



Returns Management Application for



1. Go to Admin Home screen in Zendesk > Apps > Marketplace
 2. Search for SupportSync and click “Install App”
 3. Follow the Installation instructions
 4. Log in to the SupportSync application
-

The screenshot shows the 'Apps Marketplace' interface. On the left is a navigation sidebar with categories: ADMIN HOME (Overview), APPS (Marketplace, Manage), and MANAGE (People, User Fields, Organization Fields, Views, Macros, Reports, Tags, Ticket Fields, Dynamic Content, Sandbox). The main content area is titled 'Apps Marketplace' and shows the 'SupportSync' app. Below the app name is an 'INSTALLATION' form with the following fields and options:

- Title*: SupportSync
- ssdomain*: abc.supportsync.com
- Enable role restrictions?

Buttons for 'Cancel' and 'Install' are at the bottom of the form. A callout box points to the 'ssdomain*' field with the text: 'Enter your SupportSync domain (i.e. yourdomain.supportsync.com)'.

What is SupportSync?

Zendesk Application



End-user portal and CRM to create tickets & troubleshoot. Agents create, view and edit returns, track progress of the returns

Returns Processing



RMA system for receiving, processing, testing. Sync's CSR team, Return Centers and your customers in real-time

Shipping



Return centers receive, repair, replace, test and ship with integrated major carriers

Existing RMA Example

The screenshot displays the SupportSync interface with the following components:

- Top Navigation:** Tabs for Jack Black, Don Julio, bad battery complaint, and Ned Flanders.
- User Profile (Left Sidebar):**
 - Role: End-user
 - Access: Tickets requested by user
 - Email: jack@black.com
 - Language: English
 - Time zone: (GMT-08:00) Pacific Time (U...)
 - Created: Oct 17 12:11 pm
 - Updated: Oct 17 12:11 pm
 - Last login: [blank]
- Tickets (1) Table:**

ID	Subject	Requested	Updated	Group
#22	bad battery	Oct 17	Oct 17	-
- RMA Detail View (Right Panel):**
 - RMA# AB1411282** (Status: COMPLETED)
 - NOTES (3)**
 - UPDATES:**
 - RECEIVED TRACKING ITEMS: Nov 07 USPS First Class 34343434 (1) EOS 7D Mark II
 - SHIPPED TRACKING ITEMS: Nov 07 UPS Ground 1ZWA44100345678814 (1) EOS 7D Mark II
 - ADDRESS:** Jack Black, 46716 Fremont Blvd, Fremont, CA, 94538-6538, (123) 123-1234
 - PRODUCT:** Broken (1) EOS 7D Mark II
 - SHIPPING:** Ship by UPS Ground
 - MORE INFO:** Created by Joe Admin on Nov 06

Callouts:

- RMA Status Bar is color coded:** Points to the blue bar indicating the RMA status.
- Create or view notes:** Points to the 'NOTES (3)' section.
- View tracking info or link to shipping carriers page to track package:** Points to the tracking information in the updates section.
- Click to open an edit page:** Points to the 'PRODUCT' section.

The screenshot displays the SupportSync interface for a customer named Ned Dufus. The top navigation bar includes tabs for 'Hello (create)' and 'Ned Dufus'. The left sidebar contains navigation icons for home, list, user, search, and settings. The main content area is divided into three columns:

- Left Column (Customer Profile):** Displays details for Ned Dufus, including Role (End-user), Access (Tickets requested by user), Email (ned@hello.com), and various tags and settings. A 'User Select' dropdown is also present.
- Middle Column (Tickets):** Shows a 'Tickets (0)' section with a table for 'Requested tickets (0)'. The table has columns for ID, Subject, Requested, Updated, Group, and Assignee. Below the table, it states 'No tickets in this view'.
- Right Column (Actions):** Features a 'SupportSync' header and a prominent blue button labeled 'Create New Return'.

Two callout boxes provide additional information:

- A callout box pointing to the search icon in the sidebar states: "Look up existing customers by tickets or end-user views or by searching in ZD".
- A callout box pointing to the 'Create New Return' button states: "Customer has an email record but no previous records (RMA's) in SS. Click to enter wizard".

The screenshot shows the SupportSync interface for a customer named Ned Flanders. The top navigation bar includes tabs for 'Jack Black', 'Don Julio', 'bad battery complaint', and 'Ned Flanders'. The left sidebar contains navigation icons for home, menu, users, search, and settings. The main content area is divided into several sections:

- Customer Profile:** Shows 'Ned Flanders' with a role of 'End-user' and access to 'Tickets requested by user'. The email is 'ned@noemail23.com'.
- Tickets (2):** A table listing requested tickets.

ID	Subject	Requested	Updated	Group	Assignee
#20	needs and rma	Oct 17	Oct 17	-	-
#21	test ticket	Oct 17	Oct 17	-	-
- Address:** Shows the address for 'Neddy Flanders' at 46716 Fremont Blvd, Fremont, CA. A callout points to a dropdown menu for sign-in/out, help, and settings.
- Return Management:** A list of Return Material Authorization (RMA) numbers with their statuses:
 - RMA# AB1411251: shipping
 - RMA# AB1410160: receiving (flagged for action)
 - RMA# AB1410159: receiving
 - RMA# AB1410158: shipping
 - RMA# AB1410155: receiving
- Actions:** A 'Create New Return' button is visible at the bottom right.

Callout boxes provide the following instructions:

- Have multiple returns open at the same time:** Points to the 'bad battery complaint' tab.
- Edit customer shipping info:** Points to the address section.
- Drop down for sign in/out, help, settings etc:** Points to the user profile dropdown.
- Click to link to Google maps:** Points to the location pin icon next to the address.
- RMA # and status. This one is flagged for action. Click to open:** Points to the RMA# AB1410160 entry.
- Click to enter the create new return wizard:** Points to the 'Create New Return' button.

New Return Wizard - Address

The screenshot shows the 'New Return Wizard - Address' page in SupportSync. The interface includes a left sidebar with navigation icons, a top header with user information, and a main content area. The wizard bar at the top right shows the current step 'ADDRESS' and upcoming steps 'PRODUCT', 'OPTIONS', and 'REVIEW'. A 'Next' button is visible at the bottom right of the form.

Callouts:

- Cancel out. Return to Customer page:** Points to the 'X' icon in the top right corner of the wizard bar.
- Back to previous page:** Points to the left arrow icon in the wizard bar.
- Wizard bar shows your progress, current page and upcoming pages:** Points to the 'ADDRESS', 'PRODUCT', 'OPTIONS', and 'REVIEW' steps in the wizard bar.

Form Fields:

- Country: United States
- Recipient: Bob Newhart
- Address 1: 3431 Market St
- Address 2: (empty)
- City: San Francisco
- State: California
- Zip: 94114
- Phone: 2312312341

Table: Requested tickets (2)

ID	Subject	Requested	Updated	Group	Assignee
#20	needs and rma	2 minutes ago	2 minutes ago	-	-
#21	test ticket	less than a minute ago	less than a minute ago	-	-

The screenshot displays the SupportSync user interface. At the top, there are tabs for users (Jack Black, Don Julio) and tickets (bad battery complaint, Ned Flanders). The main content area is divided into three sections:

- User Profile (Left):** Shows details for Ned Flanders, including role (End-user), access (Tickets requested by user), email (ned@noemail23.com), and various tags and settings.
- Tickets (Center):** A table titled "Requested tickets (2)" with columns for ID, Subject, Requested, Updated, Group, and Assignee. It lists two tickets: #20 (needs and rma) and #21 (test ticket).
- New Return Wizard (Right):** A form for creating a new return. It shows a red "Address Warning" dialog box with the message: "This address cannot be verified. Shipping delays may result. Continue with this address?". Below the dialog are "Go Back" and "Continue" buttons. The form also includes fields for State (CA), Zip (94538-6538), and Phone (4084893777), with a "Next" button at the bottom.

A callout box points to the "Continue" button in the Address Warning dialog, containing the text: "Address validation warning can be bypassed with 'Continue'".

The screenshot displays the SupportSync New Return Wizard interface. The top navigation bar shows the user 'Abe Smith' and a '+ add' button. The main content area is divided into three panels:

- User Profile Panel (Left):** Shows details for 'Abe Smith' (Role: End-user, Access: Tickets requested by user, Email: abe@smith.com, Tags: -, Org: -, Language: English, Time zone: (GMT-08:00) Pacific Time (U...), Details: -, Notes: -). A 'User Select' dropdown is also present.
- Tickets Panel (Middle):** Displays 'Tickets (3)' for 'Abe Smith'. It lists 'Requested tickets (3)' with columns for ID, Subject, and Requested time. The tickets are categorized by status: New, Open, and Solved.

Status	ID	Subject	Requested
New	#41	Wifi not working	Today 10:34 am
Open	#43	Returned unit not covered under warr...	Today 10:37 am
Solved	#42	Dead Battery	Today 10:35 am
- Product Selection Panel (Right):** Shows the 'New Return' wizard steps: ADDRESS, PRODUCT, OPTIONS, REVIEW. The 'PRODUCT' step is active. Fields include: Return Reason (Defective), Product (NextGen 23A), Quantity (1), Serial Number (Serial # (Optional)), Action (Replace), Replace With (NextGen 23A), and Repl. SN (Replacement Serial # (Optional)). Buttons for 'Add Product' and 'Next' are visible.

A callout bubble points to the 'Add Product' button with the text: "Enter product info and add multiple products if needed".

New Return Wizard - Options

The screenshot displays the SupportSync interface for user Ned Flanders. On the left, a sidebar shows user details: Role (End-user), Access (Tickets requested by user), Email (ned@noemail23.com), and various tags and settings. The central area shows a list of 'Requested tickets (2)'. The right-hand panel is the 'New Return' wizard, currently on the 'OPTIONS' step. It includes fields for Return Type (Standard Return), Payment Req'd (No), Ship By (Standard - 5-7 day delivery), and checkboxes for Advance Replacement and Prepaid Label. A 'Notes' field contains the text 'Return Notes go here (Optional)'. A 'Next' button is visible at the bottom right of the wizard.

ID	Subject	Requested	Updated	Group	Assignee
#20	needs and rma	13 minutes ago	13 minutes ago		
#21	test ticket	11 minutes ago	11 minutes ago		

Defaults and options crated by client Admin. Admin can also control access rights

Internal notes can be created for support team. ZD ticket # added here

The screenshot displays the SupportSync New Return Wizard interface. The top navigation bar shows the user 'Ned Flanders' and 'Jack Handy'. The main content area is divided into three sections:

- Left Panel (User Profile):**
 - Role: End-user
 - Access: Tickets requested by user
 - Email: ned@noemail23.com
 - Tags: -
 - Org: -
 - Language: English
 - Time zone: (GMT-07:00) Pacific Time (U...)
 - Details: -
 - Notes: -
 - User Select: -
 - Created: Jul 21 01:43 pm
 - Updated: Jul 21 01:43 pm
 - Last login: -
- Center Panel (Tickets):**

Ned Flanders

Tickets (2)

Requested tickets (2)

ID	Subject	Requested	Updated	Group	Assignee
#20	needs and rma	13 minutes ago	13 minutes ago	-	-
#21	test ticket	11 minutes ago	11 minutes ago	-	-

Status: New

Status: Open
- Right Panel (Return Details):**

SupportSync

New Return

ADDRESS: Bob Newhart, 3431 Market St, San Francisco, CA 94114, United States, (231) 231-2341

PRODUCT: Reason: Defective (1) SPA-3400

OPTIONS: Standard Return, Ship by Standard - 5-7 day delivery

NOTES: [No notes yet]

Submit Return

Send Notification Email to Customer

A callout bubble points to the 'Submit Return' button with the text: "Submit the return to SupportSync".

The screenshot displays the SupportSync interface for an RMA page. The top navigation bar shows the user 'Jack Handy' and a tab for 'Ned Flanders'. The left sidebar contains navigation icons and a 'User Select' dropdown. The main content area is divided into three sections:

- User Profile:** Ned Flanders, Role: End-user, Access: Tickets requested by user, Email: ned@noemail23.com, Language: English, Time zone: (GMT-07:00) Pacific Time (U...), Created: Jul 21 01:43 pm, Updated: Jul 21 01:43 pm, Last login: [blank].
- Tickets (2):** A table listing requested tickets.

ID	Subject	Requested	Updated
#20	needs and rma	Friday 10:49 am	Friday 10:49 am
#21	test ticket	Friday 10:52 am	Friday 10:52 am
- Notes Panel:** A floating window titled 'SupportSync' for RMA# AB1410160. It has a 'NOTES' header and a text input field containing 'This guy needs a return after all...'. Below the input is a 'Save' button. A notes history section shows:
 - Mary User Oct 20 (Unflag) Hello there! bbaaaa
 - Mary User Oct 20 Hello there! aaaa
 - Joe Admin Oct 17 (Flag) flagging for customer service

Two callouts are present: one pointing to the notes input field with the text 'Make a new note for your team', and another pointing to the notes history section with the text 'View Notes history'.

RMA Page – Take Action

Jack Black (create) | Jack Black

Role: End-user
Access: Tickets requested by user

Email: jack@black.com
+ add contact

Tags: -
Org: -
Language: English
Time zone: (GMT-08:00) Pacific Time (U...
Details: -
Notes: -

User Select: -

Created Oct 17 12:11 pm
Updated Oct 17 12:11 pm
Last login

Jack Black

Tickets (1)

Requested tickets (1) ▾

ID	Subject	Requested	Updated	Group	Assignee
#22	bad battery	Oct 17	Oct 17	-	-

Status: New

SupportSync RMA# AB1411282

COMPLETED

- NOTES (3)
 - Flag Return
- UPDATES (1)
 - Cancel Return
 - Resend Email
- RECEIVED TRACKING ITEMS (1) EOS 7D Mark II
- SHIPPED TRACKING ITEMS Nov 07 UPS Ground 1ZWA44100345678814 (1) EOS 7D Mark II
- ADDRESS
 - Jack Black
 - 46716 Fremont Blvd
 - Fremont, CA. 94538-6538
 - (123) 123-1234
- PRODUCT
 - Broken
 - (1) EOS 7D Mark II
- SHIPPING
 - Ship by UPS Ground
- MORE INFO
 - Created by Joe Admin on Nov 06

Take an action with this RMA. For example, flag a return for support team member follow up

The screenshot displays the SupportSync interface for an RMA page. At the top, there are browser tabs for 'Jack Handy' and 'Ned Flanders'. The main header shows 'Noemail23 (create)' and 'Ned Flanders'. On the left, a sidebar contains navigation icons and user information for 'Ned Flanders', including role, access, email, and tags.

The central area is titled 'Ned Flanders' and shows 'Tickets (2)'. A table lists 'Requested tickets (2)':

ID	Subject	Requested	Updated	Group	Assignee
#20	needs and rma	Friday 10:49 am	Friday 10:49 am		
#21	test ticket	Friday 10:52 am	Friday 10:52 am		

On the right, a 'SupportSync' panel shows a red 'FLAG' warning: 'Action will be required by the assignee before return processing can continue.' Below this, there are dropdown menus for 'Reason' (Broken Screen) and 'Assignee' (Customer Service). A text area contains the note: 'Customer returned unit with a broken screen. Please advise customer the item is not under warranty.' A 'Save' button is at the bottom of the panel.

A callout box points to the first ticket in the table with the text: 'Flag a return and assign an action to a support team member'.

receiving

Return has been created and waiting to be received

payment

credit

Return has been created that requires a payment or credit. The Return will remain in payment or credit status until the payment has been marked as paid/credited in the system.

processing

Return has been received and needs to be evaluated. This status setting is ideal if you are taking an action with an item such as testing and/or repairing prior to shipping

shipping

Return has been received and a replacement or repaired unit is ready to be shipped. This status setting is ideal if you are replacing returned items with a different serial number.

completed

Return process is complete

Standard Return

1. Return Created



Status

receiving

2. Item Received



Or

Status

processing

shipping



Testing
Replace/Repair

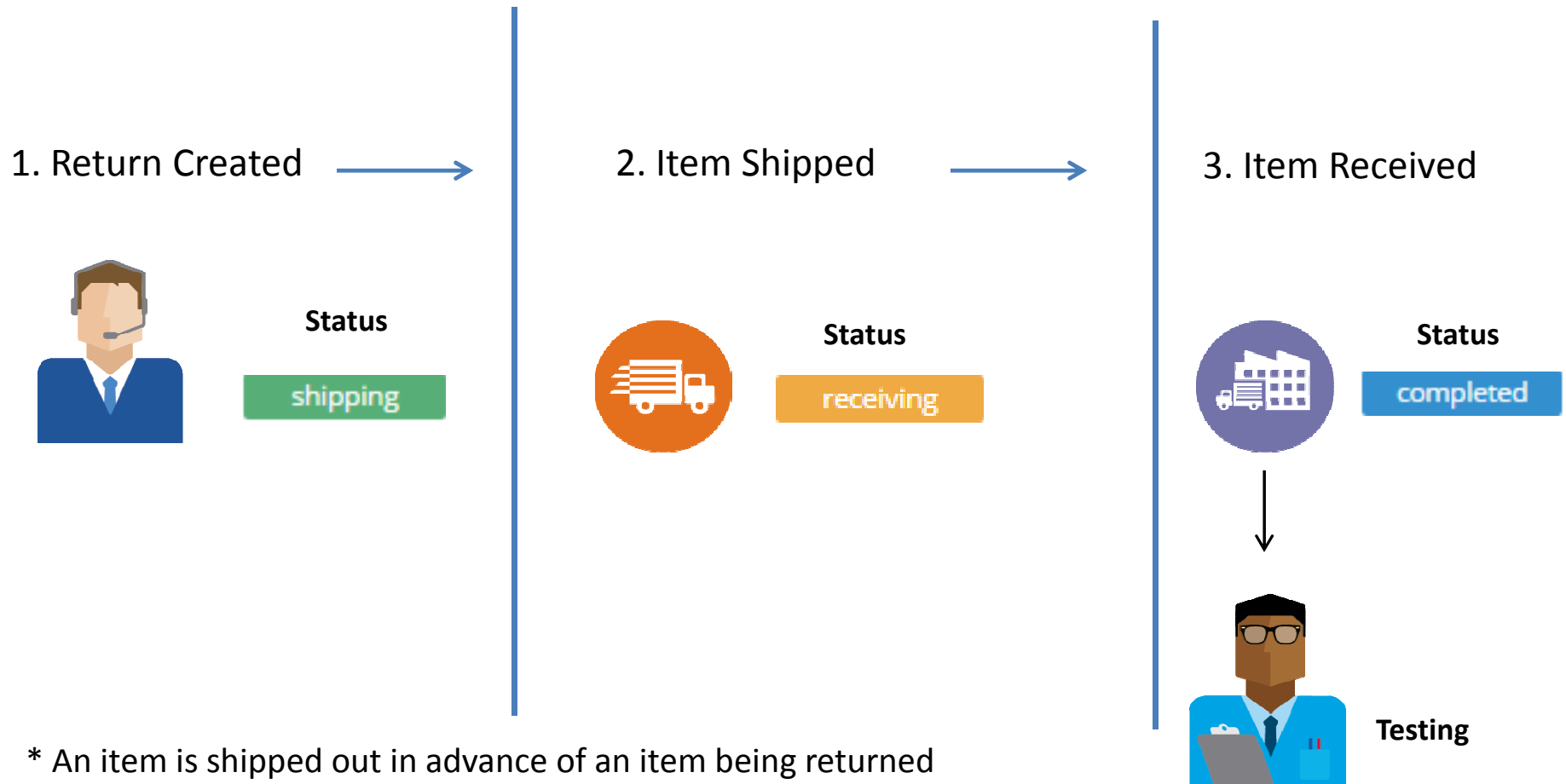
3. Item Shipped



Status

completed

Advance Replacement Return*



* An item is shipped out in advance of an item being returned