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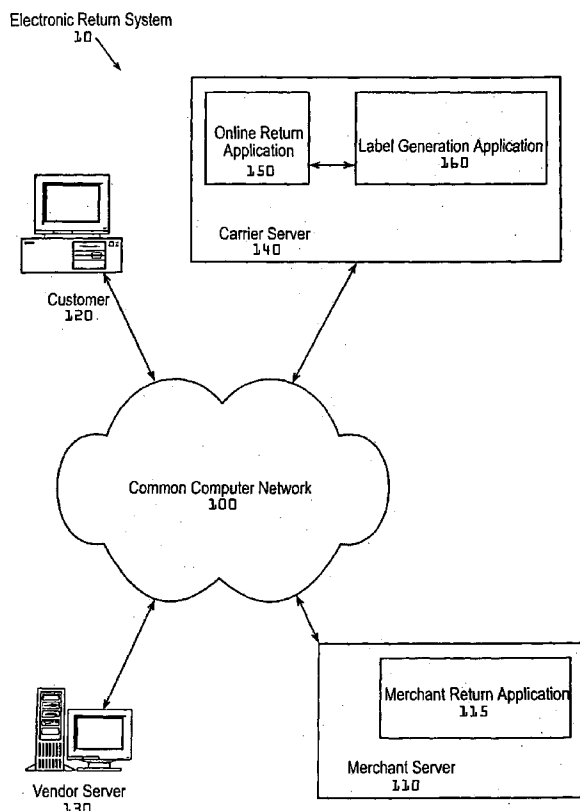
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(54) Title: SYSTEMS FOR USING A WEB PORTAL TO INTEGRATE INTO A CARRIER RETURN SYSTEM



(57) Abstract: The present invention is directed to an interface for a return system (10) that allows one or more merchants (110) to funnel their return processing to a central returns processing system (140). A merchant may apply its own, possibly unique set of business rules to a customer return request before linking to the interface or, alternatively, the interface may be programmed to apply the respective business rules of the various merchants. In a preferred embodiment, the returns interface maintains the look and feel for each of the various merchants so that the integration between the merchant system and central returns system is transparent to customers (120).



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B. FIELDS SEARCHED

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Documentation searched *other than minimum* documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)
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C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 2002/0032612 A1 (WILLIAMS et al) 14 March 2002 (14.03.2002); abstract; Figs. 1,5d,26, 27a,27b; paragraphs 0017, 0021, 0129, 0134-0136, 0168, 0183, 0541.	1-11
Y	US 6,536,659 B1 (HAUSER et al) 25 March 2003 (25.03.2003); see abstract; col. 4, line 15-35).	7

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