

Creating Part Return Shipment Labels within WMS: FedEx

| 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 | s Associate. Pages: 1-5 | | |
| Organization/Contact | | | | | |

| STEPS | DESCRIPTION | |
|-----------------------------|---|---|
| | | |
| After submitting claim and | | |
| in Due Parts Inbox: | | |
| | Home Due Parts 🔇 Claim Number 🔇 | |
| 1. In Due Parts Inbox, | Claim View | |
| select Claim View. | Return Location | |
| | | |
| | CLAR-W011 LACROSSE-W005 | |
| | | |
| | | |
| | | |
| | | |
| 2. Select correct claim and | | |
| double click to open | Home Due Parts 0 Claim Number 0 | |
| double click to open. | Location View | |
| | Claim Number | |
| | C-21579483 | |
| | . C-21577011 | |
| | C-21608644 | |
| | 0-21003700 | |
| | | |
| 3. Complete Due Parts page | Home Due Parts S Return Locat S | |
| with Oty shipped along | Select/Unselect All Parts | |
| with any decuments or | Claim Number: C-21538933 Serial Number: 19325YLJ3V | |
| with any documents of | Model Number: Air Handler-TEM6 | |
| notes. | Part Return Details | |
| 4. Next click on Generate | M Part Number Description Shipment Generated Shipped Total Ship Due Date Days Cannot Ship Attachments C COIL; ASSEMBLY, C | |
| Shipment | ☑ COL25335 INCLUDES DRAINPAN BUT NOT TXV 1 0 0 1 1 12/18/2020 30 0 | |
| | MANAGE WARRANTY DOCUMENTS | • |
| | Manage Documents Add Row | |
| | File Name Remove | |
| | COMMENTS | |
| | 0 | |
| | (4000 characters left) | |
| | Generate Shipment Ship | |
| | | |
| | | |

| STEPS | DESCRIPTION | | | | | | |
|---------------------------------|--|---------------------------|--|---|------------------------|--|--|
| To Print FedEx Shipping | Remove Parts Added to the Shipment Add Parts To Shipment | | | | | | |
| Label directly from WMS | SHIPMENT INFORMATION | | | | | | |
| | Shipment Number : Carrier : | 3886880 FedEx | ~ | Shipment Date : | 12/06/2020 | | |
| 5. Choose carrier "FedEx" | Already have tracking number | r?:Oyes NO | | | | | |
| a. New options will | Tracking Number : | | Validate | | | | |
| open below. | Comments : | Shipping defective part b | ack. | | | | |
| | | (2070 share share (s#) | | | | | |
| | Shipper Details | (3970 characters tert) | | | | | |
| | Person Name : | DEBBIE | PODELLA | Company Name : | | | |
| 6. Enter Number of | Phone Number : | | | | | | |
| Packages, Dimensions | Address Line 1 | (3989 characters left) | | Address Line 2 | (4000 characters left) | | |
| and Weight. | Country: | UNITED STATES | T | State: | WI T | | |
| | No of Packages : | 1 | Y | Weight : | 48 lbs | | |
| | Dimension : | 24 24 24 | | | | | |
| | | | | | | | |
| | | | | | | | |
| 7. Click on Generate/Print | | | | | | | |
| Shipping label to obtain | | | | | | | |
| your FedEx shipping label | | | | | | | |
| your real shipping label. | | | FROM: (999) 999-9999 DEBBIE PODELLA GA Larson PO BOX 3239 | SHIP DATE: 08DEC20 ACTWIGT: 48.00 LB CAD: 119174288/WSXI3800 DIMMED: 24 X 24 X 24 IN | | | |
| NOTE: Ensure pop-ups are | | | TO | BILL RECIPIENT | | | |
| not blocked for this site. | | | Trane Technologies 151 Glenn Bass Rd | | 60 <u>1</u> 4 90 | | |
| | | | **TEST LABEL - DO NOT SHIP** Fitzgerald GA 31750 | | (US) ³⁸ | | |
| 8. FedEx Shipment Label will | | | 5745656565646 REF: INV: IV1234 | CR1234 | () | | |
| be generated The tracking | | | | | | | |
| number will be | | | | | Ground | | |
| automatically undated on | | | | | G | | |
| automatically updated on | | | | - | | | |
| the screen. | | | | | | | |
| | | | TRK# 7946 6294 9183 | | | | |
| 9. Print label and attach to | | | | : | 31750 | | |
| item being returned and | | | 9622 0422 1 (000 800 | 0264) 0 00 7946 6294 9183 | 1 181 80 | | |
| schedule pick up with | | | | | | | |
| FedEx. | | | | | | | |
| | | | | | | | |
| Note: A tracking number | | | | | | | |
| does not need to be | | | | | | | |
| antaradia MAAC It will | | | | | | | |
| | | | | | | | |
| auto populate when | | | | | | | |
| clicking the ship button. | | | | | | | |
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| STEPS | DESCRIPTION | |
|--|--|---|
| 10. To complete shipment, click Ship button | SHIPMENT INFORMATION Shipment Number : 3886880 Carrier : FedEx Already have tracking number 2: Vace Tracking Number : 794662949183 Validate Comments : Shipping defective part back. | Shipment Date : 12/05/2020 |
| | (3970 characters left) Shipper Details Person Name : DEBBIE PODELLA Phone Number : 0999999999 Address Line 1 PO BCX 3239 (3980 characters left) Country: UNITED STATES V City: MILWAUKE V No of Packages : No of Packages : 24 24 24 | Company Name : Address Line 2 (4000 characters left) State: Wi Postal/Zip Code: 53201 ¥ 48 : 48 bs |
| You will receive a confirmation if successful. | Home Due Parts S Return Locat S | |
| Note: This claim will move to payment when FedEx Shows the part in Transit. There is no further action required for claim credit. 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. | MESSAGES • The action has been performed survival. | ccessfully. The claim will move for payment once the shipment is in tra |

STEPS



- tracking number you have.
- 13. Click Validate to ensure it is a valid FedEx or FedEx Freight Tracking Number.

| STEPS | DESCRIPTION | | | | | | | | | | |
|----------------------------------|--|---|-------------------------|------------------------------------|----------------|----------------|------------|-------------|----------------|----------------|--------------------|
| If you already have a FedEx | Home Due Parts 🛇 Retu | um Locat 😒 | | | | | | | | | |
| Shipping Label: | No parts will be accepted without the Printed Parts Tag | | | | | | | | | | |
| | CLAIM DETAILS (C-21538933) | | | | | | | | | | |
| 12. Choose "Yes" and enter | Claim Number: C-21538933 Serial Number: 19325YLJ3V Model Number: Air Handler, TEM6 | | | | | | | | | | |
| the FedEx or FedEx Freight | Part Return Details | | | | | | | | | | |
| tracking number you have | Part Number De | scription | Pending S Shipment G | hipment Can be enerated Shir | not Shipped | d Total | Due Date | Du | e Days | Overdue Da | Added to the |
| tracking number you have. | COL25335 COI | IL; ASSEMBLY, INCLUDES | 0 1 | 0 | 0 | 1 | 12/18/2020 | 23 | | | Shipment |
| | | | | | | | | | | | |
| | Remove Parts Added to the Shipment Add Parts To Shipment | | | | | | | | | | |
| 13. Click Validate to ensure | SHIPMENT INFORMATION Shipment Number : | 3878884 | | | Shi | pment Date : | | 11/25/202 | :01 >> | | |
| it is a valid FedEx or FedEx | Carrier : | FedEx | ~ | | | | | | | | |
| Freight Tracking Number | Already have tracking number | ?: ● _{YES} ○ _{NO} | | | | | | | | | |
| | Tracking Number : | ABCD1234 Va | lidate | | | | | | | | |
| | Comments : | Entering incorrect tracking num | ^{nber} | | | | | | | | |
| | | (3966 characters left) | | | | | | | | | |
| | | | | | | | | | | | |
| Example: Invalid Tracking | Home Due Parts @ | Return Locat | Parts Tag | | | | | | | | |
| Number- If invalid, the | | | | | | | | | | | |
| system will provide an error | CLAIM DETAILS (C-21538 | 933) | | | | | | | | | |
| that the tracking number | Claim Number: | C-21538933 | | | | | Serial Nu | mber: | <u>193</u> | <u>25YLJ3V</u> | |
| | Part Return Details | AII Halidiel-TENIO | | | | | | | | | |
| entered is invalid. If invalid, | | Description | | Pending | Shipment | Cannot | Chinned | Tatal | Due Data | | Due Deue |
| you cannot complete the | | Description | | Shipment | Generated | be Shipped | Snipped | I OTAI | Due Date | | Jue Days |
| return shipment process. | COL25335 | COIL; ASSEMBLY, INCLU DRAINPAN BUT NOT TXV | IDES / | 0 | 1 | 0 | 0 | 1 | 12/18/2020 | 2 | 3 |
| Nata: Ifyou have a pro | | | | | | | | | | | |
| Note. If you have a pre- | | | | Rem | ove Parts A | dded to the | e Shipment | Add Pa | rts To Shipmer | nt | |
| printed shipping label from | SHIPMENT INFORMATIO |)N | | | | | | | | | |
| FedEx, the tracking number | Shipment Number : | 3878884 | | | | | Shipm | ient Date : | | 11/25/2 | 2020 |
| is not valid until it is scanned | Carner : | FedEx | | ~ | | | | | | | |
| by FedEx. | Already have tracking nul | mber ?: • YES O NO | | | | | | | | | |
| | Hacking Number . | ABCD1234 | Va | lidate Tra | cking Numbe | er is not vali | id | | | | |
| If you wish to use a pre- | Comments : | Entering incorrect | tracking nun | ^{nber} | • | | | | | | |
| printed label, FedEx will | | (2966 characters left) | | ~ | · | | | | | | |
| need to pick up the package | | [3300 GIBBOLEI3 IEI) | | | | | _ | | | | |
| or drop off at a FedEx store | 1 | | | | | | | | | | |
| before entering shipping | 1 | | | | | | | | | | |
| details within WMS. Once | 1 | | | | | | | | | | |
| scanned it will be valid | 1 | | | | | | | | | | |
| scannea it win be vana. | 1 | | | | | | | | | | |
| 14. Click the Ship button to | 1 | | | | | | | | | | |
| complete the shipment | 1 | | | | | | | | | | |
| complete the shipment. | Line Due Dete | O Dature Locat | | | | | | | | | |
| | Home Due Parts | V Return Locat V | | | | | | | | | |
| | G MESSAGES . | The action has been | performe | ed succes | ssfully. Th | e claim | will move | for payn | nent once th | e shipm | ent is in transit. |
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Revision History

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