

Returns Quick Reference Card

Tellworks Employees

Login to the AIMSPlus App

Visit aimsplusapp.tellworks.com and login. If you do not have an account, please Request an Account.

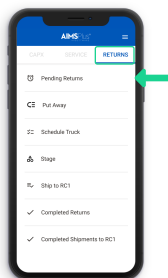
Need Help?

Visit <https://www.dropbox.com/sh/9mj7uisb23xovpx/AACuOCBbMUGVAg7VQ99piMIMa?dl=0> for additional training and user guide information.

Processing a Service Return

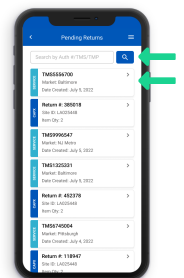
1 Navigate to Pending Returns

After logging into the app, select "Returns" from the carousel at the top of the page and then select "Pending Returns" from the home menu.



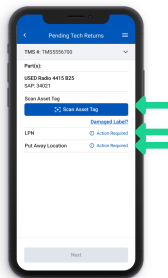
2 Select a Return

All returns are in order by date with the most current date at the top of the page. Pending returns can be searched by Auth/TMS/TMP number. All Service returns have a TMS number, Market, and Date Created.



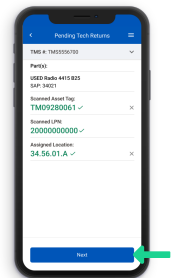
3 Scan Required Fields

Scan the required fields per part. These fields may include Asset Tag or Serial Number, LPN, and Put Away Location.



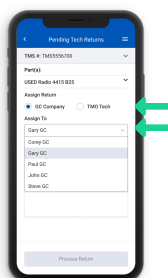
4 Review Scanned Fields

Once all required fields have been scanned per part, the 'Next' button will activate and turn blue. Click to proceed to the signature page.



5 Assign Returner

Select the returner, which could be a GC Company or T-Mobile Tech, and then choose an individual to assign from the dropdown. This assignment allows the returner to complete the return.



6 Process the Return

Digitally sign for the material. This will be stored as half of the digital handshake acknowledging acceptance and initiating the exchange of custody. Select the 'Process Return' button to complete the return.

