



Market Order App

Project Manager

Full Returns User Guide

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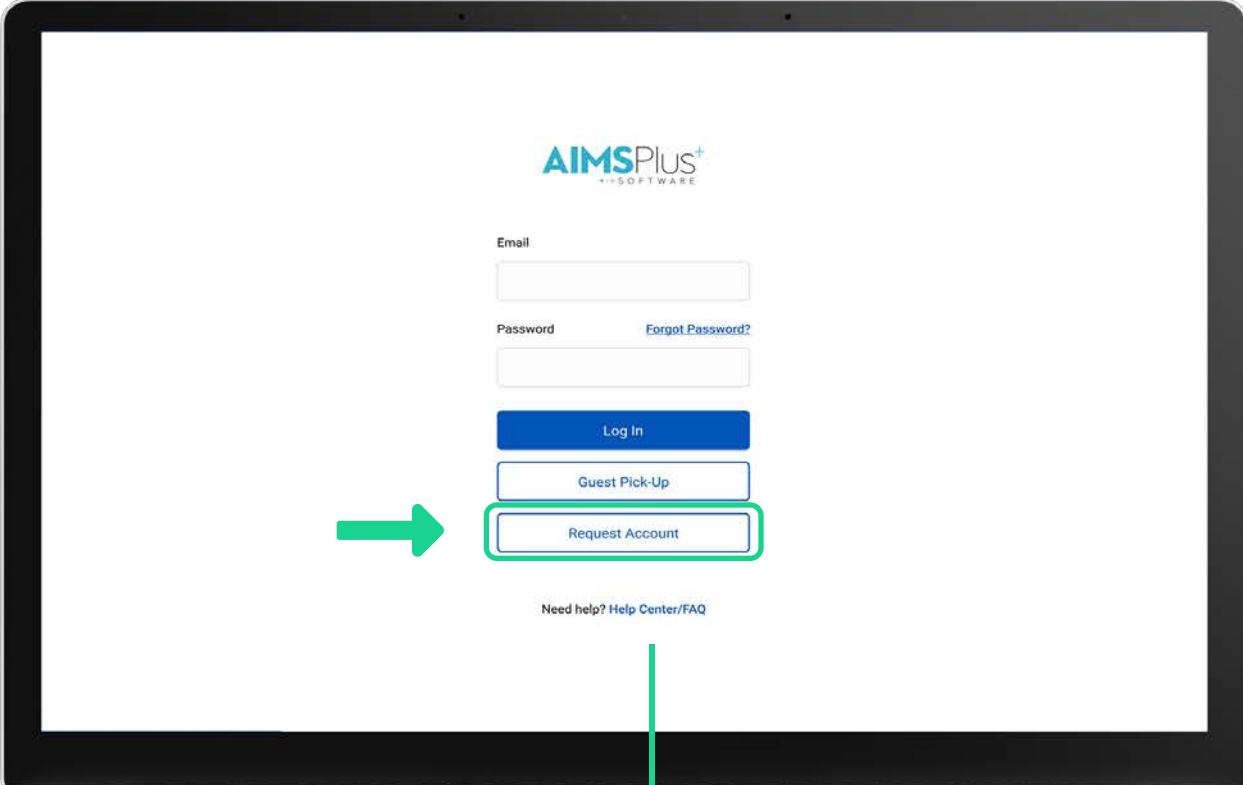
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Create an Account

You must create an account and get approval first
before you are able to use the app

Request a New Account

Click on “Request an Account” from the log-in menu.



The screenshot shows the AIMSPlus+ login interface. At the top is the logo "AIMSPlus+ SOFTWARE". Below it are two input fields: "Email" and "Password". To the right of the "Password" field is a link that says "Forgot Password?". Below these fields are three buttons: "Log In" (blue), "Guest Pick-Up" (white with a blue border), and "Request Account" (white with a blue border). A green arrow points to the "Request Account" button. Below the buttons is a link that says "Need help? Help Center/FAQ". A green line extends from this link down towards the "Need help?" section below the screenshot.

Need help?

Access the Help Center, without logging in, to find published answers, trainings, and training documents, as well as, submit a ticket directly to Tellworks for individual assistance.

User Information

1. Select the role you would like to register an account for
2. Fill out your personal information:
 - First and last name
 - Phone number
 - Email Address
 - Select your role
 - Company
 - Select your market(s)
 - Create a password for your account

The screenshot shows a web form titled "Request an Account" for AIMSPlus+ SOFTWARE. The form is displayed on a tablet-like device. A green box highlights the personal information fields, and two numbered callouts (1 and 2) point to specific parts of the form.

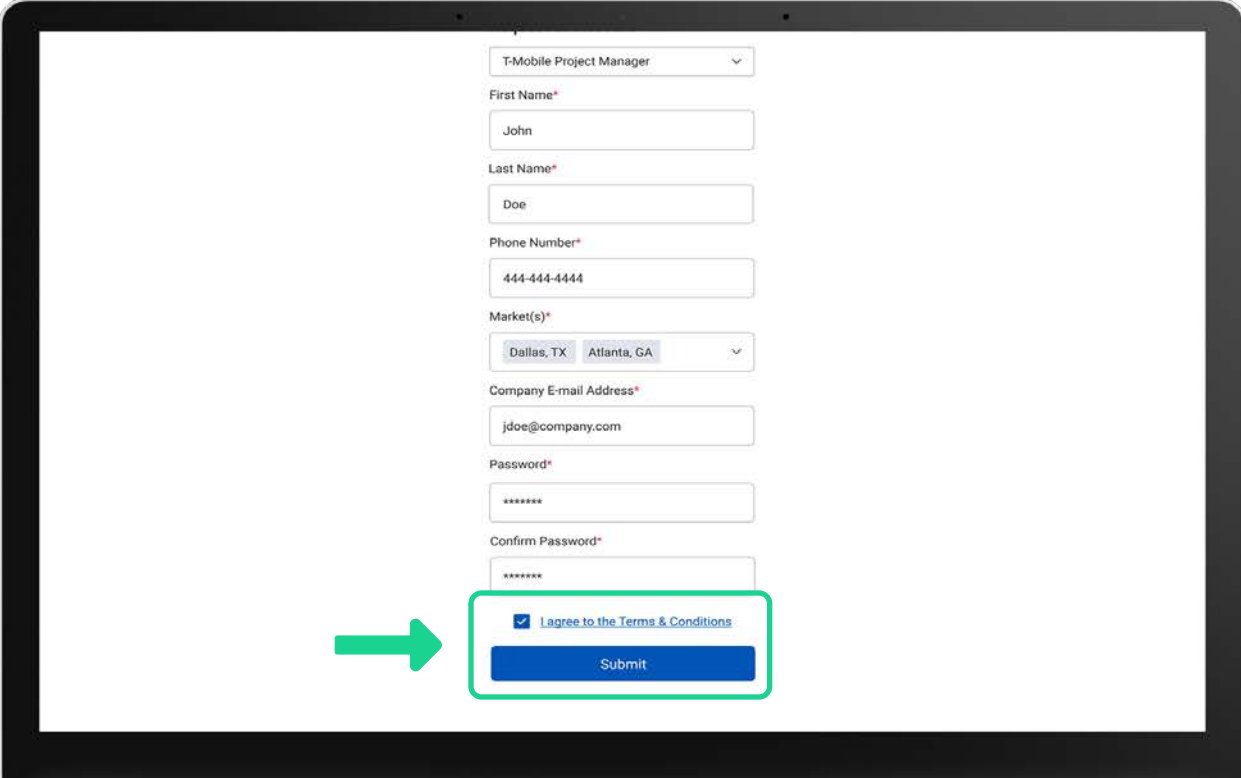
1 points to the "Request an Account" dropdown menu, which is currently set to "T-Mobile Project Manager".

2 points to the personal information fields, which are enclosed in a green box. These fields include:

- First Name* (John)
- Last Name* (Doe)
- Phone Number* (444-444-4444)
- Market(s)* (Dallas, TX, Atlanta, GA)
- Company E-mail Address* (jdoe@company.com)
- Password* (*****)
- Confirm Password* (*****)

Accept the Terms & Conditions

Tellworks will email you when your account is approved. (Activation typically arrives within 48 hours).



The screenshot shows a web form for creating an account. The form includes the following fields and elements:

- A dropdown menu at the top with the text "T-Mobile Project Manager".
- A "First Name*" field containing the text "John".
- A "Last Name*" field containing the text "Doe".
- A "Phone Number*" field containing the text "444-444-4444".
- A "Market(s)*" field with a dropdown menu showing "Dallas, TX" and "Atlanta, GA".
- A "Company E-mail Address*" field containing the text "jdoe@company.com".
- A "Password*" field with masked characters "*****".
- A "Confirm Password*" field with masked characters "*****".
- A checkbox labeled "I agree to the Terms & Conditions" which is checked. This checkbox and the "Submit" button below it are highlighted with a green rectangular border.
- A blue "Submit" button.

A green arrow points from the left towards the checkbox area.

Return Requests

Return Management

Project managers have the ability to approve, reject, or adjust Return Requests submitted by a project manager, construction manager, general contractor, or technician.

Navigate to Return Requests

1. Expand 'Return Management - Monitor' category.
2. Click on 'Return Requests' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between markets.
4. Select the filter button to add filters views to the table.
5. Select a 'Return #' to view return receipt which includes packing slip details.

The screenshot displays the AIMSplus web application interface. On the left, a navigation menu is visible with the 'Monitor' category expanded, and 'Return Requests' highlighted. The main content area shows a table of return requests with columns for Return #, Site ID, Status, Return Type, Quantity, Company, Requested By, and Date. The first row is highlighted, and a green arrow points to the 'Return #' column header. Another green arrow points to the 'Filter' button above the table. A third green arrow points to the 'Market' dropdown menu. A fourth green arrow points to the 'Return #' column header. A fifth green arrow points to the first row of the table.

Return #	Site ID	Status	Return Type	Quantity	Company	Requested By	Date
438728		Accepted	Full Kit	12	Build Company	Henry Hazel	02/27/2022
293877	LA08888	Adjustment Requested	Standard	4	XL Comm	Rick Reuben	02/27/2022
293877	LA08888	Adjustment Requested	Standard	4	Avenger Company	Penny Popsicle	02/27/2022
123456	LA00770	Pending	Full Kit	26	XL Comm	Will Wings	02/28/2022
123456	LA00770	Pending	Full Kit	26	Avenger Company	Parker Pizza	02/28/2022
123456	LA00770	Pending	Full Kit	26	Avenger Company	Phil Pancake	02/28/2022
123456	LA00770	Pending	Full Kit	26	XL Comm	Wilt Waffle	02/28/2022
123456	LA00770	Pending	Full Kit	26	Avenger Company	Tony Tiger	02/28/2022
187476	LA02346	In-Cart	Standard	1	Build Company	Austin Apple	03/02/2022
187476	LA02346	In-Cart	Standard	1	Build Company	Jack Fruit	03/02/2022

Full Kit Return Details

Full Kit Return details include the return request information summary at the top, followed by a digital view of the return order. Details include:

- Site ID
- SKU
- MFG Part #
- Description
- Condition
- BOM Quantity Deployed
- RMA Quantity
- BOM Asset Tag/Serial # Deployed
- RMA Asset Tag/Serial #

Return #: 438728 Full Kit Return

Site ID: LA02346, LA02123
 Site Kit ID: SITEKIT_LA02346_3
 Item Quantity: 7
 Return Method: MSL Dropoff

Company: Build Company
 Dropoff Location: Tellworks Atlanta...
 Requested By: Henry Hazel
 Date Requested: 02/27/2020

Site ID	SKU	MFG Part #	Description	Condition	BOM QTY	RMA QTY	BOM Asset Tag /Serial Number	RMA Asset Tag /Serial Number	
LA02346	12771	5AB12345QQ	RAN Proces...	NIB - Facto...	1	1	TM09736948 /SBL2125W2FUQ	TM09736948 /SBL2125W2FUQ	Add Note
LA02123	15024	3HB12345/3	Tall Basefra...	NIB - Facto...	6	6			Add Note

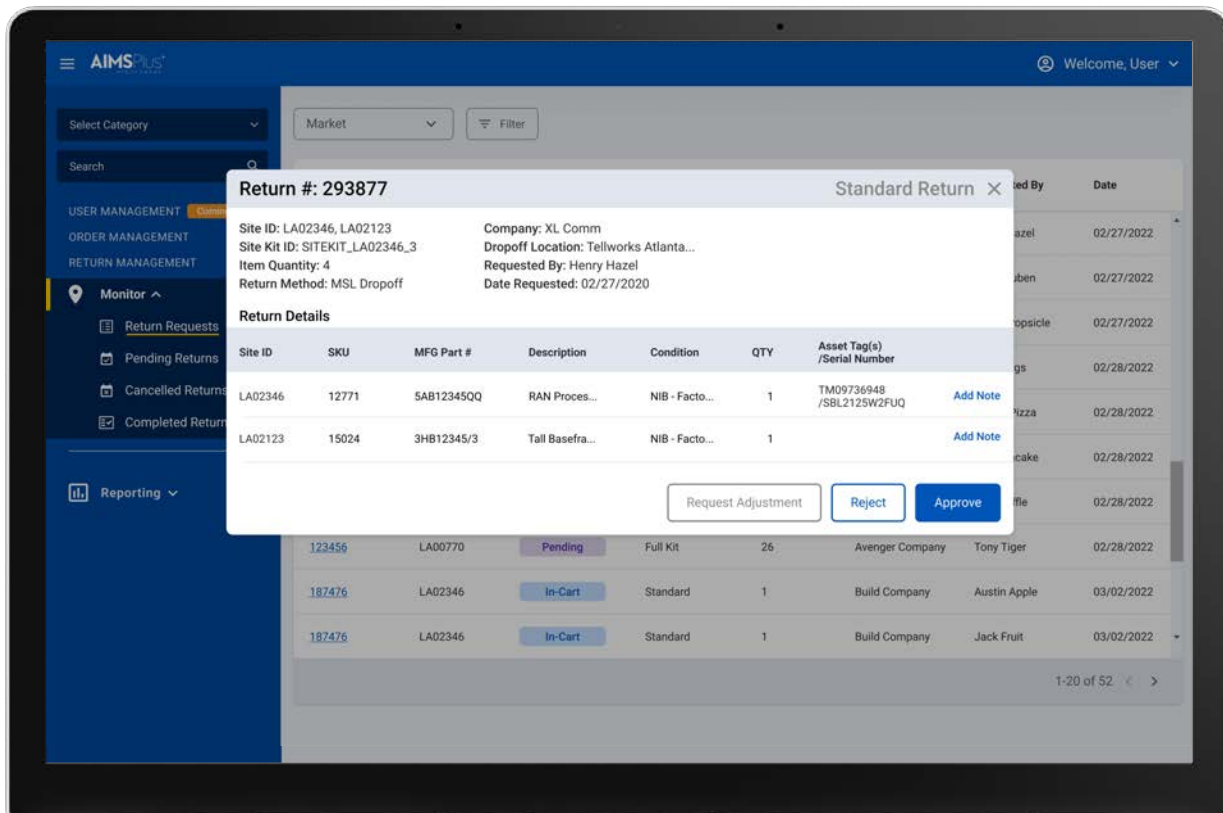
Request Adjustment Reject Approve

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Standard Return Details

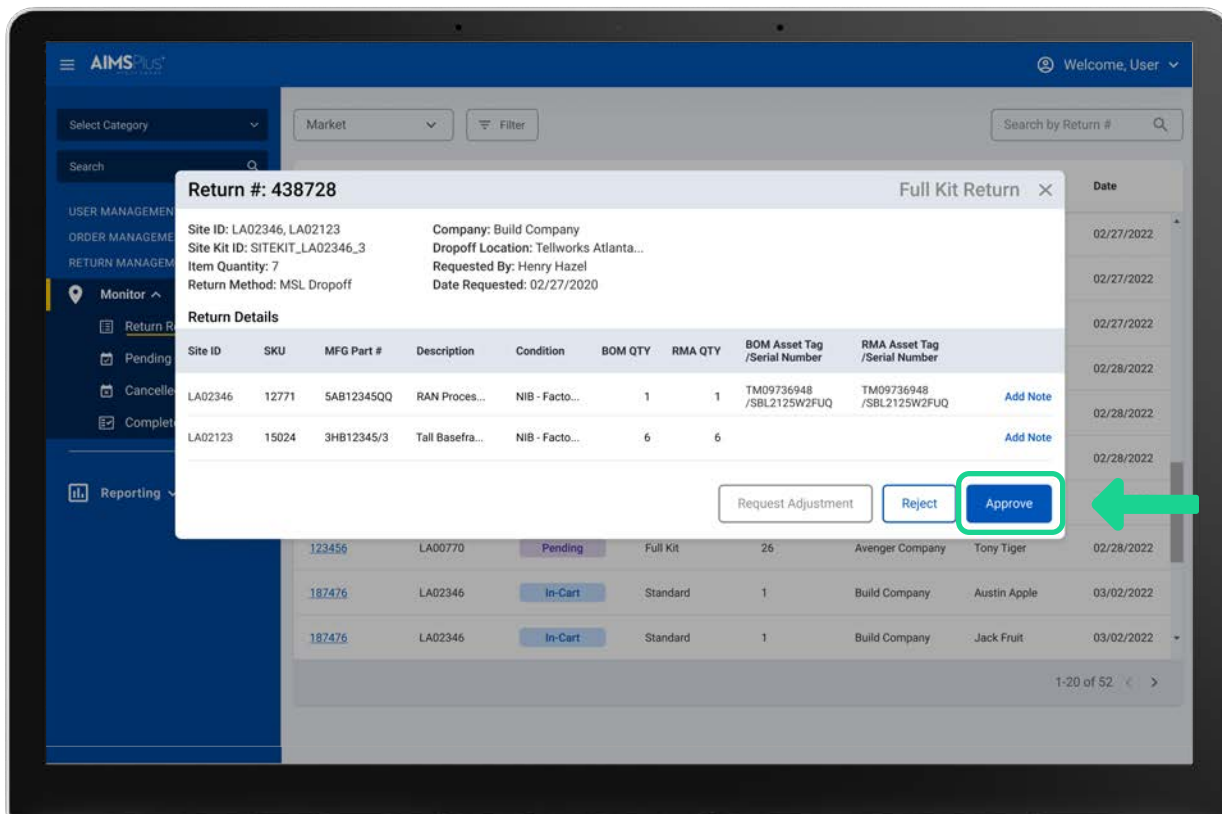
Standard Return details include the return request information summary at the top, followed by a digital view of the return order. Details include:

- Site ID
- SKU
- MFG Part #
- Description
- Condition
- Item Quantity
- Asset Tag/Serial #



Approving a Return Request

After reviewing the return details, select the 'Approve' button to approve the return request. Once a request is approved the contractor will then have the ability to schedule for drop-off and shipments.



Return Approved

After you have approved the request, you will be taken back to the 'Return Requests' table. A green confirmation banner will appear to acknowledge successful approval.

*Return will now move to Pending Returns

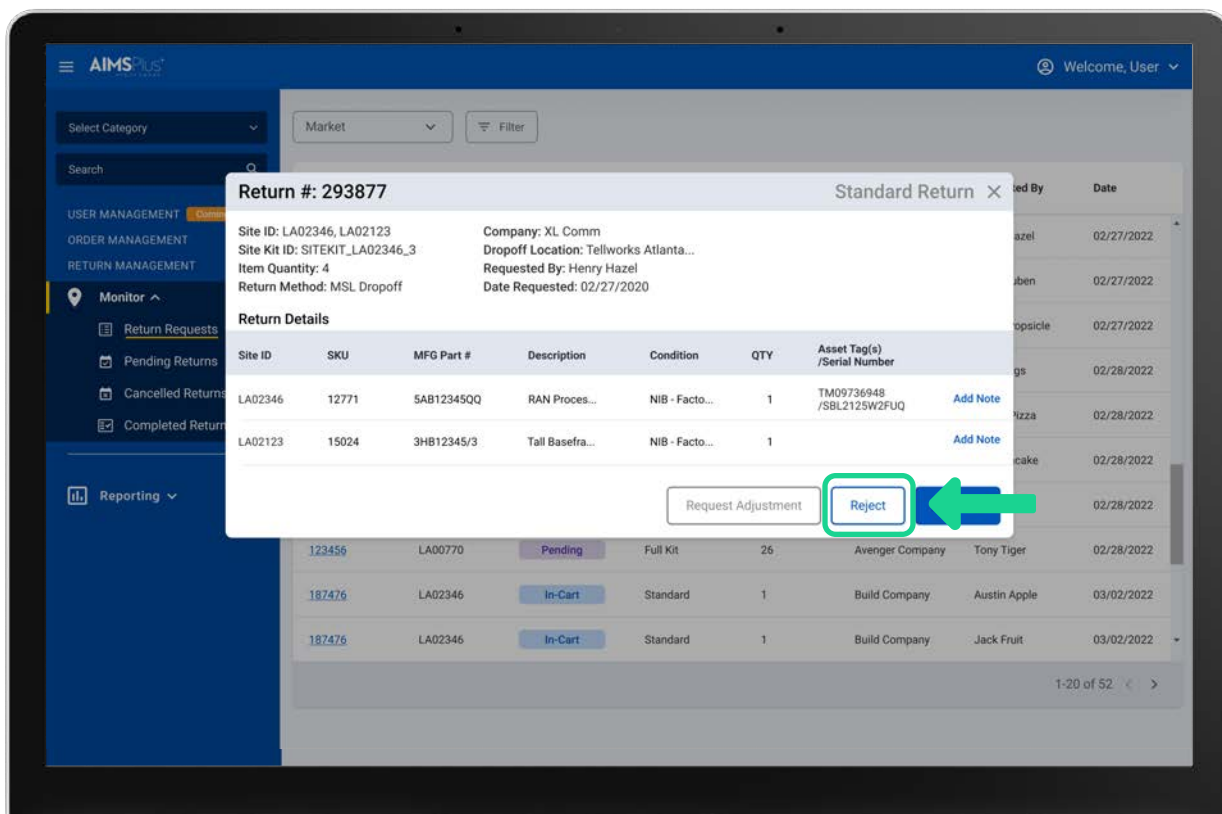
The screenshot displays the AIMS Plus web application interface. On the left is a navigation menu with sections: USER MANAGEMENT (Coming Soon), ORDER MANAGEMENT, RETURN MANAGEMENT, Monitor (with sub-items: Return Requests, Pending Returns, Cancelled Returns, Completed Returns), and Reporting. The main content area shows a table of Return Requests. A green banner at the top of the table area states: "Return #: 123456 has been successfully approved." The table has the following columns: Return #, Site ID, Status, Return Type, Quantity, Company, Requested By, and Date. The data rows are as follows:

Return #	Site ID	Status	Return Type	Quantity	Company	Requested By	Date
439728	LA01234	Rejected	Full Kit	12	Build Company	Henry Hazel	02/27/2022
293877	LA08888	Adjustment Requested	Standard	4	XL Comm	Rick Reuben	02/27/2022
293877	LA08888	Adjustment Requested	Standard	4	Avenger Company	Penny Popsicle	02/27/2022
123456	LA00770	Pending	Full Kit	26	XL Comm	Will Wings	02/28/2022
123456	LA00770	Pending	Full Kit	26	Avenger Company	Parker Pizza	02/28/2022
123456	LA00770	Pending	Full Kit	26	Avenger Company	Phil Pancake	02/28/2022
123456	LA00770	Pending	Full Kit	26	XL Comm	Wilt Waffle	02/28/2022
123456	LA00770	Pending	Full Kit	26	Avenger Company	Tony Tiger	02/28/2022
187476	LA02346	In-Cart	Standard	1	Build Company	Austin Apple	03/02/2022
187476	LA02346	In-Cart	Standard	1	Build Company	Jack Fruit	03/02/2022

At the bottom right of the table, it shows "1-20 of 52" with navigation arrows.

Rejecting a Return Request

After reviewing the return details, select the 'Reject' button to reject the return request. Once a request is rejected the contractor will then have the opportunity to modify the request and resubmit.



Rejecting a Return Request

Provide a reason for why the return was rejected, then select the 'Save' button to confirm. Once a request is rejected the contractor will be required to cancel the RMA.

The screenshot displays the AIMS Plus web application interface. A modal window titled 'Return #: 293877' is open, showing details for a 'Standard Return'. The modal includes a 'Back' link, a list of return details, and an 'Add Note' section with a text area containing placeholder text. A 'Save' button is highlighted with a green box and a green arrow.

Return #: 293877 Standard Return X

← Back

Site ID: LA02346, LA02123
Site Kit ID: SITEKIT_LA02346_3
Item Quantity: 4
Return Method: MSL Dropoff

Company: XL Comm
Dropoff Location: Tellworks Atlanta...
Requested By: Henry Hazel
Date Requested: 02/27/2020

Add Note

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem. Nulla consequat massa quis enim. Donec pede justo, fringilla vel, aliquet nec, vulputate eget, arcu. In enim justo, rhoncus ut, imperdiet a, venenatis vitae, justo. Nullam dictum felis eu pede mollis pretium. Integer tincidunt. Cras dapibus. Vivamus elementum semper nisi. Aenean vulputate eleifend tellus. Aenean leo ligula, porttitor eu, consequat vitae, eleifend ac, enim. Aliquam lorem ante, dapibus in, viverra quis, feugiat a, tellus. Phasellus viverra nulla ut metus varius laoreet. Quisque rutrum. Aenean imperdiet. Etiam ultricies nisi vel augue. Curabitur ullamcorper ultricies nisi. Nam eget dui. Etiam rhoncus. Maecenas tempus, tellus eget condimentum rhoncus, sem quam semper libero, sit amet adipiscing sem neque sed ipsum. N

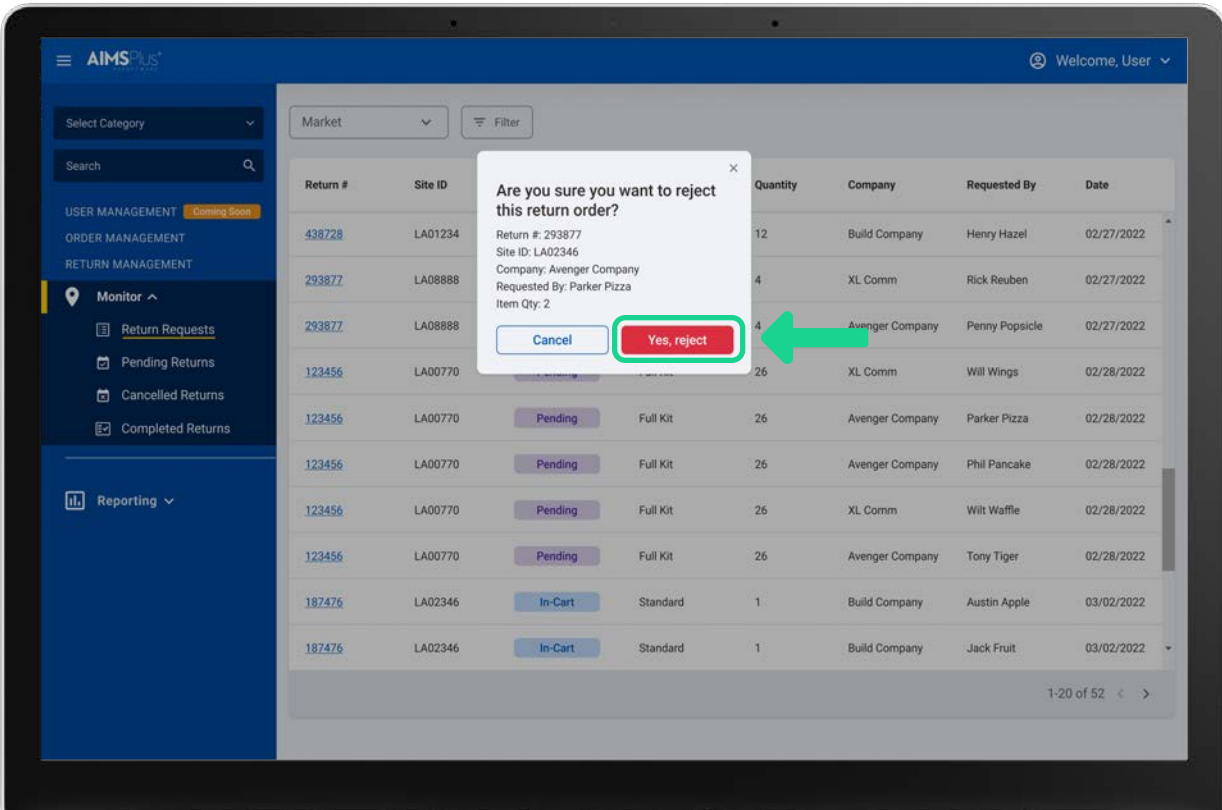
Save

ID	Site ID	Status	Type	Qty	Company	Location	Date
187476	LA02346	In-Cart	Standard	1	Build Company	Austin Apple	03/02/2022
187476	LA02346	In-Cart	Standard	1	Build Company	Jack Fruit	03/02/2022

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Rejection Confirmation

After providing the appropriate reason for rejecting a return request, confirm the decision by selecting the 'Yes, reject' or 'Cancel' button.



Rejection Confirmation

After you have rejected a return request, you will be taken back to the 'Return Requests' table. A green confirmation banner will appear to acknowledge successful rejection. Return status will reflect the rejected status.

The screenshot displays the AIMS Plus web application interface. A green confirmation banner at the top states: "Return #: 293877 has been successfully rejected." Below the banner is a table of return requests. The table has columns for Return #, Site ID, Status, Return Type, Quantity, Company, Requested By, and Date. The status of the rejected request (293877) is now "Rejected". Other requests are in "Adjustment Requested", "Pending", or "In-Cart" status.

Return #	Site ID	Status	Return Type	Quantity	Company	Requested By	Date
438728	LA01234	Rejected	Full Kit	12	Build Company	Henry Hazel	02/27/2022
293877	LA08888	Adjustment Requested	Standard	4	XL Comm	Rick Reuben	02/27/2022
293877	LA08888	Adjustment Requested	Standard	4	Avenger Company	Penny Popsicle	02/27/2022
123456	LA00770	Pending	Full Kit	26	XL Comm	Will Wings	02/28/2022
123456	LA00770	Pending	Full Kit	26	Avenger Company	Parker Pizza	02/28/2022
123456	LA00770	Pending	Full Kit	26	Avenger Company	Phil Pancake	02/28/2022
123456	LA00770	Pending	Full Kit	26	XL Comm	Wilt Waffle	02/28/2022
123456	LA00770	Pending	Full Kit	26	Avenger Company	Tony Tiger	02/28/2022
187476	LA02346	In-Cart	Standard	1	Build Company	Austin Apple	03/02/2022
187476	LA02346	In-Cart	Standard	1	Build Company	Jack Fruit	03/02/2022

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Requesting an Adjustment

After reviewing the return details and an adjustment needs to be made to the return order, select the 'Add Note' button to provide a reason/explanation for what needs to be adjusted on the order. This will return the RMA to the GC for adjustment.

The screenshot displays the AIMSplus web application interface. A modal window titled "Return #: 293877" is open, showing details for a "Standard Return". The modal includes a table of return details and buttons for "Request Adjustment", "Reject", and "Approve". A green circle highlights the "Add Note" button, and a green arrow points to it from the right.

Return #: 293877 Standard Return X

Site ID: LA02346, LA02123
Site Kit ID: SITEKIT_LA02346_3
Item Quantity: 4
Return Method: MSL Dropoff
Company: XL Comm
Dropoff Location: Tellworks Atlanta...
Requested By: Henry Hazel
Date Requested: 02/27/2020

Return Details

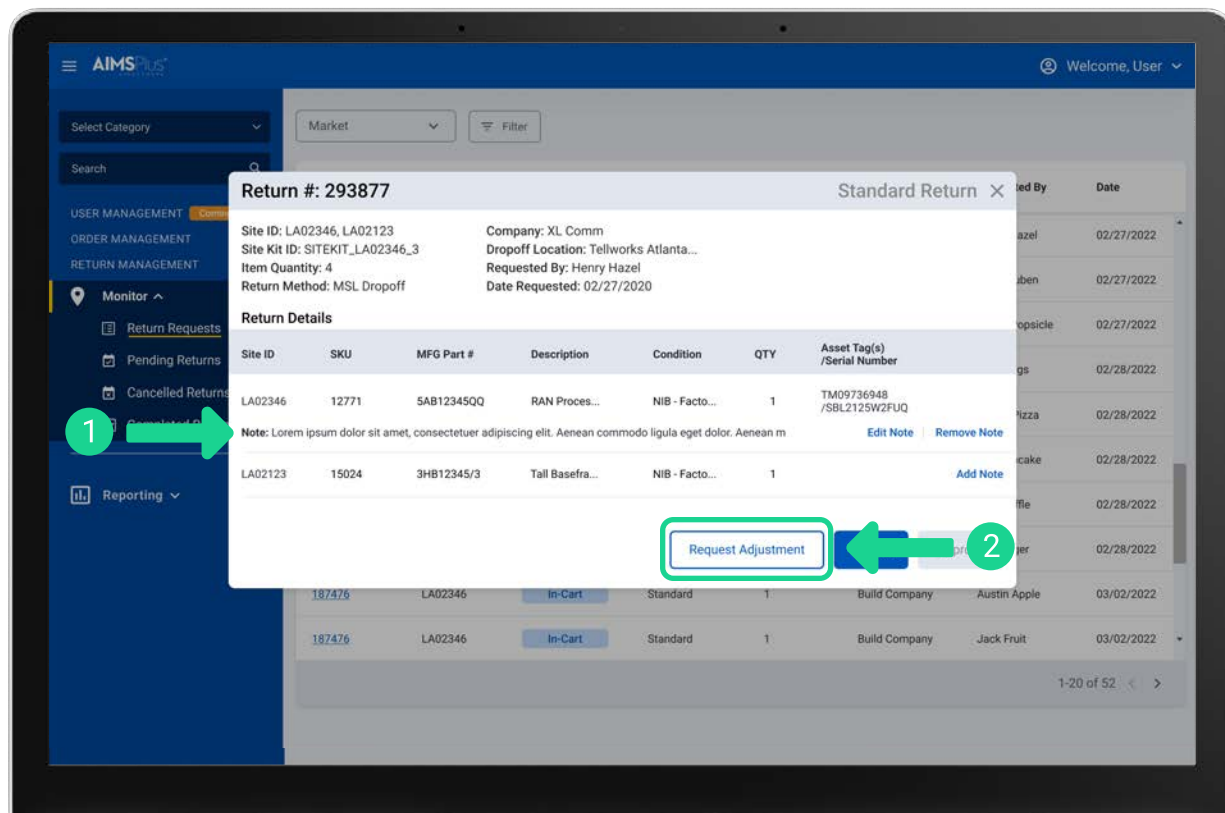
Site ID	SKU	MFG Part #	Description	Condition	QTY	Asset Tag(s) / Serial Number	Action
LA02346	12771	5AB12345QQ	RAN Proces...	NIB - Facto...	1	TM09736948 /SBL2125W2FUQ	Add Note
LA02123	15024	3HB12345/3	Tall Basefra...	NIB - Facto...	1		Add Note

[Request Adjustment](#) [Reject](#) [Approve](#)

Requesting an Adjustment

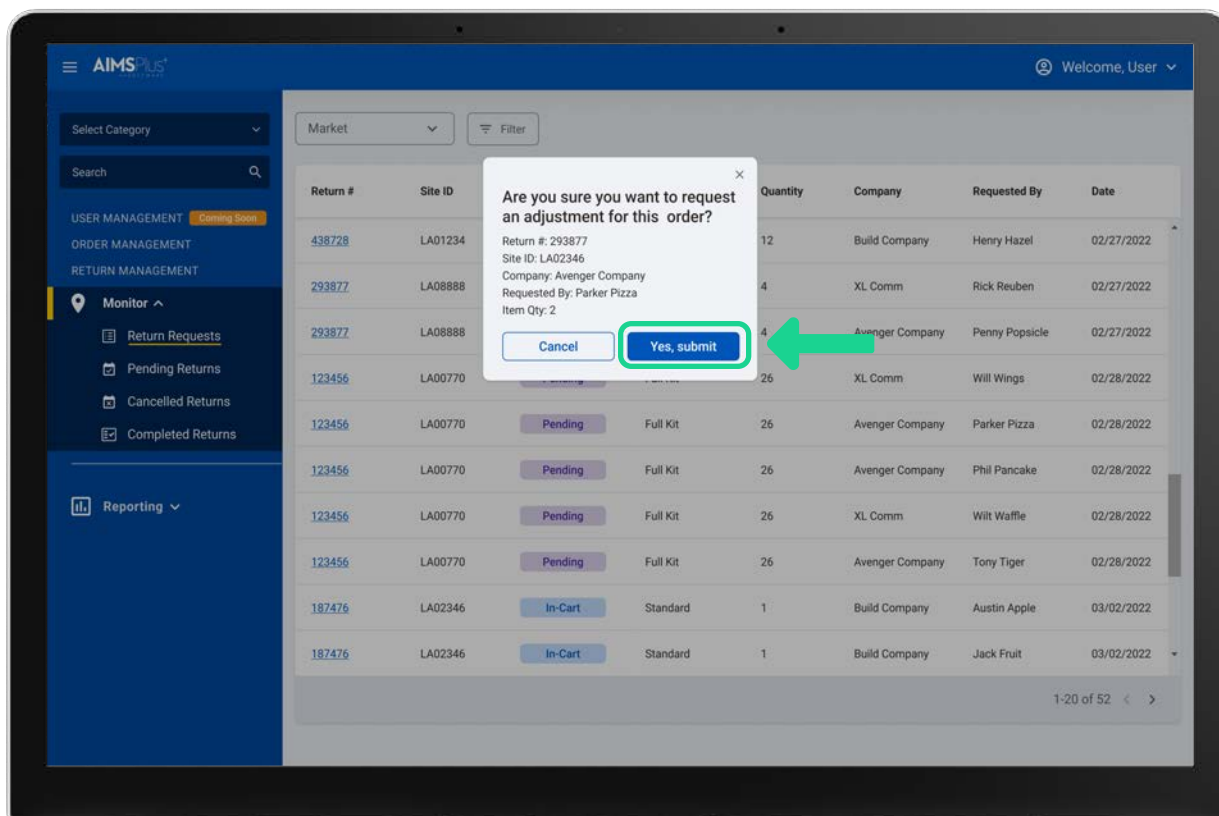
After selecting 'Add Note' button, complete the following to request an adjustment on the return request:

1. Provide a reason/explanation for what needs to be adjusted on the order.
2. The 'Request Adjustment' button will activate when a note has been provided for at least one return item. A return request cannot be approved once a note has been added.



Adjustment Request Confirmation

After providing the appropriate reason for requesting an adjustment for a return request, confirm the decision by selecting the 'Yes, submit' or 'Cancel' button.



Adjustment Request Confirmation

After you have requested an adjustment for a return request, you will be taken back to the 'Return Requests' table. A green confirmation banner will appear to acknowledge successful adjustment request.

The screenshot displays the AIMSplus web application interface. On the left is a blue sidebar with navigation options: 'USER MANAGEMENT' (marked 'Coming Soon'), 'ORDER MANAGEMENT', 'RETURN MANAGEMENT', 'Monitor' (with a dropdown arrow), and 'Reporting' (with a dropdown arrow). Under 'Monitor', there are links for 'Return Requests' (active), 'Pending Returns', 'Cancelled Returns', and 'Completed Returns'. The main content area has a top bar with 'Market' and 'Filter' dropdowns. A green banner at the top of the table area reads 'Adjustment Requested for Return #: 293877.' Below this is a table with the following columns: Return #, Site ID, Status, Return Type, Quantity, Company, Requested By, and Date. The table contains 14 rows of data. The first row has a status of 'Rejected'. The next two rows have a status of 'Adjustment Requested'. The following seven rows have a status of 'Pending'. The last two rows have a status of 'In-Cart'. At the bottom right of the table, it says '1-20 of 52' with navigation arrows.

Return #	Site ID	Status	Return Type	Quantity	Company	Requested By	Date
438728	LA01234	Rejected	Full Kit	12	Build Company	Henry Hazel	02/27/2022
293877	LA08888	Adjustment Requested	Standard	4	XL Comm	Rick Reuben	02/27/2022
293877	LA08888	Adjustment Requested	Standard	4	Avenger Company	Penny Popsicle	02/27/2022
123456	LA00770	Pending	Full Kit	26	XL Comm	Will Wings	02/28/2022
123456	LA00770	Pending	Full Kit	26	Avenger Company	Parker Pizza	02/28/2022
123456	LA00770	Pending	Full Kit	26	Avenger Company	Phil Pancake	02/28/2022
123456	LA00770	Pending	Full Kit	26	XL Comm	Wilt Waffle	02/28/2022
123456	LA00770	Pending	Full Kit	26	Avenger Company	Tony Tiger	02/28/2022
187476	LA02346	In-Cart	Standard	1	Build Company	Austin Apple	03/02/2022
187476	LA02346	In-Cart	Standard	1	Build Company	Jack Fruit	03/02/2022

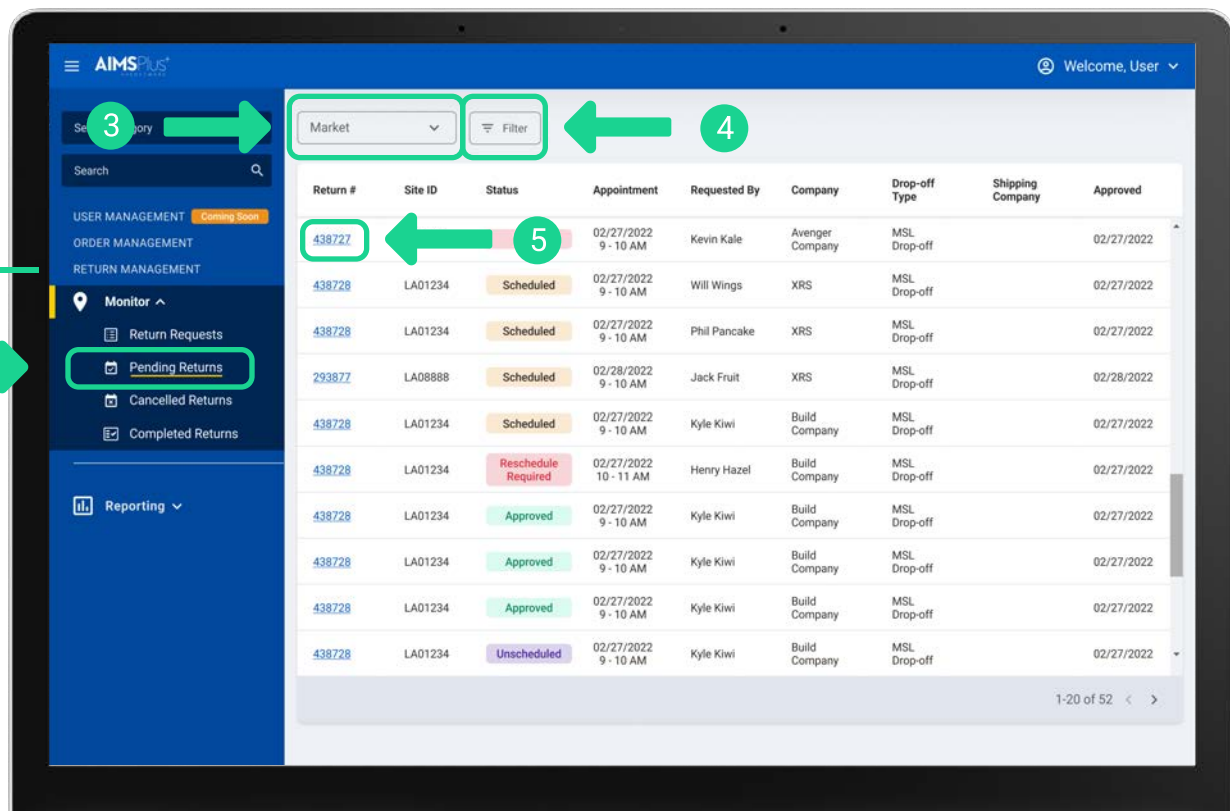
Pending Returns

Return Management

Project managers have the ability to view returns that have been approved.

Navigate to Pending Returns

1. Expand 'Return Management - Monitor' category.
2. Click on 'Pending Returns' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between markets.
4. Select the filter button to add filters views to the table.
5. Each return represents an RMA that has been approved. Select a 'Return #' to view return receipt which includes packing slip details.



Full Kit Return Details

Full Kit Return details include the return request information summary at the top, followed by a digital view of the return order. Details include:

- Site ID
- SKU
- MFG Part #
- Description
- Condition
- BOM Quantity Deployed
- RMA Quantity
- BOM Asset Tag/Serial # Deployed
- RMA Asset Tag/Serial #

Return # 438727 Full Kit Return

Site ID: LA02346, LA02123
 Site Kit ID: SITEKIT_LA02346_3
 Item Quantity: 7
 Return Method: MSL Dropoff
 Company: Avenger Company
 Appointment: 02/28/2022

Dropoff Location: Tellworks Atlanta...
 Requested By: Kevin Kale
 Date Requested: 02/27/2022
 Approved By: Patty PM
 Date Approved: 02/27/2022

Site ID	SKU	MFG Part #	Description	Condition	BOM QTY	RMA QTY	BOM Asset Tag /Serial Number	RMA Asset Tag /Serial Number
LA02346	12771	5AB12345QQ	RAN Proces...	NIB - Facto...	1	1	TM09736948 /SBL2125W2FUQ	TM09736948 /SBL2125W2FUQ
LA02123	15024	3HB12345/3	Tall Basefra...	NIB - Facto...	6	6		

Cancel

Standard Return Details

Standard Return details include the return request information summary at the top, followed by a digital view of the return order. Details include:

- Site ID
- SKU
- MFG Part #
- Description
- Condition
- Item Quantity
- Asset Tag/Serial #

Return #: 293877 Standard Return X

Site ID: LA02346, LA02123
 Site Kit ID: SITEKIT_LA02346_3
 Item Quantity: 7
 Return Method: MSL Dropoff
 Company: Avenger Company
 Appointment: 02/28/2022

Dropoff Location: Tellworks Atlanta...
 Requested By: Kevin Kale
 Date Requested: 02/27/2022
 Approved By: Patty PM
 Date Approved: 02/27/2022

Return Details

Site ID	SKU	MFG Part #	Description	Condition	QTY	Asset Tag(s) / Serial Number
LA02346	12771	5AB12345QQ	RAN Proces...	NIB - Facto...	1	TM09736948 /SBL2125W2FUQ
LA02123	15024	3HB12345/3	Tall Basefra...	NIB - Facto...	1	

Cancel

Cancel a Pending Return

Select the 'Cancel' button to cancel a scheduled or approved return.

The screenshot shows the AIMS Plus web application interface. A modal window titled "Return # 438727" is open, displaying return details and a table of return items. The modal includes a "Full Kit Return" toggle and a "Cancel" button highlighted with a green box and a green arrow.

Return Details:

- Site ID: LA02346, LA02123
- Site Kit ID: SITEKIT_LA02346_3
- Item Quantity: 7
- Return Method: MSL Dropoff
- Company: Avenger Company
- Appointment: 02/28/2022
- Dropoff Location: Tellworks Atlanta...
- Requested By: Kevin Kale
- Date Requested: 02/27/2022
- Approved By: Patty PM
- Date Approved: 02/27/2022

Site ID	SKU	MFG Part #	Description	Condition	BOM QTY	RMA QTY	BOM Asset Tag /Serial Number	RMA Asset Tag /Serial Number
LA02346	12771	SAB12345QQ	RAN Proces...	NIB - Facto...	1	1	TM09736948 /SBL2125W2FUQ	TM09736948 /SBL2125W2FUQ
LA02123	15024	3HB12345/3	Tall Basefra...	NIB - Facto...	6	6		

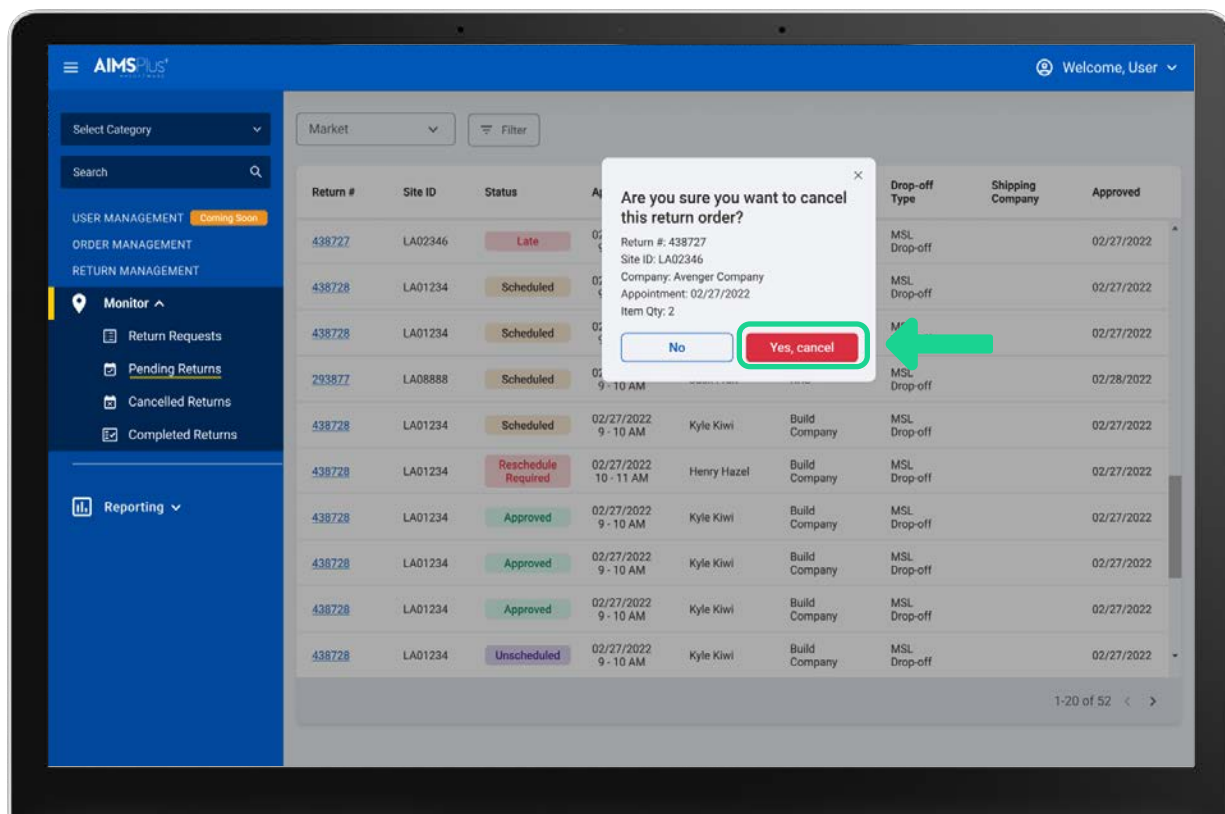
Return History:

Return #	Site ID	Status	Date	Time	Requester	Company	Method	Date
438728	LA01234	Approved	02/27/2022	9 - 10 AM	Kyle Kiwi	Build Company	MSL Drop-off	02/27/2022
438728	LA01234	Approved	02/27/2022	9 - 10 AM	Kyle Kiwi	Build Company	MSL Drop-off	02/27/2022
438728	LA01234	Unscheduled	02/27/2022	9 - 10 AM	Kyle Kiwi	Build Company	MSL Drop-off	02/27/2022

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Cancellation Confirmation

After selecting the 'Cancel' button, confirm the decision by selecting the 'Yes, cancel' or 'No' button.



Cancellation Confirmation

After you have cancelled a pending return, you will be taken back to the 'Pending Returns' table. A green confirmation banner will appear to acknowledge successful cancellation. Return status will reflect the cancelled status.

The screenshot displays the AIMS Plus web application interface. On the left is a blue sidebar with navigation options: 'Monitor' (expanded) and 'Reporting'. Under 'Monitor', there are links for 'Return Requests', 'Pending Returns' (highlighted), 'Cancelled Returns', and 'Completed Returns'. The main content area has a top bar with a 'Market' dropdown, a 'Filter' button, and a green confirmation banner that reads: 'Return #: 438727 has been successfully cancelled.' Below this is a table of return requests.

Return #	Site ID	Status	Appointment	Requested By	Company	Drop-off Type	Shipping Company	Approved
438727	LA02346	Late	02/27/2022 9 - 10 AM	Kevin Kale	Avenger Company	MSL Drop-off		02/27/2022
438728	LA01234	Scheduled	02/27/2022 9 - 10 AM	Will Wings	XRS	MSL Drop-off		02/27/2022
438728	LA01234	Scheduled	02/27/2022 9 - 10 AM	Phil Pancake	XRS	MSL Drop-off		02/27/2022
293877	LA08888	Scheduled	02/28/2022 9 - 10 AM	Jack Fruit	XRS	MSL Drop-off		02/28/2022
438728	LA01234	Scheduled	02/27/2022 9 - 10 AM	Kyle Kiwi	Build Company	MSL Drop-off		02/27/2022
438728	LA01234	Reschedule Required	02/27/2022 10 - 11 AM	Henry Hazel	Build Company	MSL Drop-off		02/27/2022
438728	LA01234	Approved	02/27/2022 9 - 10 AM	Kyle Kiwi	Build Company	MSL Drop-off		02/27/2022
438728	LA01234	Approved	02/27/2022 9 - 10 AM	Kyle Kiwi	Build Company	MSL Drop-off		02/27/2022
438728	LA01234	Approved	02/27/2022 9 - 10 AM	Kyle Kiwi	Build Company	MSL Drop-off		02/27/2022
438728	LA01234	Unscheduled	02/27/2022 9 - 10 AM	Kyle Kiwi	Build Company	MSL Drop-off		02/27/2022

At the bottom right of the table, it shows '1-20 of 52' with navigation arrows.

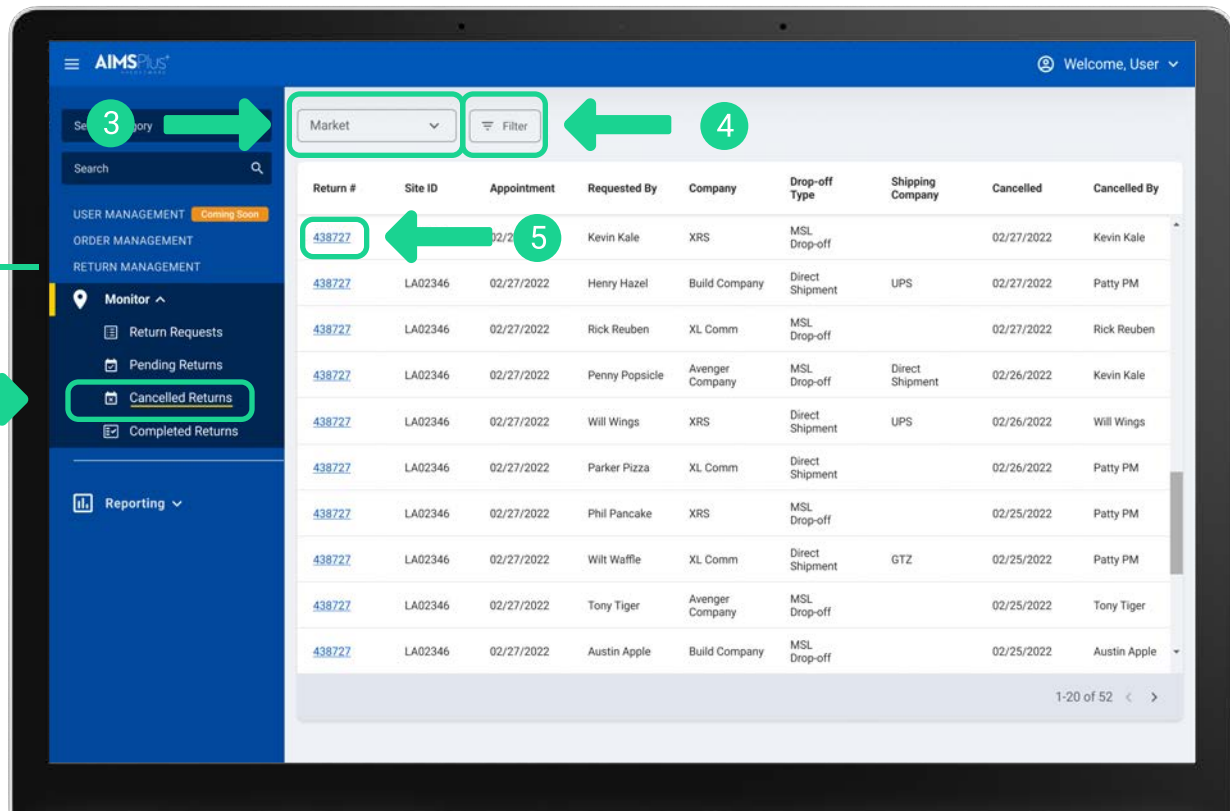
Cancelled Returns

Return Management

Project managers have the ability to view returns that have been cancelled.

Navigate to Cancelled Returns

1. Expand 'Return Management - Monitor' category.
2. Click on 'Cancelled Returns' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between markets.
4. Select the filter button to add filters views to the table.
5. Each return represents a return that has been cancelled. Select a 'Return #' to view return receipt which includes packing slip details.



Full Kit Return Details

Full Kit Return details include the return request information summary at the top, followed by a digital view of the return order. Details include:

- Site ID
- SKU
- MFG Part #
- Description
- Condition
- BOM Quantity
- RMA Quantity
- BOM Asset Tag/Serial #
- RMA Asset Tag/Serial #

Return #: 438727 Full Kit Return

Site ID: LA02346, LA02123
 Item Quantity: 7
 Return Method: MSL Dropoff
 Date Requested: 02/27/2022
 Company: Avenger Company

Requested By: Kevin Kale
 Dropoff Location: Tellworks Atlanta...
 Cancelled By: Kevin Kale
 Cancelled Date: 03/05/2022

Return Details

Site ID	SKU	MFG Part #	Description	Condition	BOM QTY	RMA QTY	BOM Asset Tag /Serial Number	RMA Asset Tag /Serial Number
LA02346	12771	5AB12345QQ	RAN Proces...	NIB - Facto...	1	1	TM09736948 /SBL2125W2FUQ	TM09736948 /SBL2125W2FUQ
LA02123	15024	3HB12345/3	Tall Basefra...	NIB - Facto...	6	6		

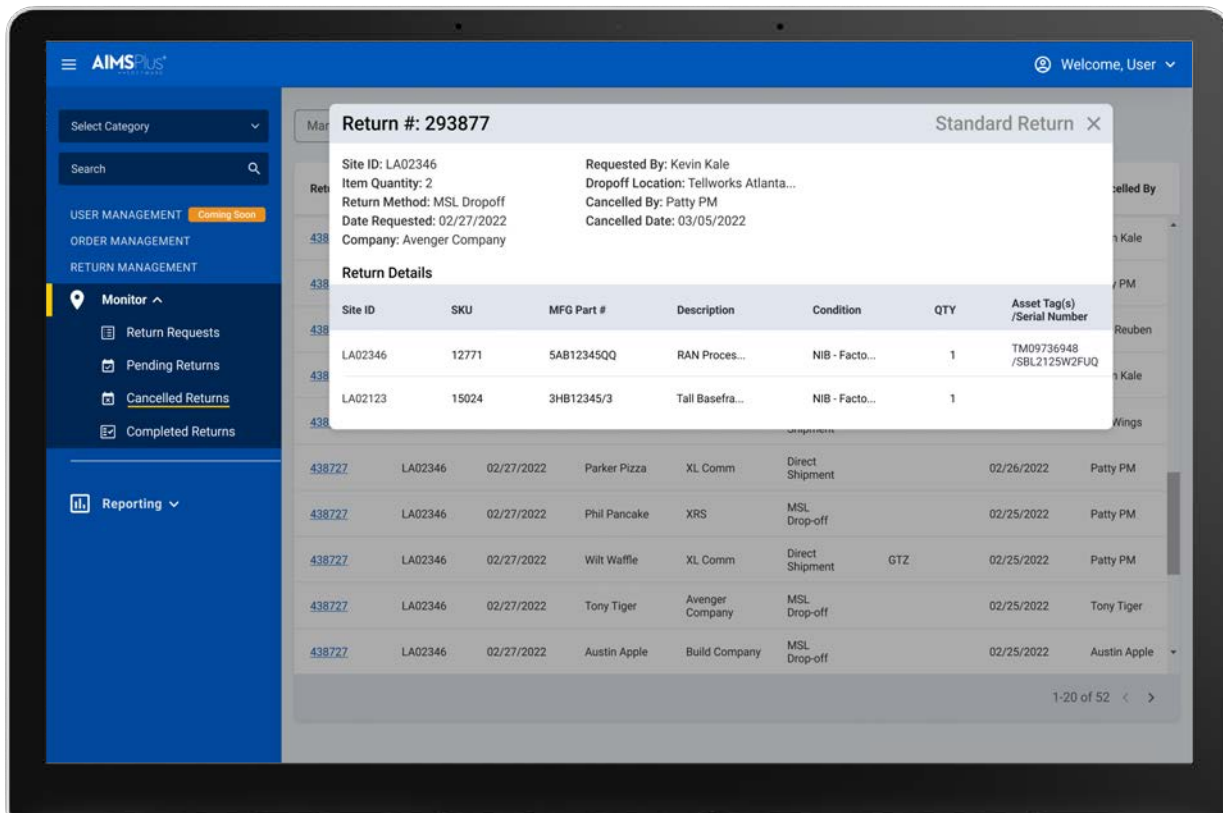
438727	LA02346	02/27/2022	Parker Pizza	XL Comm	Direct Shipment		02/26/2022	Patty PM
438727	LA02346	02/27/2022	Phil Pancake	XRS	MSL Drop-off		02/25/2022	Patty PM
438727	LA02346	02/27/2022	Wilt Waffle	XL Comm	Direct Shipment	GTZ	02/25/2022	Patty PM
438727	LA02346	02/27/2022	Tony Tiger	Avenger Company	MSL Drop-off		02/25/2022	Tony Tiger
438727	LA02346	02/27/2022	Austin Apple	Build Company	MSL Drop-off		02/25/2022	Austin Apple

1-20 of 52

Standard Return Details

Standard Return details include the return request information summary at the top, followed by a digital view of the return order. Details include:

- Site ID
- SKU
- MFG Part #
- Description
- Condition
- Item Quantity
- Asset Tag/Serial #



Completed Returns

Return Management

Project managers have the ability to review returns that have been completed based on date and time.

Navigate to Completed Returns

1. Expand 'Return Management - Monitor' category.
2. Click on 'Completed Returns' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between markets.
4. Select the filter button to add filters views to the table.
5. Each return represents a return that has been completed by the GC. Select a 'Return #' to view return receipt which includes packing slip details.

The screenshot displays the AIMS Plus web application interface. The left-hand navigation menu is expanded, showing the 'Return Management' category. The 'Completed Returns' option is highlighted. The main content area shows a table of completed returns. The table has columns for Return #, Site ID, Company, Requested By, Requested, Appointment, and Completed. The first row of data is highlighted, showing a return number of 438728. The table is filtered by Market (LA01234) and has a filter button visible. The bottom of the table shows a pagination bar indicating 1-20 of 52 records.

Return #	Site ID	Company	Requested By	Requested	Appointment	Completed
438728			Kevin Kale	02/27/2022	03/01/2022	03/02/2022
438728	LA01234	Build Company	Henry Hazel	02/27/2022	03/01/2022	03/02/2022
438728	LA08888	XL Comm	Rick Reuben	02/27/2022	03/01/2022	03/02/2022
438728	LA02346	Avenger Company	Penny Popsicle	02/27/2022	03/01/2022	03/02/2022
438728	LA00011	XRS	Will Wings	02/27/2022	03/01/2022	03/02/2022
438728	LA00770	XL Comm	Parker Pizza	02/27/2022	03/01/2022	03/02/2022
438728	LA01234	XRS	Phil Pancake	02/27/2022	03/01/2022	03/02/2022
438728	LA01234	XL Comm	Wilt Waffle	02/27/2022	03/01/2022	03/02/2022
438728	LA00664	Avenger Company	Tony Tiger	02/27/2022	03/01/2022	03/02/2022
438728	LA02346	Build Company	Austin Apple	02/27/2022	03/01/2022	03/02/2022

Return Authorization

1. Select 'View Authorization' to see the digital signature of the individual who picked up the material.
2. Export PDF
3. Return Type
4. Return Details
5. If the following do not match, you will see a red 'X' to indicate a discrepancy in what was on the return order vs what was physically returned:
 - a. RMA Quantity vs Return Quantity
 - b. RMA Asset Tag/Serial # vs Return Asset Tag/Serial #
 - c. RMA Condition vs Return Condition

Return #: 106

Site ID: LA02346, LA02123
 Site Kit ID: SITEKIT_LA02346_3
 Item Quantity: 7
 Return Method: MSL Dropoff
 Company: Avenger Company
 Appointment: 02/27/2020

Dropoff Location: Tellworks Atlanta...
 Requested By: Kevin Kale
 Date Requested: 02/27/2022
 Approved By: Kevin Kale
 Date Completed: 02/27/2020

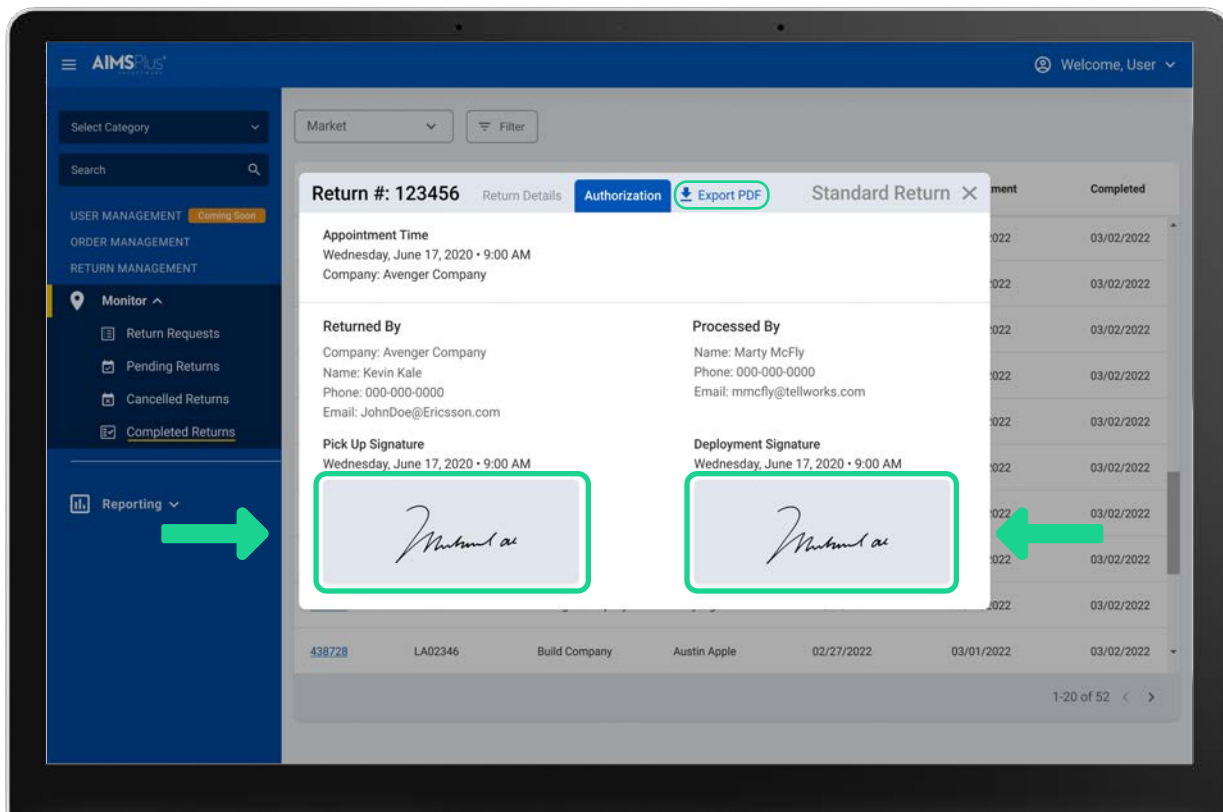
Return Details

Site ID	SKU	MFG Part #	Description	RMA QTY	Returned QTY	RMA Asset Tag /Serial Number	Returned Asset Tag /Serial Number	RMA Condition	Returned Condition
LA02346	12771	5AB12345QQ	RAN Proces...	1	1	TM09736948 /SBL2125W2FUQ	TM09736948 /SBL2125W2FUQ	NIB - Open Box	NIB - Open Box
LA02123	15024	3HB12345/3	Tall Basefra...	2	1			NIB - Open Box	NIB - Open Box

RMA QTY and Returned QTY do NOT match

View Authorization

After clicking 'View Authorization' you will see a pop-up screen that shows the digital signature of the individual who returned the material.

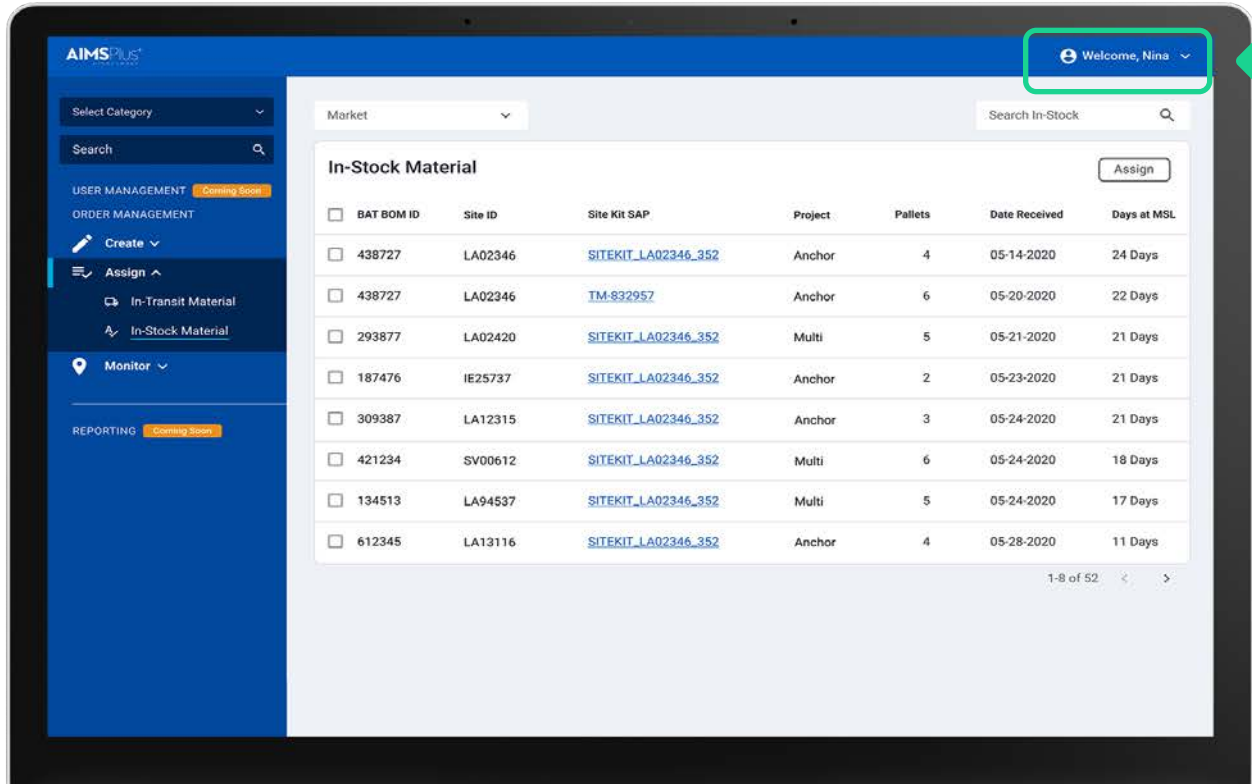


Account Information

All users have access to their account where users can review profile information, markets, and change the current password.

Navigate to Account

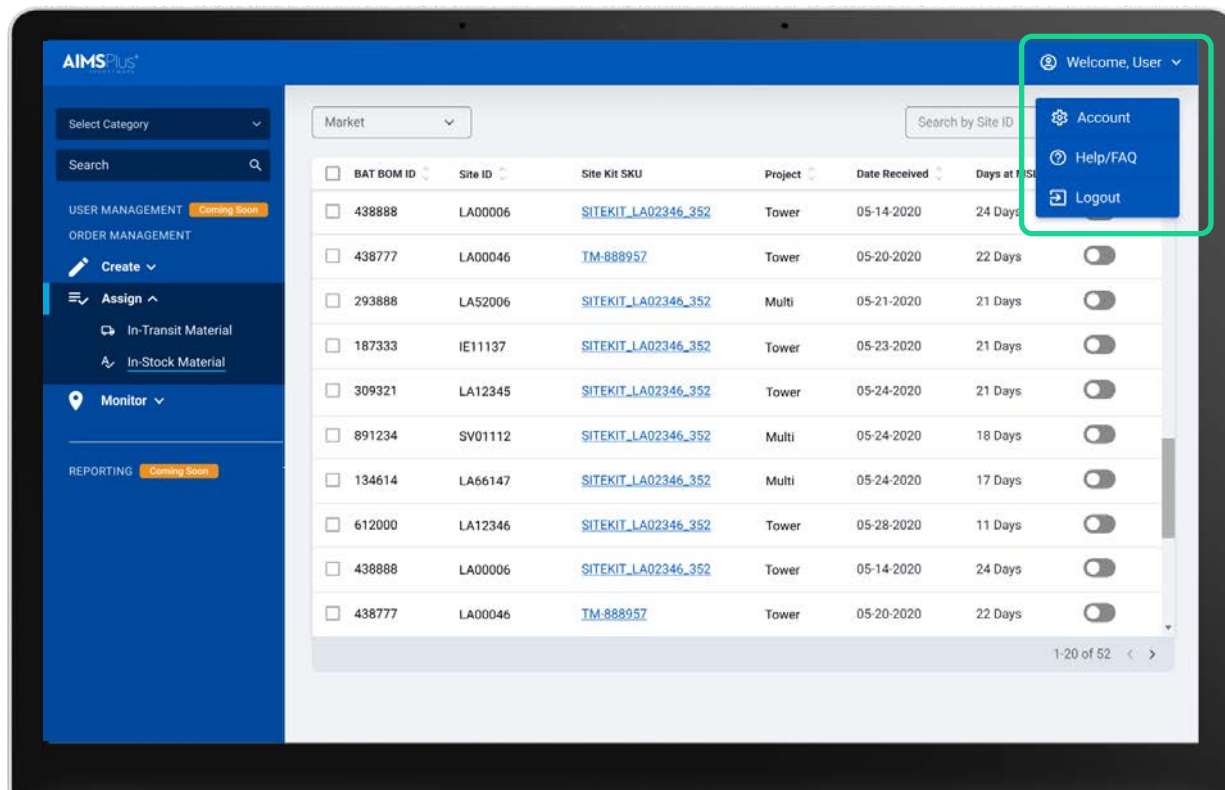
Click the hamberger menu from any page to pull out quick access to Account and other features.



Navigate to Account

Menu will appear from the side giving direct access to the Home page, Account, Invite a Subcontractor, Help Center, and Logging out.

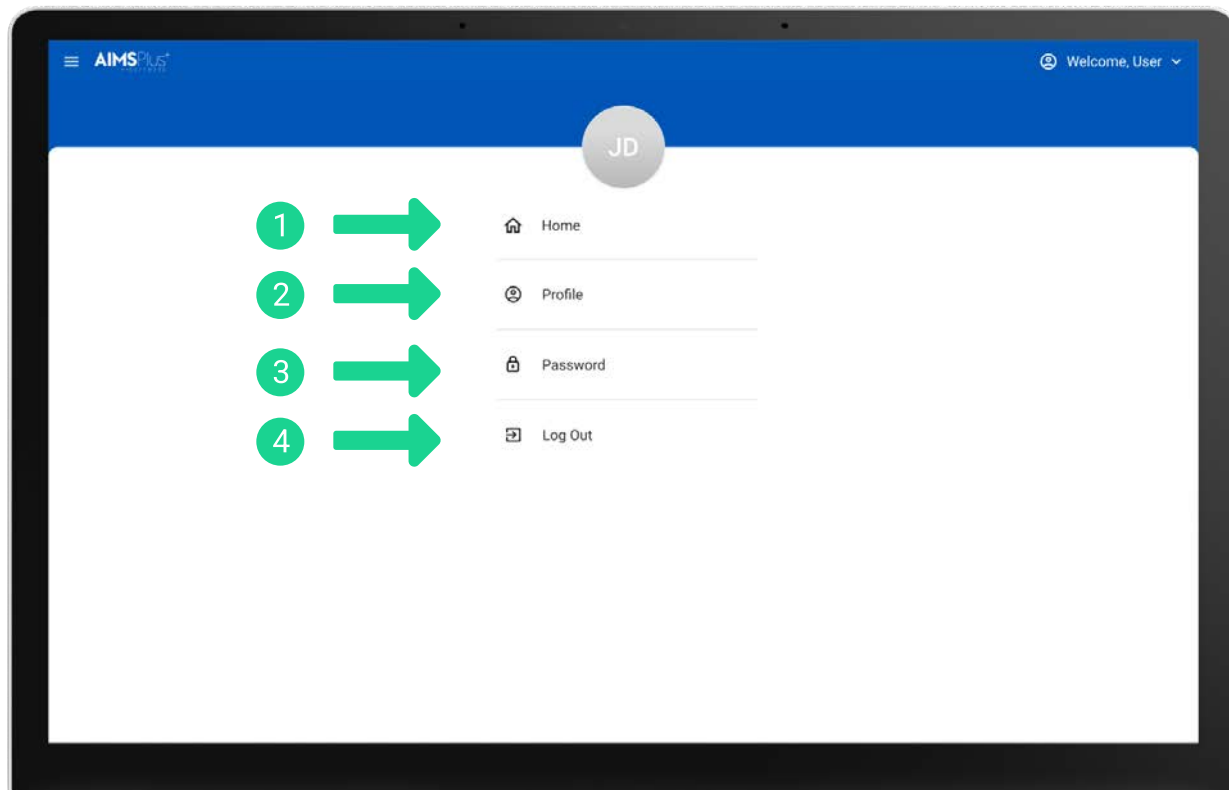
Click on 'Account' to access the Account homepage.



Understanding the Account Homepage

Our Account homepage includes access to the following:

1. Home menu
2. Profile
3. Password
4. Log Out



Understanding Your Profile

The profile page displays information regarding your username, role, name, phone number, email address, and markets. You have the ability to edit the following fields:

1. First Name
2. Last Name
3. Phone Number

The screenshot shows a web interface for 'AIMS Plus'. At the top, there is a blue header with a menu icon and the text 'Welcome, User'. Below the header is a profile card with a circular avatar containing the initials 'JD'. The main content area is titled 'Profile' and contains several input fields: 'Username' (User123456), 'Role' (T-Mobile Project Manager), 'First Name' (Jimmy), 'Last Name' (Doe), 'Phone Number' (444 444 4444), and 'Email Address' (jdoe@company.com). Below these fields is a 'Markets' section with the text 'Market: Austin/San Antonio'. At the bottom of the form is a 'Save' button. Three green arrows with numbers 1, 2, and 3 point to the 'First Name', 'Last Name', and 'Phone Number' fields respectively.

Field	Value
Username	User123456
Role	T-Mobile Project Manager
First Name	Jimmy
Last Name	Doe
Phone Number	444 444 4444
Email Address	jdoe@company.com
Markets	Market: Austin/San Antonio

Changing Your Password

To change your current password edit the following fields:

1. Enter your current password
2. Enter your new password
3. Re-enter your new password for confirmation

*If you have forgotten your password, select the link to reset your password and create a new one.

The screenshot shows a web interface for changing a password. At the top, there is a blue header with the AIMSplus logo on the left and a user profile icon with the text 'Welcome, User' on the right. Below the header, a circular profile picture placeholder contains the initials 'JD'. The main content area is titled 'Change Password' and contains three input fields: 'Current Password', 'New Password', and 'Confirm Password'. To the left of these fields are three green numbered circles (1, 2, 3) with green arrows pointing to each field respectively. Above the 'Current Password' field is a green-outlined button labeled 'Forgot Password?'. At the bottom of the form is a light blue 'Save' button.

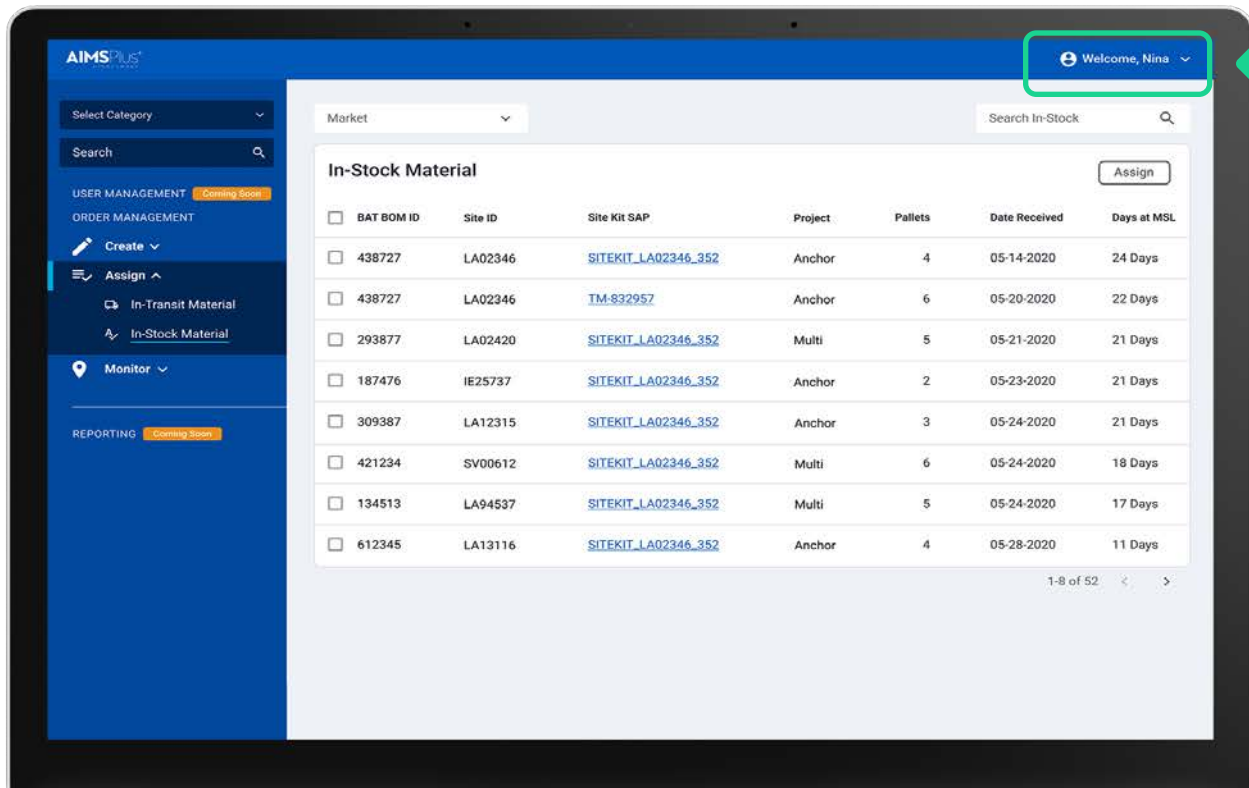
Help Center

All accounts have access to the Help Center where users can find published answers, trainings, and training documents, as well as, submit a ticket directly to Tellworks for individual assistance.

Navigate to the Help Center

Click the menu from any page to drop down quick access to the Help Center and other features.

*Users can access the Help Center from any page in the app.

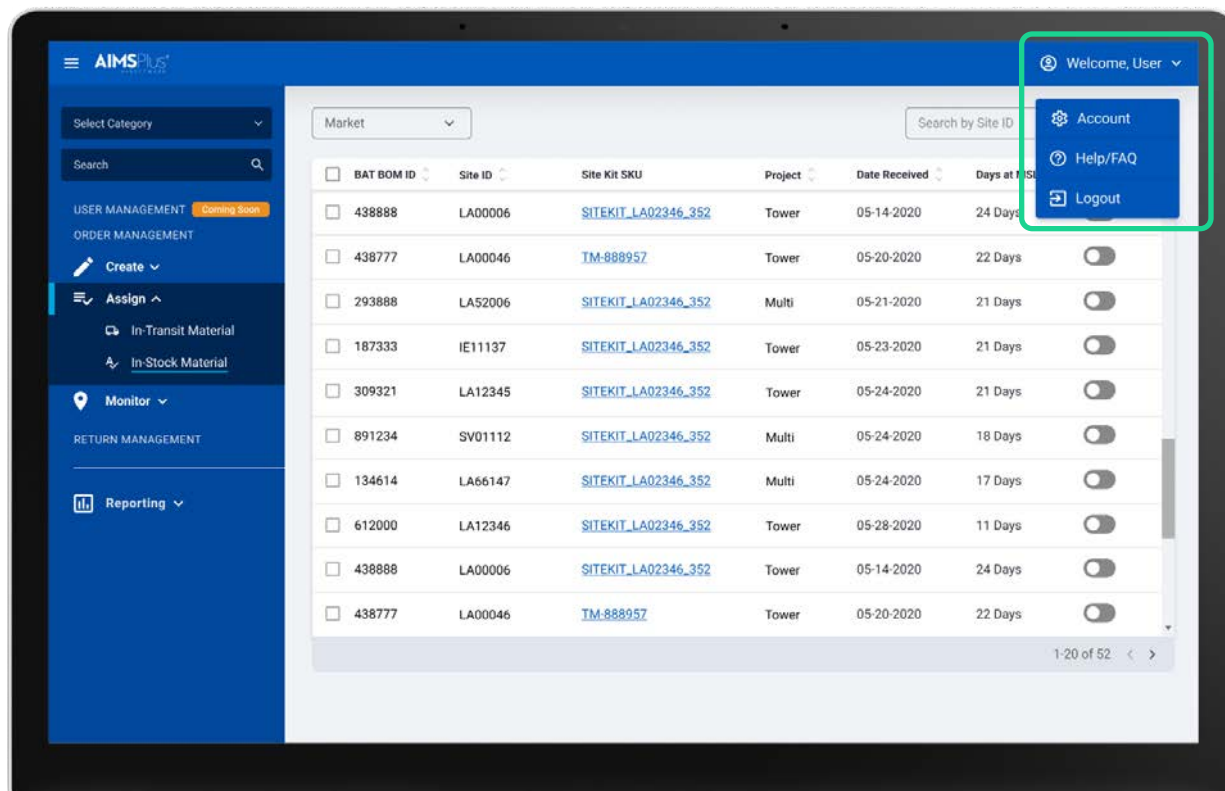


Navigate to the Help Center

Menu will appear from the side giving direct access to the Help Center and Logging out.

Click on 'Help & FAQ' to begin the process.

*Users can access the Help Center from any page in the app.

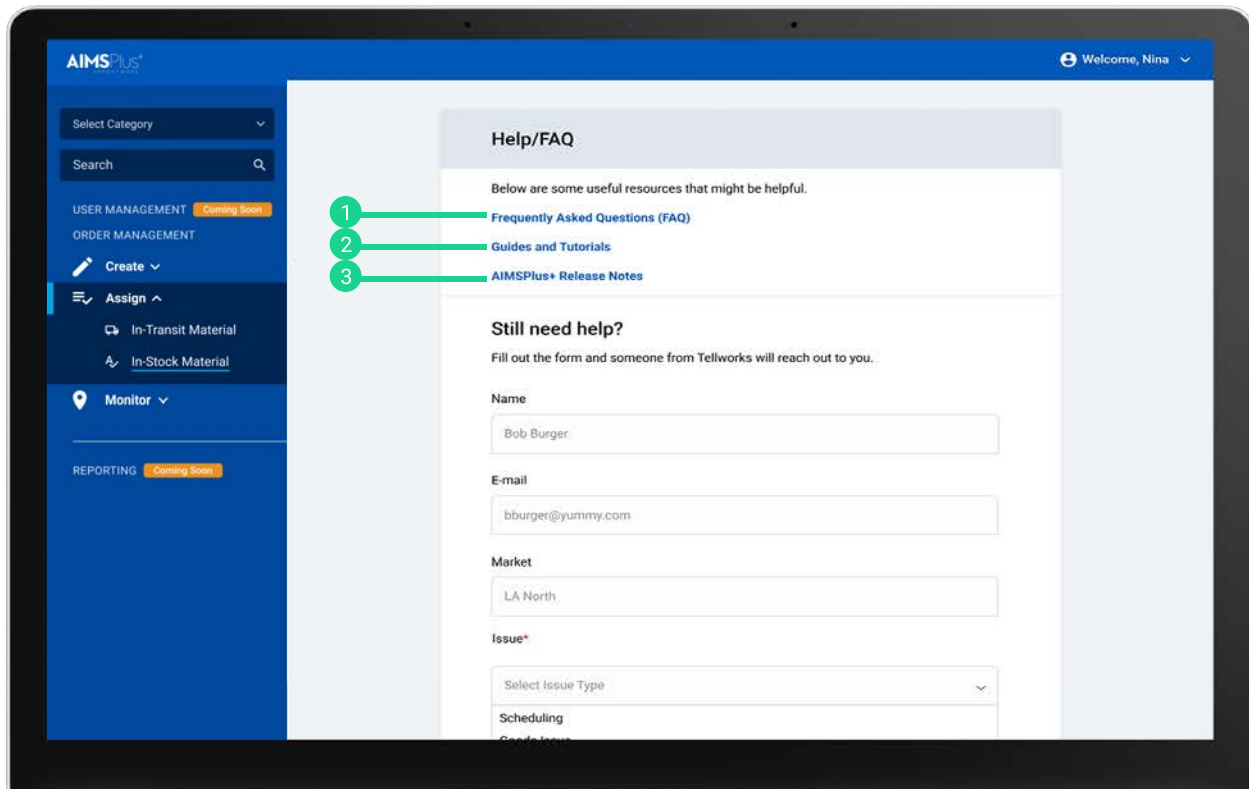


Help Center

Our Help Center includes links to:

1. Frequently Asked Questions (FAQ)
2. Guides & Tutorials
3. App release notes

*Additional help can be requested. See next page for details.



Submit a Help Ticket

Submitting an issue automatically generates a ticket in our ticketing system and is the fastest way to get in touch with Tellworks.

1. Account information (Name, Email, & Market) is pre-populated for convenience.
2. Choose an Issue Category
3. Enter issue, feedback, or questions here.

The screenshot shows the AIMSPlus web application interface. On the left is a blue sidebar with navigation options: 'Select Category', 'Search', 'USER MANAGEMENT' (marked 'Coming Soon'), 'ORDER MANAGEMENT', 'Create', 'Assign' (with sub-options 'In-Transit Material' and 'In-Stock Material'), 'Monitor', and 'REPORTING' (marked 'Coming Soon'). The main content area is white and contains the 'Submit a Help Ticket' form. The form has three main sections highlighted with green boxes and numbered 1, 2, and 3 with green arrows pointing to them:

- Section 1:** Account information. It includes fields for 'E-mail' (pre-filled with 'bburger@yummy.com'), 'Market' (pre-filled with 'LA North'), and a 'Name' field.
- Section 2:** Issue Category. It features a dropdown menu labeled 'Select Issue Type' with options: 'Scheduling', 'Goods Issue', 'Account Administration', 'App Feedback', and 'Describe Issue'.
- Section 3:** Issue Description. It is a large text area for entering the issue details.

At the bottom of the form is a 'Submit' button.