

Zenkraft for Retail & CPG



Search Salesforce

Order 00000120 | Order 00000107 | Order 00000115

Order Number: 00000115 | Contract Number: 00000100

Account Name: Burlington Textiles | Order Amount: \$0.00

Start Date: 6/15/2016 | Status: Replacement Shipped

Shipping Address: 8948 Menkar Rd, San Diego, CA 92126, US | Phone: [Redacted]

Phone: [Redacted]

RMA?

Order Ship Date: 3/28/2018

Shipping Method: Ground

Tracking Number: 1Z168R020399315773

RMA Tracking Number: [Redacted]

Shipping Notes: Charging Test

Manage Returns from Service Cloud

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

- See un-used return labels in one place.
- See Return shipments that have passed warranty periods
- See all returns in transit in real-time
- Include RMA numbers on return labels for inbound warehouse scanning

Shipment Tracking alongside Orders

Checkpoints (6+)

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

Retail Clients Include



40+ carriers supported



Next Steps

Schedule Demo:
zenkraft.com/schedule

sales@zenkraft.com

Einstein Bot Integration

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.



Tivoli Model One
\$549.99 \$479

Tivoli's most popular line of consumer digital radios... just got a refresh — expect clearer highs, lows. Massive style upgrade with high aluminum frame and...

What can I help you with?

- Order Status
- Return My Order
- Change delivery date

Select A Finish

QTY

Add To Cart

Return My Order

00000100

Type your message...