

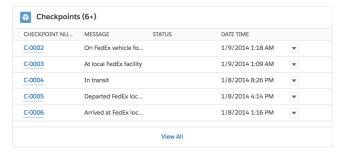
## 1. Email a Return Label

Generate return labels with one-click from Cases and email directly to your customers.

- See unused return labels in one place.
- See Repair requests that have passed warranty periods
- See all returns in transit in real-time
- Include RMA numbers on return labels for inbound warehouse scanning

#### salesforce RTS Priority Status Medium Return label delivered RELATED TTER Shipments (1) MENT NUMBER ACTUAL DELIVERY DATE STATUS DESCRIPTION ment-00000061 1/9/2014 Delivered View All

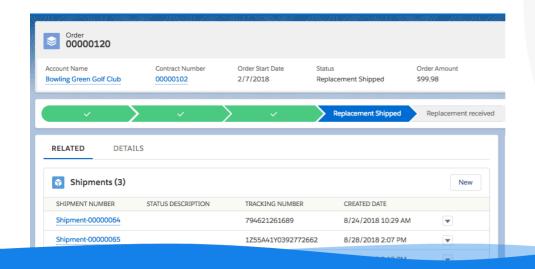
# 2. Keep Your Customer Informed



Tracking data updates automatically every hour. Checkpoint data is added to Salesforce. This means you can write workflow to alert your customer when the item has been returned for repair.

# 3. Return, Repair and send back

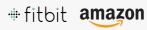
After repair work is completed, create and print an outbound label. You can automate the case status based on the shipment status e.g. "Replacement Shipped" and then "Replacement Received" once the shipment has been delivered:



#### About Zenkraft

- 35,000+ Happy Users 200+ 5\* Reviews on AppX
- Globally certified with carriers

Clients Include





50+ carriers supported



### Next Steps

Schedule Demo: zenkraft.com/schedule sales@zenkraft.com