Zenkraft for Medical Devices

Book Shipments & Returns in Salesforce

One-click generate shipping labels and track shipments from any object in Salesforce. Perfect for tracking:

- Return Shipments works great with Cases in Service Cloud.
- **Repair** Create outbound and return shipping labels at the same time.
- Replacements in field e.g. with Field Service Lightning.
- **Recalls** manage recalls by creating up 1,000 shipments in bulk.

salesforce	٩	Search Salesforce			
Orders	 Order 0000 	0120 🖸 Order 00000	0107 Order 00000115 +		
Order Detail		Edit Delete Clone			
Order Number	00000115		Contract Number 00000100		
Account Name	Burlington Textiles		Order Amount \$0.00		
Order Start Date	6/15/2016		Status Replacement Shipped		
Billing Address	8948 Menkar Rd San Diego, CA 92126 US		Phone Phone		
Shipping Information			RMA?		
Ship to Contact					
Shipping Address	8948 Menkar Rd San Diego, CA 92126 US		Order Ship Date 3/28/2018		
Preferred Carrier	UPS		Shipping Method Ground		
			Tracking Number 1Z168R020399315773		
Containers			RMA Tracking Number		
		Edit Delete Clone	Shipping Notes Charging		
😚 Shipments		New Shipment			
Action Shipment Number	Actual Delivery Date	Estimated Delivery Date	ption		
Edit Del Shipment-00000006					

Shipment Tracking in Real-time

CHECKPOINT NU	MESSAGE	STATUS	DATE TIME	
C-0002	On FedEx vehicle fo		1/9/2014 1:18 AM	
C-0003	At local FedEx facility		1/9/2014 1:09 AM	T
C-0004	In transit		1/8/2014 8:26 PM	•
C-0005	Departed FedEx loc		1/8/2014 4:14 PM	•
C-0006	Arrived at FedEx loc		1/8/2014 1:16 PM	

Tracking data updates automatically every hour. Checkpoint data is added to Salesforce. This means you can write workflow off this data e.g. tracking emails or email customers with failed deliveries.

About Zenkraft

- 25,000+ Happy Users
- 200+ 5* Reviews on AppX
- Globally certified with carriers

Med Device Clients Include

Medtronic

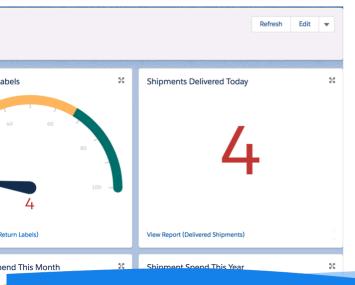


40+ carriers supported



Next Steps Schedule Demo: zenkraft.com/schedule

sales@zenkraft.com



360-Degree Visibility

During holiday season, research shows 70-80% of customer services enquiries are "Where is my order" enquiries. Many more are for product returns, replacements or delivery reschedules. These inqueries can be automated with the Zenkraft chat bot.

