REGYSTRD GLOSSARY

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CLAIM STATUS	
Unprocessed	The default status for new claims.
Under Review	Marked as having been seen and awaiting further information or action.
Approved	A Claim that was approved in its original form (no edits).
Settled	A Claim that was approved in a modified form (edited).
Denied	A Claim that was denied.

MAIN MENU ELEMENT	
Dashboard	The sessioned homepage for Sellers, It includes summary statistics.
Explorer	Tools to help sort and filter through entities: Orders, Registrants, Registrations, Claims, Claimants, Fulfillments, Refunds, Returns, Users, and SKUs.
Detail Page	Pages for each entity (e.g. Orders, Claims) that provide more information than is provided in Explorer results and that are hyperlinked to related records.
Help	REGYSTRD Support page. Includes a contact form and knowledge base materials.

ENTITY	
Order	A purchase made on an ecommerce platform (presently, only Amazon orders are integrated, through SP-API).
Registration	An Order ID + an email address. Registration records must be created before claim records.
Registrant	A User with at least one Registration in the system.
Claim	A Registration + claim items + shipping information.
Claimant	A Registrant who has made a claim.
Fulfillment	An order for a logistics provider to fulfill a Claim (either in whole or in part).
Refund	Refunds issued by Amazon FBA during the customer service period, as well as Refunds issued through Seller Central
Return	Returns issued by Amazon FBA during the customer service period, as well as Returns issued through Seller Central
User	A person with an account in the system.

PERSON	
Seller	The ecommerce store owner.
Customer	A person who has purchased at least one item from a Seller

User	A person with an account in the REGYSTRD system.
Registrant	A Customer with one or more Registration records.
Claimant	A Registrant with one or more Claim records.

ROLE	
Customer	A user that only has access to the Customer flow.
Seller	A user that has access to the Seller Dashboard for day-to-day operations and customer support.
Admin	A user that has access to Admin settings of the Seller Dashboard, allowing them to set settings, customizations, SKU mappings, etc...

ECOMMERCE	
Source	The source of order information...the ecommerce solution. Currently, REGYSTRD only supports one source: Amazon
Logistics Provider	The 3PL responsible for shipping Fulfillment requests to satisfy Claims. Currently, REGYSTRD only supports one Logistics Provider: FBA (though, other-than-FBA Fulfillments are possible through Fulfillment order export, though this necessitates manually updated Fulfillment order status)
FBA	Fulfillment By Amazon
LWA	Login with Amazon. Used to establish a connection between Amazon Seller Central and REGYSTRD through the Amazon SP-API.
MCF	Multi-Channel Fulfillment. MCF orders show up as S Orders in Amazon Seller Central. S Orders
FBM / MFN	Fulfillment by Merchant / Merchant-Fulfilled Network
SKU	Stock Keeping Unit
ASIN	Amazon Standard Identification Number

ADMIN	
Variables	Seller-defined variables for use in customized on-page and email text.
Settings	Configurable systems options, such as requiring a Claim reason, offering expedited shipping, setting Warranty Terms and Conditions, and Claim auto-processing rules.
Customizations	Set system colors to brand-compliant ones, set your own text for page titles, subtitles, and paragraphs.
Promotional Code	Codes that can be presented to Registrants and Claimants for discounts in your ecommerce store.
SKU - ALL	All the covered SKUs you have ever sold. For Amazon Sellers, it is a combination of Amazon's ALL LISTING REPORT (populated by API) and any non-Amazon SKUs (manually uploaded)
SKU - AVAILABLE	Any SKUs that can be used as replacements for Claims. For Amazon Sellers, it is a combination of Amazon's ACTIVE LISTING REPORT (populated by API) and any

	non-FBA SKUs (manually uploaded).
SKU - REPLACEMENTS	A mapping of covered SKUs to the SKUs used as their replacements for a Claim.
OTHER	
Record Locator	An internal reference convention, for faster and easier verbal transmission and disambiguation (ORD = "Order", RGT = "Registrant", RGN ="Registration", CLM = "CLAIM", FFL = "Fulfillment"
Order Number	The order ID issued to the customer by the ecommerce platform or by the seller through other means.
Tenant	A subdomain allocated to a REGYSTRD customer for use of the platform (e.g. yourstore.regystrd.app)
Terms and Conditions	Terms and Conditions are related to the Warranty. They may take the form of 'the warranty period" (e.g. 5 years, Lifetime), 'the claim limit' - (e.g. maximum 2 claims, Unlimited), and 'claim interval' (e.g. at least 1 year between claims).
Policies	Policies are used to establish which claims can be auto-processed. Those that do not meet the criteria will be presented for manual review by the seller. Policies may take the form of 'time since last claim' (e.g. 2 years) and 'number of claims on the order' (e.g. if more than 2, send for manual review).
Marketing Website	This is the URL for your ecommerce platform (e.g. mystore.com) as contrasted with a marketplace store (such as an Amazon store)