

# 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.

The screenshot displays the Salesforce 'Orders' page for Order 00000115. It includes fields for Order Number, Account Name (Burlington Textiles), Order Start Date (6/15/2016), Billing Address (8948 Menkar Rd, San Diego, CA 92126, US), Contract Number (00000100), Order Amount (\$0.00), Status (Replacement Shipped), and Phone. The 'Shipping Information' section shows Ship to Contact, Shipping Address (8948 Menkar Rd, San Diego, CA 92126, US), Preferred Carrier (UPS), and RMA? (checkbox). The 'Containers' section has a 'New Shipment' button. The 'Shipments' table lists shipment numbers, actual and estimated delivery dates, and actions like 'Edit' and 'Del'. A circular callout highlights the 'Order Ship Date' (3/28/2018), 'Shipping Method' (Ground), 'Tracking Number' (1Z168R020399315773), 'RMA Tracking Number', and 'Shipping Notes' (Charging).

## 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

Med Device Clients Include

**Medtronic**



40+ carriers supported



### Next Steps

Schedule Demo:  
[zenkraft.com/schedule](http://zenkraft.com/schedule)  
[sales@zenkraft.com](mailto: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 inquiries can be automated with the Zenkraft chat bot.

The dashboard includes a 'Refresh' and 'Edit' button. On the left, there's a gauge chart for 'Return Labels' with a needle pointing to 4. On the right, a large red number '4' is displayed under the heading 'Shipments Delivered Today'. Below this, there's a 'View Report (Delivered Shipments)' link. At the bottom, there are sections for 'Return Labels' and 'Shipment Spend This Year'.