




Process/Application:	Warranty Management System	Comments	For Residential Part Return. Create a FedEx Shipment label within WMS.
User Role/Function	Store Lead, Customer Service Rep, Customer Sales Associate.		Pages: 1-5
Organization/Contact			

STEPS	DESCRIPTION
<p><i>After submitting claim and in Due Parts Inbox:</i></p> <ol style="list-style-type: none"> In Due Parts Inbox, select Claim View. Select correct claim and double click to open. 	
<ol style="list-style-type: none"> Complete Due Parts page with Qty shipped along with any documents or notes. Next click on Generate Shipment 	

STEPS	DESCRIPTION
<p>To Print FedEx Shipping Label directly from WMS</p> <p>5. Choose carrier "FedEx" a. New options will open below.</p> <p>6. Enter Number of Packages, Dimensions and Weight.</p>	<div style="text-align: right; margin-bottom: 5px;"> Remove Parts Added to the Shipment Add Parts To Shipment </div> <div style="border: 1px solid #ccc; padding: 5px;"> <p>SHIPMENT INFORMATION</p> <p>Shipment Number : 3886880 Shipment Date : 12/06/2020</p> <p>Carrier : FedEx</p> <p>Already have tracking number ? : <input type="radio"/> YES <input checked="" type="radio"/> NO</p> <p>Tracking Number : <input type="text"/> <input type="button" value="Validate"/></p> <p>Comments : Shipping defective part back. <small>(3970 characters left)</small></p> <hr/> <p>Shipper Details</p> <p>Person Name : DEBBIE PODELLA Company Name : <input type="text"/></p> <p>Phone Number : <input type="text"/></p> <p>Address Line 1 : PO BOX 3239 Address Line 2 : <input type="text"/> <small>(3989 characters left) <small>(4000 characters left)</small></small></p> <p>Country: UNITED STATES State: WI</p> <p>City: MILWAUKEE Postal/Zip Code: 53201</p> <p style="border: 2px solid red; padding: 2px;">No of Packages : 1 Weight : 48 lbs</p> <p style="border: 2px solid red; padding: 2px;">Dimension : 24 24 24</p> </div>
<p>7. Click on Generate/Print Shipping label to obtain your FedEx shipping label.</p> <p>NOTE: Ensure pop-ups are not blocked for this site.</p> <p>8. FedEx Shipment Label will be generated. The tracking number will be automatically updated on the screen.</p> <p>9. Print label and attach to item being returned and schedule pick up with FedEx.</p> <p>Note: A tracking number does not need to be entered in WMS. It will auto populate when clicking the ship button.</p>	<div style="text-align: center; border: 1px solid #ccc; padding: 10px;"> <p>FROM: DEBBIE PODELLA (999) 999-9999 GA Larson PO BOX 3239 MILWAUKEE WI 53201</p> <p>SHIP DATE: 06DEC20 ACTWTG: 48.00 LB CAD: 119174288/WSK3800 DIMMED: 24 X 24 X 24 IN BILL RECIPIENT</p> <hr/> <p>TO: Trane Technologies 151 Glenn Bass Rd **TEST LABEL - DO NOT SHIP** Fitzgerald GA 31750 5745656565646 REF: CR1234</p> <p>INV: N1234 DEPT: PO: P01234</p> <div style="display: flex; justify-content: space-between; align-items: center;">   </div> <hr/> <p>TRK# 7946 6294 9183</p> <p style="text-align: right;">31750</p> <p>9622 0422 1 (000 800 0264) 0 00 7946 6294 9183</p>  </div>

STEPS	DESCRIPTION
<p>10. To complete shipment, click Ship button</p>	
<p>11. You will receive a confirmation if successful.</p>	
<p>Note: This claim will move to payment when FedEx Shows the part in Transit. There is no further action required for claim credit.</p> <p>Reminder: Call FedEx to schedule a pickup or drop off at a local office. When scanned by FedEx, the claim will move to payment within WMS.</p>	

STEPS

DESCRIPTION

If you already have a FedEx Shipping Label:

12. Choose "Yes" and enter the FedEx or FedEx Freight tracking number you have.

13. Click Validate to ensure it is a valid FedEx or FedEx Freight Tracking Number.

Example: Invalid Tracking Number- If invalid, the system will provide an error that the tracking number entered is invalid. If invalid, you cannot complete the return shipment process.

Note: If you have a pre-printed shipping label from FedEx, the tracking number is not valid until it is scanned by FedEx.

If you wish to use a pre-printed label, FedEx will need to pick up the package or drop off at a FedEx store before entering shipping details within WMS. Once scanned it will be valid.

14. Click the Ship button to complete the shipment.

Home | Due Parts | Return Locat...
No parts will be accepted without the Printed Parts Tag

CLAIM DETAILS (C-21538933)

Claim Number: C-21538933 Serial Number: 19325YLJ3V
Model Number: Air Handler-TEM6

Part Return Details

<input checked="" type="checkbox"/> Part Number	Description	Pending Shipment	Shipment Generated	Cannot be Shipped	Shipped	Total	Due Date	Due Days	Overdue Days	Quantity Added to the Shipment
<input checked="" type="checkbox"/> COL25335	COIL; ASSEMBLY, INCLUDES DRAINPAN BUT NOT TXV	0	1	0	0	1	12/18/2020	23	-	1

Remove Parts Added to the Shipment Add Parts To Shipment

SHIPMENT INFORMATION

Shipment Number : 3878884 Shipment Date : 11/25/2020

Carrier : FedEx

Already have tracking number ? : YES NO

Tracking Number : ABCD1234 Validate

Comments : Entering incorrect tracking number
(3966 characters left)

Home | Due Parts | Return Locat...
No parts will be accepted without the Printed Parts Tag

CLAIM DETAILS (C-21538933)

Claim Number: C-21538933 Serial Number: 19325YLJ3V
Model Number: Air Handler-TEM6

Part Return Details

<input checked="" type="checkbox"/> Part Number	Description	Pending Shipment	Shipment Generated	Cannot be Shipped	Shipped	Total	Due Date	Due Days
<input checked="" type="checkbox"/> COL25335	COIL; ASSEMBLY, INCLUDES DRAINPAN BUT NOT TXV	0	1	0	0	1	12/18/2020	23

Remove Parts Added to the Shipment Add Parts To Shipment

SHIPMENT INFORMATION

Shipment Number : 3878884 Shipment Date : 11/25/2020

Carrier : FedEx

Already have tracking number ? : YES NO

Tracking Number : ABCD1234 Validate Tracking Number is not valid

Comments : Entering incorrect tracking number
(3966 characters left)

Home | Due Parts | Return Locat...
MESSAGES • The action has been performed successfully. The claim will move for payment once the shipment is in transit.

Revision History

Revision	Date	Description of Change	Author
A	9/19/2019	Document Creation	Andrew White