

Returns Checklist 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.

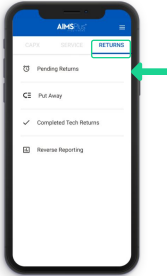
Need Help?

Visit <https://aimsplusapp.tellworks.com/#/help> for additional training and user guide information.

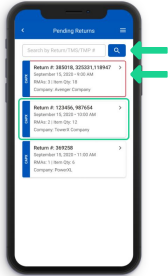
RMA Checklist

- 1 Navigate to Pending Returns**

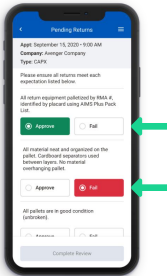
After logging into the app, select "Returns" from the carousel at the top of the page and then select "Pending Returns" from the home menu.


- 2 Select a Return**

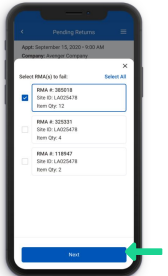
All returns are in order by date with the most current date at the top of the page. Pending returns can be searched by Auth/TMS/TMP number. All Service returns have a TMS number, Market, and Date Created.


- 3 Review Return Expectations**

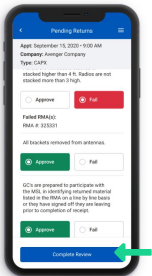
Review the checklist by selecting the 'Approve' or 'Fail' depending on if the return passes or fails the checklist expectations.


- 4 Review Scanned Fields**

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.


- 5 Review Complete**

Once all expectations have been reviewed, select the 'Complete Review' button to complete the RMA checklist. If there was a refusable failure identified during the checklist review, you will have the ability to refuse that specific RMA from the returning process in those cases.


- 6 RMA Checklist Complete**

If you refuse an RMA, you will be required to provide additional information about the return refusal. Select the 'Refuse' button to complete the RMA Checklist.

