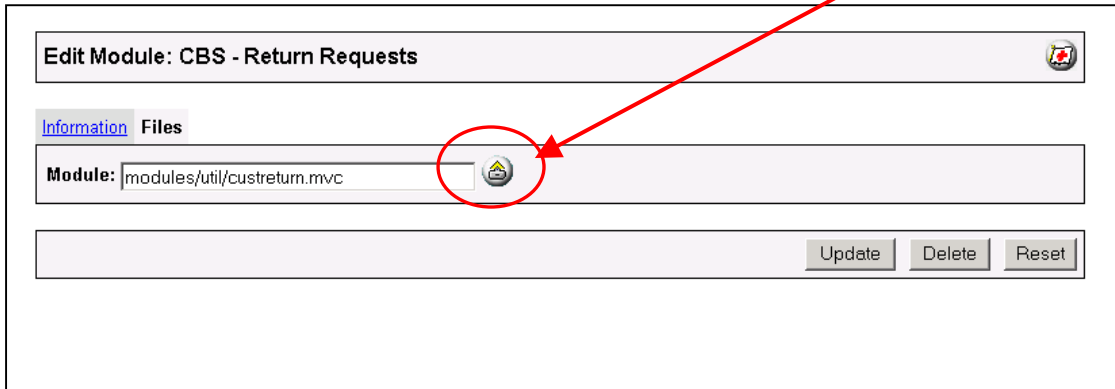
Type of Module:	Store Utility
Code:	CBS-CUSTRETURN
Name:	CBS - Return Requests
Provider:	Copernicus Business Systems, LLC -- http://www.cbstech.com/
Version:	4.58
Usage Count (Number of Stores):	2
	<input checked="" type="checkbox"/> Active

At the bottom of the page, there are three buttons: 'Update', 'Delete', and 'Reset'.

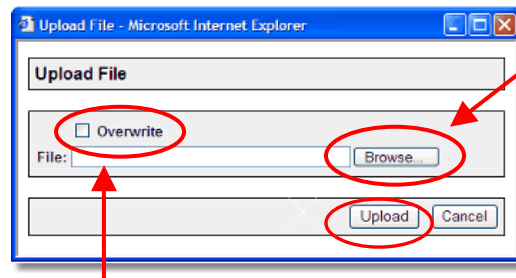


5. Click the **Upload** graphic button

5. Click on the Upload button



6. The Upload file PopUp box will appear. Check the **Overwrite** box so that the updated module will overwrite the old version.



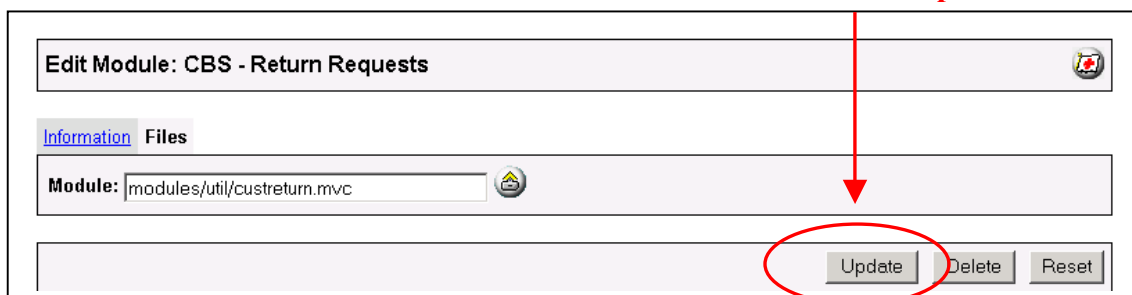
7. Click the Browse button to find the file.

6. Check the Overwrite checkbox

8. Press the Upload button

7. Enter the filename of the module on your local drive or use **Browse** to find the file.
8. Press the **Upload** button this will take you back to the “Files” screen.
9. Press the **Update** button and you are finished!

9. Press the Update button





Returns Request Module Usage

Module Configuration

Once you have installed the module, you'll want to configure it. First this manual will discuss the configuration of the CBS-Return Requests module and then it will separately discuss configuration of the CBS-RMA Tracking module.

The administrative interface for this module is located in the Store Utilities section of the Miva admin:

1. Go to the Miva admin (admin.mv)
2. Click the arrow next to **Stores**. This will open up all of the stores you have in this domain.
3. Click on the arrow next to the name of the store in which you have installed this module.
4. Click on the link "Utilities" and in the content area of the Miva admin, you will see all of the tabs specific to the modules installed in this section. It will look similar to the picture below.
5. Click on the **CBS – Return Requests** tab.

5. Click this tab to control the module configuration

Store Utility Configuration

Modules	CBS - Return Requests	Return Reasons	CBS - RMA Tracking	CBS - Import/Export SuperMod™ FlatFile Configuration
CBS - Search-Friendly Store Map	CBS - CustContact™	CustContact™ Categories	CustContact™ Types	CBS - Membership SuperMod™ Templates
CBS - Membership SuperMod™ Totals				

Assigned Module

<input checked="" type="checkbox"/>	CBS - Return Requests
<input checked="" type="checkbox"/>	CBS - RMA Tracking
<input checked="" type="checkbox"/>	CBS - Import/Export SuperMod™
<input checked="" type="checkbox"/>	CBS - Search-Friendly Store Map



CBS – Return Requests Tab (Store Utility Configuration)

This is the admin screen that allows you to configure the Returns message and the header and footer of the screen where customers will go to enter information about requesting a return. There are different areas that you will need to configure. Each are listed separately here.

- **Login Message:** This is the message that is displayed with the log in section on the Return Request Page when a customer first arrives on the page. This will no longer appear once a customer has logged in to this page.
- **Return Screen Title:** This is the html page title for the Return Request Page. This is appended to the Store Name so typically you would want to place the word “Returns” here.
- **Return Screen Header:** Place html or text here that you want to appear in the Header of the Returns Request page.
- **Return Screen Footer:** Place html or text here that you want to appear in the Footer of the Returns Request page.
- **Notification Email:** This comes pre-populated with the email address associated with the Miva Merchant admin. You can edit this to change it to the email address of the person who should receive the email notification whenever a customer places a new Return Request through the Return page on the online storefront.
- **Notification Email Subject:** This comes pre-populated with the Store Code and small subject line. You can edit this to change it to accommodate your store needs. This is the subject of the email notification that is sent whenever a customer places a new Return Request through the Return page on the online storefront.
- **Notification Email Body:** You can add text here. This is the body of the email notification that is sent whenever a customer places a new Return Request through the Return page on the online storefront.



Store Utility Configuration



Modules	CBS - Return Requests	Return Reasons	CBS - RMA Tracking	CBS - Import/Export SuperMod™ FlatFile Configuration
CBS - Search-Friendly Store Map	CBS - CustContact™	CustContact™ Categories	CustContact™ Types	CBS - Membership SuperMod™ Templates
CBS - Membership SuperMod™ Totals				



CBS - Return Requests (v4.58)
Build Timestamp: 2004-02-27 20:20:26



[Product Info](#) [Documentation](#) [Updates](#) [More Products](#)

Key: [TRIAL](#) | Module Integrity: [GOOD \(293626\)](#)

Login Message:

Return Screen Title:

Return Screen Header:

Return Screen Footer:

Notification Email:

Notification Email Subject:

Notification Email Body:

[PURCHASE](#) | [PRODUCTS](#) | [PARTNERS](#) | [DOCS](#) | [SUPPORT](#) | [COMPANY](#)

Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.

Update

Reset



CustReturn Reason Tab (Store Utility Configuration)

In the CustReturn Reasons tab you can enter the various reasons that you want displayed in the drop down list on the Returns Request page. It is from this list that your customers will choose the reason for their return. You can configure a reason to be “auto-approved.” Therefore, if you have some reasons for a return that always receive approval and you would rather not manually have to approve them, you can set that reason to be automatically approved and the customer who submits a returns request with this reason, automatically is forwarded into the Returns Approved/Declined link and an RMA ticket is immediately established for that Return Request. There are three variables that you can edit on this tab.




To create a new Reason for a return, click the New Reason button

Store Utility Configuration

Modules: [CBS - Return Requests](#) | **Return Reasons** | [CBS - RMA Tracking](#) | [CBS - Import/Export SuperMod™ FlatFile Configuration](#)
[CBS - Search-Friendly Store Map](#) | [CBS - CustContact™](#) | [CustContact™ Categories](#) | [CustContact™ Types](#) | [CBS - Membership SuperMod™ Templates](#)
[CBS - Membership SuperMod™ Totals](#)

COPERNICUS™ BUSINESS SYSTEMS | **CBS - Return Requests (v4.58)** | Build Timestamp: 2004-02-27 20:20:26

Product Info | Documentation | Updates | More Products | Key: TRIAL | Module Integrity: GOOD (293626)

Remove ✓+ / ✓-	Reason Text	Auto-Approve	
<input type="checkbox"/>	Arrived Broken	✓	
<input type="checkbox"/>	Not the Color I ordered		
<input type="checkbox"/>	Not the Item I ordered		

13 | 10

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY
Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.


Update | Reset

Click the New Reason button to add an additional reason to the drop down list available to customers in the Return webpage





Add the Return Reason and choose whether you want to allow this reason to be auto-approved.





- **Reason Text:** Type in the text that represents a reason for a refund request
- **Auto-Approve:** If this reason is to be “auto-approved” check this box. If you do not check this box, every refund request that is for this reason will be sent to the “CustReturn Approve/Decline” list for manual approval/decline. When used with the CustRMA module, this will automatically assign an RMA number to the request.


Store Utility Configuration 

[Modules](#) [CBS - Return Requests](#) **Return Reasons** [CBS - RMA Tracking](#) [CBS - Import/Export SuperMod™ FlatFile Configuration](#)
[CBS - Search-Friendly Store Map](#) [CBS - CustContact™](#) [CustContact™ Categories](#) [CustContact™ Types](#) [CBS - Membership SuperMod™ Templates](#)
[CBS - Membership SuperMod™ Totals](#)

 **CBS - Return Requests (v4.58)** 
Build Timestamp: 2004-02-27 20:20:26

[Product Info](#) [Documentation](#) [Updates](#) [More Products](#) Key: TRIAL | Module Integrity: GOOD (293626)

Reason Text	Auto-Approve	
<input type="text"/>	<input type="checkbox"/>	
Arrived Broken	<input checked="" type="checkbox"/>	
Not the Color I ordered	<input type="checkbox"/>	
Not the Item I ordered	<input type="checkbox"/>	

1-3 

[PURCHASE](#) | [PRODUCTS](#) | [PARTNERS](#) | [DOCS](#) | [SUPPORT](#) | [COMPANY](#)
Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.

To remove a Reason from this list, you can click on the Remove checkbox next to the Reason and click Update. This will remove the Reason from the current database; however, it will not remove this reason from existing and closed Return Requests.



Store Utility Configuration

- [Modules](#)
- [CBS - Return Requests](#)
- Return Reasons**
- [CBS - RMA Tracking](#)
- [CBS - Import/Export SuperMod™ FlatFile Configuration](#)
- [CBS - Search-Friendly Store Map](#)
- [CBS - CustContact™](#)
- [CustContact™ Categories](#)
- [CustContact™ Types](#)
- [CBS - Membership SuperMod™ Templates](#)
- [CBS - Membership SuperMod™ Totals](#)

COPERNICUS™ BUSINESS SYSTEMS

CBS - Return Requests (v4.58)
Build Timestamp: 2004-02-27 20:20:26

Product Info | Documentation | Updates | More Products

Key: TRIAL | Module Integrity: GOOD (293626)

Remove ✓+ ✓-	Reason Text	Auto-Approve	
<input type="checkbox"/>	Arrived Broken	✓	
<input checked="" type="checkbox"/>	Not the Color I ordered		
<input type="checkbox"/>	Not the Item I ordered		

13

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY

Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.

To remove a return Reason from the Return page, check the Remove box and click Update.



Returns Pending Link (Store Utilities)

This is the menu that the storefront owner uses to approve or decline pending requests for a return. To issue an approval or denial, simply place a checkbox in the “Select” box and also in the “Approval” or “Decline” box. The approve/decline decision is recorded in the Return History for the customer to view when he logs into his account. Please note: this information is accessible to the customer only if the customer submitted the return request while logged in to his customer account and looks at his return history while logged into the same customer account.

The following information is available in this screen:

- **Select:** Check this box when you are approving or declining a request
- **Approved:** Check this box if you want to approve the return request
- **Declined:** Check this box if you want to decline the return request
- **Return #:** This box cannot be edited. This is the Return Number that was assigned to this return request when it was first entered
- **Order #:** The box cannot be edited. This is the original order number that is associated with the return request
- **Opened:** This is the date and time that the return request was originally submitted by the customer
- **Reason:** This is the selected reason (from the drop down list of available reasons) that the customer chose for the return



CBS - Return Requests

Pending List



CBS - Return Requests (v4.58)
Build Timestamp: 2004-02-27 20:20:26

Product Info | Documentation | Updates | More Products

Key: TRIAL | Module Integrity: GOOD (293626)

Search: 

All times are displayed in MDT

Select	Approved	Declined	Return #	Order #	Opened	Reason	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12	1080	02/28/2004 10:18:48 MDT	Not the Item I ordered	

I did not order these items even though my invoice says that I did. I would like to return these for store credit.

1-1 

PURCHASE | PRODUCTS | PARTNERS | DPCS | SUPPORT | COMPANY

Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.

Update Reset

The Review Items button allows the storeowner to review the items from the order that have been requested for a refund by the customer. You cannot edit this list here but you can edit it once the return request has been approved and an RMA Tracking ticket is established.



Returns Approved/Declined Link (Store Utilities)

This is the menu that the storefront owner uses to view all past return requests that are in the system and their approve/decline history. The information that can be viewed here is explained below. To review the items in an order, click on the Review Items for the request.

- **Remove:** Check this box and click Update to remove a request
- **Approved:** If a checkmark appears here, this request was approved
- **Declined:** If a checkmark appears here, this request was declined
- **Time:** This is the date and time that the request was approved or declined
- **By:** This is the Miva Merchant admin login of whomever approved or declined the request
- **RMA #:** If you are using this module with the Copernicus RMA Tracking module, this is the Customer RMA Tracking number that was assigned automatically to this return request when it was approved. This is a live link to the RMA ticket.
- **Order #:** The box cannot be edited. This is the original order number that is associated with the return request
- **Opened:** This is the date and time that this request was originally submitted by the customer
- **Reason:** This is the selected reason (from the drop down list of available reasons) that the customer chose for the return

CBS - Return Requests

Approved/Declined List

Remove	Approved	Declined	Time	By	RMA #	Order #	Opened	Reason
<input type="checkbox"/>	✓		02/28/2004 14:02:19 MDT	admin	RMAC-108115139PS	1081	02/28/2004 14:02:01 MDT	Not the Color I ordered
<i>hello</i>								
<input type="checkbox"/>	✓		02/28/2004 13:54:59 MDT	admin	RMAC-107914699PS	1079	02/28/2004 13:54:29 MDT	Not the Color I ordered
<i>please give me a refund</i>								
<input type="checkbox"/>	✓		02/28/2004 11:19:04 MDT	admin	RMAC-108012344PS	1080	02/28/2004 10:18:48 MDT	Not the Item I ordered
<i>I did not order these items even though my invoice says that I did. I would like to return these for store credit.</i>								

1-3

PURCHASE | PRODUCTS | PARTNERS | DOCS | SUPPORT | COMPANY

Click the Review Items button to view those items included in this return request.



Template Configuration – Customizing the Return Request and History

For users of the DynamicTemplate Engine for MMUI or the OpenUI SuperMod for OpenUI, templates are provided for full customization capability of the user screens provided by this module. Once the templates are installed in your “mivadata” directory, they are immediately live on your store and will be used to display these screens rather than the built-in display methods. In order to make changes to a template file, follow these steps:

1. Go to the mivadata directory and find the template you wish to edit
2. If you have access to make edits directly to the template on your webserver, do so and save those changes. The changes will be immediately available on your store. If you do not have access to make direct edits to a file on your webserver you will need to FTP the template to your local computer.
3. Open the template using your favorite text editor
4. Make changes directly to the template and then save those changes
5. FTP the changed template back to your mivadata directory on your webserver

You can use html, tokens and other templates when editing these templates. If your store is a live, production store, always remember to experiment with template changes on Miva Mia first!



Shopper Screen Shots and Return Request Process

When the shopper enters your store and wants to make a Return Request, he will need to click on the Return Request link that you have created and log into his account. If he has already logged into his account, he will not be asked to login again. The Return Request screen will look like this if he has not already logged into his customer account. The customer is not required to log in to request a return; he can provide an order number and the email address to initiate a return.

The customer can log into his account here

The screenshot shows a web interface with a navigation bar at the top containing links for Store Front, Account, Search, Product List, Basket Contents, Returns, and Checkout. On the left, there are links for Sign In, Category #1, and Category #2. A red arrow points from the text 'The customer can log into his account here' to the Sign In link. The main content area includes a message: 'Logging into your customer account will allow you to review your requests for when they are approved.' Below this are input fields for Login and Password, and a Login button. A section titled 'Return Information' contains input fields for Email Address and Order Number, and a Continue button. A legend indicates that bold text is required and italic text is optional.

If the customer has already logged in to his account, he will be able to select the order number from the drop-down list to initiate a return.

This screenshot shows the 'Return Information' section of the Return Request screen. The 'Email Address' field is filled with 'info@cbstech.com'. The 'Order Number' field is a drop-down menu showing '1000 - 11/18/2003 16:47:09 MDT'. A red circle highlights the 'Order Number' field, and a red arrow points from the text 'The customer may enter his email address and must choose the order number from which he wants to make a returns request' to the 'Return Information' header. The 'Continue' button is visible below the input fields. The page is labeled 'Return Screen Header' at the top and 'Return Screen Footer' at the bottom.



In order to place a Returns Request, the logged in customer may place his email address in the Return Information page and must chooses from a drop down list the order number of the order in which the product (to be returned) was purchased. When he clicks the “Continue” button, he will come to a screen that looks similar to the one pictured below. Here, the customer can select the reason for the return. (This is the list that the storefront owner created in the CustReturn Reason Tab.) He can also input a message that is recorded along with the reason for the return that he selected from the drop down list. Finally, the customer chooses from the list of items displayed the item and quantity he wishes to return. This list of items is the list of products that were purchased by this customer in the specific order that the customer chose when asked for the Order Number one screen prior to this one. The customer checks the box in the Return column next to those products for which he is requesting a return, places then the quantity in the next box. Then he clicks continue. The request is logged and he can view his return request history.

The customer must select the reason for the return and additionally include a message explaining the return request

The customer chooses what products to return from the order

Return Screen Header
[View your return request history](#)

Bold = Required
Italic = Optional

Return Information

Email Address:

Order Number:

Return Details

Reason:

Message:

Return	Quantity	Code	Item	Price
<input type="checkbox"/>	<input type="text" value="0"/> of 1	SRT	<i>Yellow Shirt</i>	\$25.00
<input type="checkbox"/>	<input type="text" value="0"/> of 2	JNS	<i>Blue Jeans</i>	\$45.00

Return Screen Footer



Finally, the customer can view his history by either clicking the Continue button on the Returns Request Page or by clicking a link or button created by the storefront owner that specifically links into the customer's return request history. Here he can view his past requests and whether they have been accepted/declined by the store and if accepted, the progress toward receiving a refund that his request has made.

Return Screen Header
[Request a return](#)

Bold = Required
Italic = Optional

All times are displayed in MDT

Order #	Requested	Response	Reason
1080	02/28/2004 10:18:48 MDT	Approved on 02/28/2004 11:19:04 MDT	[Not the Item I ordered] I did not order these items even though my invoice says that I did. I would like to return these for store credit.
<p>Return Approved: RMA# RMAC-108012344PS 02/28/2004: Yellow Shirt (SRT) APPROVED for return 02/28/2004: Blue Jeans (JNS) APPROVED for return 02/28/2004: Item Received: SRT - Yellow Shirt (Quantity: 1) 02/28/2004: Item Received: JNS - Blue Jeans (Quantity: 2) 02/28/2004: RMA CLOSED: Pending refund or credit: \$98.25 02/28/2004: RMA Adjustment: New RMA amount : \$85.00 02/28/2004: RETURN COMPLETE: \$85.00 has been credited via Credit Card Refund</p>			

The customer can view the activity that the storeowner has recorded regarding his returns request.



RMA Tracking Module Usage

Module Configuration

Once you have installed the module, you'll want to configure it. The administrative interface for this module is located in the Store Utilities section of the Miva admin:

1. Go to the Miva admin (admin.mv)
2. Click the arrow next to **Stores**. This will open up all of the stores you have in this domain.
3. Click on the arrow next to the name of the store in which you have installed this module.
4. Click on the link "Utilities" and in the content area of the Miva admin, you will see all of the tabs specific to the modules installed in this section. It will look similar to the picture below.
5. Click on the CBS – RMA Tracking tab.

5. Click this tab to control the module configuration

Store Utility Configuration

Modules	CBS - Return Requests	Return Reasons	CBS - RMA Tracking	CBS - Import/Export SuperMod™ FlatFile Configuration
CBS - Search-Friendly Store Map	CBS - CustContact™	CustContact™ Categories	CustContact™ Types	CBS - Membership SuperMod™ Templates
CBS - Membership SuperMod™ Totals				

Assigned Module	
<input checked="" type="checkbox"/>	CBS - Return Requests
<input checked="" type="checkbox"/>	CBS - RMA Tracking
<input checked="" type="checkbox"/>	CBS - Import/Export SuperMod™
<input checked="" type="checkbox"/>	CBS - Search-Friendly Store Map
<input checked="" type="checkbox"/>	CBS - CustContact™
<input checked="" type="checkbox"/>	CBS - Membership SuperMod™
<input checked="" type="checkbox"/>	CBS - Reseller SuperMod™ (Deactivated)

Update Reset




CBS – CustRMA Tab (Store Utility Configuration)



In this tab you can configure the basic functionality of the CustRMA module. This sets the module up to begin working properly so this tab must be configured first. Each configurable option is listed below:

- **RMA Prefix:** If you would like to have text placed before the RMA number, place the text here. The module defaults to “RMAC-“. You can edit this text..
- **RMA Postfix:** If you would like to have text placed after the RMA number, place the text here. The module defaults to “PS”. You can edit this text.
- **Restock Percent (per item):** This is an optional variable. You can place here a % restocking fee that is calculated on each item refunded in the order and subtracted from the total amount refunded.
- **Restock Fee (per RMA):** This is an optional variable. You can place here the dollar value per order returned charged for the restocking fee. This fee is subtracted from the total amount refunded.

Please remember to click the Update button when you have finished configuring these variables.

Store Utility Configuration 

[Modules](#) [CBS - Return Requests](#) [Return Reasons](#) [CBS - RMA Tracking](#) [CBS - Import/Export SuperMod™ FlatFile Configuration](#)
[CBS - Search-Friendly Store Map](#) [CBS - CustContact™](#) [CustContact™ Categories](#) [CustContact™ Types](#) [CBS - Membership SuperMod™ Templates](#)
[CBS - Membership SuperMod™ Totals](#)

 **CBS - RMA Tracking (v4.56)** 
Build Timestamp: 2004-02-27 20:16:44

[Product Info](#) | [Documentation](#) | [Updates](#) | [More Products](#) Key: **TRIAL** | Module Integrity: **GOOD (265498)**

RMA Prefix:	<input type="text" value="RMAC-"/>
RMA Postfix:	<input type="text" value="PS"/>
Restock Percent (per item):	<input type="text" value="10"/>
Restock Fee (per RMA):	<input type="text" value="5.25"/>

[PURCHASE](#) | [PRODUCTS](#) | [PARTNERS](#) | [DOCS](#) | [SUPPORT](#) | [COMPANY](#)
Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.



RMA Pending Link (Store/Utilities)

In the RMA Pending link you can edit Open RMAs. There are three buttons that give you various types of access to make edits to an OpenRMA.

- Edit Here button: Clicking on this button gives the storeowner access to the RMA Number and allows the storeowner to change it to match other internal systems. The storeowner can also set in advance the RMA Prefix and Postfix settings so that this information is recorded within every RMA number.
- Receive Items button: Clicking on this button gives the storeowner access to record the receipt of items as they are returned to the warehouse. Once all of the items are returned, the RMA ticket will automatically close
- Edit RMA button: Clicking on this button gives the storeowner access to the list of items that are included in the RMA ticket and allows the storeowner to change the list to accurately reflect the items he will allow to be returned.

For a full explanation of the process please see the Module Theory section of this product manual.

These buttons allow the storeowner to edit an Open RMA

The screenshot displays the 'CBS - RMA Tracking' application interface. At the top, there is a header with the Copernicus logo and the text 'CBS - RMA Tracking (v4.56) Build Timestamp: 2004-02-27 20:16:44'. Below the header, there are navigation links for 'Product Info', 'Documentation', 'Updates', and 'More Products'. A search bar is present with the text 'Search:'. The main content area features a table with the following columns: 'Remove', 'Issue Credit', 'RMA #', 'Order #', 'Opened', 'Closed', 'Amount', and 'Credit Via'. The table contains one row of data for RMA # 'RMAC-108012344PS' with an order number of '1080'. To the right of the table, three buttons are circled in red: a document icon, a document with a plus sign, and a document with a minus sign. A red arrow points from the text 'These buttons allow the storeowner to edit an Open RMA' to these three buttons. At the bottom of the interface, there are 'Update' and 'Reset' buttons.

Remove	Issue Credit	RMA #	Order #	Opened	Closed	Amount	Credit Via
<input type="checkbox"/>	<input type="checkbox"/>	RMAC-108012344PS	1080	02/28/2004 11:19:04 MDT	02/28/2004 11:48:28 MDT	\$85.00	CustCredit™

The following variables are listed in the Pending RMA link



-
- **Remove:** Check this box and click update to remove this RMA ticket from this screen.
 - **Issue Credit:** Check this box and click update when you are ready to issue a refund to the customer for this RMA ticket. This will remove this ticket from the RMA Pending link and place it in the RMA History link. You will not be able to edit the ticket after it is moved into the RMA History link.
 - **RMA #:** This is the RMA number assigned to this RMA ticket. You can edit this number by clicking on the “Edit Here” button.
 - **Order Number:** This is the Order Number from which the items included in the RMA ticket were purchased. This number cannot be edited.
 - **Opened:** This is the date/time that the RMA ticket was opened either by the approval (or auto-approval) of a Return Request or a telephone request was entered into the system
 - **Closed:** This is the date/time that the RMA ticket was closed due to receipt of all items being returned in the RMA ticket.
 - **Amount:** This is the amount of refund due to the customer. It is adjusted with any restocking fees configured in the CBS-RMA Tracking tab. This can be edited by the storeowner.
 - **Credit Via:** This is a drop down box of pre-fixed methods of refunds. This cannot be edited by the storeowner. If the Copernicus StoreCredit module is installed in this store, then store credit will also be an option in this drop down list.



RMA History Link (Store Utilities)

This link records the history of all closed and refunded RMA tickets in your store. You cannot edit any ticket once it arrives in the RMA History link. This is simply a record of the RMA tickets that you have closed and refunded.


- **Remove:** Check this box and click Update to remove this RMA ticket history from the system.
- **RMA #:** This is the RMA number representing the RMA ticket. It is not editable.
- **Order #:** This is the Order number associated with this RMA ticket. It is not editable.
- **Opened:** This records the date/time that the RMA ticket was opened in the system.
- **Closed:** This records the date/time that the RMA ticket was closed and the refund credit recorded in the system.
- **Paid:** This is the date that the refund credit was recorded as paid.
- **Credit Process:** This records the type of refund given to the customer.

There is one button available on this screen called “View Items”. This button takes you to a screen where you can view the items that were returned for this RMA ticket.




CBS - RMA Tracking


Closed RMAs









CBS - RMA Tracking (v4.56)
Build Timestamp: 2004-02-27 20:16:44




Product Info | Documentation | Updates | More Products
Key: TRIAL | Module Integrity: GOOD (265498)

Search: 

All times are displayed in MDT

Remove √+ √-	RMA #	Order #	Opened	Closed	Paid	Credit Process	
<input type="checkbox"/>	RMAC-108012344PS	1080	02/28/2004 11:19:04 MDT	02/28/2004 11:48:28 MDT	02/28/2004 13:27:56 MDT	Credit Card Refund	
<input type="checkbox"/>	RMAC-10748832P	1074	02/27/2004 14:37:12 MDT	02/27/2004 14:42:55 MDT	02/27/2004 14:46:22 MDT	CustCredit™	
<input type="checkbox"/>	RMAC-10737916PS	1073	02/27/2004 14:21:56 MDT	02/27/2004 14:22:24 MDT	02/27/2004 15:20:13 MDT	Other	
<input type="checkbox"/>	RMAC-10726465PS	1072	02/27/2004 14:14:25 MDT	02/27/2004 14:14:59 MDT	02/27/2004 14:16:34 MDT	Credit Card Refund	
<input type="checkbox"/>	RMAC-10703246PS	1070	02/27/2004 13:37:26 MDT	02/27/2004 13:56:11 MDT	02/27/2004 13:57:02 MDT	Credit Card Refund	
<input type="checkbox"/>	RMAC-10712866PS	1071	02/27/2004 12:57:46 MDT	02/27/2004 13:52:28 MDT	02/27/2004 13:54:44 MDT	Check Refund	

1.6
10 

[PURCHASE](#) | [PRODUCTS](#) | [PARTNERS](#) | [DOCS](#) | [SUPPORT](#) | [COMPANY](#)
 Copyright(C) 2004 - 2001 by Copernicus Business Systems, LLC.

Update

Reset



Legal Information

Copyright Information

This document and the software described by this document are protected by copyright law. (Copyright © 2002 - 2004 Copernicus Business Systems, LLC. All Rights Reserved.) This document and the software described herein are the property of Copernicus Business Systems, LLC. Use of this document and the software is restricted to the specific terms and conditions in the License Agreement associated with the software. Duplication or distribution of this document or portions of this document for uses not covered by the License Agreement is not allowed without a written agreement signed by an officer of Copernicus Business Systems, LLC. Information contained within this document is subject to change without notice.

THE SOFTWARE DESCRIBED IN THIS DOCUMENT WAS DESIGNED TO SUPPLEMENT SOFTWARE AND/OR OTHER PRODUCTS PRODUCED AND/OR PROVIDED BY MIVA CORPORATION. COPERNICUS DOES NOT ENDORSE AND IS NOT AFFILIATED WITH MIVA CORPORATION, AND DOES NOT CONTROL MIVA PRODUCTS. COPERNICUS IS NOT RESPONSIBLE OR LIABLE FOR ANY UPGRADES, UPDATES, ENHANCEMENTS OR FUTURE RELEASES OF MIVA CORPORATION SOFTWARE OR PRODUCTS THAT MAY BE INCOMPATIBLE WITH THE SOFTWARE OR RENDER THE SOFTWARE INEFFECTIVE. COPERNICUS DOES NOT WARRANT THAT THE SOFTWARE WILL WORK EFFECTIVELY WITH ANY UPGRADES, UPDATES, ENHANCEMENTS OR FUTURE RELEASES OF MIVA CORPORATION SOFTWARE OR OTHER PRODUCTS.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL COPERNICUS BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES OF EITHER CUSTOMER OR A THIRD PARTY AGAINST CUSTOMER (INCLUDING, BUT NOT LIMITED TO, LOSS OF DATA OR INFORMATION, LOST PROFITS, BUSINESS INTERRUPTION OR OTHER PECUNIARY LOSS) ARISING OUT OF OR IN CONNECTION WITH THIS SOFTWARE OR USE OF OR INABILITY TO USE THE SOFTWARE EVEN IF COPERNICUS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL COPERNICUS BE LIABLE FOR DAMAGES FOR ANY CAUSE WHATSOEVER (WHETHER BASED IN CONTRACT, TORT OR OTHERWISE) IN EXCESS OF THE AMOUNT PAID TO COPERNICUS BY CUSTOMER FOR USE OF THE SOFTWARE. SOME STATES DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

OPENxb and Copernicus Business Systems are registered trademarks of Copernicus Business Systems, LLC. The Copernicus Revolution, RMXB Technology, Celestia and related images are trademarks of Copernicus Business Systems, LLC. Miva is a registered trademark of Miva Corporation. Miva Script, Miva Merchant, Miva Empresa, and the Miva Engine are trademarks of Miva Corporation. OpenUI is a trademark of the OpenUI Developer's Consortium. MySQL is a trademark of MySQL AB. All other trademarks are the property of their respective owners.



Corporate End User License Agreement

YOU SHOULD CAREFULLY READ ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT PRIOR TO USING THE SOFTWARE. USE OF THE SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE TERMS AND CONDITIONS. COPERNICUS BUSINESS SYSTEMS, LLC (“LICENSOR”) IS WILLING TO LICENSE THE SOFTWARE TO YOU ONLY IF YOU ACCEPT THE TERMS AND CONDITIONS OF THIS LICENSE AGREEMENT. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, ERASE ALL COPIES OF THE SOFTWARE, DOCUMENTATION AND ALL OTHER COMPONENTS OF THE SOFTWARE FROM YOUR COMPUTER’S MEMORY AND CERTIFY TO LICENSOR THAT YOU HAVE DONE SO WITHIN SEVEN (7) DAYS OF DOWNLOADING THE SOFTWARE.

1. **Grant of License.** Licensor hereby grants to you (“Customer”) a non-exclusive, non-transferable license to use the Software solely in accordance with the terms of this Agreement. For the purposes of this Agreement, “Software” means the software programs and documentation accompanying this Agreement and any online documentation. This Agreement permits Customer to use one copy of the Software on one MIVA Merchant Domain (“Domain”) and on one Store within that Domain. Customer may make one copy of the Software for archival and backup purposes. Customer must reproduce and include any copyright and trademark notices, legends and logos on each copy of the Software or diskettes made by Customer. The Software is protected by copyright laws and international copyright treaties and other laws regarding trade secrets and other intellectual property rights. Title and full ownership rights to the Software and any and all copies of the Software remain with Licensor.

2. **Use of Software.** Licensor will provide Customer with a license key to activate the Software. The Software may be used only for, by, and on behalf of Customer. Customer **may not** transfer any of its rights hereunder.

IN NO EVENT MAY CUSTOMER TRANSFER THE SOFTWARE TO ANY PERSON, ENTITY OR OTHER END USER IN VIOLATION OF APPLICABLE U.S. EXPORT LAW, INCLUDING, BUT NOT LIMITED TO, ANY TRANSFER FOR USE OUTSIDE THE COUNTRY IN WHICH IT WAS ORIGINALLY LICENSED.

3. **Term and Termination.** This Agreement may be terminated by mutual consent, or by election of either Customer or Licensor in case of the other’s unremedied material breach. In case of any termination of this Agreement, Customer will immediately return to Licensor all the Software components that Customer has obtained from Licensor and any copies in Customer’s possession, and will certify in writing that all such components and all copies of the Software have been returned or destroyed, and all copies erased from the memory of Customer’s computers.

4. **Disclaimer of Warranties.**

4.1 Licensor does not warrant that the functions contained in the Software will meet Customer’s requirements or that the operation of the Software will be error free. The Software is licensed on an “AS IS” basis. The entire risk as to the quality and performance of the Software is solely with Customer.



4.2 NO OTHER WARRANTIES, EXPRESS OR IMPLIED ARE MADE WITH RESPECT TO THE SOFTWARE, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME STATES DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THIS EXCLUSION MAY NOT APPLY TO YOU.

4.3 YOU UNDERSTAND THAT THE SOFTWARE WAS DESIGNED TO SUPPLEMENT SOFTWARE AND/OR OTHER PRODUCTS PRODUCED AND/OR PROVIDED BY MIVA CORPORATION. LICENSOR DOES NOT ENDORSE AND IS NOT AFFILIATED WITH MIVA CORPORATION, AND DOES NOT CONTROL MIVA PRODUCTS. LICENSOR IS NOT RESPONSIBLE OR LIABLE FOR ANY UPGRADES, UPDATES, ENHANCEMENTS OR FUTURE RELEASES OF MIVA CORPORATION SOFTWARE OR PRODUCTS THAT MAY BE INCOMPATIBLE WITH THE SOFTWARE OR RENDER THE SOFTWARE INEFFECTIVE. LICENSOR DOES NOT WARRANT THAT THE SOFTWARE WILL WORK EFFECTIVELY WITH ANY UPGRADES, UPDATES, ENHANCEMENTS OR FUTURE RELEASES OF MIVA CORPORATION SOFTWARE OR OTHER PRODUCTS.

5. **Limitation of Liability**. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL LICENSOR BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES OF EITHER CUSTOMER OR A THIRD PARTY AGAINST CUSTOMER (INCLUDING, BUT NOT LIMITED TO, LOSS OF DATA OR INFORMATION, LOST PROFITS, BUSINESS INTERRUPTION OR OTHER PECUNIARY LOSS) ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR USE OF OR INABILITY TO USE THE SOFTWARE EVEN IF LICENSOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL LICENSOR BE LIABLE FOR DAMAGES FOR ANY CAUSE WHATSOEVER (WHETHER BASED IN CONTRACT, TORT OR OTHERWISE) IN EXCESS OF THE AMOUNT PAID TO LICENSOR BY CUSTOMER FOR USE OF THE SOFTWARE. SOME STATES DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

6. **Other Restrictions and Limitations**. Customer agrees that (1) it will not copy the Software except as permitted in Section 1; (2) it will not reproduce, deactivate, or bypass any security device supplied with the Software; (3) it will preserve and respect Licensor's copyright and the notice of copyright included in the Software; (4) the Software contains information which is confidential and proprietary to Licensor, and Customer will not disclose or transfer or otherwise provide to any third party all or any part of the Software without the express written consent of Licensor; (5) it will not disassemble, reverse compile or reverse engineer the Software or any portion thereof or otherwise attempt to discover the source code or structural framework of the Software; (6) it will not rent or lease the Software; and (7) it will not modify the Software.

7. **Breach**. Customer will be deemed to be in breach of this Agreement if Customer violates any covenants or obligations imposed on it under this Agreement.

8. **License by U.S. Government**. The Software is provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by the U.S. Government is subject to restrictions set forth in 48 CFR 52.227-14



(g)(3)(ii) as applicable. Contractor/Manufacturer is Copernicus Business Systems, LLC, 2545 Haddenham Lane, Smyrna, GA 30082.

9. **General Terms and Conditions.** The terms and conditions of any purchase order or other ordering document issued by Customer in connection with this Agreement which are in addition to or inconsistent with the terms and conditions of this Agreement shall not be binding on Licensor and shall not be deemed to modify this Agreement. This Agreement constitutes and expresses the entire agreement and understanding between the parties in reference to all matters referred to herein and any and all previous agreements, discussions, promises, representations, and understandings between the parties relative thereto are merged herein and superceded hereby. The remedies provided in Section 3 shall be cumulative and additional to any other remedies in law or equity which Licensor may have. This Agreement shall be governed by the laws of the State of Georgia and shall inure to the benefit of Licensor, its successors, and assigns. The sole jurisdiction and venue for any litigation arising out of this Agreement shall be an appropriate federal court in the Northern District of Georgia or a state court located in the Northern District of Georgia. Customer hereby consents to personal jurisdiction in such courts. Sections 4, 5, 6, 8 and 9 shall survive any termination of this Agreement. All rights not specifically granted herein are reserved by Licensor.

10. Customer understands and agrees that by agreeing to this License, You are "opting in" to a mailing list. Copernicus Business Systems will use information supplied by You to contact You with marketing and technical information in a variety of ways including, but not limited to, electronic mail, postal mail, telephone and fax. If You do not wish to receive marketing and/or technical information from Copernicus Business Systems, You may use systems provided by Copernicus Business Systems to "opt out" of the mailing list.