



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.

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)
-

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

The screenshot displays the 'Return Center - Return Center' configuration page in the SupportSync application. The page is divided into a left sidebar and a main content area. The sidebar contains navigation options: Home, Returns (126), Testing (142), Parts Requests (2), Customers, Reports, Settings, Administration (expanded), Users, Brands, Return Centers (expanded), All Return Centers (selected), and Shipping Methods. The main content area has a header 'Return Center - Return Center' and three sub-sections for carrier accounts: UPS, FedEx, and Endicia. Each section contains input fields for Account Number, Username, and Password. The Endicia section also includes a 'Reset Pass Phrase' checkbox and a 'Buy Postage' dropdown menu set to 'None'. At the bottom, there are 'Save', 'Save & Exit', and 'Cancel' buttons.

Return Center - Return Center

Address & Settings

User Access

Carrier Accounts

UPS

Account Number:

UserName:

Password:

FedEx

Account Number:

UserName:

Password:

Endicia

Account Number:

Pass Phrase:

Reset Pass Phrase

Buy Postage:

Test Mode

Save Save & Exit Cancel

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

SupportSync® for SupportSync Demo

Back Forward Refresh New Product Close Window

Product - SPA-3400

Product Category: None [Select](#)

Product Name: SPA-3400

Product Description: *Optional

Serial Number Prefix: *Optional

Return Centers: Return Center Return Warehouse

Declared Value: 200.00

Product HTS Code: *Optional

Box L x W x H (in): 2 x 2 x 2

Weight (lbs): 3.0

Status: Active

Save Save & Exit Cancel

Enter your products package dimensions and weights

SupportSync® for SupportSync Demo and Return Warehouse

Welcome, Scott Burgess | Messages | About | Logout

Refresh View | New Quick Return | RMA # | Search | Clear | Filter Options | Import/Export | Pick List | Help

Returns: 1 - 44 of 44 | Show: 50 | First | Previous | Next | Last | Move to Processing | Ship Selected

| <input type="checkbox"/> | ! | RMA Number | Customer | Qty / Product | Return Type | Shipping | AR | PPL | Country | D | ! | # | Last Updated |
|-------------------------------------|---|-------------|--------------|-----------------|-----------------|----------|----|-----|---------------|-----|---|----|--------------------|
| <input checked="" type="checkbox"/> | | | | (1) Addoron 23H | Standard Return | Standard | ✓ | | United States | | | 93 | 4/28/2015 11:57 AM |
| <input checked="" type="checkbox"/> | | BD1411 | | (1) Addoron 23H | Standard Return | Standard | ✓ | ✓ | United States | | | | 4/24/2015 8:20 PM |
| <input checked="" type="checkbox"/> | | BD1501 | | (1) CAT-2500 | Standard Return | Standard | | | United States | | | | 4/24/2015 7:49 PM |
| <input type="checkbox"/> | | BD150340707 | Neil Donly | (1) SPA-3400 | Standard Return | Standard | ✓ | | United States | | | | 4/24/2015 7:24 PM |
| <input checked="" type="checkbox"/> | | BD150240677 | Bob Newhart | (1) SPA-3400 | Standard Return | Standard | ✓ | | United States | | | 93 | 4/24/2015 7:19 PM |
| <input checked="" type="checkbox"/> | | BD150240679 | Bob Newhart | (1) SPA-3400 | Standard Return | Standard | ✓ | ✓ | United States | | | 93 | 4/24/2015 7:14 PM |
| <input type="checkbox"/> | | BD141240636 | Mike Edwards | (1) CAT-2500 | Standard Return | Standard | | ✓ | United States | 134 | | 3 | 4/24/2015 12:26 AM |
| <input checked="" type="checkbox"/> | | BD150440730 | Bob Newhart | (1) NOW-34H | Standard Return | Standard | | | United States | 12 | | 93 | 4/23/2015 11:19 PM |
| <input checked="" type="checkbox"/> | | BD150340706 | Joe Blacky | (1) SPA-3400 | Standard Return | Standard | ✓ | | United States | | | 3 | 4/23/2015 11:15 PM |
| <input type="checkbox"/> | | BD140840522 | Bob Newhart | (1) CAT-2500 | Standard Return | Standard | | | United States | 237 | | 93 | 4/23/2015 12:22 PM |
| <input type="checkbox"/> | | BD150240675 | Bob Newhart | (1) Addoron 23H | Standard Return | Standard | ✓ | ✓ | United States | | | 93 | 4/22/2015 12:53 PM |

Navigation: Home, Returns (126), Receiving, Payment/Credit, Processing (60), Shipping (44), Flagged (9), Prepaid Labels (13), Completed, All Returns, Testing (142), Parts Requests (2), Customer, Reporting, Settings, Administration

Annotations:

- Select all or specific returns. Same process for Parts Requests
- Sort by item if needed
- Click to enter shipping page
- Flags will not export to shipping page if selected

Open Return

Refresh

Go to Customer

Close Window

< Previous Shipment

Next Shipment >

Return (SupportSync Demo RMA # BD141140583 - Return Warehouse)

Batch Shipments

- ▶ BD141140583
- BD141140599
- BD150140653
- BD150240677
- BD150240679
- BD150440730
- BD150340706

Selected Returns appear here

Shipment

Date: 5/5/2015 3:20:12 PM

Carrier: UPS Ground

Box L x W x H (in): 2 x 4 x 6

Weight (lbs): 1.0 Rate: \$6.97 [Update](#)

Tracking Number: *Optional

For initial use, Click Label Printer Setup from drop down

Create Label & Print

Label Printer Setup

Product: Addoron 23H [Select](#)

Quantity: 1 [Update](#)

SN Shipped: 2342342244FFFF Use [enter] or comma to separate values.

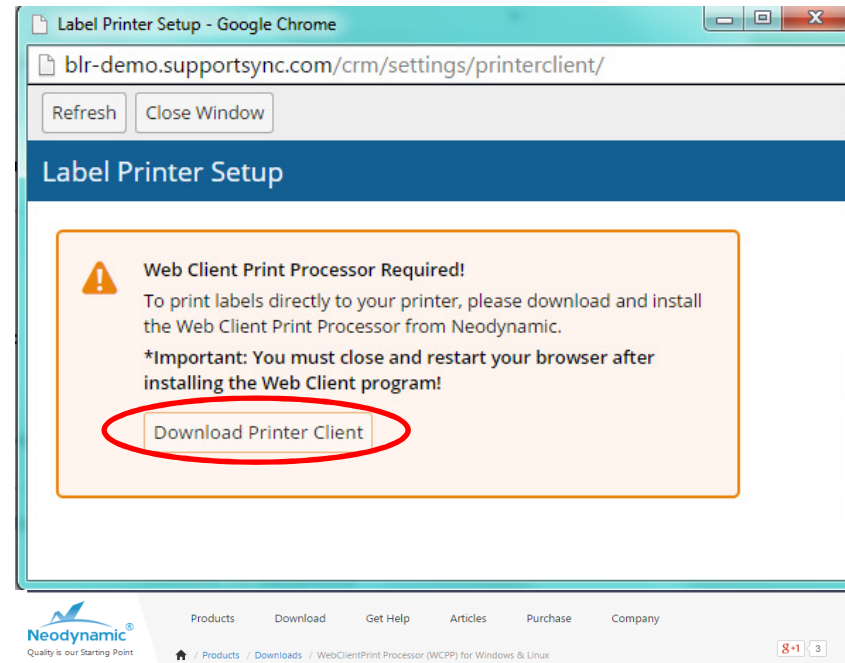
Items Shipped: NABIJR-AC Adapter *Optional

Shipping Address: Bob Newhart
46716 Fremont Blvd
Fremont, CA 94538-6538
United States [Edit](#)

Notes: *Optional

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

Download WebClientPrint Processor (WCPP) for Free

WebClientPrint Processor (WCPP) is the client-side part of both **WebClientPrint for ASP.NET** & **WebClientPrint for PHP** solutions. It can be installed at any number of client machines without paying any fees. Download WCPP and read System Requirements for each available platform:

WCPP for Windows WCPP for Linux WCPP for Mac

| Installer File | WCPP Version |
|-------------------------|--------------|
| wcpp-2.0.15.109-win.exe | 2.0.15.109 |

NOTE: Browser needs to be restarted after package installation!

The installer package is **digitally-signed** with a **Windows Authenticode Certificate** issued by [DigiCert, Inc.](#). Install the package **only if the Publisher is Neodynamic SRL**; otherwise [contact us](#).

System Requirements

OS

- Windows 98
- Windows 2000
- Windows ME
- Windows XP

Back to Return Refresh Go to Customer Close Window

Return (SupportSync Demo RMA # BD141140599 - Return Warehouse)

Shipment

Date: 5/5/2015 4:08:04 PM

Carrier: UPS

Box L x W x H (in): 0 x

Weight (lbs): 1.0

Tracking Number:

Product: Address

Quantity:

SN Shipped: 2323R

Items Shipped: NA

Shipping Address: Jack B
567 W
Chica
United States

Notes:

*Optional

Label Printer Setup - Google Chrome

blr-demo.supportsync.com/crm/settings/printer/

Refresh Close Window

Label Printer Setup

Current Label Printer: Adobe PDF

New Label Printer:

- Zebra ZP 450-200 dpi
- HP Officejet 6700 (Network)
- Zebra ZP 450-200 dpi (Copy 1)
- Zebra ZP 450-200 dpi
- Quicken PDF Printer
- Microsoft XPS Document Writer
- Lexmark Pro900 Series (USB)
- Lexmark Pro700 Series
- HP Officejet Pro 8600 (Network)
- HP Officejet Pro 8600 (Copy 1)
- HP Officejet Pro 8600
- Fax - HP Officejet Pro 8600
- Fax - HP Officejet 6700 (Network)
- Fax
- Adobe PDF

Select printer and Save & Exit button

Open Return Refresh Go to Customer Close Window < Previous Shipment Next Shipment >

Return (SupportSync Demo RMA # BD141140583 - Return Warehouse)

Batch Shipments

- BD141140583
- BD141140599
- BD150140653
- BD150340707
- BD150240677
- BD150440730

Shipment

Date: 5/5/2015 4:19:00 PM

Carrier: UPS Ground

Box L x W x H (in): 2 x 4 x 6

Weight (lbs): 2.0 Rate: \$7.64 Update

Tracking Number: *Optional

Product: Addoron 23H Select

Quantity: 1 Update

SN Shipped: 2342342244FFFF

Items Shipped: NABIJR-AC Adapter *Optional

Shipping Address: Bob Newhart
46716 Fremont Blvd
Fremont, CA 94538-6538
United States Edit

Notes: *Optional

Selected Returns appear here

Use defaults or change carrier and box type

Click dropdown to reprint or Void if already created

Click button to create label & print shipping label and packing slip

Enter serial # here

Create Label & Print

Use [enter] or comma to separate values.

Open Return Refresh Go to Customer Close Window < Previous Shipment Next Shipment >

Return (SupportSync Demo RMA # BD150140653 - Return Warehouse)

- Batch Shipments**
- ✓ BD141140583
 - ✓ BD141140599
 - ▶ **BD150140653**
 - BD150340707
 - BD150240677
 - BD150240679

Completed returns are checked

Shipment

Date: 5/5/2015 4:56:58 PM

Carrier: USPS Priority Mail

Packaging: Medium Flat Rate Box

Weight (lbs): 3.0 Rate: \$7.75 Update

Tracking Number: *Optional

Product: CAT-2500 Select

Quantity: 1 Update

SN Shipped: 2342342342FFFF Use [enter] or comma to separate values.

Items Shipped: AC Charger & Cable AC Charger Only Charger Cable Only Red Bumper SD Card USB Cable User Docs *Optional

Shipping Address: Bob Newhart 46716 Fremont Blvd Fremont, CA 94538-6538 United States Edit

Notes: *Optional

Use buttons to skip forward and back or click on return in left column

Create Label & Print

Open Parts Request

Refresh

Go to Customer

Close Window

Auto Process: On

< Previous Shipment

Next Shipment >

Parts Request (ABC PR # 15 - Return Center)

Batch Shipments

▶ PR 15

PR 14

PR 13

PR 4

PR 3

Shipment

Date:

Carrier:

Packaging:

Box L x W x H (in): x x

Weight (lbs): Rate: \$6.51

Tracking Number: *Optional

Quantity: (1) USB Charger Cable for EOS 7D Mark II

Shipping Address: [Edit](#)

Notes: *Optional

Send Notification Email to Customer

Select to "On" position and all selected PR's will auto/batch print. Move to "Off" to stop batch processing or to use sequence processing.

Click to run the batch printing sequence. Shipping labels and packing slips will print