

# QUICK REFERENCE GUIDE

# HOW TO BULK CREATE RETURNS

## Consolidate and upload large volumes of returns in one action

Save time and improve efficiency. Ideal if you create a high number of consignments regularly. Upload all your shipping information as a MyTeamGE supported excel file and MyTeamGE will do the rest - validate, manifest and print shipping documents.

SETTINGS

UPLOAD  
RETURN FILE

UPLOAD  
HISTORY

ERROR  
HANDLING

This document provides a guide to bulk upload setting configuration, bulk upload Returns, upload history and error handling.

## CONFIGURE BULK CREATE SETTING

### 1. SELECT BULK CREATE SETTINGS

From the BULK CREATE menu option.

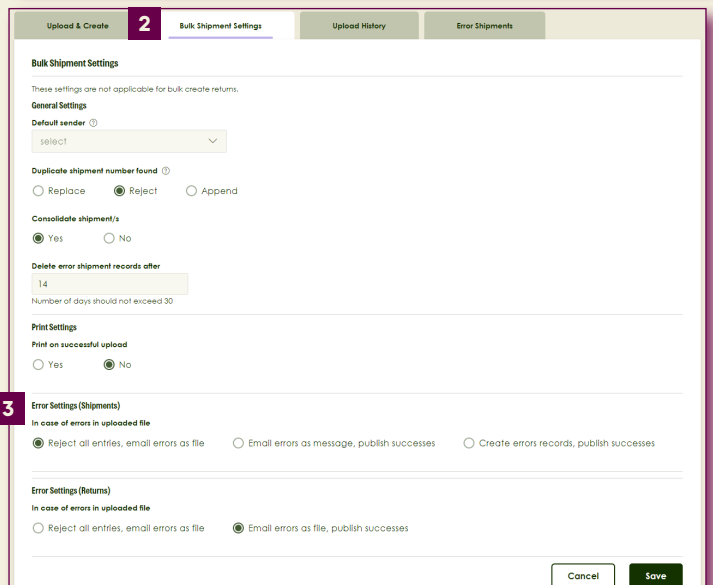
### 2. BULK CREATE SETTINGS PAGE WILL APPEAR WITH DEFAULT SETTINGS

**Note:** These settings are available to configure only if the user is not part of a group. For users within a group, the Group Admin is responsible for the configuration of the settings (and cannot be altered by the user).

### 3. CONFIGURABLE SETTINGS INCLUDE:

ERROR SETTINGS for RETURNS.

SETTING	DESCRIPTION
Reject all entries, email error as file	When there are one or more errors in the upload file, reject all the shipments and email a file with error shipments.
Email errors as file, publish success	When there are one or more errors in the upload file, publish the shipments with no errors to Shipment Tab and email a file with error shipments



# BULK CREATE RETURNS

## 1. GO TO UPLOAD & CREATE TAB

## 2. DOWNLOAD RETURNS TEMPLATE

**Note:** Refer the Returns guidelines documents for details on completing the Returns file.

A sample returns template can be found here.

## 3. SELECT THE UPLOAD TYPE AS RETURNS AND UPLOAD THE FILE YOU CREATED

**Note:** A message displays advising the file type and format has been checked. Once successful, the file upload will commence.

## 4. ONCE YOUR FILE IS PROCESSED

MyTeamGE notifies you via the dashboard. Click the bell icon to view the notifications:

- Returns created successfully (displaying number of records successfully created) OR
- Returns creation failed

**Note:** MyTeamGE validates the data in the upload file. If any errors are identified, depending on the settings, return shipment creation will fail, or partial return shipments will be created.

## 5. MANAGE RETURNS SUCCESSFULLY CREATED

Access MY RETURNS menu option via the MyTeamGE main menu to view Returns created and to track your return shipment.

## VIEW UPLOAD HISTORY

### 1. THE UPLOAD HISTORY TAB ON THE BULK UPLOAD SCREEN

Provides a list of view of your imports, including the status, date and time of upload, and even access to download the success and error files.

## ERROR HANDLING - RETURNS

If the return creation fails, you are notified via the dashboard as well as receiving an email with the return file attached. Error details get recorded in a separate column (Column A).

### 1. OPEN THE FILE AND REVIEW ERRORS

In column A Dependent on error settings, the error file will only display the error records.

### 2. FIX ALL ERRORS

### 3. DELETE THE ERROR COLUMN A

### 4. SAVE THE FILE (XLS)

### 5. UPLOAD YOUR RETURN FILE ON MYTEAMGE

Refer UPLOAD BULK RETURN FILE section in this document.

