

Zenkraft for Transport & Logistics

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.

The screenshot shows the Salesforce interface for managing orders and shipments. The top navigation bar includes 'Orders' and search functionality. Below, the 'Order Detail' section displays information for Order 00000115, including account name 'Burlington Textiles', shipping address in San Diego, CA, and preferred carrier 'UPS'. The 'Shipping Information' section shows the shipping address and carrier. A circular callout highlights the 'RMA?' checkbox, 'Order Ship Date' (3/28/2018), 'Shipping Method' (Ground), 'Tracking Number' (1Z168R020399315773), 'RMA Tracking Number', and 'Shipping Notes' (Charging). The 'Shipments' table at the bottom shows a single shipment with ID '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
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

[View All](#)

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

Logistics Clients Include



40+ carriers supported



Next Steps

Schedule Demo:
zenkraft.com/schedule
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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 inquiries can be automated with the Zenkraft chat bot.

The dashboard displays several key performance indicators (KPIs) for shipment tracking. It includes a 'Shipments Delivered Today' gauge showing a count of 4, a 'Shipment Spend This Year' gauge, and a 'Shipments Delivered Today' report link. The interface also features a 'Refresh' and 'Edit' button for the data.