

Rebuild & Return Instructions update for new Znet.

Complete the VDP order process as normal.

- Call Vendor to determine estimated turnaround time.
- Select the part number you want to order by clicking “Add to Cart”.
- Select “View Cart” at the bottom of the Cart window on the right side of the screen.
- Select “Not Ordered” on the item you wish to order.
- Enter the Customer’s Lookup information and select the correct entry.
- Enter any Attribute Values requested on the order screen.
- Verify estimated arrival date is near vendor’s date.
- Select “Continue” to update information for the item in the Shopping Cart.
- Proceed to check out customer as normal.

Print the shipping order documentation.

- Select “Store Functions” atop the Znet Screen.
- Go down to “Store Menu”, then over to and select “Managers Menu”.
- Enter Management password to access the Managers Menu.
- Wait for the task “Print VDP R&R Form” to appear on the “Tasks That Need To Be Completed” screen before proceeding. This should happen at the top of the hour following the placement of the order and payment by the customer.
- Hit [F1] – Backup
- Hit [B] – Main Management Menu
- Hit [L] – VDP Utilities/Reports
- Hit [J] – Print Shipping Order Documentation
- Select the line number that corresponds to the PO number you are processing.

Ship the customer’s core to our supplier for rebuilding.

- Customers must remove all fluids from a core prior to bringing it into the store.
- Package the core in a sturdy box for shipment to our supplier. **Do not use a box with any HazMat markings.**
- Put the packing list that printed with the shipping label in the box.
- Attach the shipping label and seal the box for shipment.
- A shipment pick-up request was sent to FedEx automatically when you requested the shipping order documentation. You do not need to request a pickup.

Track a shipment from your store if needed.

Manager’s Menu

- From the Main Management Menu.
- Hit [L] – VDP Utilities/Reports
- Hit [D] – View VDP PO. Enter the VDP PO number. See “Outbound Tracking Number”
- Contact Fedex (1-800-463-3339) or go to www.FedEx.com to track any shipment.

Not sure if you can track outbound on DOC but below is where to track other VDP orders.

DOC/Self-Help Tool

- Log into DOC.
- Hover over “Help Desk” tab atop the screen.
- Select “Self-Help Tool”.
- Select “Track a VDP Part”
- Enter Store number in box and click “Run”.