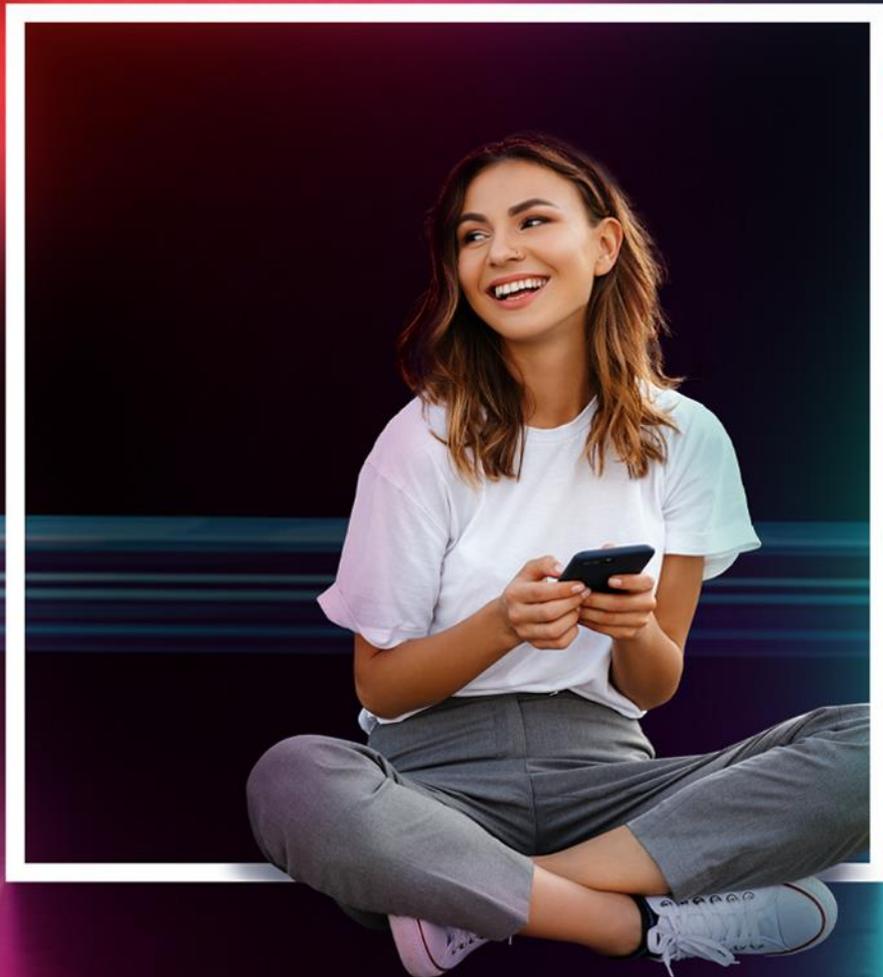


HOW TO
**USE RTS MANAGEMENT
IN OMNIPARCEL**

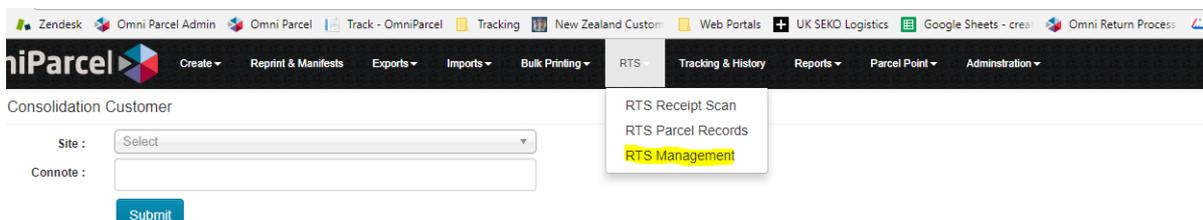


HOW TO USE THE RTS MANAGEMENT MODULE

The main function of the module is to capture all RTS parcels automatically in OmniParcel. This section will show you how to navigate through your RTS Management screen.

Log in to OmniParcel using your email address and password (logins and passwords to be requested of your account manager): <http://omniparcel.com/account/login>

1. Select the RTS drop down menu, then select RTS Management.



2. You will be receiving an email as soon as a parcel has been scanned as RTS in our warehouse. You will have 5 working days (default threshold that can be amended by request to your account manager) to provide a comment with the action requested for this parcel. Past these 5 days if no comment is provided, the parcel will be marked as EXPIRED and will be returned to you at your own cost.
3. On the RTS Management screen you will be able to find all parcels that have been RTS'd and that are in the Seko Omni warehouses. From this screen, you are able to see why the parcels have been RTS'd in the REASON column and request specific actions on the parcels by clicking on the comment box .

Scan Consolidation Customer

Account Group :

Site :

Connote :

Action :

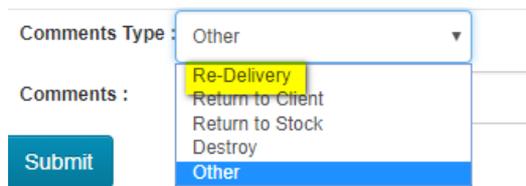
	COMMENTS	REASON	CLIENT	RECEI
<input type="checkbox"/>	 Return to Client	RTS - No Reason Given		
<input type="checkbox"/>	 Return to Client	RTS - No Reason Given		
<input type="checkbox"/>	 Return to Client	RTS - No Reason Given		
<input type="checkbox"/>	 EXPIRED	RTS - No Reason Given		

You will be able to choose from the following options:

- a. Re-delivery - you will then be redirected to a page to fill in the new address you want your parcel to be re-delivered to.
- b. Return to Client
- c. Return to Stock (if applicable)
- d. Destroy
- e. Other

A) REQUESTING A RE-DELIVERY

To alert the warehouse of this action, select the comments icon  then select RE-DELIVERY from the drop-down list, update the field with your customer’s new address and click SUBMIT.



B) REQUESTING TO RETURN TO CLIENT

To alert the warehouse of this action, select the comments icon  then select RETURN TO CLIENT from the drop-down list and click SUBMIT. The warehouse will be automatically notified via email of your request to action and will action this in accordance with the agreed return process SLAs.

C) REQUESTING TO RETURN TO STOCK (if applicable)

To alert the warehouse of this action, select the comments icon  then select RETURN TO STOCK from the drop-down list and click SUBMIT. The warehouse will be automatically notified via email of your request to action and will action this in accordance the agreed return process SLAs.

D) REQUESTING TO DESTROY

To alert the warehouse of an action request, select the comments icon  then select DESTROY from the drop-down list and click SUBMIT. The warehouse will be automatically notified via email of your request to action and will action this within 1 business day.

Please note, that you are also able to update comments for RETURN TO CLIENT, RETURN TO STOCK and DESTROY option in bulk by selecting all parcels or few parcels from the page and clicking on the selected action as below.

Scan Consolidation Customer search to switch sites (admin only) ...

Account Group: --All--
 Site: --All--
 Connote:
 Action: Pending

	COMMENTS	REASON	CLIENT	RECEIVER NAME	CUSTOMER REF	CONNOTE	DATE RECEIVED	NEW CONNOTE	FINAL ACTION TAKEN	ACTION TAKEN DATE
							04-Apr-2018 08:14 AM			
							19-Jun-2018 10:07 AM			
							03-Jul-2018 10:58 AM			

Annotations in image:
 - Yellow callout: "to select all parcels on the page" pointing to the first comment icon.
 - Pink callout: "to select only few parcels form the list" pointing to the second and third comment icons.

NOTES

- System Generated Auto-Notification emails will be sent to 1 nominated email address. Please contact your Account Manager to have this email address changed.
- You can request as many logins as you need, please contact your account manager to have logins created.
- You can use the export function on the RTS management page to download your own report directly from OmniParcel.
- You can change the comment on a parcel until it has been processed (changes can be made as many times as you need on a parcel in the pending tab).
- You will be able to find data, such as a new tracking number, about all parcels that have been actioned under the ACTIONED dropdown tab:

Scan Consolidation Customer

Site :

Connote :

Action :

- Pending
- Actioned**
- ALL

- You will also be able to find the new tracking number linked to the original one on the Omni tracking page at the bottom of the page: 'Redelivery with ***'.



Tracking: MS21060231



Travel History

Date/Time	Activity	Location	Carrier
Monday, July 16, 2018			
3:49 PM	Tracking number allocated & order ready	SELANGOR	
5:14 PM	International transit to destination country	MY, KUL	
6:05 PM	Manifest received	ALEXANDRIA NSW	Australia Post EParcel
6:16 PM	Manifest accepted	ALEXANDRIA NSW	Australia Post EParcel
Thursday, July 19, 2018			
10:43 AM	RTS - No Reason Given	Port Botany, AU	Australia Post EParcel
Thursday, July 26, 2018			
4:03 AM	Redelivery with CPB2CEZ0006667	NSW	

Show detailed