

Zenkraft for Service Cloud



1. Email a Return Label

Generate return labels with one-click from Cases and email directly to your customers.

- See unused 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

Case RTS
Priority Medium
Status Return label delivered

RELATED

Shipments (1)

SHIPMENT NUMBER	ACTUAL DELIVERY DATE	STATUS DESCRIPTION
Shipment-00000061	1/9/2014	Delivered

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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

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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. Return, 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 Received" once the shipment has been delivered:

Order 00000120

Account Name: Bowling Green Golf Club
Contract Number: 00000102
Order Start Date: 2/7/2018
Status: Replacement Shipped
Order Amount: \$99.98

Progress: Replacement Shipped → Replacement received

RELATED DETAILS

Shipments (3)

SHIPMENT NUMBER	STATUS DESCRIPTION	TRACKING NUMBER	CREATED DATE
Shipment-00000064		794621261689	8/24/2018 10:29 AM
Shipment-00000065		1Z55A41Y0392772662	8/28/2018 2:07 PM

About Zenkraft

- 35,000+ Happy Users
- 200+ 5* Reviews on AppX
- Globally certified with carriers

Clients Include



50+ carriers supported



Next Steps

Schedule Demo:
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