



Market Order App

# MSL Agent Full Returns User Guide



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### **Create an Account**

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

#### **Create an Account**



#### **Request a New Account**

Click on the Request an Account link below the log in button.

#### 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.

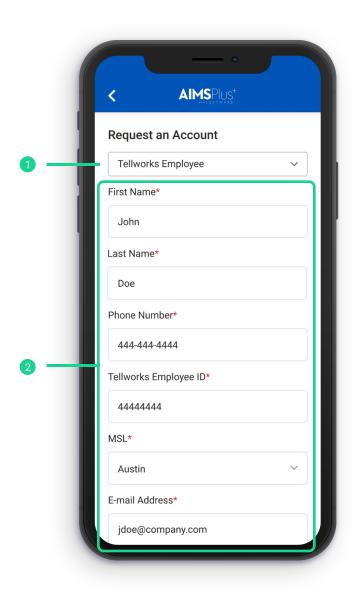


#### **Create an Account**



#### **Fill in User Information**

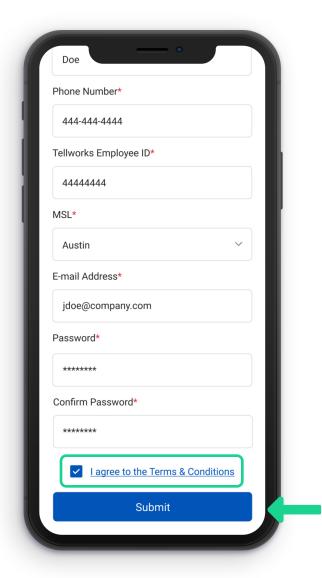
- Select the role you would like to register an account for
- 2. Fill out your personal information:
- First and last name
- Phone number
- Tellworks Employee ID
- Email Address
- MSL
- Create a password for your account





# Accept Terms and Conditions then Submit!

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



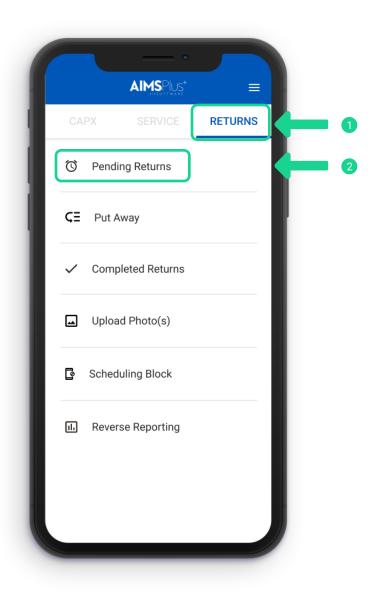


As a MSL Agent, you have the ability to view returns waiting to be processed based on the date and time.



# Navigate to Pending Returns

- 1. Select "Returns" from the carousel at the top of the page.
- 2. Click on "Pending Returns" from the home menu.





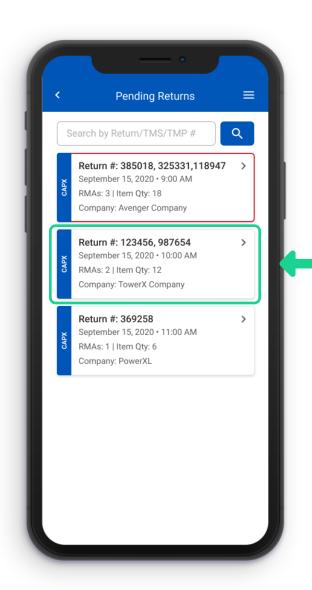
# **Understanding Pending CAPX Returns**

All returns are in order by date with the most current date at the top of the page.

Each card represents a return.
All CAPX returns have:

- Return Type
- Return number
- Site ID
- Item Quantity
- \*Users have the ability to search all pending returns by Auth #/TMS/TMP number.



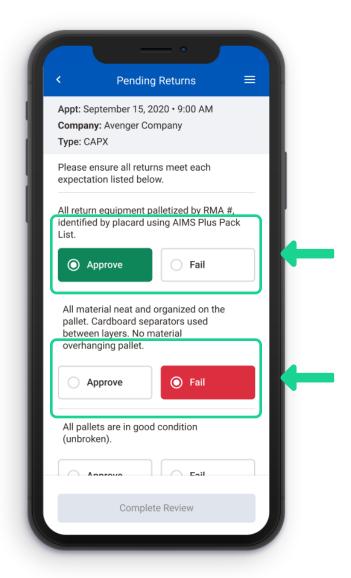




# **Understanding Returns:** RMA Checklist

All returns must meet the expectations provided in the RMA Checklist.

- 1. Select 'Approve' if the return meets the checklist expectation.
- 2. Select 'Fail' if the return does not meet checklist expectation.

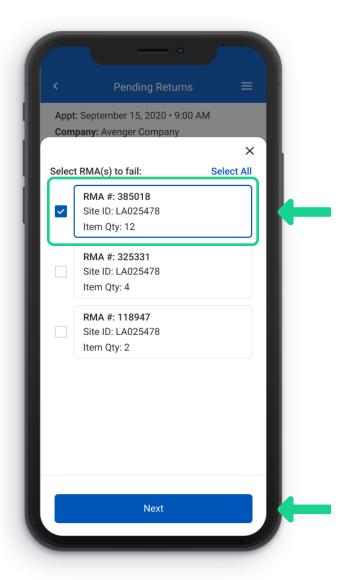




# **Understanding Returns:** RMA Checklist

After selecting the 'Fail' button, you must select which RMA # the failure is associated with.

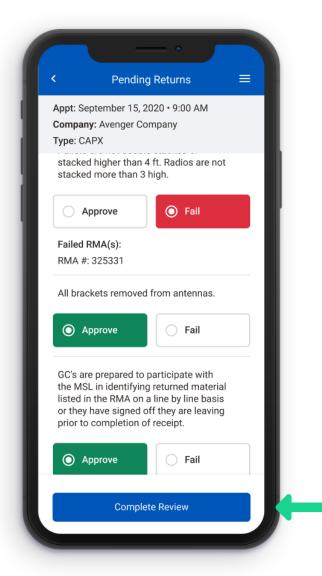
Select the 'Next' button to continue reviewing the RMA Checklist.





# **Understanding Returns:** RMA Checklist

Once all expectations have been reviewed, the 'Complete Review' button will activate and turn blue. Click to complete RMA Checklist review.

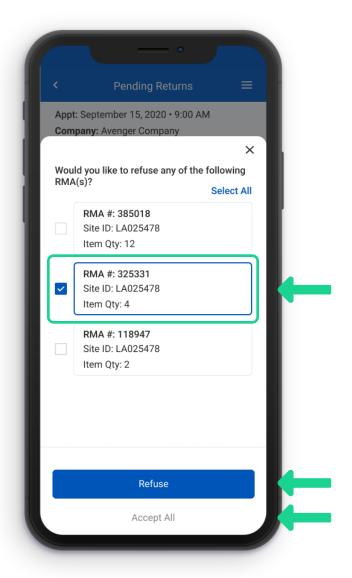




# **Understanding Returns:** RMA Checklist

If there was a failure identified during the checklist review, you will have the ability to select which you would like to refuse from returning.

Select the 'Accept All' button to accept all RMA(s) with checklist failures.

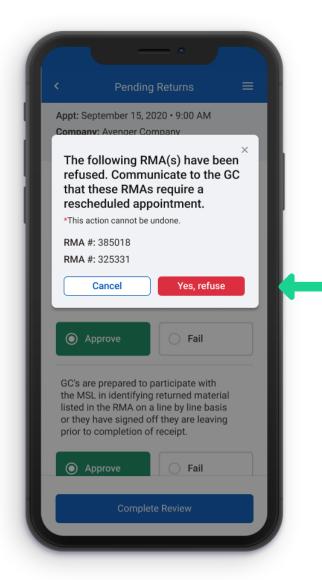




# **Understanding Returns:** RMA Checklist

After pressing the 'Refuse' button, confirm the decision of to refuse the RMA(s) selected.

\*Each RMA refused will be required to be rescheduled.

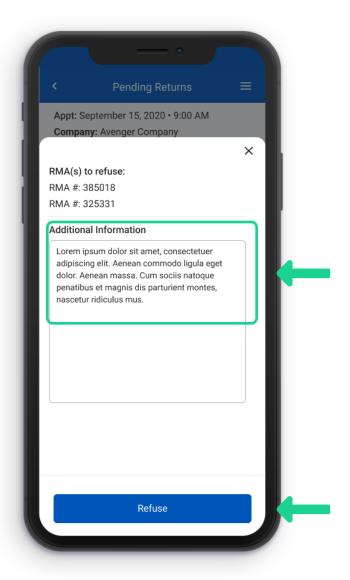




# **Understanding Returns:** RMA Checklist

Once you have confirmed which RMA(s) to refuse, you will be **required** to provide addition information about the return refusal.

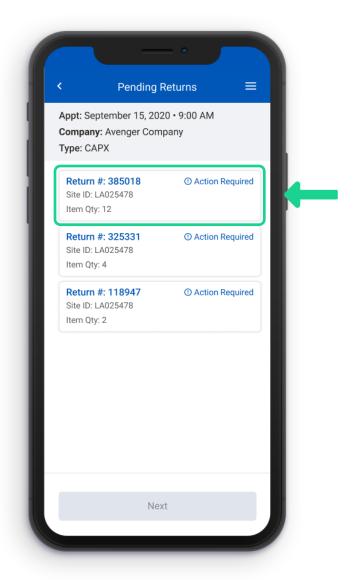
Select the 'Refuse' button to complete the RMA Checklist.





# **Understanding Pending CAPX Returns**

All RMAs on a return appointment must be processed in order to complete that return appointment. Select an RMA to begin processing the return.

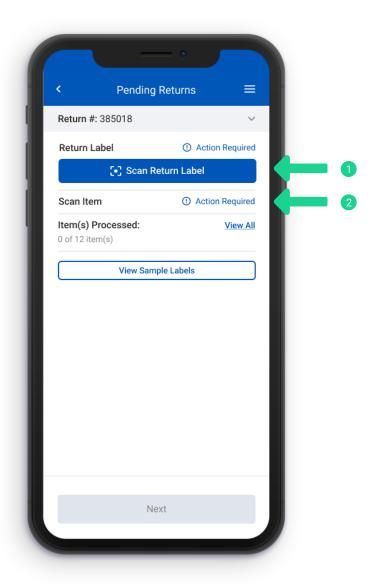




#### **Scan Required Fields**

Selecting a CAPX return card will bring you to a screen to begin processing the return. Scan the required fields to continue:

- 1. Return Label
- Item (Asset Tag, Serial Number, SKU, or Manufacturer Part Number)



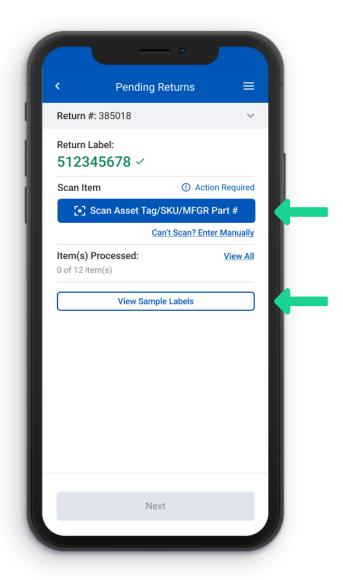


#### **Scan Required Fields**

After scanning the return label, you are required to scan the item. The following labels are valid to scan:

- Asset Tag
- Serial Number
- SKU
- Manufacturer Part Number

\*Select the 'View Sample Labels' button to see samples of each label



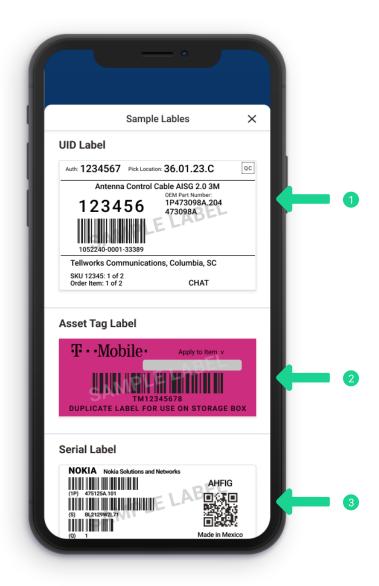


#### **Sample Labels**

After selecting the 'View Sample Labels' button from the previous page, you have access to the labels that are valid for scan.

These labes include the following:

- 1. UID/SKU
- 2. Asset Tag
- 3. Serial Number

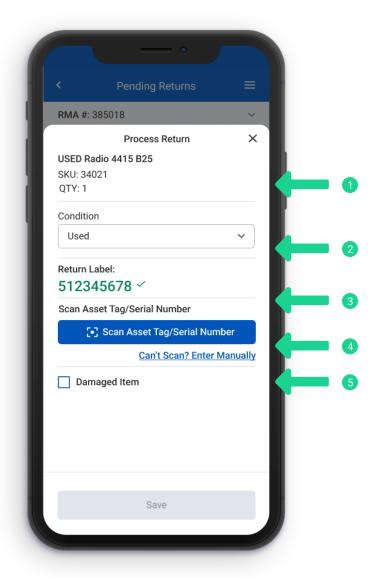




#### **Process Item Return**

Once an item is scanned, a pop will appear showing the following:

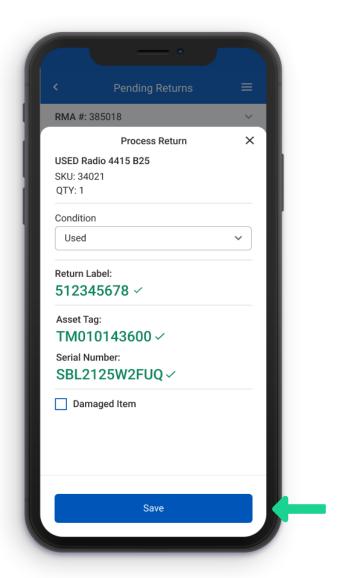
- 1. Item Details
- 2. Condition
- 3. Return Label
- 4. Asset Tag/Serial Number Scan
- 5. Damaged Item





#### **Review Scanned Fields**

Once all required fields have been scanned, the 'Save' button will activate and turn blue. Click to process the return for the scanned item.

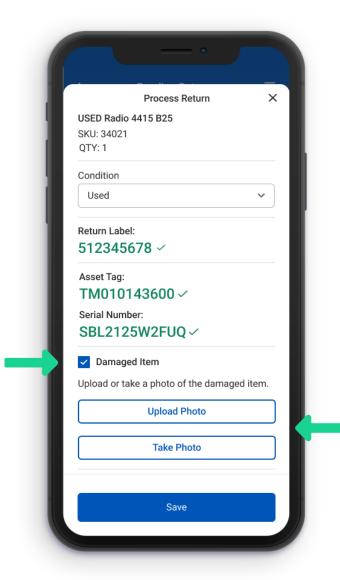




### **Damaged Item**

Once an item is marked as damaged you can upload or take a photo.

\*Taking or uploading up to 3 photos during this process is optional.

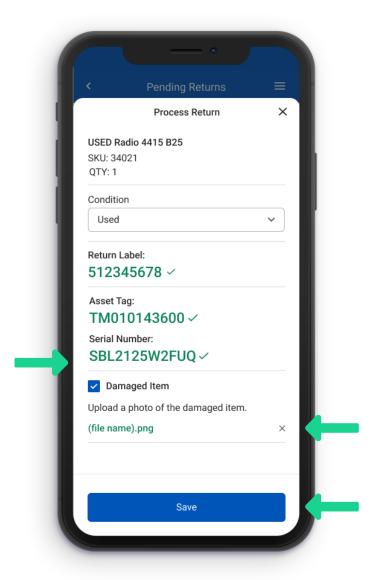




#### **Damaged Item**

After you have taken or uploaded a photo of the damaged item, the photo file name will appear in green.

Click the 'Save' button to process the return for the scanned item.

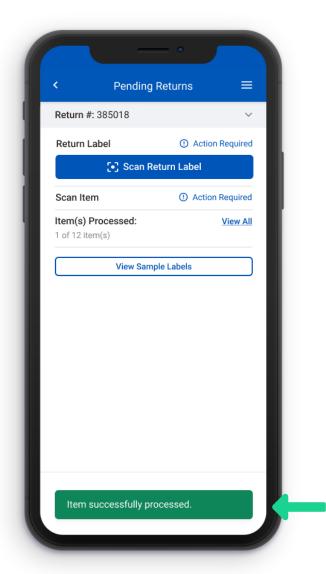




#### **Item Processed**

After processing the item return, you will be taken back to the CAPX return view. You will receive a confirmation toast at the bottom of the screen stating the 'item successfully processed'.

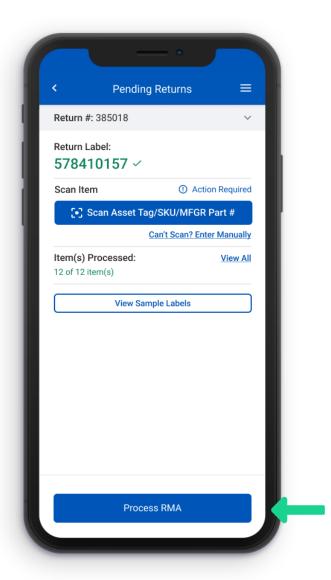
Once a return has been processed the number of items processed will be updated.
Continue scanning all items on the order to complete the return.





#### **All Items Processed**

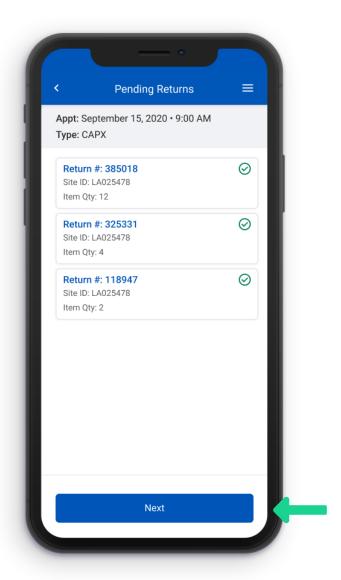
Once all items on the RMA have been processed, the 'Process RMA' button will activate and turn blue. Click to proceed to the signature page.





#### **All RMAs Processed**

Once all RMAs have been processed, the 'Next' button will activate and turn blue. Click to proceed to the signature page.

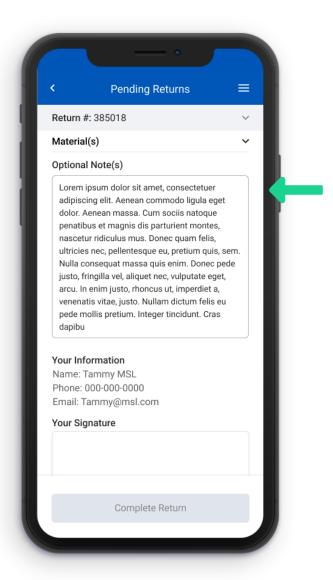




#### **Process the Return**

After processing all items on the return order, add optional notes about the return.

If notes about the return are not needed, digitally sign for the material.

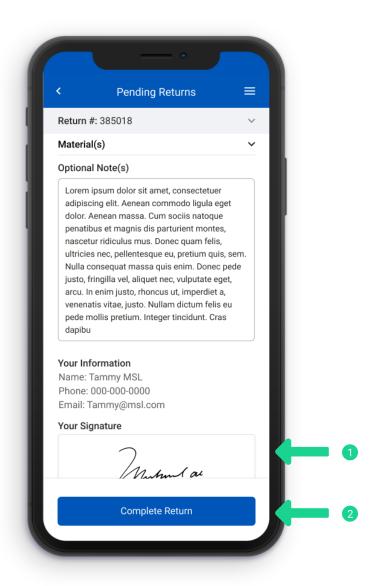




#### **Process the Return**

After processing all items on the return order, complete the following actions to complete the return:

- Digitally sign for the material, replacing the physical signature on the packing slip.
   This will be stored as half of the digital handshake acknowledging acceptance and initiating the exchange of custody.
- 2. Select the 'Complete Return' button to complete the return.

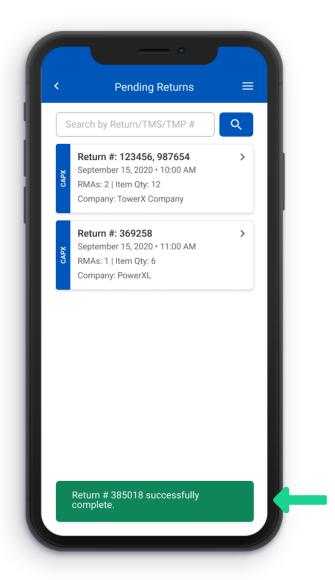




# **Processed CAPX Return Confirmation**

After processing the return, you will be taken back to the Pending Returns card view. Once a return has been processed it will move to 'Put Away'.

You will receive a confirmation toast at the bottom of the screen stating the 'return successfully processed'.





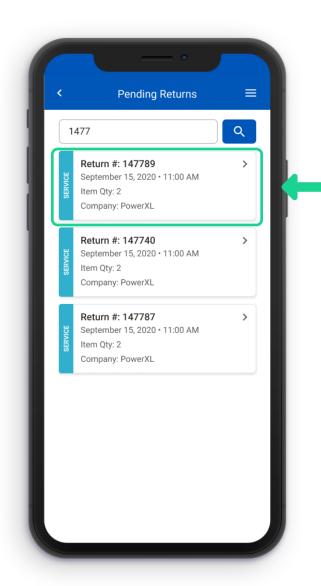
# **Understanding Pending Service Returns**

All returns are in order by date with the most current date at the top of the page.

Each card represents a return.
All Service returns have:

- Return Type
- TMS number
- Market
- Creation date
- \*Users have the ability to search all pending returns by Auth #/TMS/TMP number.



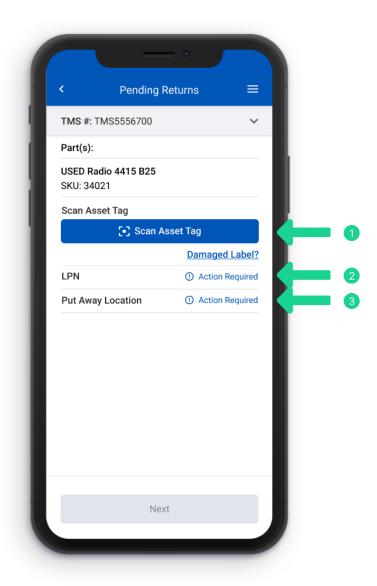




# Service Return: Scan Required Fields

Selecting a return card will bring you to a screen to begin processing the return. Scan the required fields to continue:

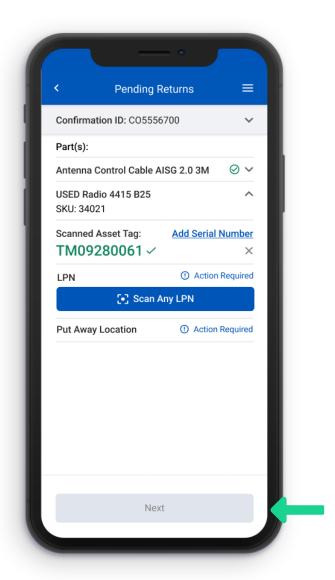
- Asset Tag (if applicable) or Serial Number
- 2. LPN
- 3. Put Away Location
- \*LPNs already in the system will not require scanning the Put Away Location.





#### **Review Scanned Fields**

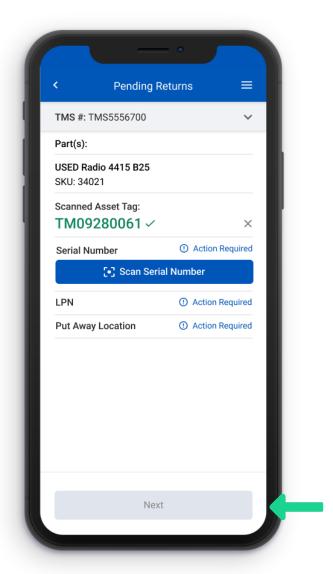
Once an Asset Tag is scanned, you have the ability to add a 'Serial Number'. If a Serial Number does not need to be added, continue scanning the required fields.





#### **Review Scanned Fields**

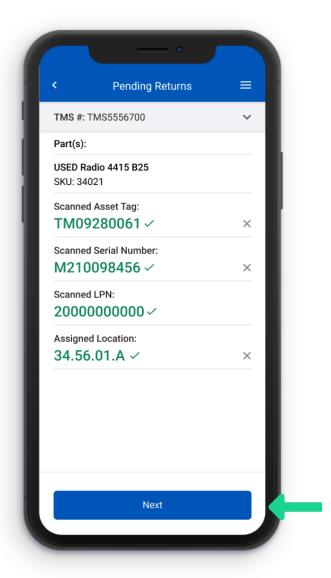
After selecting the 'Add Serial Number' button, scan the asset Serial Number. Scan the required fields to continue.





#### **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.



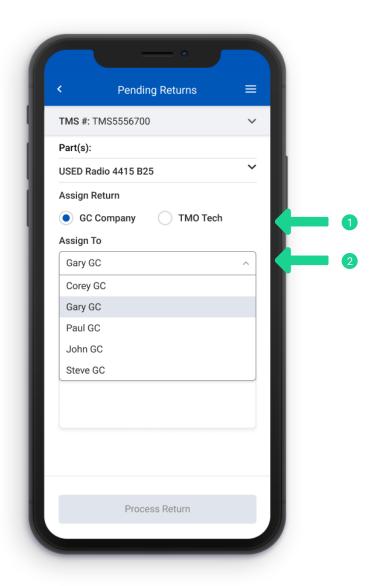


#### **Assign a Returner**

After confirming all material on the return order, complete the following actions to process the return:

- Select a returner, could be a GC Company or T-Mobile Tech.
- 2. Select an individual to assign from the dropdown.

\*This assignment allows the returner to complete the return.

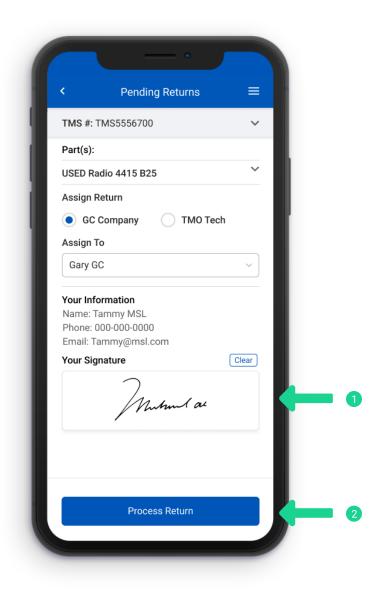




#### **Process the Return**

After confirming all material on the return order, complete the following actions to process the return:

- Digitally sign for the material, replacing the physical signature on the packing slip.
   This will be stored as half of the digital handshake acknowledging acceptance and initiating the exchange of custody.
- 2. Select the 'Process Return' button to complete the return.



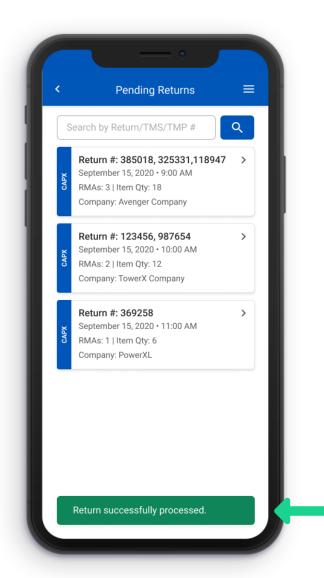
#### **Pending Returns**



# **Processed Service Return Confirmation**

After processing the return, you will be taken back to the Pending Returns card view.
Once a return has been processed it will move to 'Put Away'.

You will receive a confirmation toast at the bottom of the screen stating the 'return successfully processed'.





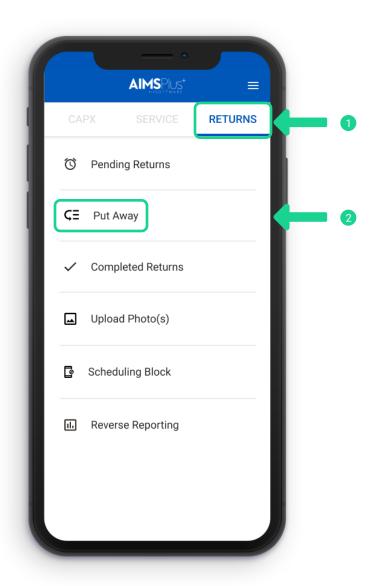
### **Put Away**

As a MSL Agent, you have the ability to put away returns that have been received.



### **Navigate to Put Away**

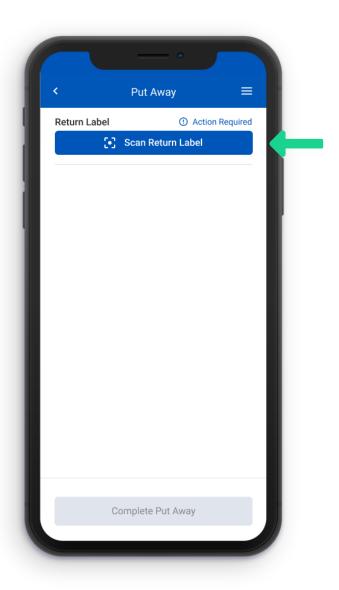
- 1. Select "Returns" from the carousel at the top of the page.
- 2. Click on "Put Away" from the home menu.





#### **Scan Return Label**

To begin the Put Away process, scan a return label.



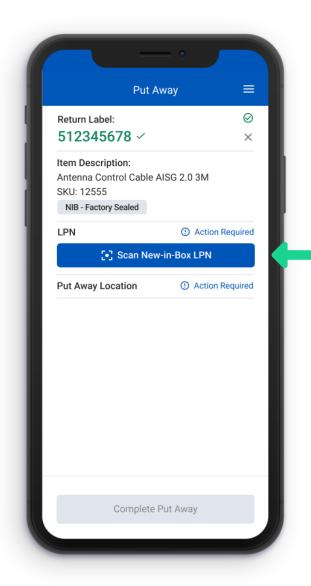


### **Assign LPN**

After scanning a return label, the item associated with the return label will display the item description, SKU, and condition.

Assign this item to an LPN by scanning any LPN. Once an LPN has been assigned you will be required to scan a Put Away Location

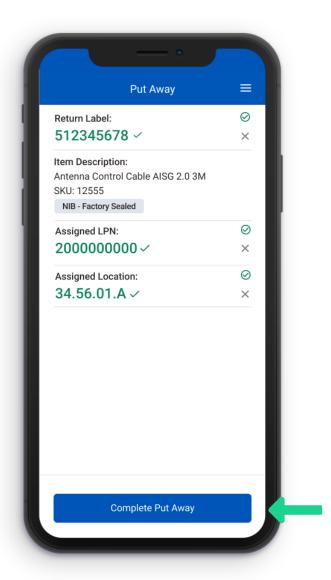
\*LPNs already in the system will not require scanning the Put Away Location.





### **Review Put Away Details**

Once all required fields have been scanned, the 'Complete Put Away' button will activate and turn blue. Click to complete Put Away.

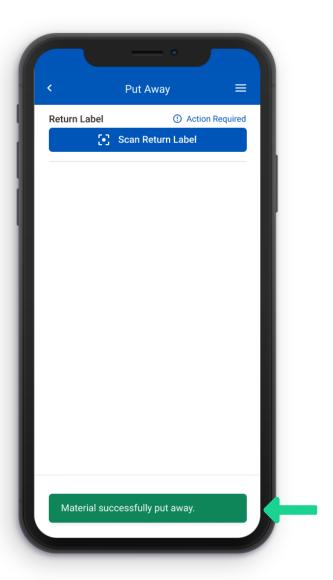




#### **Put Away Complete**

After the LPN is Put Away, you will be taken back to the Put Away 'Scan Return Label' view.

You will receive a confirmation toast at the bottom of the screen stating the 'material successfully put away'.

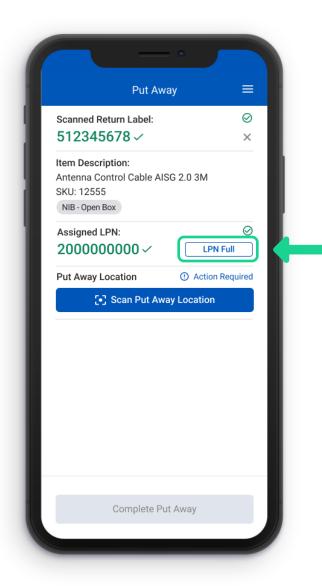




#### **LPN Full**

After scanning a return label to an LPN and there is no more room on that LPN, select the 'LPN Full' button.

The scanned return label must be assigned to a new LPN.

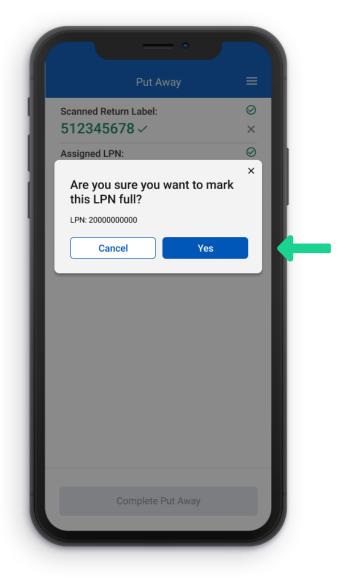




#### **LPN Full Confirmation**

After pressing the 'LPN Full' button, confirm the decision of designating an LPN full.

The scanned return label must be assigned to a new LPN.





### **Completed Returns**

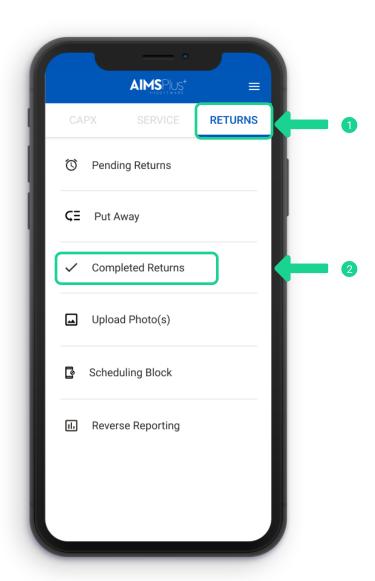
As a MSL Agent, you have the ability to review completed returns based on the date and time.

### **Completed Returns**



### Navigate to Completed Returns

- 1. Select "Returns" from the carousel at the top of the page.
- 2. Click on "Completed Tech Returns" from the home menu.





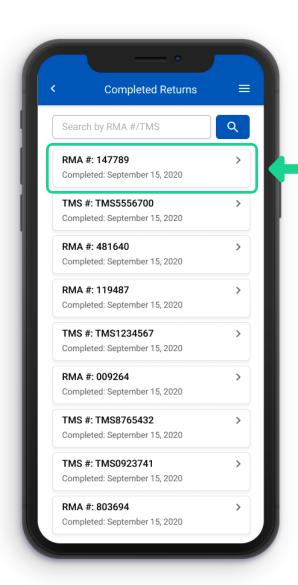
# **Understanding Completed Returns**

Select a completed RMA or Tech return card to view the return details and receipt.

Each card represents a return.
All returns have:

- RMA # OR TMS/TMP
- Completion date

\*Users have the ability to search all completed returns by RMA # **OR** TMS/TMP #.



#### **Completed Returns**

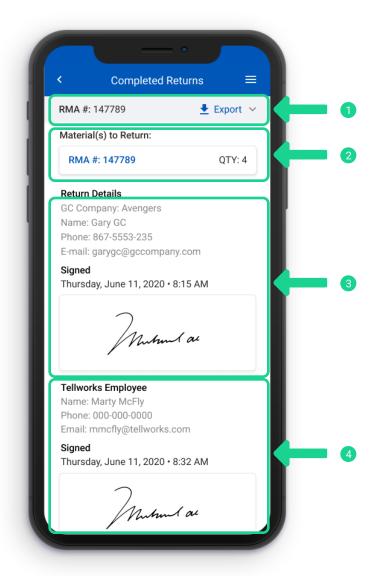


# **Understanding Completed Returns**

Based on the RMA #, each completed return will show the following:

- 1. Return Details
- 2. Material Information
- 3. Contractor Signature
- 4. MSL Employee Signature

\*Users have the ability to export the return details to the device in use.



#### **Completed Returns**

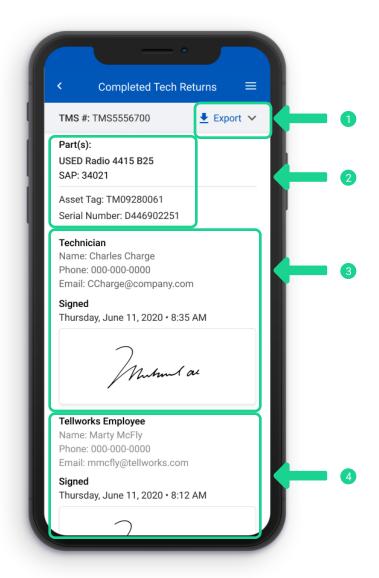


# **Understanding Completed Tech Returns**

Based on the TMS/TMP number, each completed return will show the following:

- 1. Return Details
- 2. Material Information
- 3. Technician Signature
- 4. MSL Employee Signature

\*Users have the ability to export the return details to the device in use.



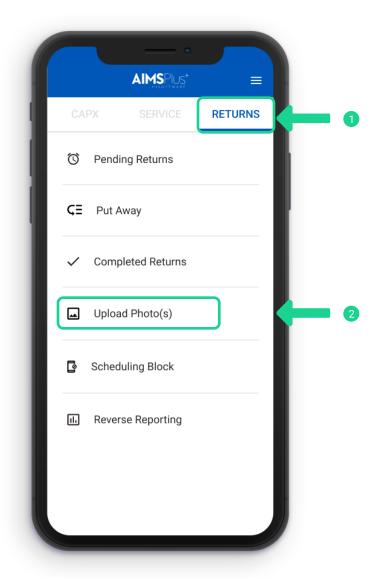


As a MSL Agent, you have the ability to take OR upload a photo of a damaged item or refused RMA.



# Navigate to Upload Photo(s)

- 1. Select "Returns" from the carousel at the top of the page.
- 2. Click on "Upload Photo(s)" from the home menu.





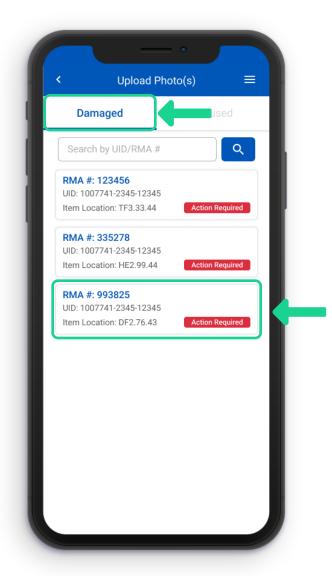
# Understanding Upload Photo(s): Damaged

Each card represents an RMA that requires the upload of a photo. All returns have:

- Return number
- UID
- Item Location

\*Users have the ability to search all damaged item returns that require an uploaded photo by UID or RMA #.



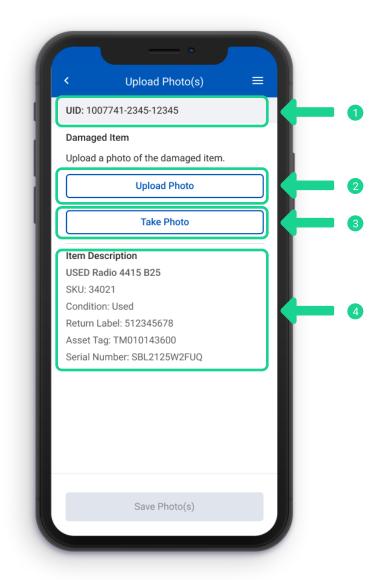




# Understanding Upload Photo(s): Damaged

Each damaged item return that requires a photo to be taken or uploaded will show the following:

- 1. Return Details
- Select the 'Upload Photo' button to upload a photo from your device
- 3. Select 'Take Photo' to take a photo of the damaged item
- 4. Item Description

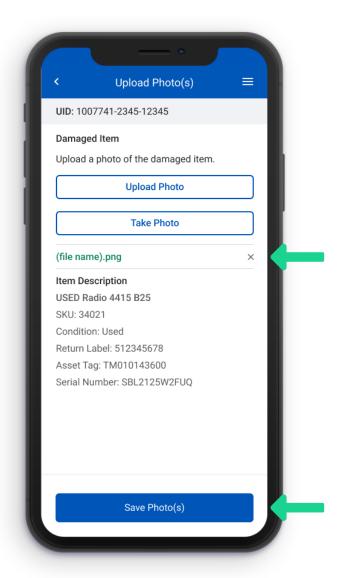




# Understanding Upload Photo(s): Damaged

After uploading or taking a photo of the damaged item, the 'Save Photo(s)' button will become active. Click to complete the required photo upload of the damaged item.

\*Users can upload **UP TO** 3 photos per RMA #.

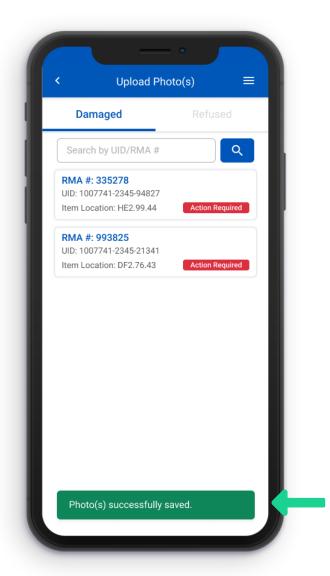




# Understanding Upload Photo(s): Damaged

After the damaged item photo(s) have been saved, you will be taken back to the Upload Photo(s) home view.

You will receive a confirmation toast at the bottom of the screen stating the 'photo(s) successfully saved'.





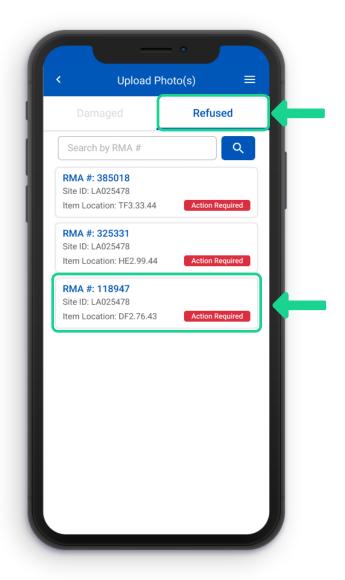
# Understanding Upload Photo(s): Refused

Each card represents an RMA that requires the upload of a photo. All returns have:

- Return number
- Site ID
- Item Location

\*Users have the ability to search all refused returns that require an uploaded photo by RMA #.



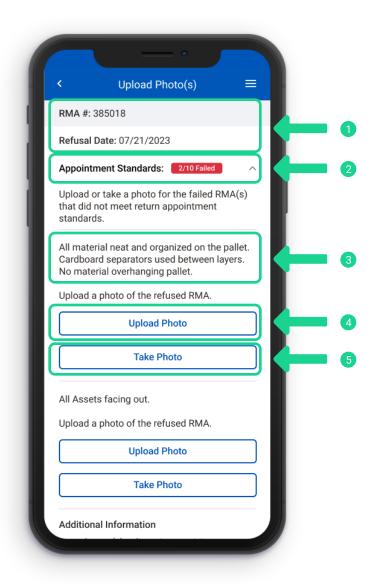




# Understanding Upload Photo(s): Refused

Each refused return that requires a photo to be taken or uploaded will show the following:

- 1. Return Details
- Number of failed Appointment Standards
- Appointment Standard question that was failed
- 4. Select the 'Upload Photo' button to upload a photo from your device
- 5. Select 'Take Photo' to take a photo of the damaged item

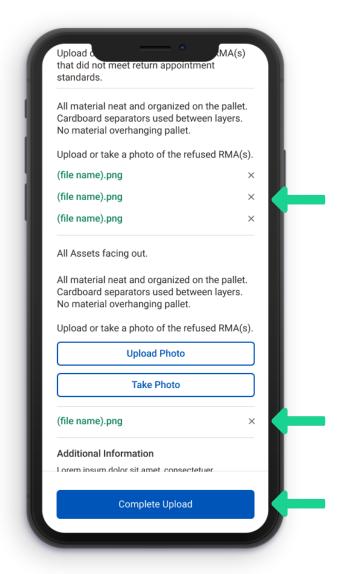




## Understanding Upload Photo(s): Refused

After uploading or taking a photo of the failed appointment standard, the 'Complete Upload' button will become active. Click to complete the required photo upload for the RMA.

\*Users can upload **UP TO** 3 photos per failed appointment standard.

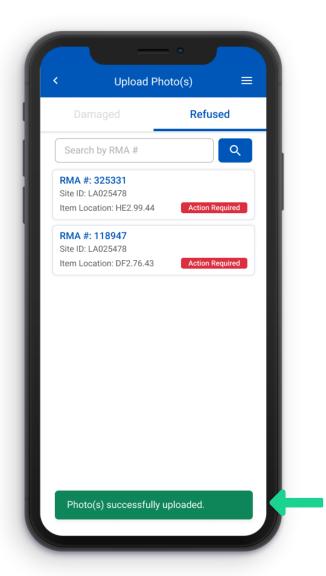




# Understanding Upload Photo(s): Refused

After the refused RMA photo(s) have been uploaded, you will be taken back to the Upload Photo(s) home view.

You will receive a confirmation toast at the bottom of the screen stating the 'photo(s) successfully uploaded'.





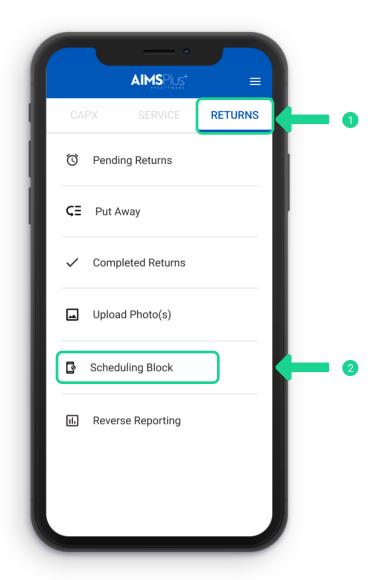
### **Scheduling Block**

As a MSL Agent, you have the ability to block off a day or time in which warehouse bays will be blocked.



### Navigate to Scheduling Block

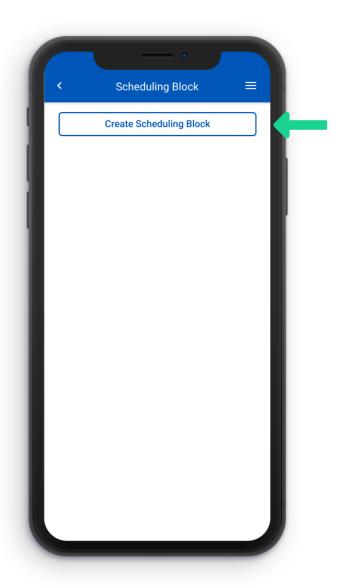
- 1. Select "Returns" from the carousel at the top of the page.
- 2. Click on "Scheduling Block" from the home menu.





## **Creating a Scheduling Block**

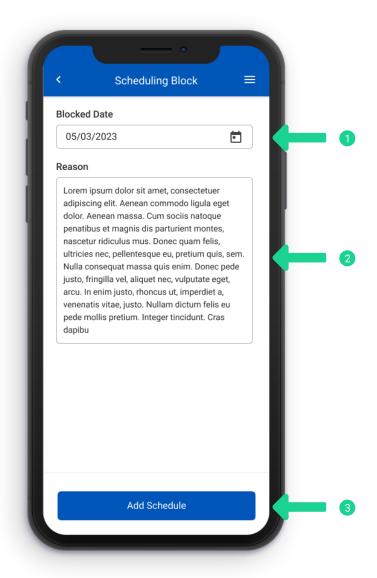
To create a scheduling block, select the 'Create Scheduling Block' button.





### **Creating a Scheduling Block**

- Select a date you would like to block off
- 2. Enter the reason why you are scheduling a block
- 3. Select the 'Add Schedule' button to create the scheduling block



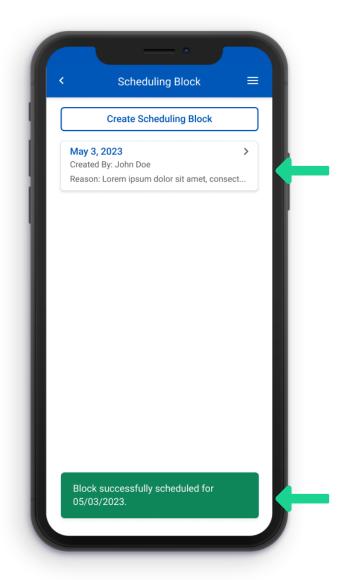


### **Creating a Scheduling Block**

After creating the scheduling block, you will be taken back to the Scheduling Block home view. You will receive a confirmation toast at the bottom of the screen stating the 'block successfully scheduled'.

Once a block has been scheduled, you will see the scheduled block date, as well as, who created the block and the reason for scheduling the block.

To edit a scheduled block, select an existing block card.

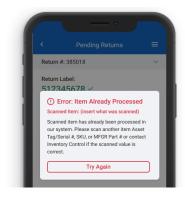


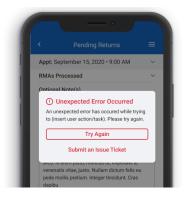


This section is used to help understand any errors that may occur during MSL Returns in the app.



#### **Error examples**







Process	Error	Error Message	Next Steps
Unit Scan	Item Not Recognized	Scanned item was not recognized in our system. Please scan a valid item Asset Tag/Serial #, SKU, or MFGR Part #.	TBD
	Invalid Asset Scan	Scanned Asset Tag is invalid. Please scan an existing Asset Tag on the selected order.	TBD
	Invalid Serial Scan	Scanned Serial Number is invalid. Please scan an existing Serial Number on the selected order.	TBD
	Item Not Processed	Scanned item has not been processed in our system. Please scan another item Asset Tag/Serial #, SKU, or MFGR Part #.	TBD



Process	Error	Error Message	Next Steps	
Unit Scan	Item Already Processed	Scanned item has already been processed in our system. Please scan another item Asset Tag/ Serial #, SKU, MFGR Part # or contact Inventory Control if the scanned value is correct.	TBD	
	Asset Already Processed	Scanned Asset Tag/Serial Number has already been processed. Please scan an existing Asset Tag/Serial Number on the selected order that has not been processed.	TBD	
	Invalid Manual Entry	Item entered was not recognized in our system. Please enter a valid item Asset Tag/Serial #, SKU, or MFGR Part #.	TBD	
	Non-Returnable Part	This is a NON-RETURNABLE Part. Please provide back to GC and inform them it is their responsibility to dispose of it.	TBD	
	Non-Returnable Item	Scanned item cannot be accepted/ returned. Please scan another item Asset Tag/Serial #, SKU, or MFGR Part #.	TBD	
	More Information Required	Validate Asset Tag.	TBD	



Process	Error	Error Message	Next Steps
Unit Scan	More Information Required	Rescan Serial Number.	TBD
	More Information Required	Invalid Serial () Found in CATS.	TBD
	More Information Required	Validate Asset Tag - Scan Asset Tag.	TBD
	More Information Required	Invalid Serial (insert Serial) found in CATS.	TBD
	Manual Entry - Invalid	Item entered was not recognized in our system. Please enter a valid item Asset Tag/Serial #, SKU, or MFGR Part #.	TBD
	Failure	RMA: ***** AIMSPlus (insert list of errors) Legacy AIMS (Insert list of errors)	TBD
Put Away	Return Label In Use	Scanned return label has already been processed. Please scan a return label that has not been used.	TBD
	Invalid LPN	Scanned LPN is invalid. Please scan a valid LPN.	TBD



Process	Error	Error Message	Next Steps
Put Away	Invalid Put Away Location	Scanned location is invalid. Please scan a valid put away location.	TBD
	Unknown UID	UID was not received. Please scan a valid LPN	TBD
	Wrong Location	Scanned LPN is in the wrong location. Please move the LPN to the assigned location.	TBD
	Unexpected Error	An unexpected error has occurred while trying to (insert user action/task). Please try again. Or Submit an Issue Ticket.	TBD
	Invalid AIMS ID	Please submit an Issue Ticket to fix your account.	TBD
Receipt Failure	Unexpected Error Occurred	An unexpected error has occurred while trying to (insert user action/task). Please try again or submit an Issue Ticket.	TBD

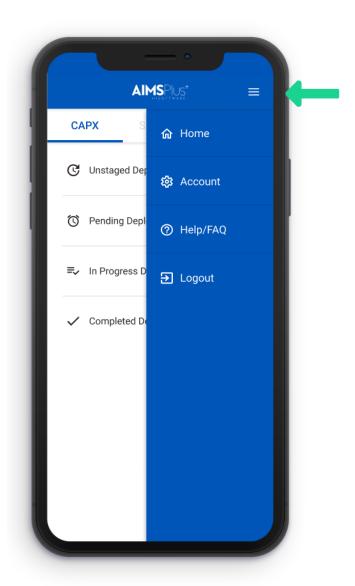


All users have access to their account where users can review profile information, markets, and change the current password.



### **Navigate to Account**

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

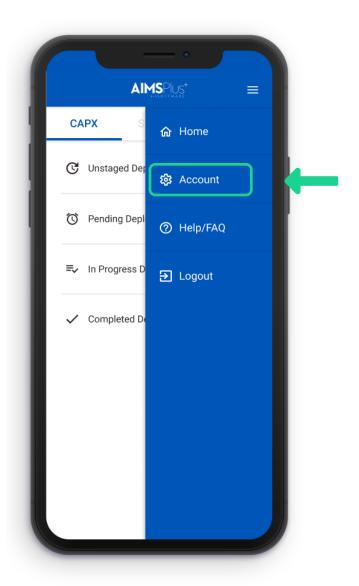




### **Navigate to Account**

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

Click on 'Account' to access the Account homepage.

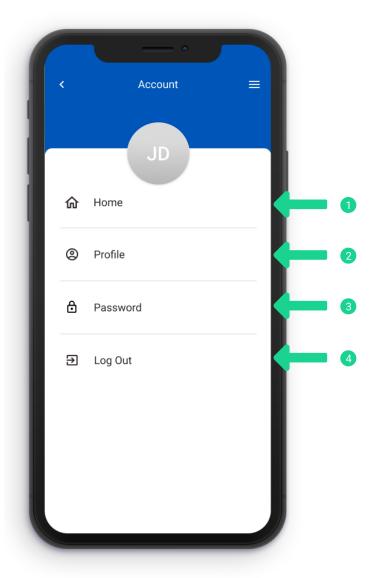




# **Understanding the Account Homepage**

Our Account hompage includes access to the following:

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

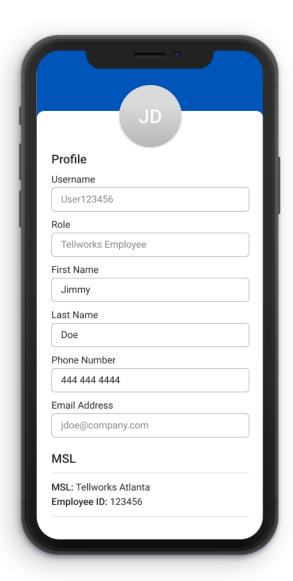




### **Understanding Your Profile**

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

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



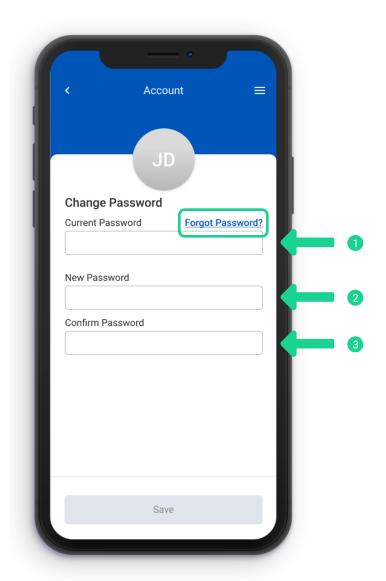


### **Changing Your Password**

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.





### **Help Center**

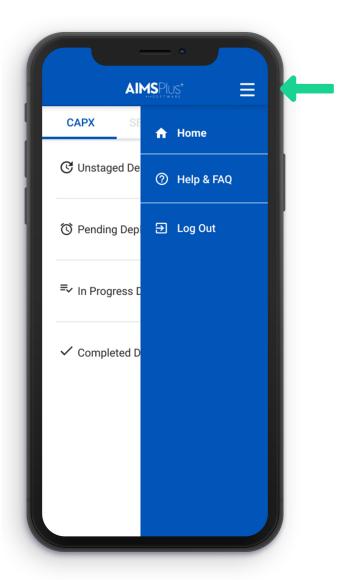
All accounts have access to the Help Center where users can find published answers, trainings, and training documents, as well as, submit a ticket directly to Tellworks for individual assistance.



# Navigate to the Help Center

Click the menu from any page to pull out quick access to the Help Center and other features.

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



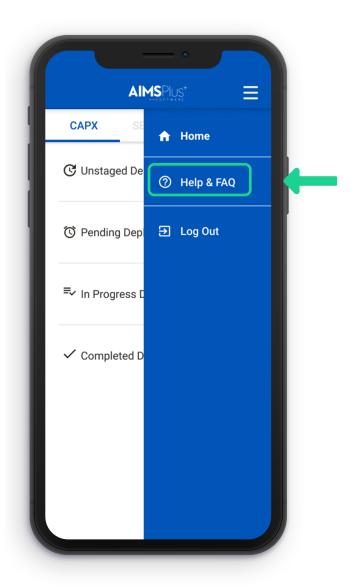


# Navigate to the Help Center

Menu will appear from the side giving direct acces to the Home page, 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**

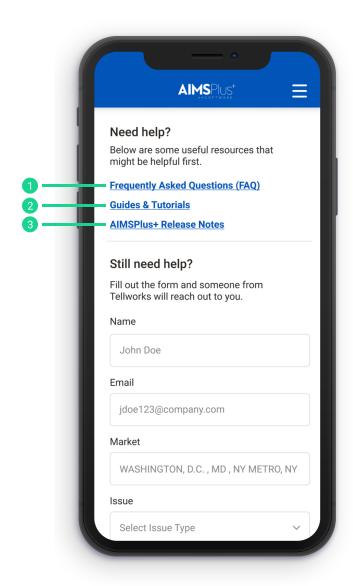


#### **Help Center**

Our Help Center includes links to:

- 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.

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

