

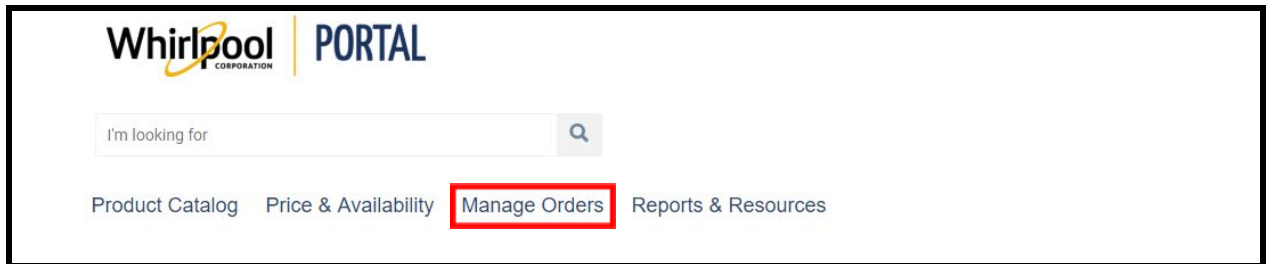
SUBMITTING A RETURN & MARKDOWN REQUEST

Purpose

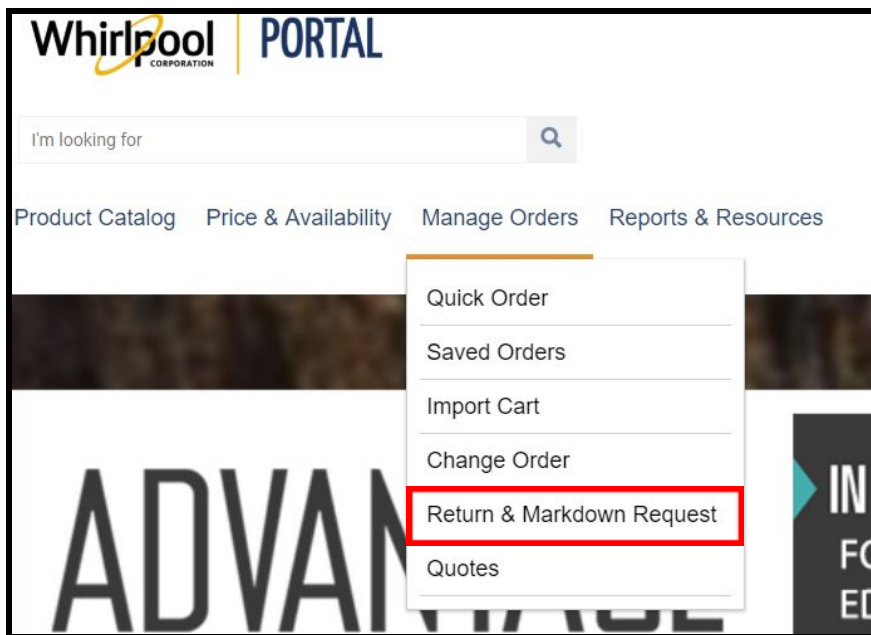
Use this Quick Reference Guide to view the steps to enter a Return & Markdown Request through the Whirlpool Portal.

Procedure

1. Start on the Whirlpool Portal **Home** page. Click the **Manage Orders** menu item.



2. From the drop-down menu, select **Return & Markdown Request**. The **Return & Markdown Request** page displays.



3. Enter a **Delivery number**.

Return & Markdown Request
Follow the steps below to submit a return & markdown request

1 Search for Delivery 2 Select Units 3 Confirmation

CHOOSE ACCOUNT TO SEARCH :

KEYSTONE RV/PLANT 57

SEARCH BY:

Delivery number

Model & serial number

PREVIOUS NEXT

OR

Select the **Model & serial number** radio button and enter the model and serial number you wish to return.

Return & Markdown Request
Follow the steps below to submit a return & markdown request

1 Search for Delivery 2 Select Units 3 Confirmation

CHOOSE ACCOUNT TO SEARCH :

KEYSTONE RV/PLANT 57

SEARCH BY:

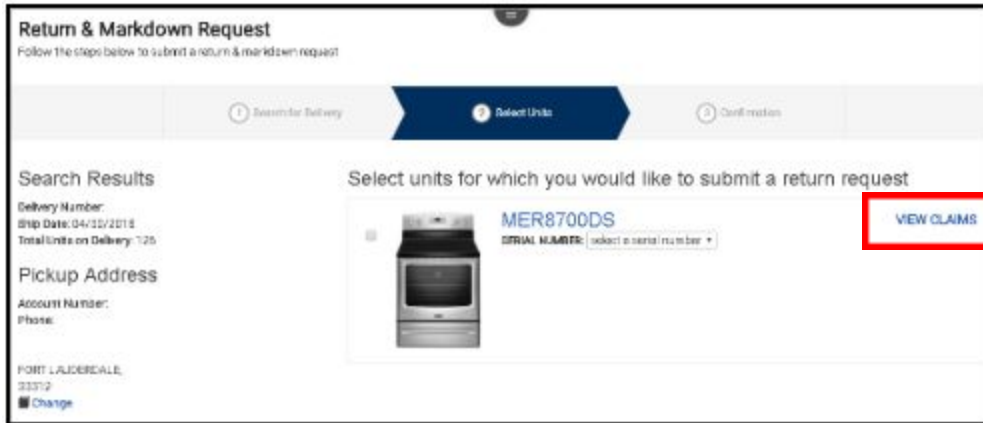
Delivery number

Model & serial number

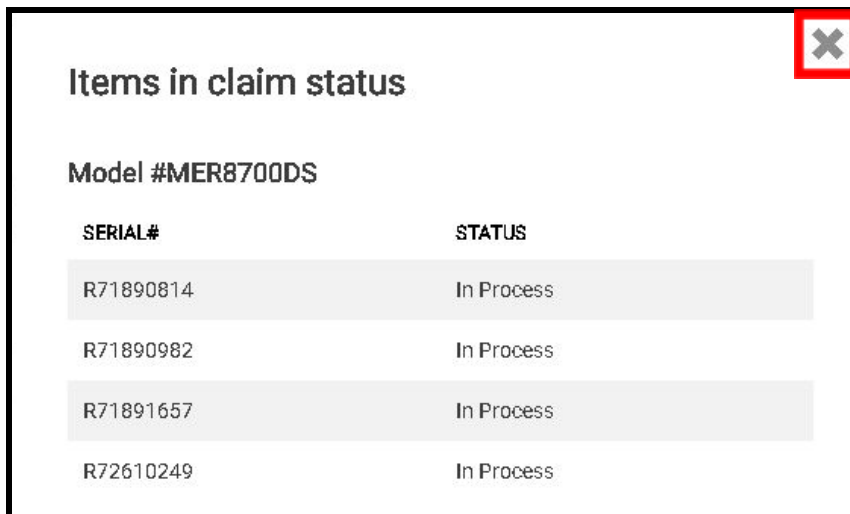
PREVIOUS NEXT

4. Click **Next**.

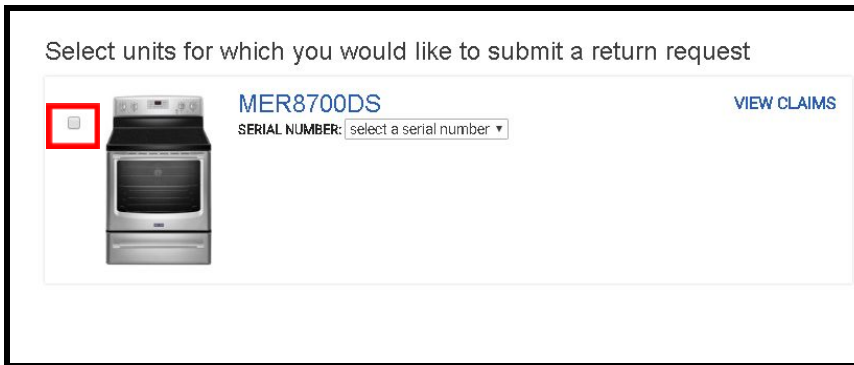
- The **Return & Markdown Request** page displays the model(s) available to be returned. If you have already placed one or more return requests for this item, you can click the **View Claims** link to the right of the model number to view the claim status.



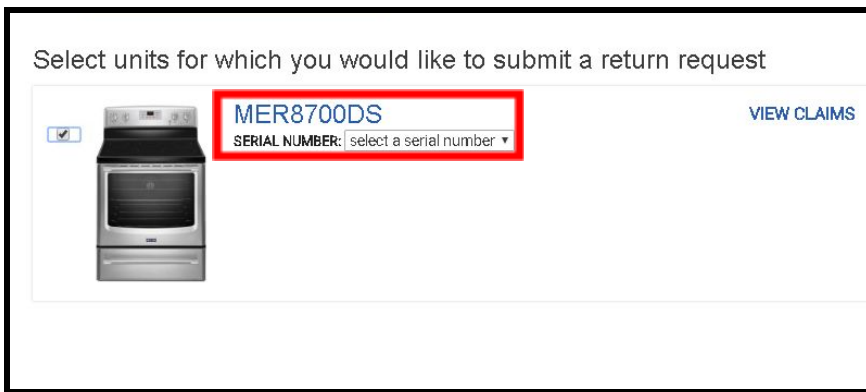
- A list of your pending claims displays including the status of each claim. Click the **X** in the upper-right corner of the dialog box to close it.



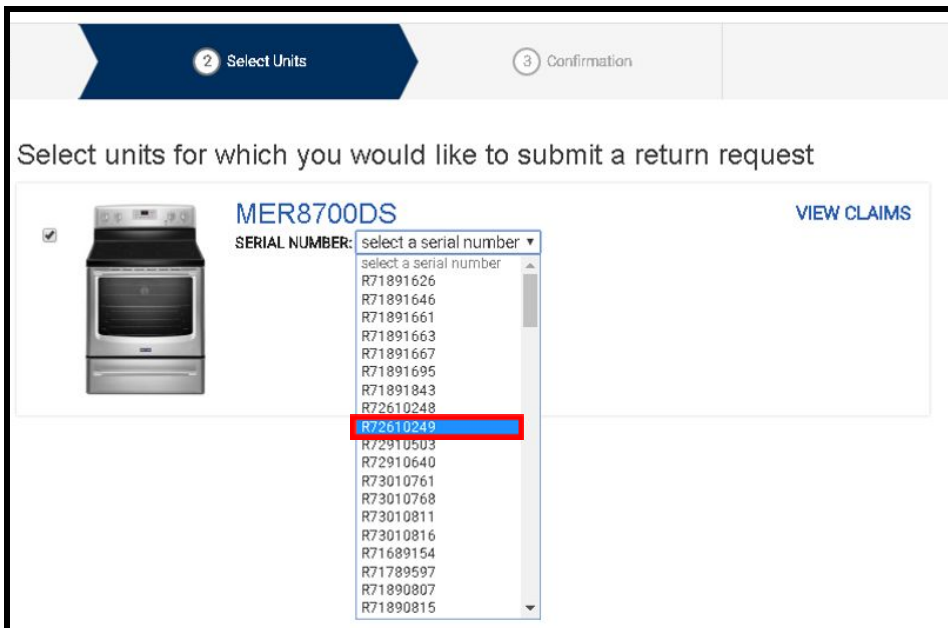
- Select the checkbox(es) for the item(s) to be returned. If there are multiple items to be returned, you can select the checkbox for each product.



- Select the **Serial Number** drop-down arrow.



- A list of delivered serial numbers for that model displays. Select the serial number of the item to be returned.



10. A list of options displays. If the item is not damaged, select the **Undamaged (good stock)** checkbox.

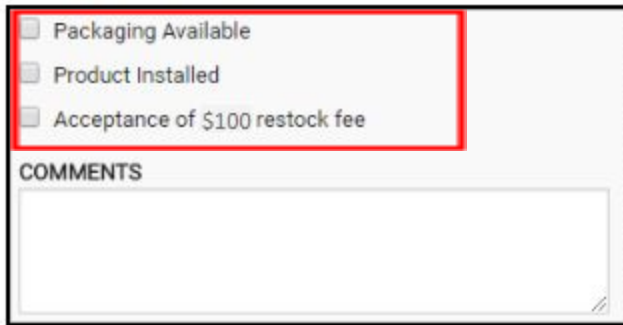
11. Fields relating to damaged items are no longer displayed. Select the **Return Reason**.

Notes:

- Returning damaged items is covered in the **Damage Claim Request** Quick Reference guide instructions starting on page 9.

12. Select the appropriate checkboxes as follows:

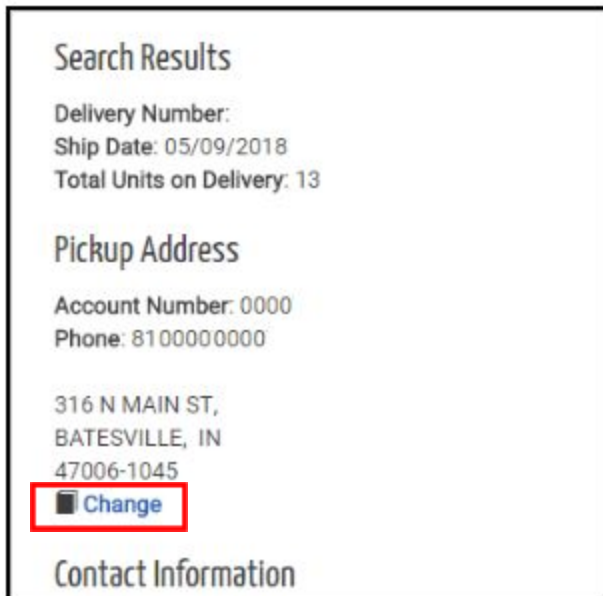
- **Packaging Available** - select if the item has the original packaging.
- **Product Installed** - select if the product was installed at a customer site.
- **Acceptance of \$100 restock fee** - select to agree to pay the \$100 restock fee for returning the item. If you do not select this checkbox, the following error message displays: "This claim cannot proceed and would be denied if the restock fee is not accepted."



Packaging Available
 Product Installed
 Acceptance of \$100 restock fee

COMMENTS

13. Verify the **Pickup Address**. If your account has the permissions to change the pick up location, change it here by clicking **Change**.



Search Results

Delivery Number:
Ship Date: 05/09/2018
Total Units on Delivery: 13

Pickup Address

Account Number: 0000
Phone: 8100000000

316 N MAIN ST,
BATESVILLE, IN
47006-1045

Contact Information

14. A dialog box lists alternative addresses that can be selected. Choose the desired address and click **Use This Address**. The pick up address can also be changed by using a brand new address using the free form fields.

Dr. George Tess
316 N ST
25 15 District of Columbia
United States 23521435

USE THIS ADDRESS

Mrs. Tess
17 MAINST
BATESVILLE Indiana
United States 47006-1045

USE THIS ADDRESS

15. Scroll down and enter or verify your contact information. Complete the following fields and then click **Next**:

- First Name
- Last Name
- Phone
- Email

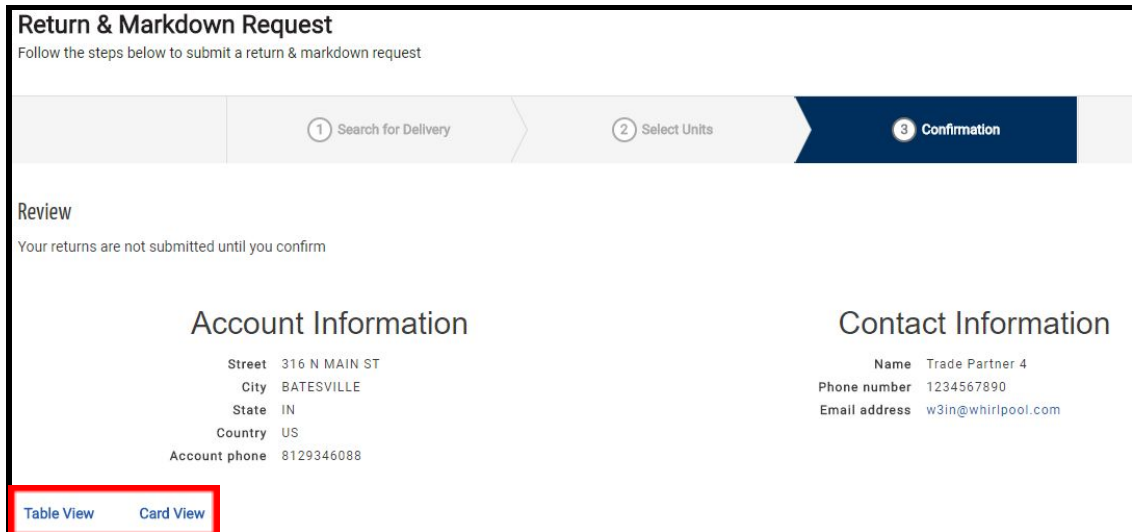
Trade

Partner 4

PREVIOUS

NEXT

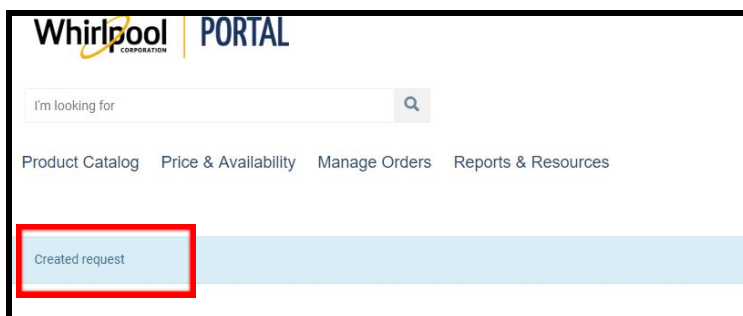
- Review the return. Note that there are two views; the default shown here is Card View, which displays the full information about the returned items. Click **Table View** to view the information in a table as shown below.



- If the information is accurate, click **Confirm & Submit**. Otherwise, click **Previous** and correct the information.



- The request is submitted. A confirmation message displays above the Account and Contact Information.



SUBMITTING A DAMAGE CLAIM REQUEST

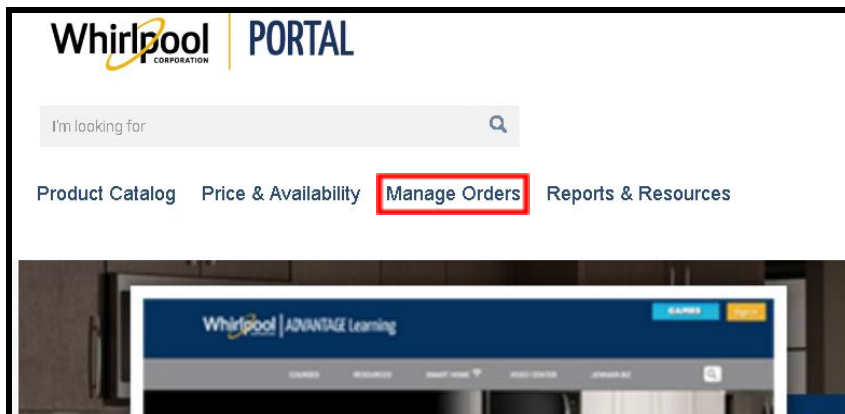
Purpose

Use this Quick Reference Guide to view the steps to enter a Damage Claim Request through the Whirlpool Portal.

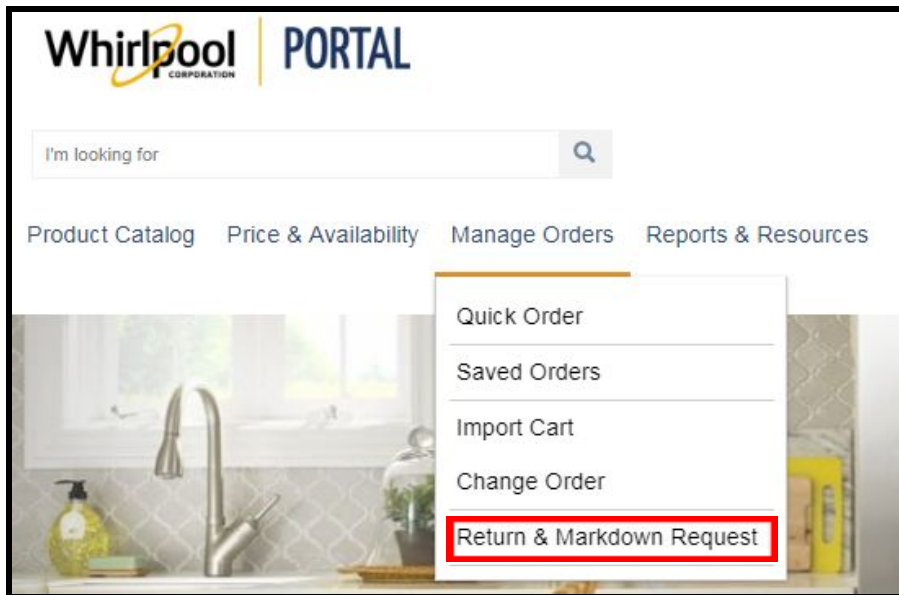
- A Damage Claim Request is a Return Request for a damaged product.
- Make sure to identify the damaged area on the product. This information is required on the request form.

Procedure

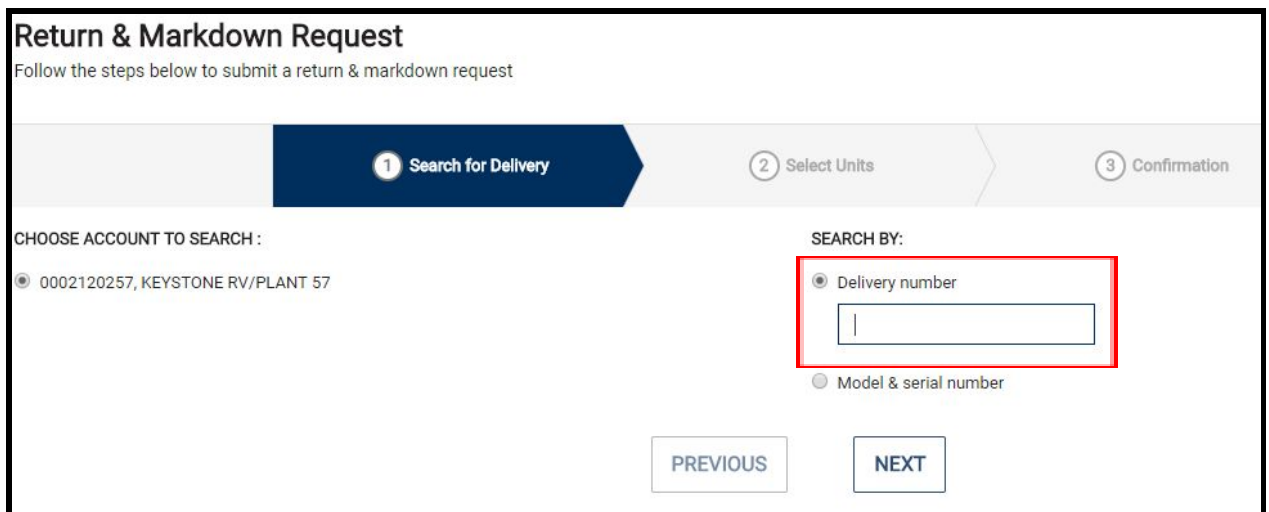
1. Start on the Whirlpool Portal **Home** page. Click the **Manage Orders** menu.



- From the drop-down menu, select **Return & Markdown Request**. The **Return & Markdown Request** page displays.



- Enter a **Delivery number**.

A screenshot of the "Return & Markdown Request" form. The title "Return & Markdown Request" is at the top, followed by the instruction "Follow the steps below to submit a return & markdown request". Below this is a progress bar with three steps: "1 Search for Delivery" (highlighted in dark blue), "2 Select Units", and "3 Confirmation". Under "CHOOSE ACCOUNT TO SEARCH :", there is a radio button selected next to "0002120257, KEYSTONE RV/PLANT 57". Under "SEARCH BY:", there are two radio button options: "Delivery number" (selected and highlighted with a red rectangular border) and "Model & serial number". Below the "Delivery number" option is a text input field. At the bottom of the form are two buttons: "PREVIOUS" and "NEXT".

OR

Select the **Model & serial number** radio button and enter the model number and serial number you wish to return.

Return & Markdown Request
Follow the steps below to submit a return & markdown request

1 Search for Delivery 2 Select Units 3 Confirmation

CHOOSE ACCOUNT TO SEARCH :

- 0002120257, KEYSTONE RV/PLANT 57

SEARCH BY:

- Delivery number
- Model & serial number

model number

serial number

PREVIOUS NEXT

4. Click **Next**.
5. The **Return & Markdown Request** page displays the model(s) available to be returned. If you have already placed one or more return requests for this item, you can click the **View Claims** link to the right of the model number to view the claim status.

Return & Markdown Request
Follow the steps below to submit a return & markdown request

1 Search for Delivery 2 Select Units 3 Confirmation

PREVIOUS NEXT

Search Results


Delivery Number: 0289820705
Ship Date: 06/04/2018
Total Units on Delivery: 8

Pickup Address

Account Number: 0001513124
Phone: 6207925474

3014 10TH ST,
GREAT BEND, KS
67530-4262
[Change](#)
 Deliver to a new address.


Select units for which you would like to submit a return request

 **ABB1924BRM**
SERIAL NUMBER:

[VIEW CLAIMS](#)

- 6. A list of your pending claims displays including the status of each claim. Click the **X** in the upper-right corner of the dialog box to close it.

Items in claim status



cancel

Model #ABB1924BRM

SERIAL#	CLAIM#	STATUS
K80640021	0052061366	In Process
K80640022	0052061675	In Process
K80640023	0052061728	In Process

- 7. Select the checkbox for each item you want to select. If there are multiple items, you can select all of the ones being returned.

Select units for which you would like to submit a return request


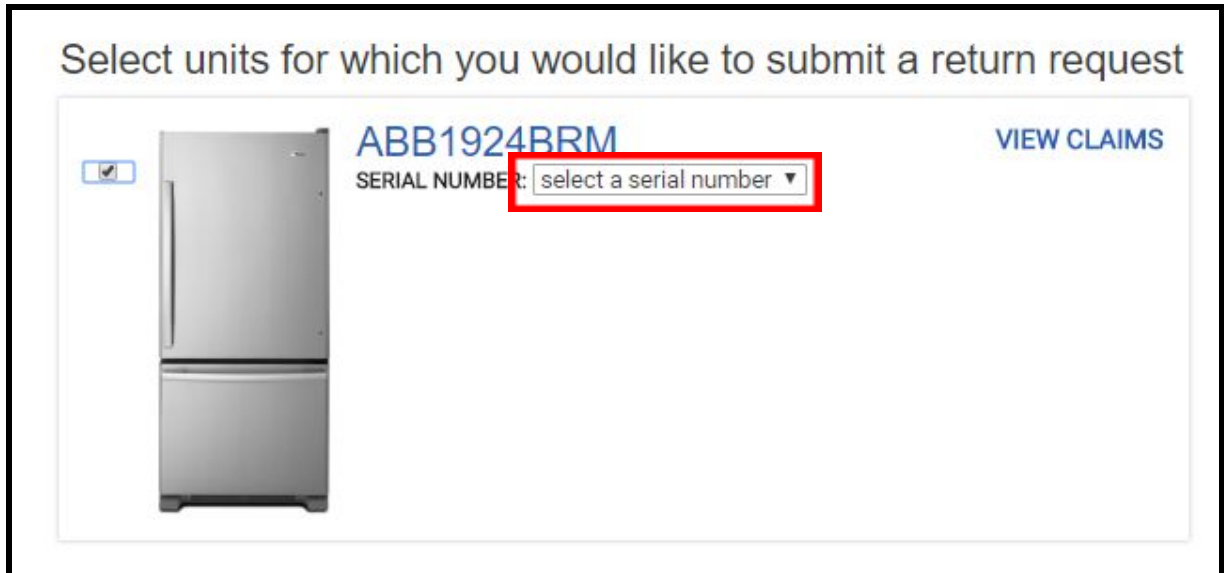


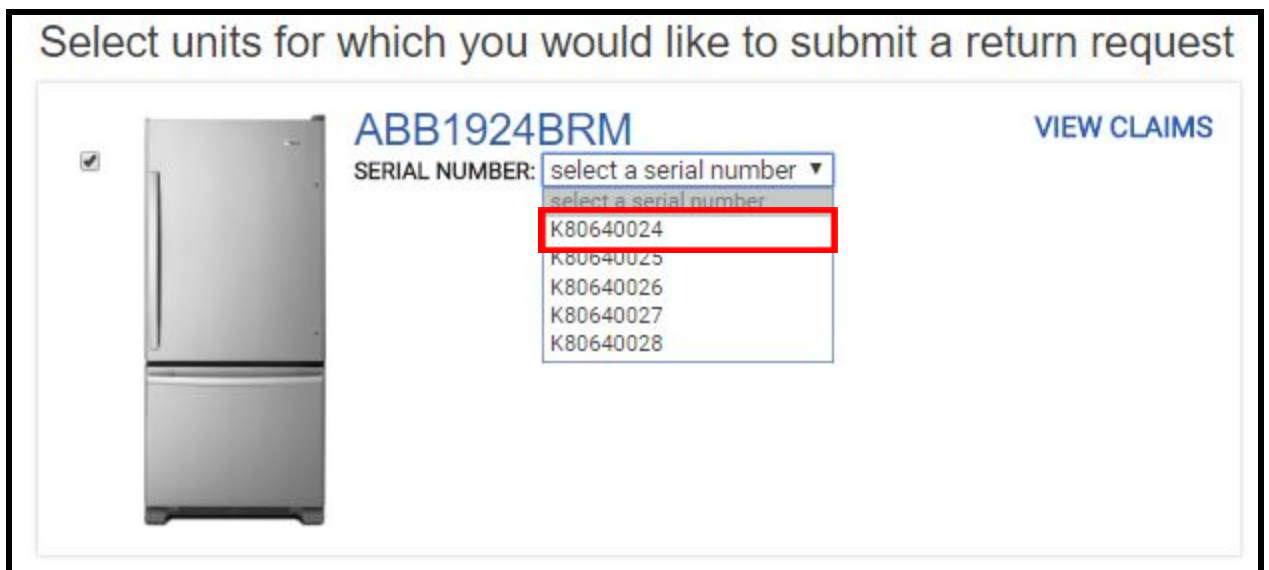
ABB1924BRM
SERIAL NUMBER:

[VIEW CLAIMS](#)

8. Click the **Serial Number** drop-down arrow.



9. A list of delivered serial numbers for that model displays. Select the serial number of the item to be returned.



Notes:

- You can select multiple items to return by choosing each one from the serial number list. A set of options for each item is added. Scroll down to see the options for each item.
- If you select the wrong serial number, click the **remove** link in the upper-right corner of the section for that item.

10. Under **Select Product Condition** you can choose **Damaged**.

[remove](#)

Serial# K80640024

SELECT PRODUCT CONDITION:

Damaged

Undamaged (good stock)

RETURN REASON

select a return reason ▼

Acceptable Packaging Available?

Product Installed

TYPE OF DAMAGE

please select type of damage ▼

LOCATION OF DAMAGE

please select the location of damage

COMMENTS

F = Front
T = Top
B = Back
L = Left Side
R = Right Side
U = Underside

C: Control Panel

I: Interior

11. A list of options for the item displays. In the **Type of Damage** field, click the drop-down arrow.

[remove](#)

Serial# K80640024

SELECT PRODUCT CONDITION:

Damaged

Undamaged (good stock)

TYPE OF DAMAGE

please select type of damage ▼

LOCATION OF DAMAGE

please select the location of damage

RETURN REASON

select a return reason ▼

Acceptable Packaging Available?

Product Installed

COMMENTS

TOP

LEFT SIDE **RIGHT SIDE**

FRONT **BACK**

UNDERSIDE

C: Control Panel

I: Interior

- From the **Type of Damage** drop-down menu, select the type of damage sustained by the product.

remove

Serial# K80640024

SELECT PRODUCT CONDITION:

Damaged

Undamaged (good stock)

RETURN REASON

select a return reason ▼

Acceptable Packaging Available?

Product Installed

TYPE OF DAMAGE

please select type of damage ▼

please select type of damage

Bowed

Broken Glass

Crease

Chafed

Chipped

Damaged Plastic

Damage to Tub

Dented

Panel/Misalignment

Punctured

Scratched

COMMENTS

LEFT			7	8	9	RIGHT		
1	2	3	1	2	3	1	2	3
4	5	6	4	5	6	4	5	6
7	8	9	7	8	9	7	8	9
SIDE			1	2	3	SIDE		
			4	5	6			
			7	8	9			
UNDERSIDE								

F = Front

T = Top

B = Back

L = Left Side

R = Right Side

U = Underside

C: Control Panel

I: Interior

13. Use the chart at the bottom of the screen to locate and click the area on the product that is damaged. In this example. We'll click area 9 on the front of the appliance.

[remove](#)

Serial# K80640024

SELECT PRODUCT CONDITION:

Damaged

Undamaged (good stock)

TYPE OF DAMAGE

Dented

LOCATION OF DAMAGE

Front Side Lower Right Corner

RETURN REASON

select a return reason

Acceptable Packaging Available?

Product Installed

COMMENTS

TOP

1	2	3
4	5	6
7	8	9

LEFT SIDE **RIGHT SIDE**

1	2	3	1	2	3
4	5	6	4	5	6
7	8	9	7	8	9

FRONT **BACK**

UNDERSIDE

C: Control Panel

I: Interior

The **Location of Damage** field populates with the selected location.

remove

Serial# K80640024

SELECT PRODUCT CONDITION:

Damaged

Undamaged (good stock)

TYPE OF DAMAGE

Dented

LOCATION OF DAMAGE

Front Side Lower Right Corner

RETURN REASON

select a return reason

Acceptable Packaging Available?

Product Installed

COMMENTS

TOP

LEFT SIDE

FRONT

RIGHT SIDE

BACK

UNDERSIDE

F = Front
T = Top
B = Back
L = Left Side
R = Right Side
U = Underside

C: Control Panel

I: Interior

14. In the **Return Reason** field, click the drop-down arrow.

[remove](#)

Serial# K80640024

SELECT PRODUCT CONDITION:

Damaged

Undamaged (good stock)

TYPE OF DAMAGE

Dented

LOCATION OF DAMAGE

Front Side Lower Right Corner

RETURN REASON

select a return reason

Acceptable Packaging Available?

Product Installed

COMMENTS

F = Front
T = Top
B = Back
L = Left Side
R = Right Side
U = Underside

C: Control Panel

I: Interior

15. From the **Return Reason** drop-down menu, select the reason for the return.

- Select **Damage** if the product is damaged and the customer wants a refund or replacement.
- Select **Product Allowance - Damage** if the customer is being offered a markdown as an incentive to accept the damaged product.

[remove](#)

Serial# K80640024

SELECT PRODUCT CONDITION:

Damaged

Undamaged (good stock)

TYPE OF DAMAGE

Dented

LOCATION OF DAMAGE

Front Side Lower Right Corner

RETURN REASON

select a return reason

select a return reason

Damage

Product Allowance - Damage

Product Installed

COMMENTS

F = Front
T = Top
B = Back
L = Left Side
R = Right Side
U = Underside

C: Control Panel

I: Interior

Note: If you select **Product Allowance - Damage**, a **Requested Amount** field displays. You must enter the dollar amount requested by the customer.

The screenshot shows a form for a product with Serial# K80640024. The form includes several sections: 'SELECT PRODUCT CONDITION' with radio buttons for 'Damaged' (selected) and 'Undamaged (good stock)'; 'RETURN REASON' with a dropdown menu set to 'Product Allowance - Damage'; 'REQUESTED AMOUNT' with an empty text input field highlighted by a red border; 'TYPE OF DAMAGE' with a dropdown menu set to 'Dented'; 'LOCATION OF DAMAGE' with a text input field containing 'Front Side Lower Right Corner'; and 'COMMENTS' with an empty text area. There are also checkboxes for 'Acceptable Packaging Available?' and 'Product Installed', and a 'remove' link in the top right corner.

16. Select the appropriate checkboxes as follows:

- **Packaging Available** – select if the item has the original packaging.
- **Product Installed** – select if the product was installed at a customer site.

[remove](#)

Serial# K80640024

SELECT PRODUCT CONDITION:

Damaged

Undamaged (good stock)

TYPE OF DAMAGE

Dented

LOCATION OF DAMAGE

Front Side Lower Right Corner

RETURN REASON

Damage

Acceptable Packaging Available?

Product Installed

COMMENTS

TOP

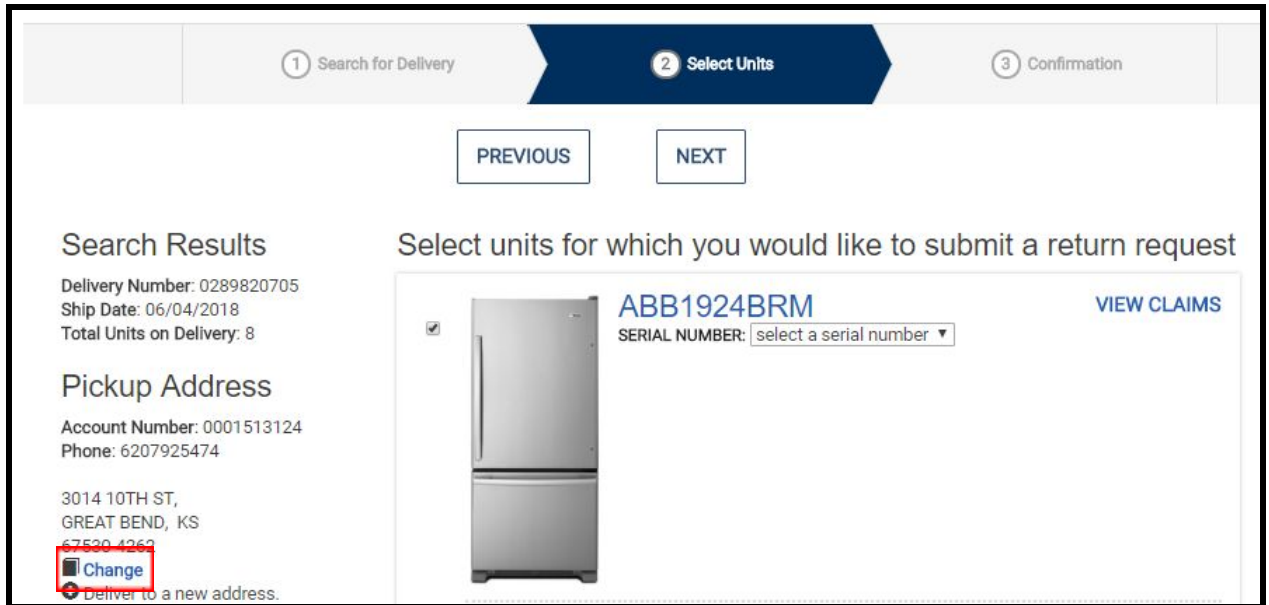
LEFT SIDE **FRONT** **RIGHT SIDE** **BACK**

UNDERSIDE

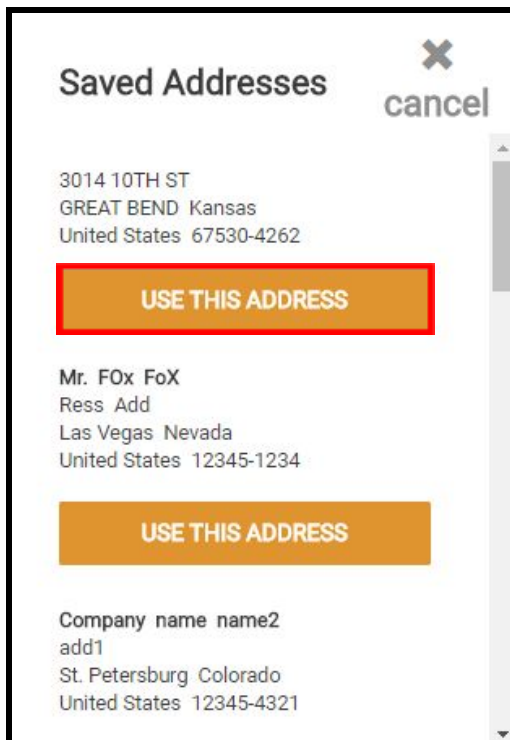
C: Control Panel

I: Interior

17. Verify the **Pickup Address**. If it is incorrect, click **Change**.



18. A dialog box lists alternative addresses that can be selected. Locate the desired address and click **Use This Address**. The pick up address can also be changed by using a brand new address using the free form fields.



19. Scroll down and enter or verify your contact information. Complete the following fields and then click **Next**.

- First Name
- Last Name
- Phone
- Email

Contact Information

FIRST NAME
Trade

LAST NAME
Partner 4

PHONE

EMAIL
w3in@whirlpool.com

20. Review the return. Note that there are two views; the default shown above is Card View, which displays the full information about the returned items. Click **Table View** to view the information in a table as shown below.

Return & Markdown Request

Follow the steps below to submit a return & markdown request

1 Search for Delivery
2 Select Units
3 Confirmation

Review
Your returns are not submitted until you confirm

Account Information

Street 316 N MAIN ST
City BATESVILLE
State Indiana
Country US
Account phone 8129346088

Contact Information

Name Trade Partner 4
Phone number 800-555-212
Email address w3in@whirlpool.com

Table View
Card View

21. If the information is accurate, click **Confirm & Submit**. Otherwise, click **Previous** and correct the information.

Account Information

Street 316 N MAIN ST
 City BATESVILLE
 State Indiana
 Country US
 Account phone 8129346088

Contact Information

Name Trade Partner 4
 Phone number 800-555-212
 Email address w3in@whirlpool.com

Table View
Card View

MODEL	SERIAL	DELIVERY	REQUEST FOR	AMOUNT REQUESTED IF MARKDOWN
MGD5500FC	M81501057	0277725227	Damaged	-

PREVIOUS
CONFIRM & SUBMIT

22. The request is submitted. A confirmation message displays above the Account and Contact Information.

Q

Product Catalog
Price & Availability
Manage Orders
Reports & Resources

Created request