

# Zenkraft for Repairs

## 1. Email a Return Label

One-click generate return labels and email directly to customers from Cases.

- See un-used 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

The screenshot shows a Salesforce interface for a Case. At the top right is the Salesforce logo. Below it, the Case details include 'Case RTS' and 'Priority Medium'. The status is 'Return label delivered'. A 'RELATED' section shows a 'Shipment (1)' table with columns for 'SHIPMENT NUMBER', 'ACTUAL DELIVERY DATE', and 'STATUS DESCRIPTION'. The table contains one entry: 'Shipment-0000061' with a delivery date of '1/9/2014' and status 'Delivered'. A 'View All' link is at the bottom right. A UPS return label is overlaid on the left, showing a QR code and a barcode.

## 2. Keep Your Customer Informed

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 to alert your customer when the item has been returned for repair.

## 3. 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 Shipped" once the shipment has been delivered:

The screenshot shows a Salesforce interface for an Order. At the top left is the Order ID '00000120'. Below it, a table lists order details: 'Account Name Bowling Green Golf Club', 'Contract Number 00000102', 'Order Start Date 2/7/2018', 'Status Replacement Shipped', and 'Order Amount \$99.98'. A progress bar shows the status 'Replacement Shipped' in blue. Below is a 'RELATED' section with 'DETAILS' for 'Shipments (3)'. The table has columns for 'SHIPMENT NUMBER', 'STATUS DESCRIPTION', 'TRACKING NUMBER', and 'CREATED DATE'. It lists three shipments: 'Shipment-0000064' (8/24/2018 10:29 AM), 'Shipment-0000065' (8/28/2018 2:07 PM), and 'Shipment-0000066' (8/28/2018 2:13 PM).

### About Zenkraft

- 30,000+ Happy Users
- 200+ 5\* Reviews on AppX
- Globally certified with carriers

### Clients Include



40+ carriers supported



### Next Steps

Schedule Demo:  
[zenkraft.com/schedule](http://zenkraft.com/schedule)  
[sales@zenkraft.com](mailto:sales@zenkraft.com)