SupportSync

Integrated Shipping Feature

Select the returns you want to ship and print labels and packing slips directly through SupportSync from your UPS, FedEx and USPS accounts with our integrated shipping features. Choose to print labels for single shipments or run a batch process for thousands of shipments without ever leaving the SupportSync application.

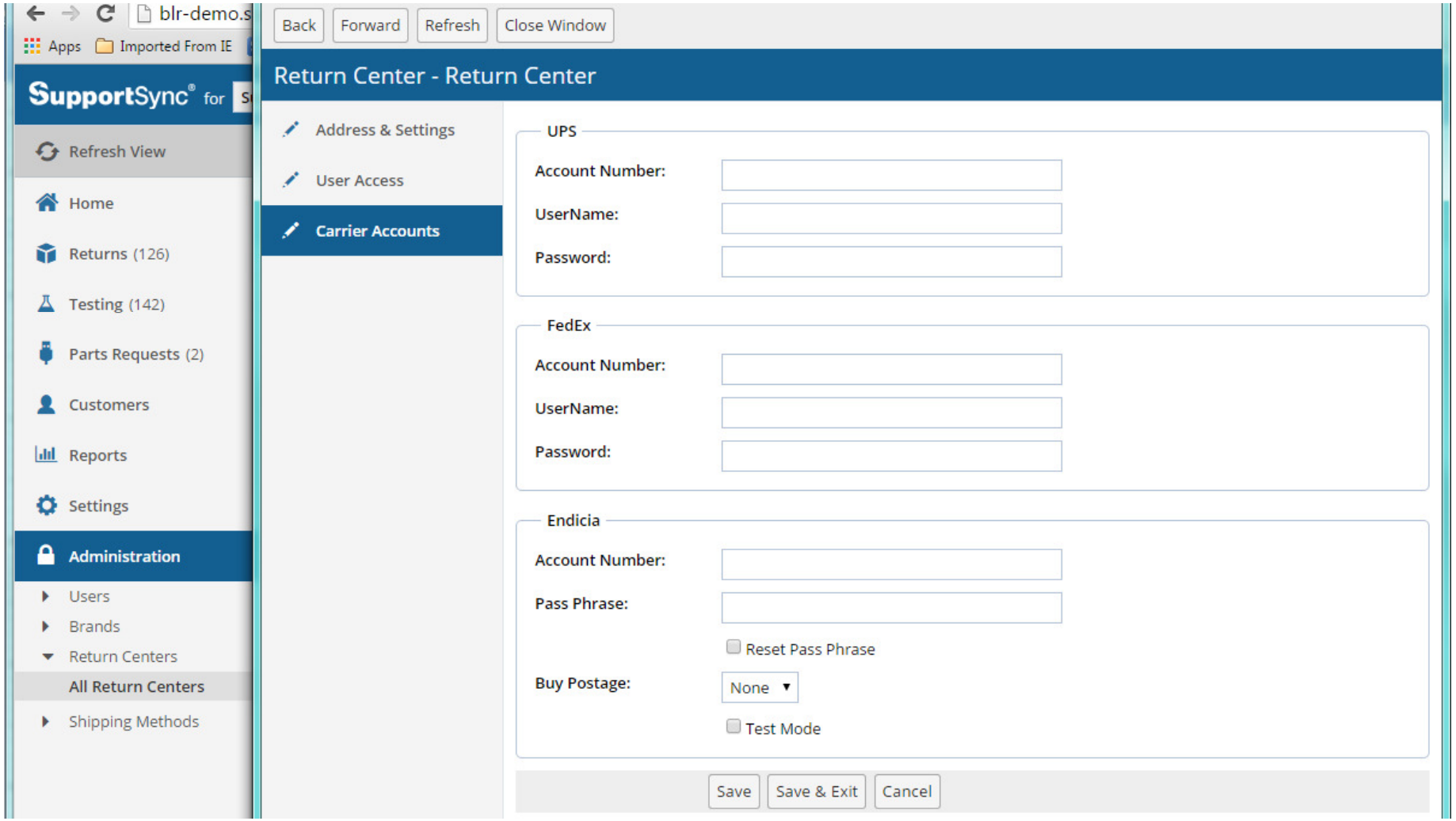
SupportSync

Integrated Shipping – Key Benefits

1. Integrates directly to your UPS, FedEx and Endicia (USPS) through SupportSync to create or void labels and retrieve tracking information with one-click.
2. Prints shipping labels with corresponding item packing slip.
3. Serial # verification for each return if serial #’s are tracked.
4. Print Pre-Paid Labels to include package or send them electronically through email
5. Select all items or specific items to ship from the shipping folder
6. Print international custom documents directly from SupportSync
7. Select the carrier of choice per shipment as well as the custom package or carrier specific boxes (USPS flat rate or regional boxes)
8. View your accounts rate based on the carrier service and box criteria (weight, dimensions)

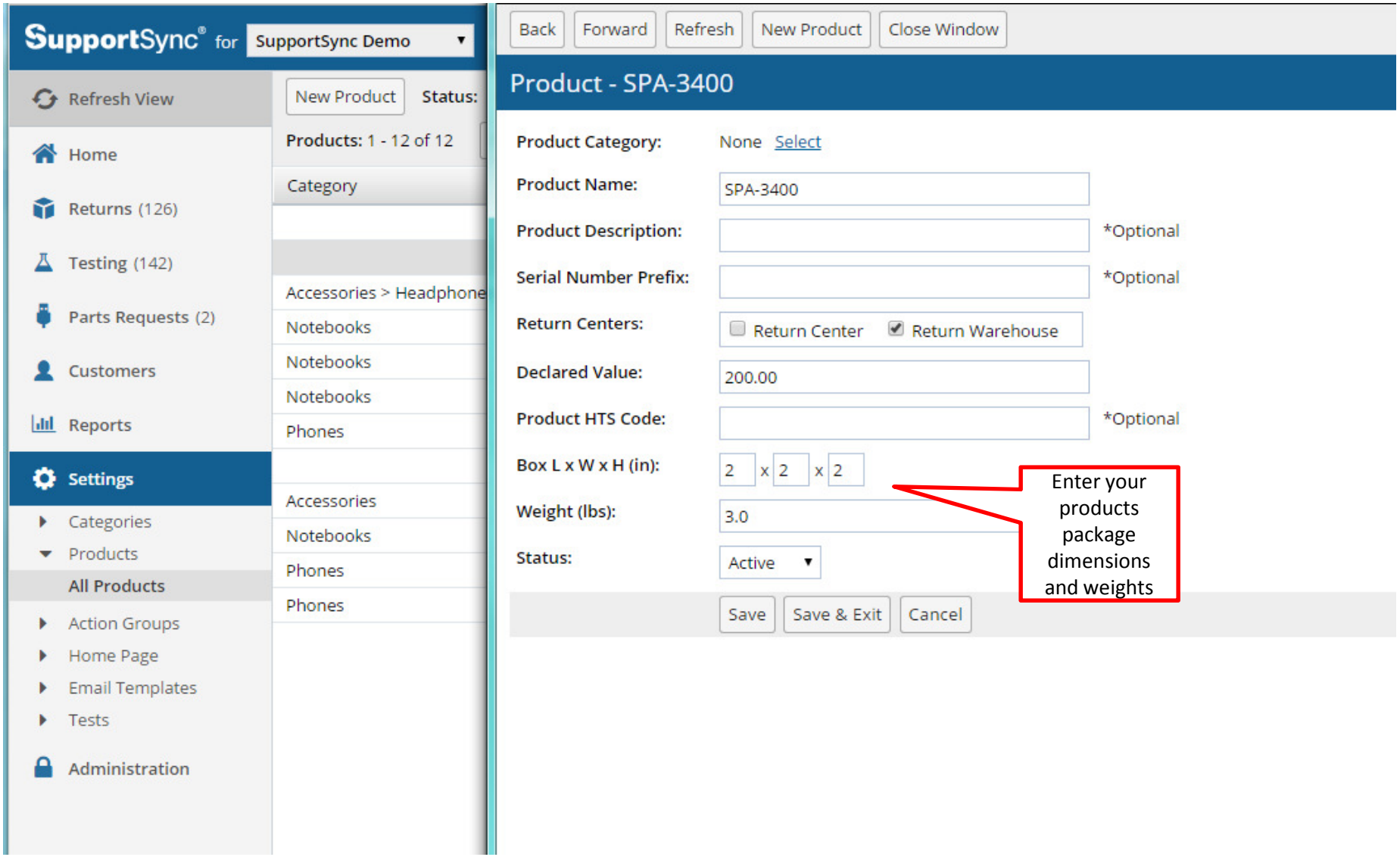
Integrated Shipping – Carrier Setup

Enter your return center(s) carrier account information. Requires Admin access

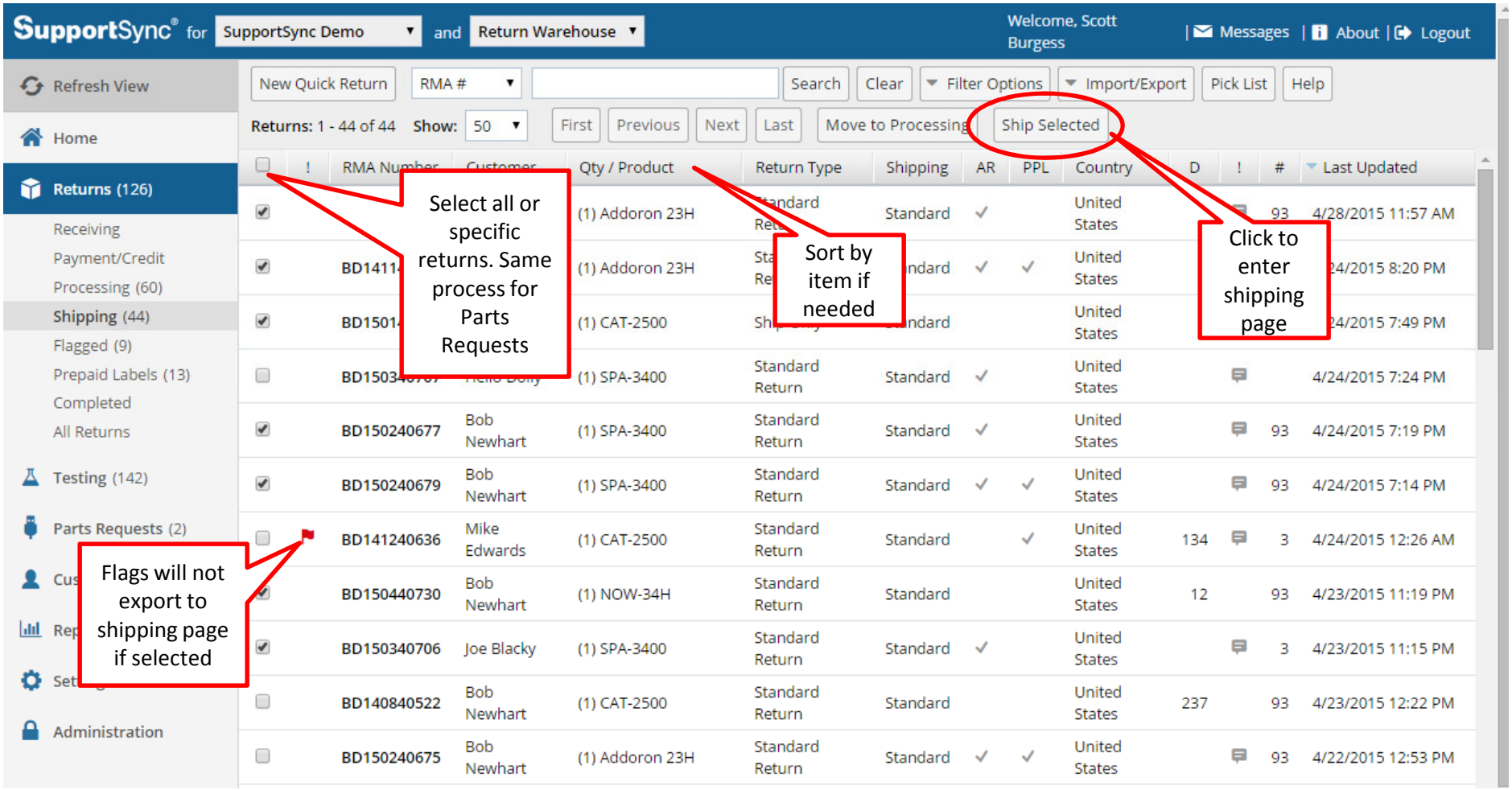


Integrated Shipping-Product Setup

The system will use this information as the defaults for shipping the item

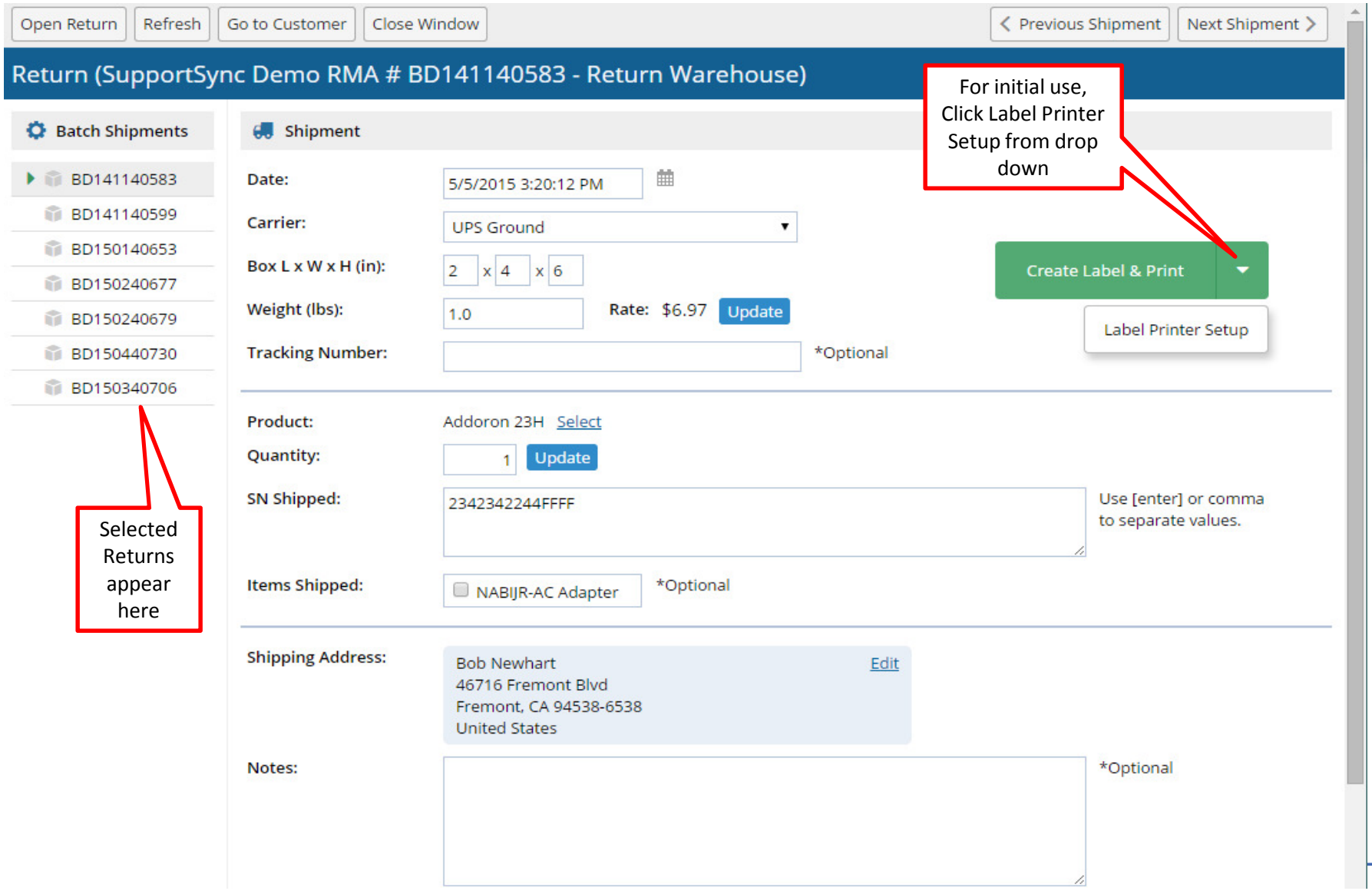


Integrated Shipping – Shipping Folder



RMA Number	Customer	Qty / Product	Return Type	Shipping	AR	PPL	Country	D	!	#	Last Updated
		(1) Addoron 23H	Standard Return	Standard	✓		United States			93	4/28/2015 11:57 AM
BD1411		(1) Addoron 23H	Standard Return	Standard	✓	✓	United States				24/2015 8:20 PM
BD1501		(1) CAT-2500	Standard Return	Standard			United States				24/2015 7:49 PM
BD1503		(1) SPA-3400	Standard Return	Standard	✓		United States				4/24/2015 7:24 PM
BD150240677	Bob Newhart	(1) SPA-3400	Standard Return	Standard	✓		United States			93	4/24/2015 7:19 PM
BD150240679	Bob Newhart	(1) SPA-3400	Standard Return	Standard	✓	✓	United States			93	4/24/2015 7:14 PM
BD141240636	Mike Edwards	(1) CAT-2500	Standard Return	Standard		✓	United States	134		3	4/24/2015 12:26 AM
BD150440730	Bob Newhart	(1) NOW-34H	Standard Return	Standard			United States	12		93	4/23/2015 11:19 PM
BD150340706	Joe Blacky	(1) SPA-3400	Standard Return	Standard	✓		United States			3	4/23/2015 11:15 PM
BD140840522	Bob Newhart	(1) CAT-2500	Standard Return	Standard			United States	237		93	4/23/2015 12:22 PM
BD150240675	Bob Newhart	(1) Addoron 23H	Standard Return	Standard	✓	✓	United States			93	4/22/2015 12:53 PM

Integrated Shipping – Shipping Page

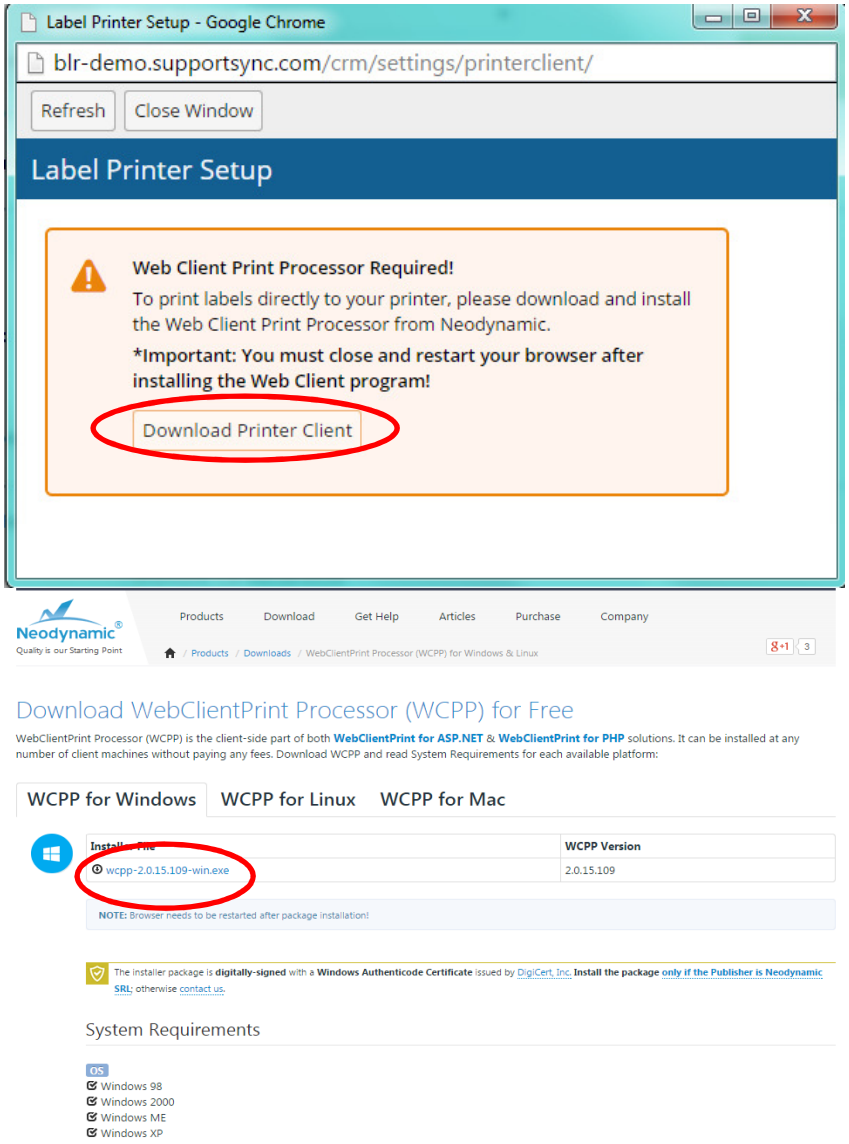


SupportSync Integrated Shipping – Install Printer Client

For the initial use only , install the printer client after selecting Label Printer Setup

1. Click download Printer Client

2. Select Windows, Linux or Mac and then download and install the free printer client



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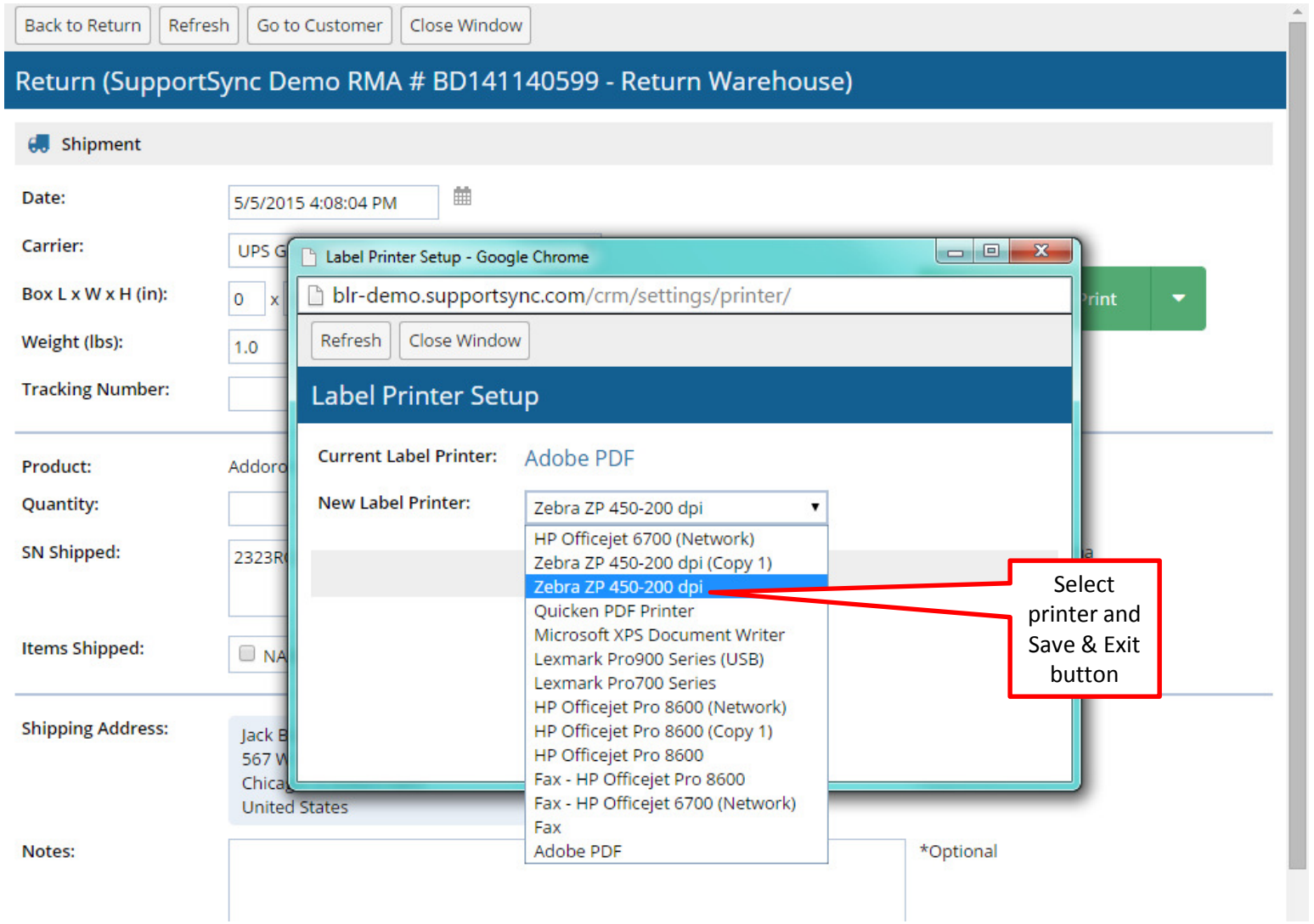
Integrated Shipping – Select Printer



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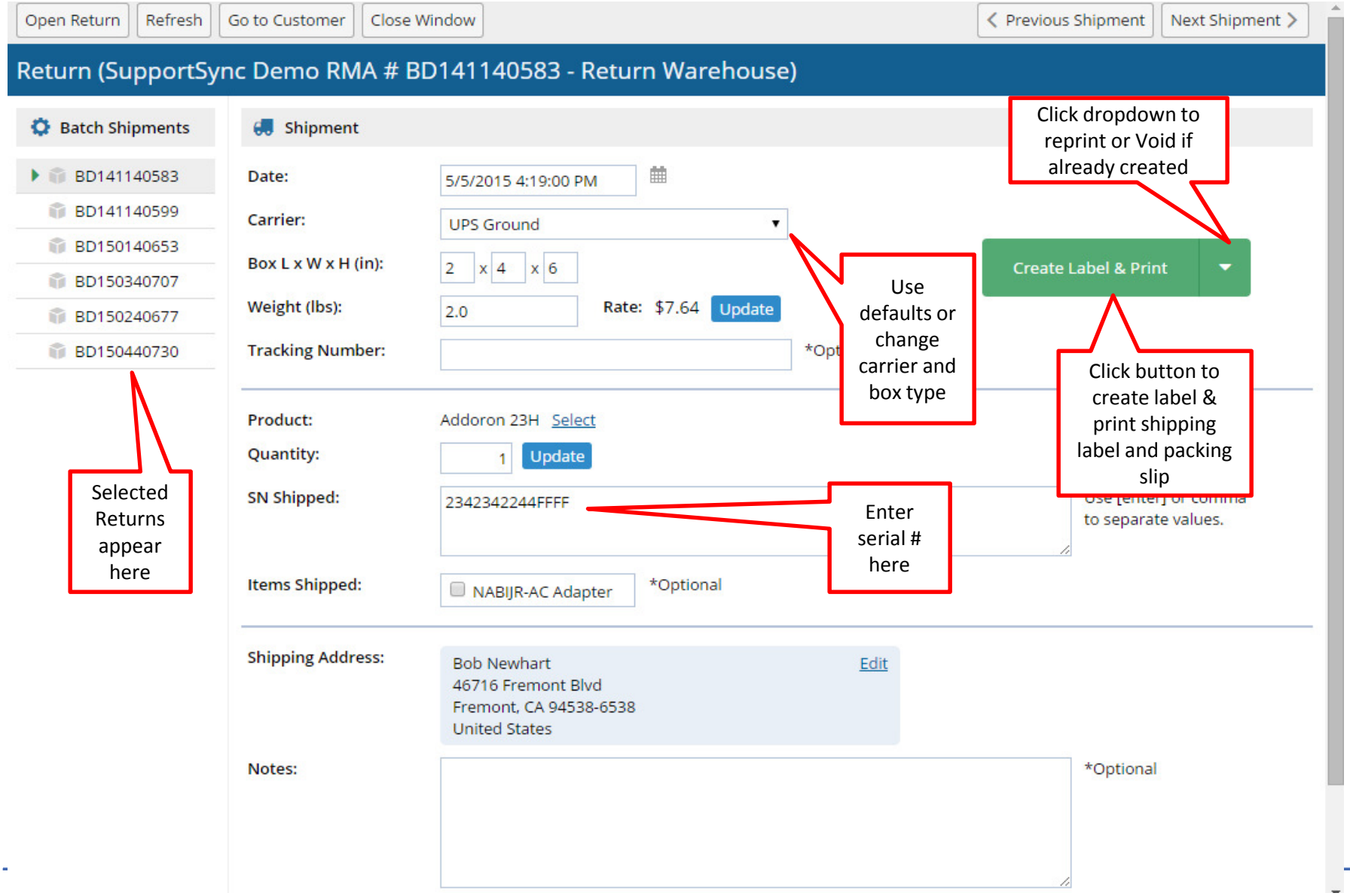
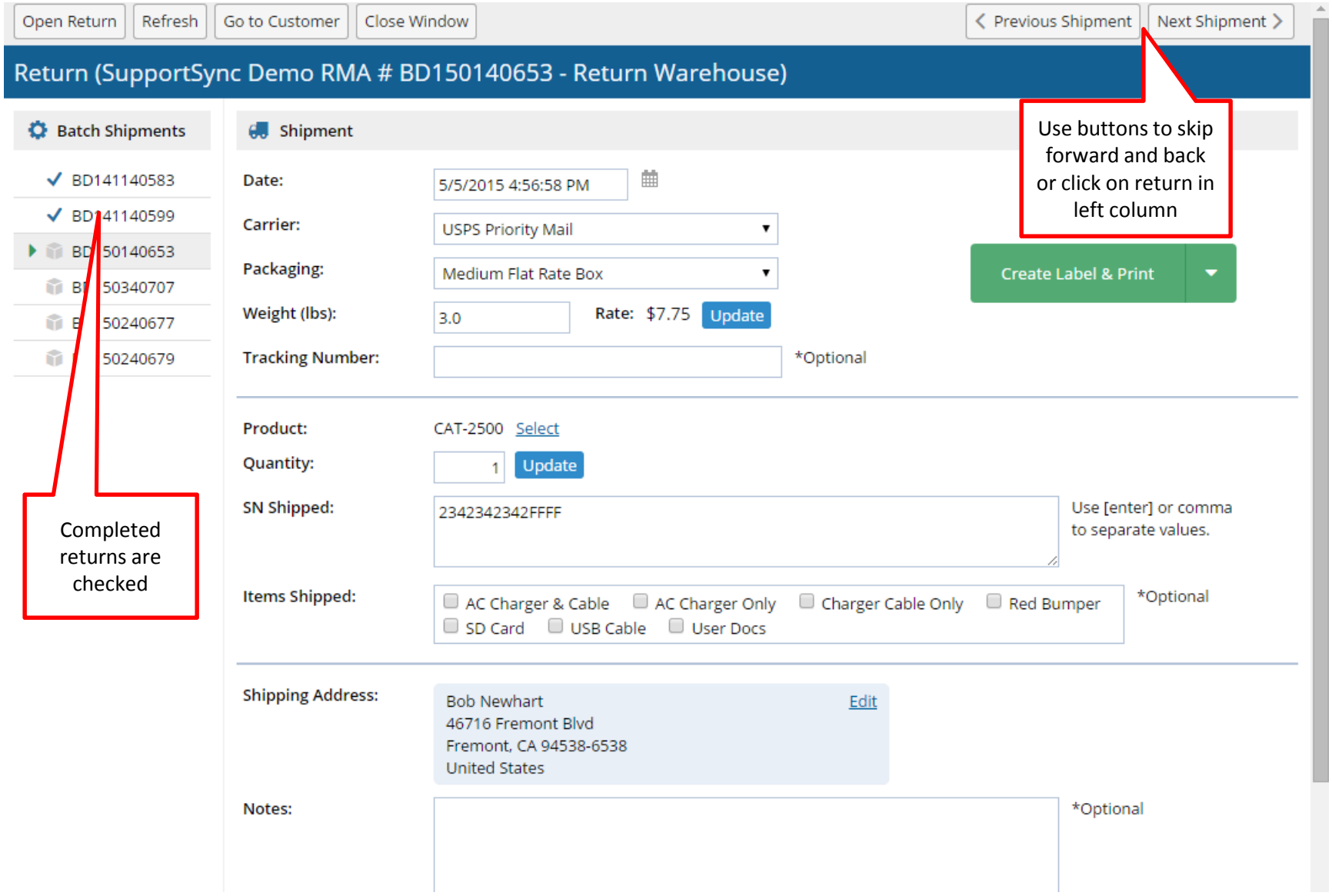
Integrated Shipping – Shipping Page



Integrated Shipping – Shipping Page Con't



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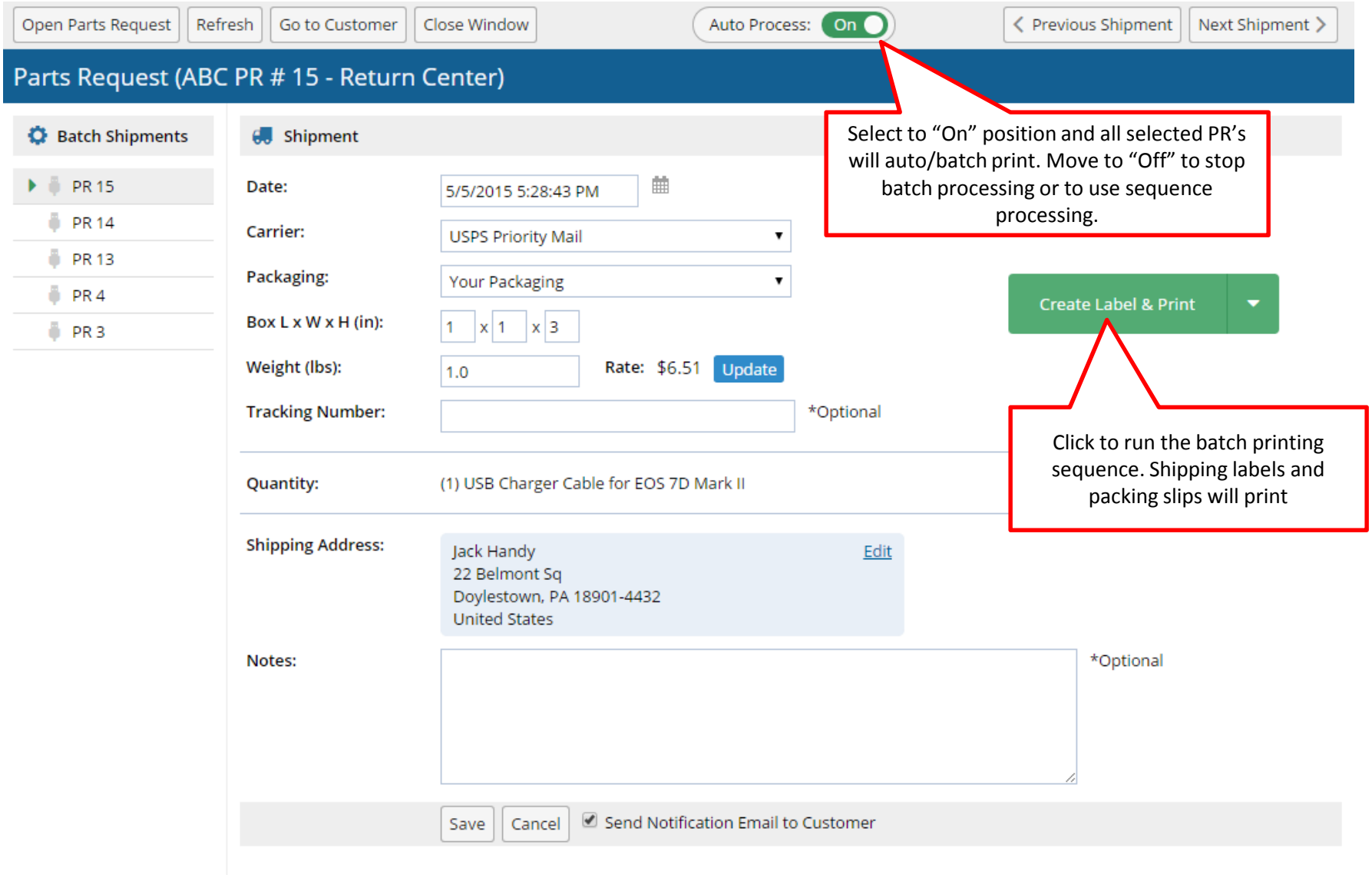
Integrated Shipping – Parts Request