

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 the part number you want to order by checking the box.
- Select [Add to Cart](#) at the bottom of the Search results window.
- Select [View Cart](#) at the bottom of the Search results window.
- Select [VDP](#) at the bottom of the Shopping Cart window.
- Press [F7 <APPROVE>](#) to continue.
- Select Shipping option.
- 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 VDP voucher printed.
- Verify estimated arrival date and press [F1 Backup](#) to continue.

Print the shipping order documentation

- Select [9-Store Menu](#) at the bottom of the Znet Screen.
- Select [7-Manager's Menu](#) in the pick box.
- 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](#) (1-800-463-3339) to track any shipment.