

Modify/Cancel Scheduled Return Quick Reference Card

Technician Managers & Field Technicians

Login to the AIMSPlus App

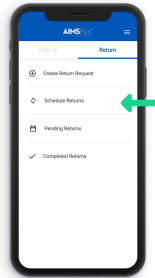
Visit aimsplusapp.tellworks.com and login. If you do not have an account, please Request an Account.

Need Help?

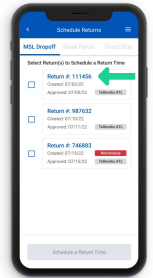
Visit <https://aimsplusapp.tellworks.com/#/help> for additional training and user guide information.

Modifying/Canceling a Scheduled Return

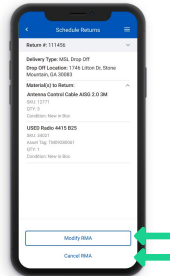
- 1 Navigate to Scheduled Returns**
After logging into the app, select "Scheduled Returns" from the home menu.



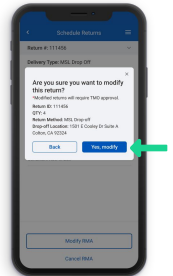
- 2 Select a Return**
Select the scheduled return you would like to modify or cancel.



- 3 Modify/Cancel an Appointment**
Select the 'Modify RMA' button to modify an RMA or select the 'Cancel RMA' button to cancel an RMA.



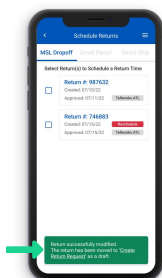
- 4 Confirm Modification/ Cancellation**
To modify an RMA select the 'Yes, Modify' button to confirm that you would like to modify your return. To cancel an RMA select the 'Yes, cancel' button to confirm cancellation.



- 5 Successful Modification/ Cancellation**
A modified RMA will be moved to 'Create Return Request' as a draft.

* All modifications to an RMA must be approved by TMO.

RMA Modified



RMA Cancelled

