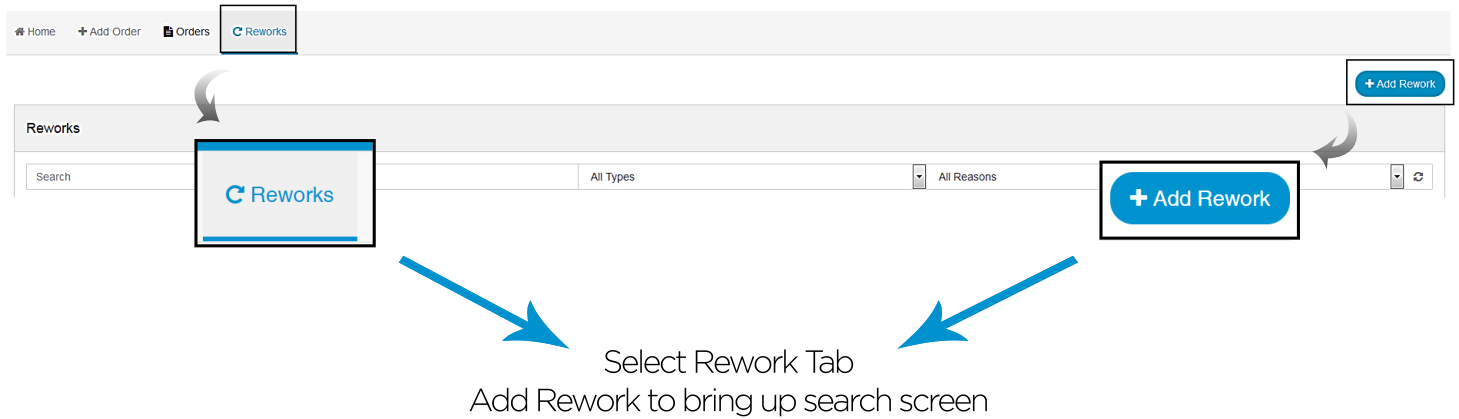




# Online Rework System Instructions



The search screen is titled 'Search Order Number'. It features a search bar with the placeholder text 'Search' and a refresh icon. A large blue arrow points from the search bar to the text 'Search PO or TWC order number'. At the bottom right, there is a 'Close' button.

Search PO or TWC order number

## If Remake required

The 'Rework for order' form has the following fields:

- Type: A dropdown menu with a blue arrow pointing to it.
- Reason: A dropdown menu.
- Comments: A text area.
- Attach: A button labeled 'Choose File' and the text 'No file chosen'.

Select Type: Remake

Select Reason: TWC or Customer Error

Add Comments if required i.e. delivery date/additional information

Attach file: attach corresponding photographic evidence if applicable



# Online Rework System Instructions

## If Return required

Type: Return

Return Type: Select

How many parcels? 0

Reason: Select

Comments

Attach: Choose Files No file chosen

Select Type: Return

Return Type: Select

How many parcels? Enter

Select Reason: TWC or Customer Error

Add Comments if required i.e. delivery date/additional information

Attach file: attach corresponding photographic evidence if applicable

\* Select line item you want to be reworked. Also enter any comments regarding this item.

Roller Blinds												
Line	Description	Qty	Material	Colour	Dimension	Control Type	Cont Side	Control Length	Bottom Finish	Base Rail Colour	Component Colour	Roll Direction
1	Family	2	FOCUS	OYSTER	605 x 1800	Metal Chain	L	1500	Oval	Anodised	White	Standard
<input type="checkbox"/> Enter comments here...												
2	B2B3	4	FOCUS	OYSTER	905 x 1800	Metal Chain	L	1500	Oval	Anodised	White	Standard
<input type="checkbox"/> Enter comments here...												



☐ Enter comments here...

You must add comments for **each line**  
e.g. cut back in width to xxx // remake due to black mark

Select item to be reworked by ticking on the box

Submit Rework

Once complete please select **Submit Rework** on the top right hand corner



# Online Rework System Instructions

TWC - Online

TWC - Reworks

REWORK Confirmation

Rework\_3159\_20180724130812.pdf

65 KB

**REWORK Confirmation**

Hi,

A rework order      has been submitted.

Regards,

Total Window Concepts

*Please do not respond to this email. This mail box is unattended*

An email confirmation will be sent to your email once submitted.

## If a Return was selected

### CUSTOMER NAME

DELIVERY ADDRESS

### PICK UP FROM



You will receive a copy of the return docket in your confirmation email.

PACKED DATE: **19/08/2019**

PRODUCT:      Rollers Misc

PARCEL #:      1/1

PO NUMBER:

Kindly attached this to each parcel being returned, ensuring that the barcode(s) is flat and visible for scanning.



ORD1234567-1-R1