

# Rebuild & Return Instructions

Use the following steps to complete a **Rebuild and Return** transaction known as **R&R**

## Complete the VDP order process as normal

- Select [Add to Cart](#) for the part number you want to order. Adjust quantity if needed.
- Select [VDP](#) at the top of the Shopping Cart window.
- Press [F7 Approve](#) to continue.
- Select Shipping option.
- Choose ship to home or business option if prompted.
- Enter any Attribute Values if prompted and select [F7 Approve](#).
- Select [F7](#) to approve customer payment warning.
- Enter customer phone number for warranty.
- Select customer name.
- Select [F7](#) to approve and enter password.
- Approve if VDP voucher printed.
- Verify estimated arrival date and press [F1 Backup](#) to continue.

## Print the shipping order documentation

- Select the [Store Functions](#) pull down at the top left of the Znet Screen.
- Select [Store Menu](#), Select [Manager's Menu](#) .
- Enter your password as requested.
- Select A [Manager Menu](#)
- Wait for the task [Print VDP R&R Form](#) to appear before proceeding. This should happen at the top of the hour following, the placement of the order and payment by the customer.
- Select [F1 <BACKUP>](#)
- Select B [Main Management Menu](#).
- Select [VDP Utilities/Reports](#).
- Select [Print Shipping Order Documentation](#).
- Select the line number that corresponds to the PO number you are processing.

## Ship the customer's core to our supplier for rebuilding

- Customers must remove all fluids from any core prior to bringing it in your store.
- Package the core in a sturdy box for shipment to our supplier.
- Put the packing list that printed with the shipping label in the box.
- Attach the shipping label and seal the box for shipment.
- A shipment pick up request was sent to FedEx automatically when you requested the shipping order documentation. You do not need to request a pickup.

## Track a shipment from your store if needed

- From the [Main Management Menu](#) select [VDP Utilities/Reports](#).
- Select D [View VDP PO](#). Enter VDP PO number. See Outbound Tracking Number.
- Contact FedEx at [1.800.GoFedEx \(800\) 463-3339](#) to track any shipment.