

What is SupportSync?

Customer Portal & CRM



Customer portal to create cases, request returns and check status. Agents troubleshoot cases in CRM

Returns Processing Engine



RMA system for creating receiving, processing, testing returns. Customer service team, Return Centers and your customers synced in real-time

Integrated Shipping



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

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*

