

ReturnsCenter

Quick Start Guide

Introducing ReturnsCenter

ReturnsCenter is a powerful, easy to use, web application that simplifies the process of scheduling and tracking product your returns.

This quick start guide provides an overview of the basic operation and features of the ReturnsCenter application. It assumes that you are familiar with the hardware platform you will use to access the application (computer, tablet, or smartphone), and the basics of browsing the Internet on that device.

The *Login* page

To reach the ReturnsCenter *Login* page (shown in Figure 1 below), open a browser window and point it to <https://bc-customer.returns.io>.

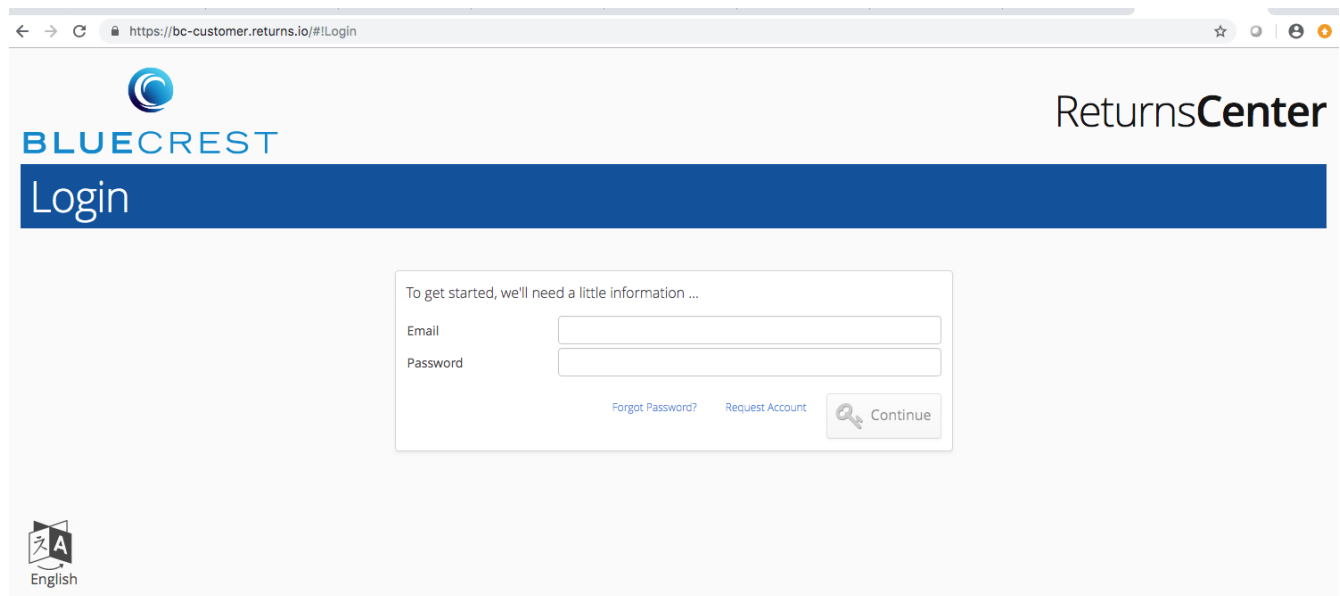
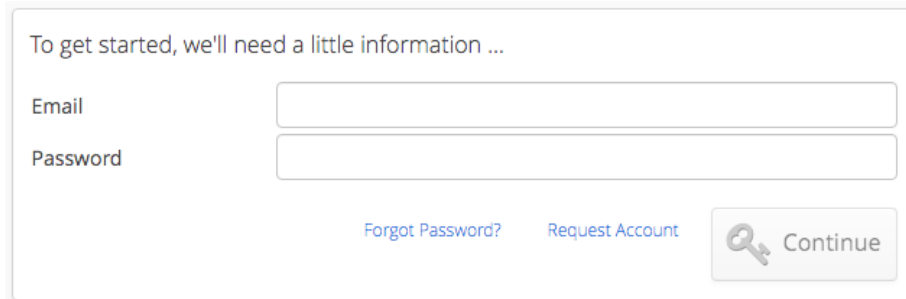


Figure 1. The ReturnsCenter *Login* page.

The form in the center of the *Login* page is used to enter account credentials (see Figure 2 below for details). Also included on the form are links for requesting a new account ([Request Account](#)) and for updating a user's password ([Forgot Password?](#)). In the lower left of the page, the language icon may be selected to change the language setting from English to Spanish, French, or German.

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To get started, we'll need a little information ...

Email

Password

[Forgot Password?](#) [Request Account](#)

Figure 2. Login form details.


Logging In

If you already have a ReturnsCenter account, simply enter your email address and password into the provided fields, then enter return on your keyboard or click the Continue button on the form to complete the login process.

Note that password information is case-sensitive. If you experience trouble logging in, please check to ensure Caps Lock is not enabled on your keyboard.

Creating a new account

Select the Request Account link to display the form shown in Figure 3. Once the required information is entered, use the Submit button to send the data to the ReturnsCenter servers for validation. You will then be prompted to create a password and logged into the application.



First Name *

Last Name *

Phone Number *

Email *

Customer Number *

Billing Zip Code *

* Indicates a required field

Figure 3. New account request form.

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Updating your password

If you forget your password, simply select the [Forgot Password?](#) link on the login form. You will then see the information shown in Figure 4.

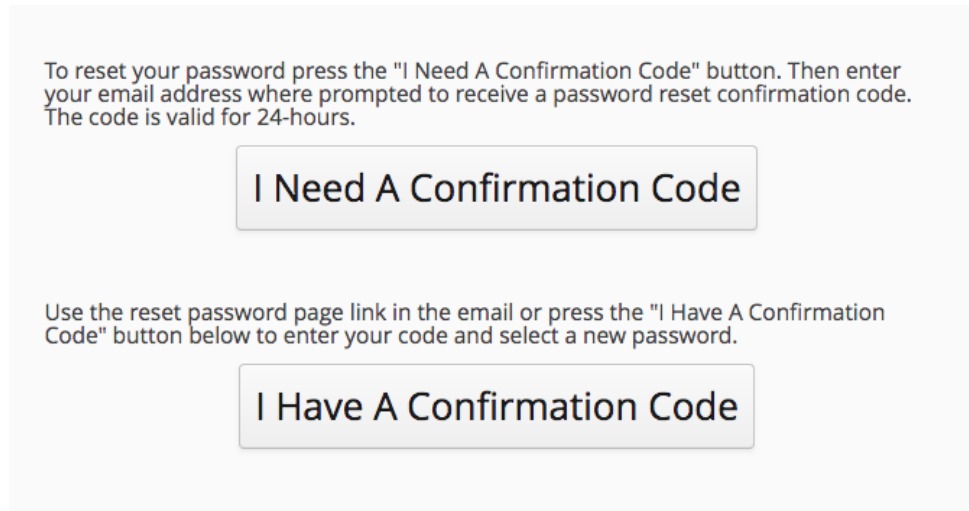


Figure 4. *Forgot Password* page.

Selecting a new password is a four-step process:

1. Click or tap the [I Need A Confirmation Code](#) button to begin the process. You will be asked to enter the email address associated with your account.
2. You will receive an email titled "Password Reset Confirmation Code". This email contains a secure link for resetting your password. This link and the confirmation code are valid for 24-hours.
3. Open the email and click the [reset password page](#) link to open a browser tab to the *Lost Password Confirmation Code* page, or return to the *Forgot Password?* page, tap the [I Have A Confirmation Code](#) button, and enter your confirmation code.
4. Verify your email address and confirmation code, then enter and confirm your new password.

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Dashboard page

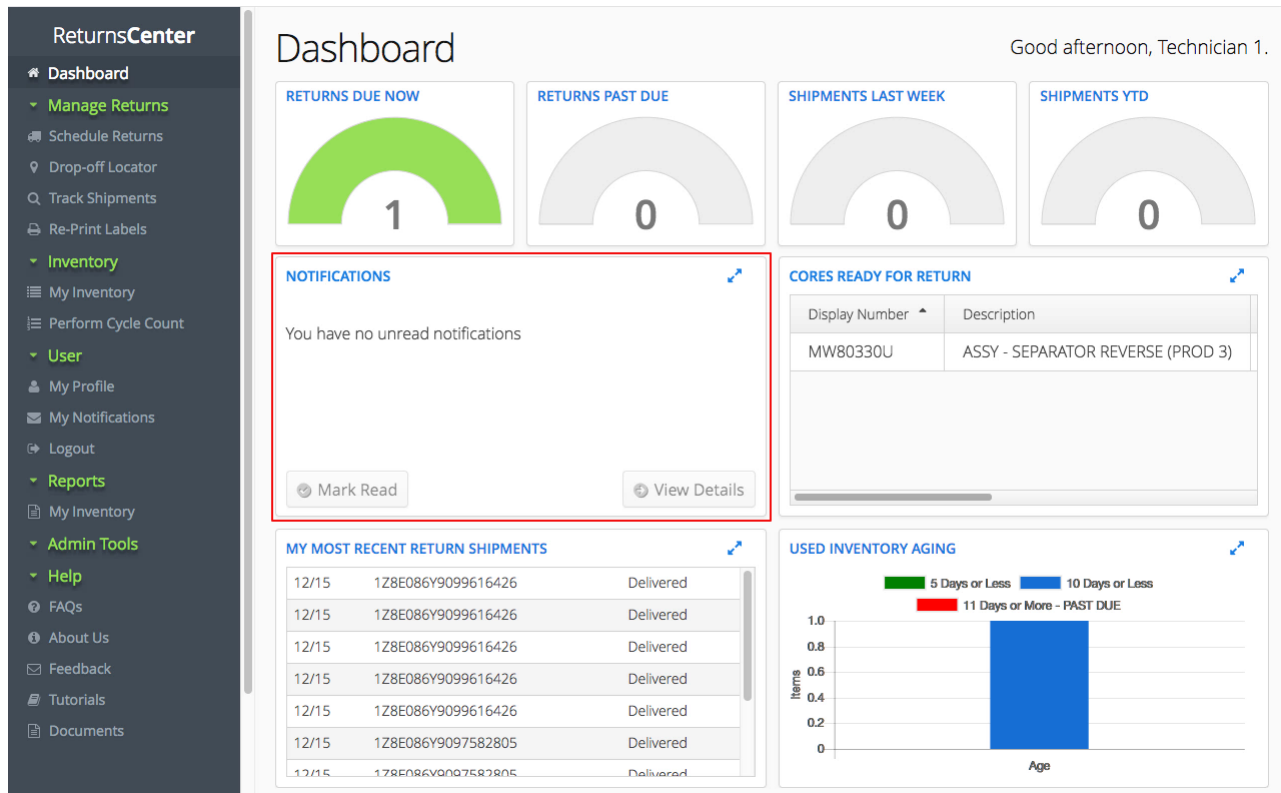


Figure 5. The *Dashboard* page.

After successfully logging in, users arrive on the application's *Dashboard* page. The dashboard offers overview information about your company's return shipments and defective parts waiting to be returned for credit.

In the top row, there are gauges identifying the number of defective parts waiting to be returned for core credit, the status of your return shipments, and the number of return shipments your company has returned year-to-date.

The *Notifications* widget (center-left) displays messages of interest, including information about your account, software changes, and other important notices. To dismiss a notification, click the Mark Read button. For messages that exceed the box size, use the View Details button to see an expanded view of the message. Note that once a message is marked as read, it is no longer displayed in the dashboard's *Notifications* widget, but the message can still be viewed on your *My Notifications* page.

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The *Cores Ready For Return* widget (center-right) lists parts requiring a defective part return as part of a “core exchange” transaction.

On the bottom row of the dashboard, the widget on the left lists details about your company’s most recent return shipments, and the widget on the right identifies how long defective cores have been waiting for their return to be scheduled.

The application’s navigation menu is on the left side of each page. Use the menu to move between the various pages of the ReturnsCenter application.

Logout (exit the application)

Select *Logout* from the menu to exit the ReturnsCenter application.

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The Manage Returns section

The **Manage Returns** section the menu includes pages for scheduling, dropping off, and tracking return shipments.

Schedule Returns page

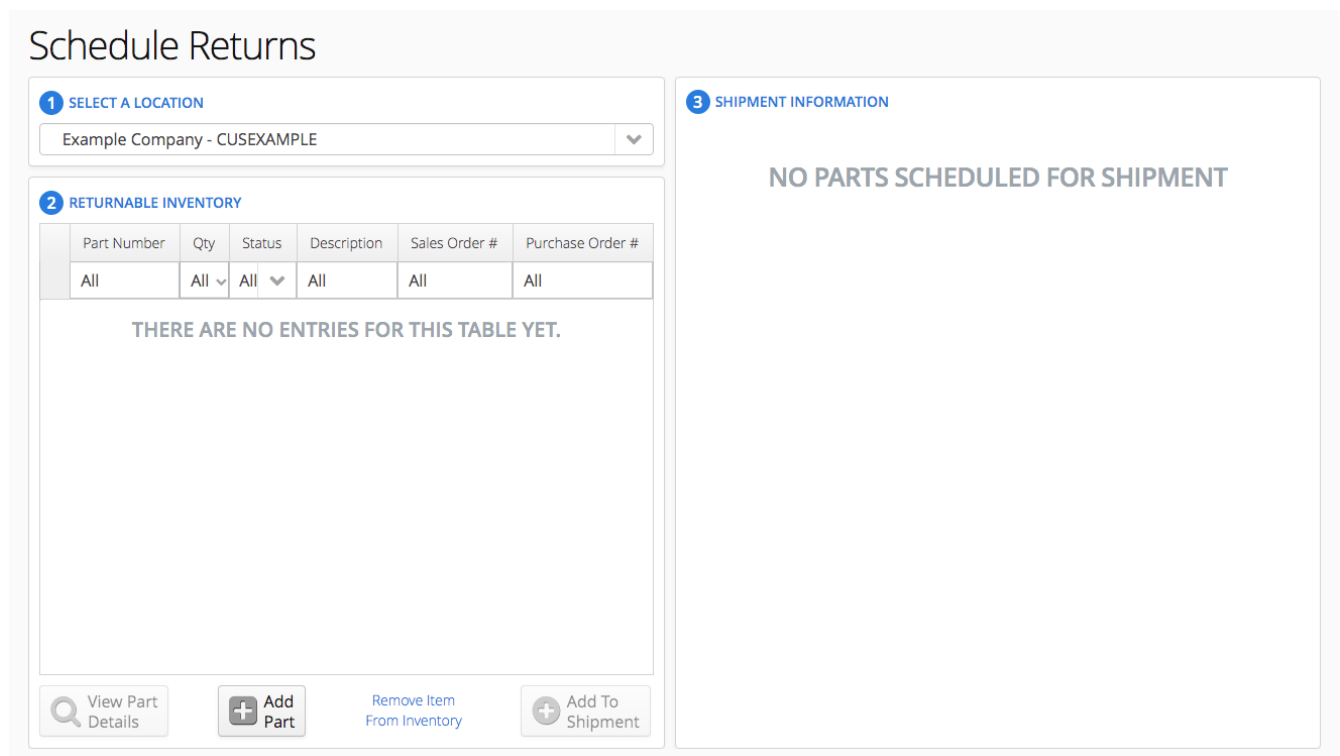


Figure 6. The *Schedule Returns* page.

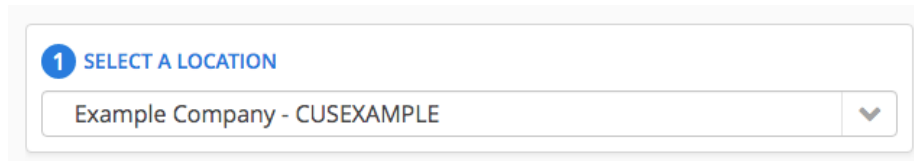
The *Schedule Returns* page is used to create return shipments and generate the necessary tracking labels and packing slips for each carton in a shipment. All parts returned to BlueCrest as part of a core exchange, for credit, restocking, or recycling must be processed using this page to ensure proper crediting.

Scheduling a return shipment is a three-step process as shown in Figure 6 (above) and described below:

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1 Select a Location

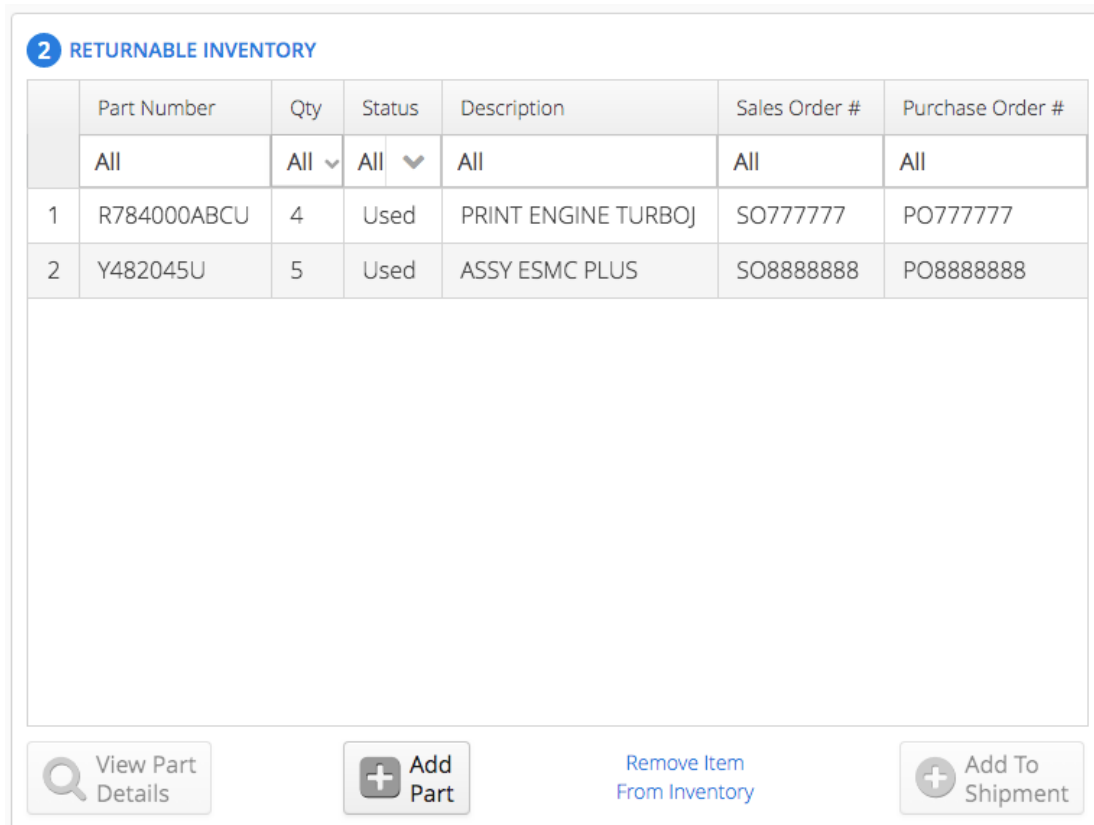


A screenshot of a web interface showing a dropdown menu for selecting a location. The menu is titled "1 SELECT A LOCATION" and currently displays "Example Company - CUSEXAMPLE" with a downward arrow on the right side.

Figure 7. Location Combo Box.

The process begins with identifying your business location. By default, each user is associated with a single business location and that location is pre-selected for you when the page is loaded. If your user account is linked to multiple locations, you must select the specific location for your return from the combo box (Note: Associating multiple business locations with a user account is done on the *My Profile* page, which is described in the **User** section of this guide).

2 Parts Available To Return



A screenshot of a web interface showing a table titled "2 RETURNABLE INVENTORY". The table has columns for Part Number, Qty, Status, Description, Sales Order #, and Purchase Order #. Below the table are four action buttons: "View Part Details", "Add Part", "Remove Item From Inventory", and "Add To Shipment".

	Part Number	Qty	Status	Description	Sales Order #	Purchase Order #
	All	All ▾	All ▾	All	All	All
1	R784000ABCU	4	Used	PRINT ENGINE TURBOJ	SO777777	PO777777
2	Y482045U	5	Used	ASSY ESMC PLUS	SO8888888	PO8888888

Figure 8. Returnable parts table.

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The second step of the process is viewing and adding parts for return. Used parts may be returned as part of a core exchange or for recycling, and new parts may be returned for restocking or to address an issue with the order you received (i.e., wrong part number received, incorrect quantity, shipment damage, etc.).

View Part Details button

To view detailed information about a part, select the part and press the **View Part Details** button. This displays detailed information about the selected part (see Figure 9). To return to the table view, select the **View Inventory** button.

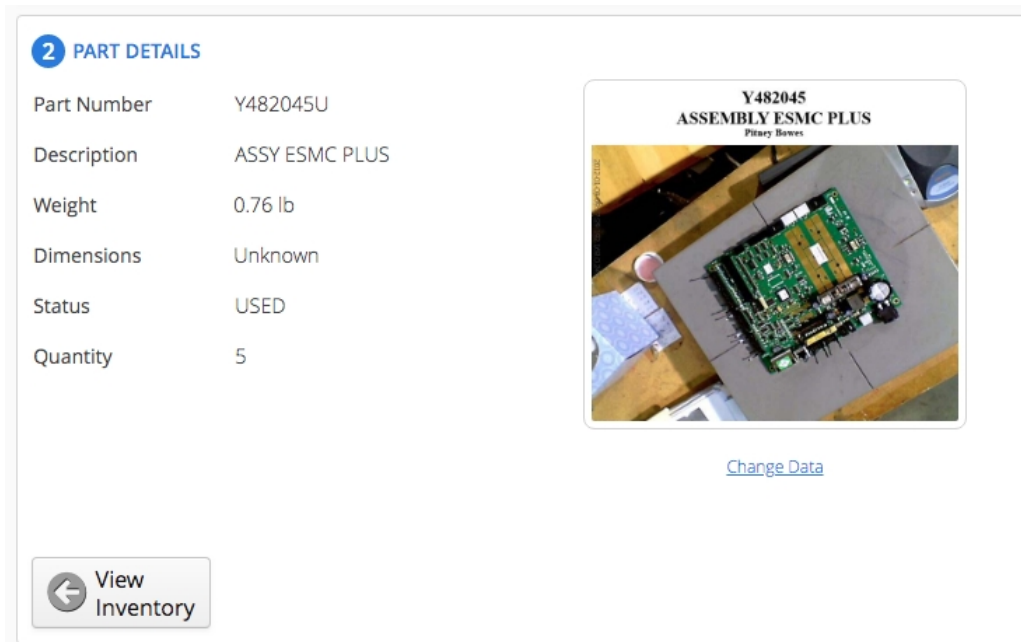


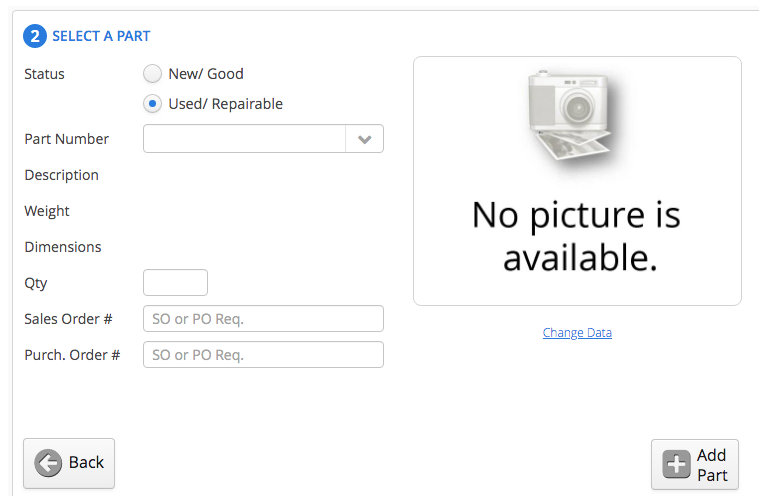
Figure 9. Part Details.

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Add Part button

To add parts to the table, use the **Add Part** button. Complete the fields shown in Figure 10 and select **Add Part** to complete the process or choose the **Back** button to return to the table view without adding parts.



The screenshot shows a web form titled "2 SELECT A PART". On the left side, there are several input fields: "Status" with radio buttons for "New/ Good" and "Used/ Repairable" (the latter is selected); "Part Number" with a text box and a dropdown arrow; "Description", "Weight", and "Dimensions" with empty text boxes; "Qty" with a text box; "Sales Order #" and "Purch. Order #" both with text boxes containing "SO or PO Req.". On the right side, there is a placeholder box with a washing machine icon and the text "No picture is available." and a blue link "Change Data". At the bottom left is a "Back" button with a left arrow, and at the bottom right is an "Add Part" button with a plus sign.

Figure 10. Adding a part.

Remove Items From Inventory link

To remove a part, select a table row to highlight the part and press the **Remove Item From Inventory** link.

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Add To Shipment button

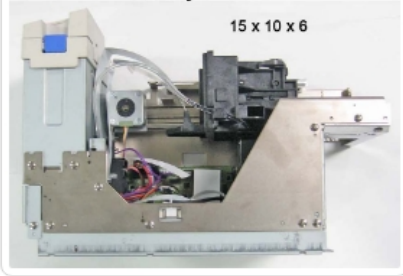
To schedule a part for shipment, select the part in the table and press the **Add To Shipment** button. First identify the part quantity to be placed in the shipping container. In this example, there is only one shipping container available, called *New Carton*. Click or tap the *New Carton* icon to place the part into the carton. If you change your mind about adding these parts to a carton, select the **Return to Parts List** button to return to the table without scheduling the parts for shipment.

2 ADD TO SHIPMENT

Part Number	R784000ABCU
Description	PRINT ENGINE TURBOJ
Weight	13.30 lb
Dimensions	Unknown
Status	USED
Inventory Qty	4
Add To Carton	<input type="text" value="1"/>


**R784000ABC
Print Engine R750
Pitney Bowes**

15 x 10 x 6



[Change Data](#)

CLICK ON A SHIPPING CARTON BELOW TO ADD SELECTED PART(S)



New Carton

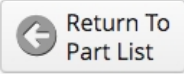
 Return To Part List

Figure 11. Adding a part to a shipment.

Continue to select parts and quantities for shipping cartons until your shipping order is complete. To place parts into an empty shipping container, choose the *New Carton* icon. To place parts in a shipping carton that already contains items, select the that carton icon. Parts can be added to any carton as long as 1) the parts to be added have the same status (new or used) as the items already in the carton, and 2) the additional parts will not cause the carton to exceed the carrier's maximum weight limit (usually 150 lbs or 68 kg).

Once all cartons are filled, we're ready for the final step of the process.

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3 Shipment Information

3 SHIPMENT INFORMATION

SELECT CARTON TO VIEW DETAILS

#1 - USED RETURNS PARTS (1) #2 - USED RETURNS PARTS (1) #3 - USED RETURNS PARTS (1) #4 - USED RETURNS PARTS (1) #5 - USED RETURNS PARTS (5)

Double click on the Carton Qty to edit the quantity.

Part Number	Carton Qty	Remaining Qty	Weight	Description
Y482045U	5	0	0.76	ASSY ESM

Carton Weight: 3.82 Weights In: US Metric

Ship From: Example Company

Figure 12. Shipping information for shipment.

In Figure 12, we've scheduled the nine parts shown in Figure 8 for return. The four R784000ABCU print engines are each in a separate carton (labeled Carton #1 – Carton #4), and the five Y482045U ESMC+ boards are all in carton #5. Note that the quantity of parts in each box is listed in parentheses after the carton name.

Selecting a carton icon highlights it in blue and displays the contents of the carton in the table below. In our example, Carton #5 is highlighted, and the table identifies the five boards we placed into the carton. The estimated carton weight is displayed along with the option to view the weight measured in pounds or kilograms. If the estimated carton weight is incorrect, the user may enter the correct value. Finally, the originating location for the shipment is selected (by default, it's the same location as selected in Step #1).

If you decide not to ship the carton, select the **Cancel Carton** button (Figure 12) and the contents of the carton will be returned to the table described in Step #2.

To generate a shipping label and packing slip for the carton, select the **Generate Tracking Number** button as shown in Figure 12, above.

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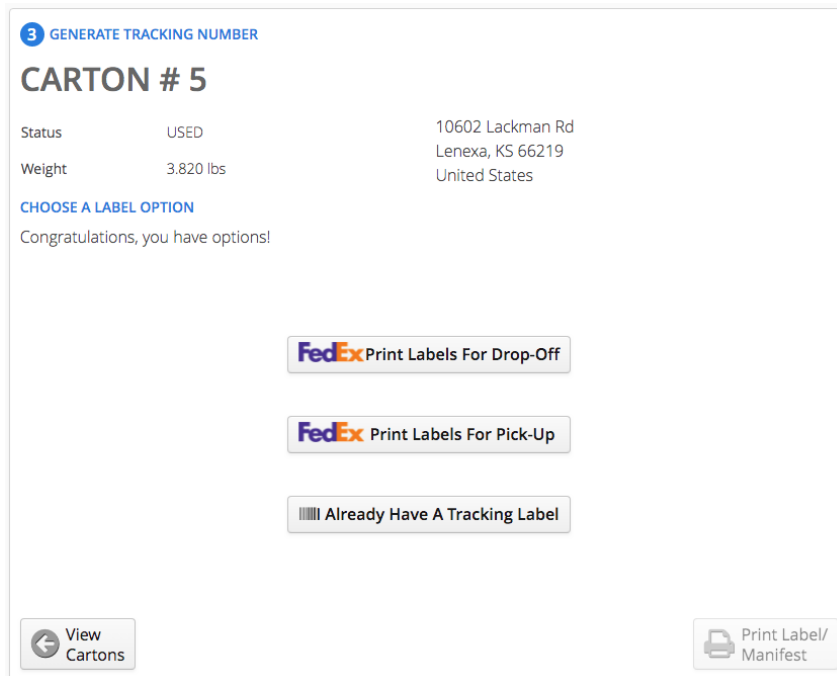


Figure 13. Select a label type.

The final task is choosing a label type. To print a label and deliver the package to an authorized carrier drop-off location, choose option one, Print Labels For Drop-Off. To print a label and schedule a pick-up from the originating business address, choose option two, Print Labels For Pick-Up. If you wish to use a label generated from outside the ReturnsCenter application, choose option three, Already Have A Tracking Label. This will require the entering of a tracking number to ensure the package is properly received.

Once this is done, select the Print Label / Manifest button to generate your tracking label and packing slip as PDF documents. These should be printed and attached to the carton. Note that the tracking number is now listed under the carton icon as shown below.

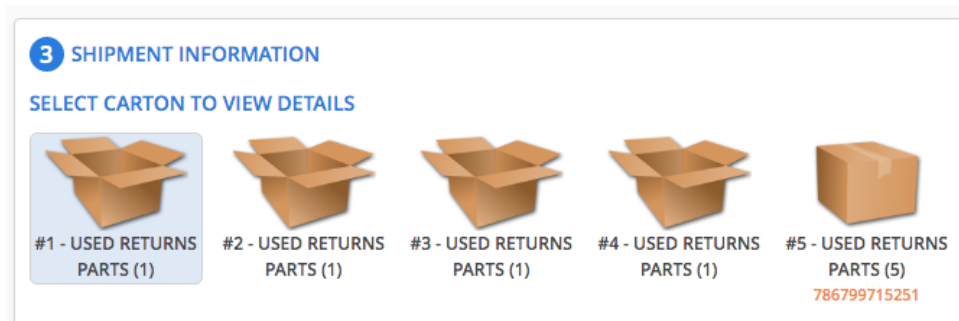


Figure 14. Carton #5 now has a tracking number.

Repeat the process to generate labels for the remaining cartons.

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[Drop-Off Locator page](#)

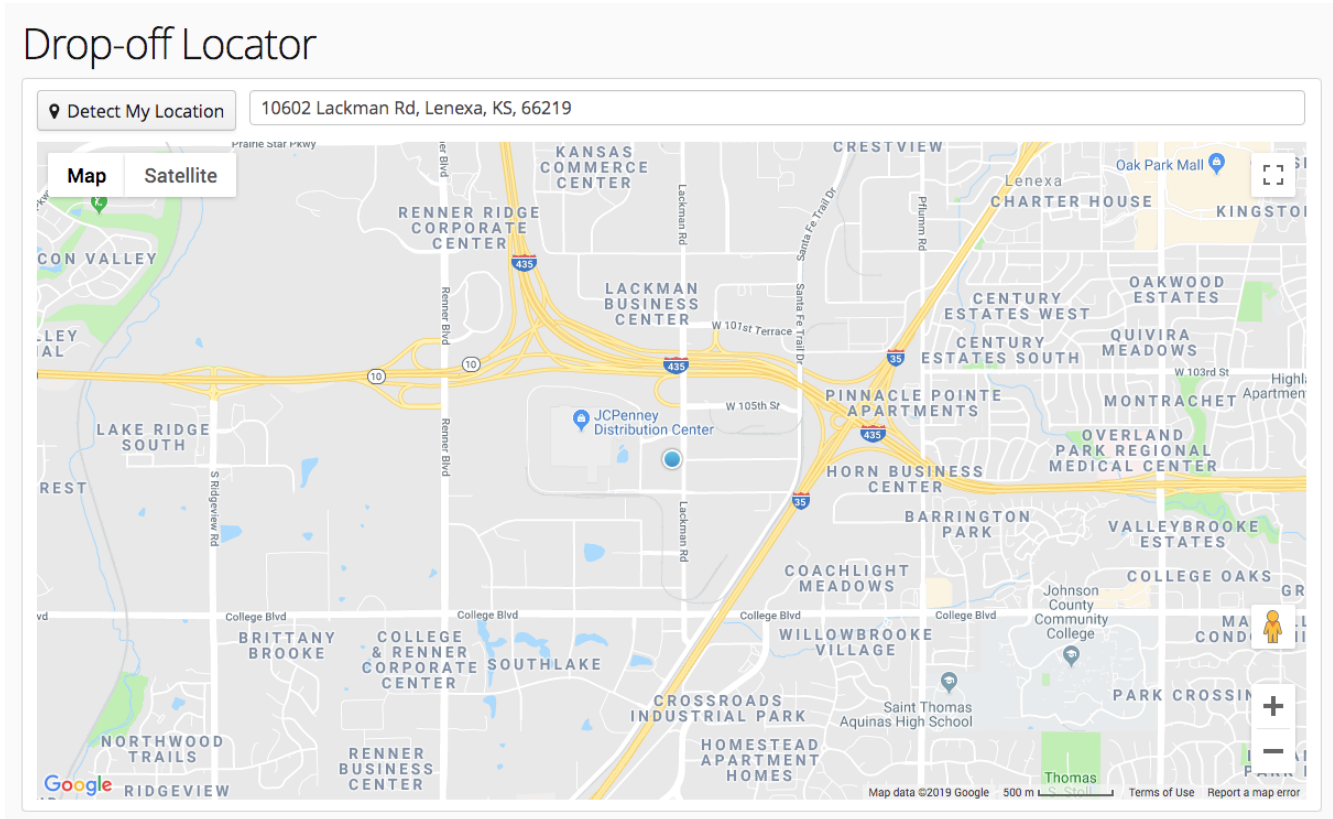


Figure 15. The *Drop-Off Locator* page.

If you wish to take packages to one of the carrier's authorized drop-off facilities for shipping, this page can assist you to identify a nearby location. Simply enter your current address or use the **Detect My Location** button to search for a local drop-off location. Click on a pin indicating an identified facility to view the location's address.

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Track Shipments page

The screenshot displays the 'Track Shipments' page in the ReturnsCenter application. On the left is a dark sidebar with navigation options: Dashboard, Logout, Manage Returns (with sub-options for Schedule Returns and Drop-off Locator), Track Shipments (selected), User, My Profile, My Notifications, Help, Feedback, and Documents. At the bottom of the sidebar is a language selector set to 'English'. The main content area is titled 'Track Shipments' and has two tabs: 'Return Shipments' (active) and 'Part Transfer Shipments'. Below the tabs is a table with the following data:

Tracking Number	Created	Status	Item(s)	Weight	Delivered On	POD	Location Code
<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>	<input type="text" value="Filter"/>
786800932305	2019-04-22	Awaiting pickup	1	13.3 lbs.			CUSEXAMPLE
786800923675	2019-04-22	Awaiting pickup	1	13.3 lbs.			CUSEXAMPLE
786800917706	2019-04-22	Awaiting pickup	1	13.3 lbs.			CUSEXAMPLE
786800909811	2019-04-22	Awaiting pickup	1	13.3 lbs.			CUSEXAMPLE
786799715251	2019-04-22	Awaiting pickup	5	3.82 lbs.			CUSEXAMPLE

Below the table, the row for tracking number 786799715251 is highlighted in blue. At the bottom of the page are three buttons: 'View Shipment Details' (with a magnifying glass icon), 'Print Label/Manifest' (with a printer icon), and 'Void Tracking Number' (with an 'X' icon).

Figure 16. The *Track Shipments* page.

The *Track Shipments* page lists all your return shipments and their current delivery status. The page also includes buttons for viewing shipment details, reprinting a shipment's tracking number label and manifest, and for voiding shipments that have not yet been picked-up by the carrier.

To use the buttons, simply select a shipment to highlight the row and tap a button to perform the identified function.

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The User section

My Profile page

The *My Profile* page is where your user account information is managed. You can update your contact information, your preferred method for receiving notifications (email or SMS text message), update your password, and manage the warehouse(s) and addresses associated with your account. To get started, perform the following steps:

In the **User** section of the application's menu, select *My Profile* (as shown in Figures 17 and 18 below).

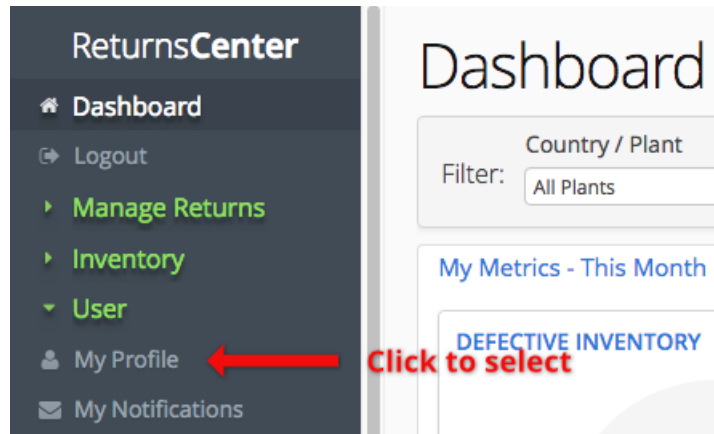


Figure 17. Navigating to the *My Profile* page on a PC.

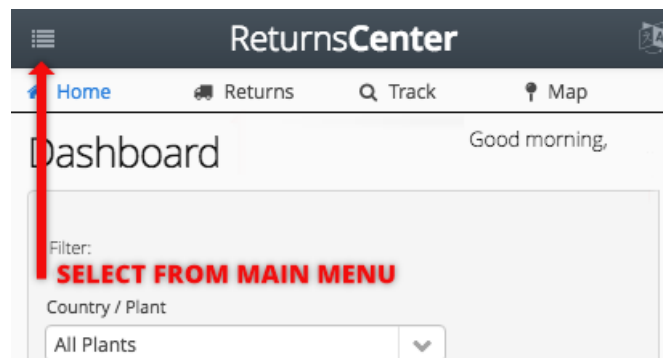


Figure 18. Navigating to the *My Profile* page on a mobile device.

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Overview of the My Profile page

The *My Profile* page is where user information and preferences are maintained, the business locations you work with are listed, and the shipping addresses associated with you and your locations are maintained.

The page is organized into three sections as shown in Figure 19 below. The section on the left is for information about you and your preferences, the middle section is focused on the business locations you work with, and the section on the right displays shipping address information. Each section of the page will be described in detail in the following steps of this document.

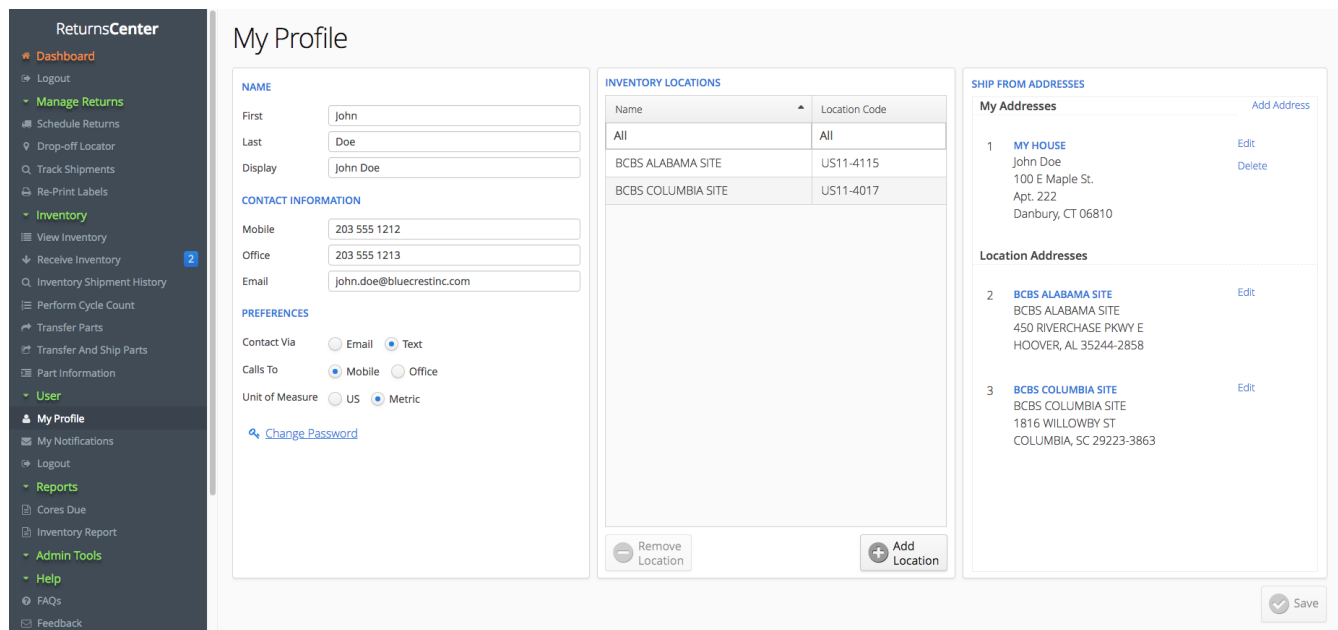


Figure 19. The *My Profile* page.

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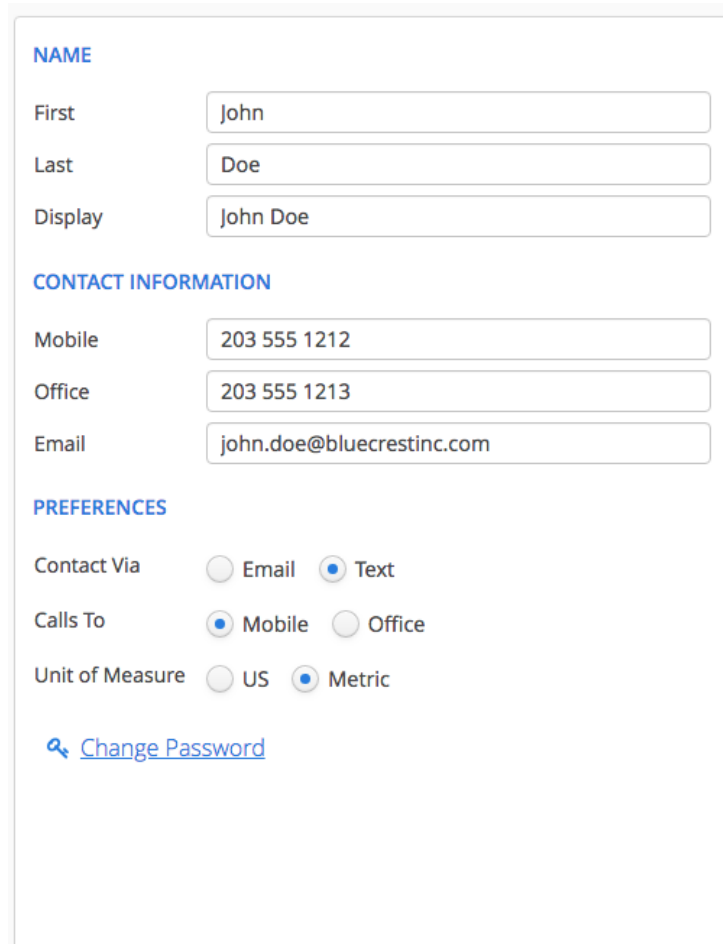
Enter your personal information and preferences (left section)

In the *Name* block, enter your name and how you would like it displayed within the application and in email and text notifications.

In the *Contact Information* block, enter your mobile and office telephone numbers and your company email address. Please do not add any additional prefix codes (like "1") to telephone numbers.

Use the *Preferences* block to identify your preferred contact method and the telephone number we should use if we should need to contact you. Also identify the units of measure you would like displayed by default.

To change your password, click the *Change Password* link and follow the directions on the pop-up box.



The screenshot shows a user profile form with three main sections: NAME, CONTACT INFORMATION, and PREFERENCES. The NAME section includes fields for First (John), Last (Doe), and Display (John Doe). The CONTACT INFORMATION section includes fields for Mobile (203 555 1212), Office (203 555 1213), and Email (john.doe@bluecrestinc.com). The PREFERENCES section includes radio buttons for Contact Via (Email, Text), Calls To (Mobile, Office), and Unit of Measure (US, Metric). A [Change Password](#) link is located at the bottom of the form.

NAME	
First	<input type="text" value="John"/>
Last	<input type="text" value="Doe"/>
Display	<input type="text" value="John Doe"/>
CONTACT INFORMATION	
Mobile	<input type="text" value="203 555 1212"/>
Office	<input type="text" value="203 555 1213"/>
Email	<input type="text" value="john.doe@bluecrestinc.com"/>
PREFERENCES	
Contact Via	<input type="radio"/> Email <input checked="" type="radio"/> Text
Calls To	<input checked="" type="radio"/> Mobile <input type="radio"/> Office
Unit of Measure	<input type="radio"/> US <input checked="" type="radio"/> Metric
Change Password	

Figure 20. The personal information and preferences section of the page.

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Managing the location(s) associated with your user account (middle section)

The *Inventory Locations* section of the page is used to associate one or more business locations with your user account. Before you can do anything related to a location (like scheduling returns), the location must first be linked with your user account in this section of the page.

Name	Location Code
All	All
ALABAMA STORE	US11-4115
SOUTH CAROLINA STORE	US11-4017

Remove Location Add Location

Figure 21. The Inventory Locations section of the page.

In the figure above, there are two locations associated with this user. To add another location, simply click on the *Add Location* button, and select a location from the drop-down field as shown below, and choose the *Add Location* button to complete the process. To cancel the operation, choose the *Cancel* button.

ADD INVENTORY LOCATION

Location Select Business

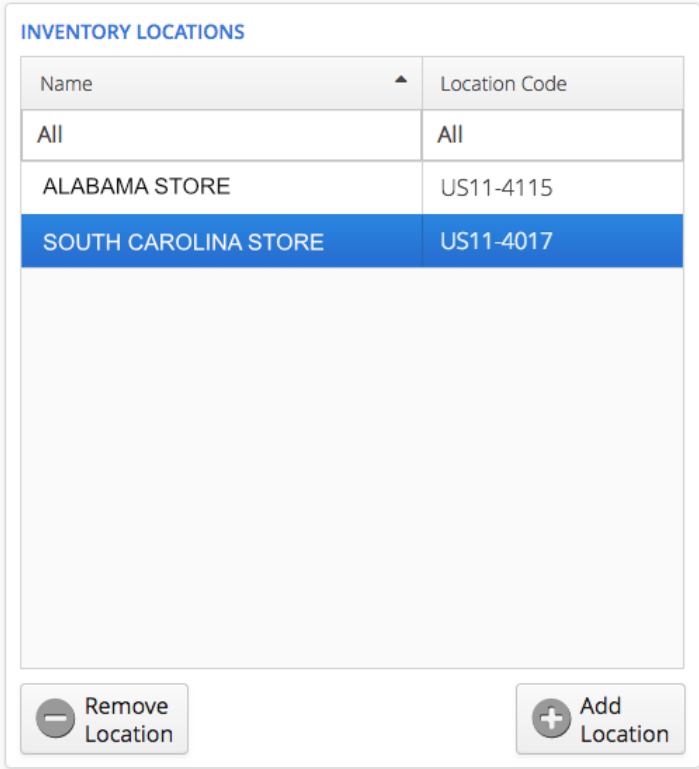
Cancel Add Location

Figure 22. Adding a new business location to your user account.

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Similarly, if you no longer wish to be associated with a location, select the location from the table to highlight its row, then click the *Remove Location* button as shown in the figure below.



The screenshot displays a table titled "INVENTORY LOCATIONS" with two columns: "Name" and "Location Code". The table contains three rows: "All", "ALABAMA STORE", and "SOUTH CAROLINA STORE". The "SOUTH CAROLINA STORE" row is highlighted in blue. Below the table, there are two buttons: "Remove Location" (with a minus sign icon) and "Add Location" (with a plus sign icon).

Name	Location Code
All	All
ALABAMA STORE	US11-4115
SOUTH CAROLINA STORE	US11-4017

Figure 23. Removing a business location from your user account.

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Managing your shipping addresses (right section)

The final section of the page is for managing your shipping addresses and is shown in Figure 8 below. If you've already associated one or more business locations with your profile (as shown in Step 5), you may have noticed that adding a location adds a new *Location Address* to your profile.

A *Location Address* is the physical shipping address associated with a business location. You should never need to edit a *Location Address*. However, if you do, editing is performed by clicking the *Edit* link to the right of the address.

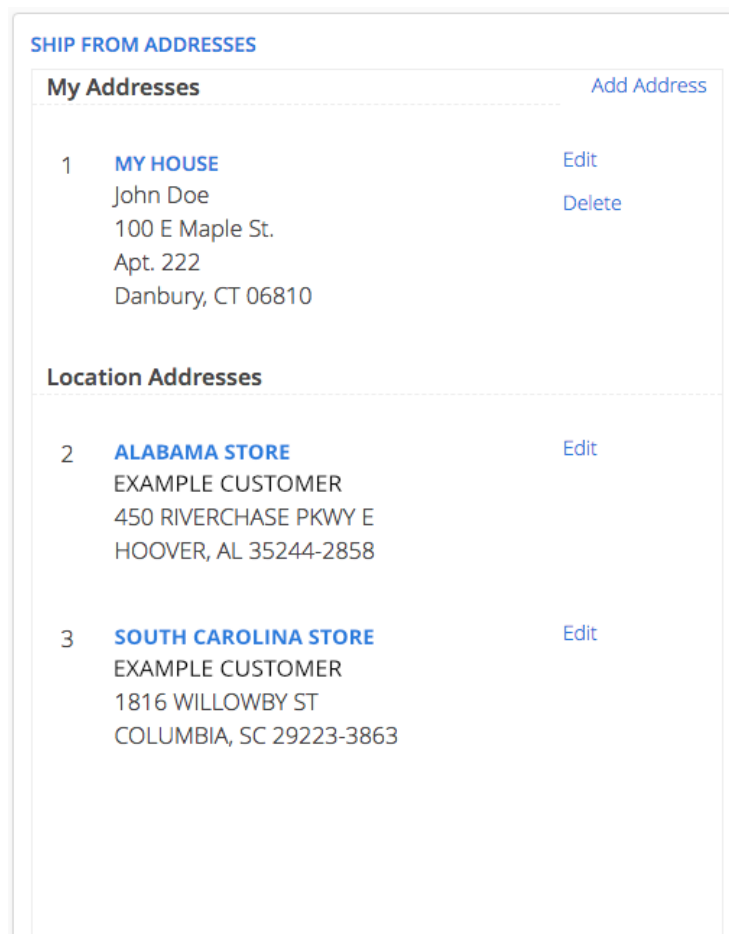


Figure 24. The Ship From Addresses section of the page.

In addition to *Location Addresses*, you also have the option to add personal addresses to your account. This can be useful if you ever need to have a shipment picked-up from your home. Personal addresses are listed in the *My Addresses* area, and are added using the *Add Address* link. To edit or delete a personal address, simply select the *Edit* or *Delete* links to the right of the address.

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My Notifications page

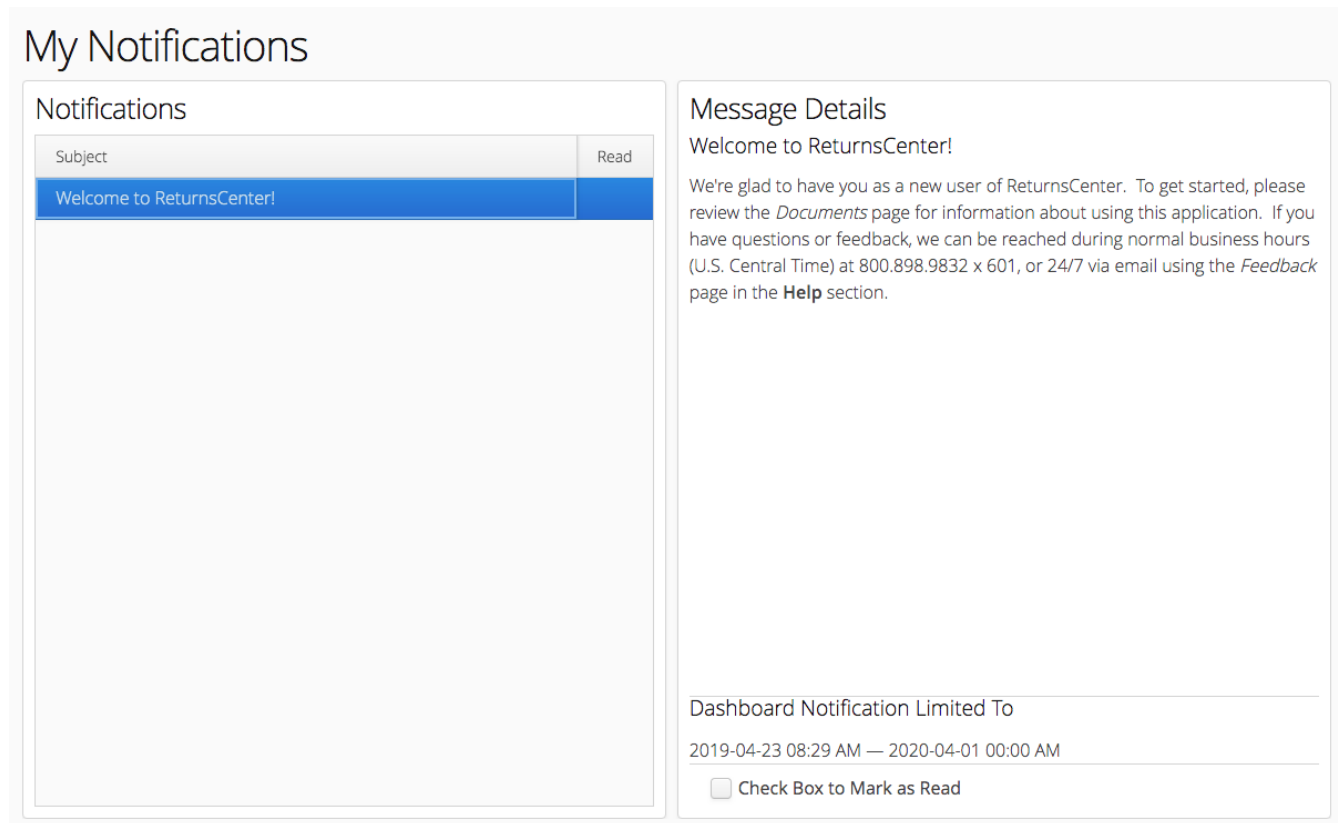


Figure 25. The *My Notifications* page.

The *My Notifications* page is used to manage your current notifications, and to provide a place to review notifications you have previously marked as read.

The *Notifications* table on the left lists all of messages you have received and their status (read or unread).

The *Message Details* pane on the right shows the details of the message selected in the *Notifications* table (highlighted in blue). Below the *Message Details* pane the original date range for viewing the selected message is shown along with a box to change the message status. Messages identified as read (box checked) are no longer displayed in the dashboard widget, but remain archived here for review if needed.