

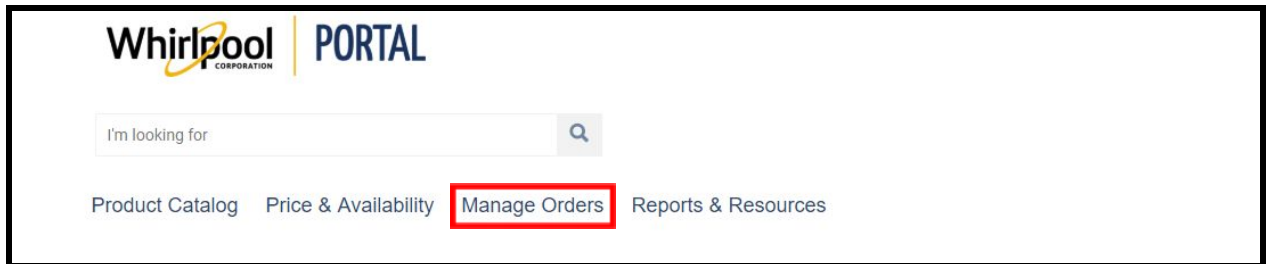
SUBMITTING A RETURN & MARKDOWN REQUEST

Purpose

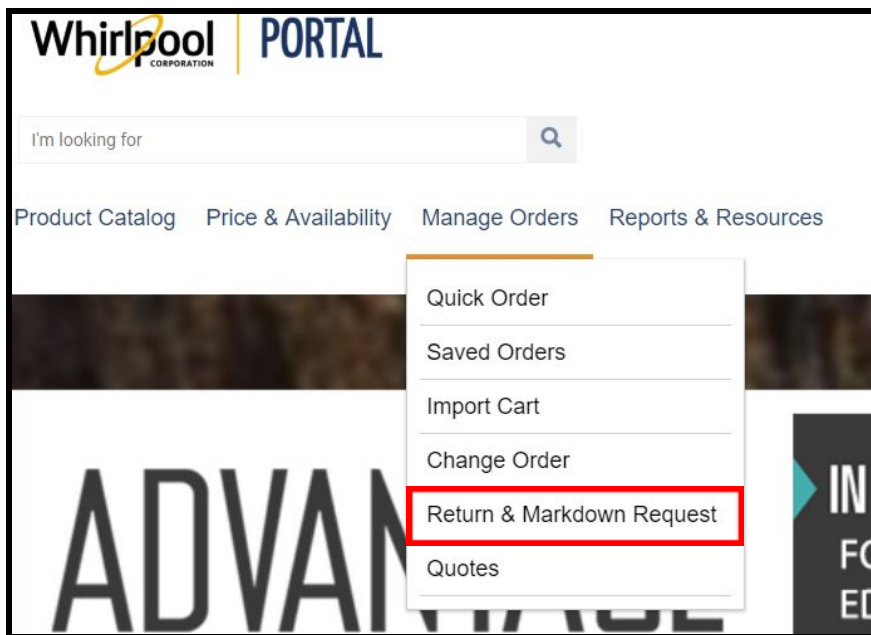
Use this Quick Reference Guide to view the steps to enter a Return & Markdown Request through the Whirlpool Portal.

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

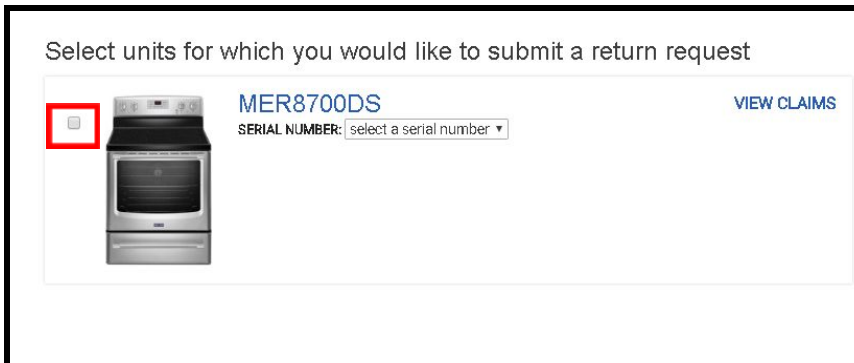
4. Click **Next**.

- 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.

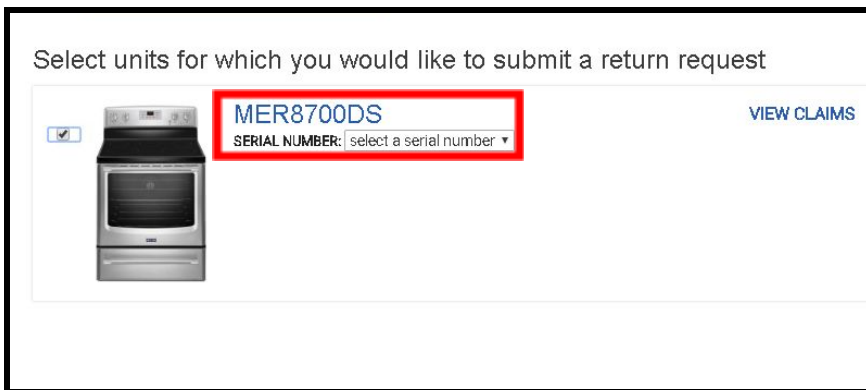
- A list of your pending claims displays including the status of each claim. Click the **X** in the upper-right corner of the dialog box to close it.

SERIAL#	STATUS
R71890814	In Process
R71890982	In Process
R71891657	In Process
R72610249	In Process

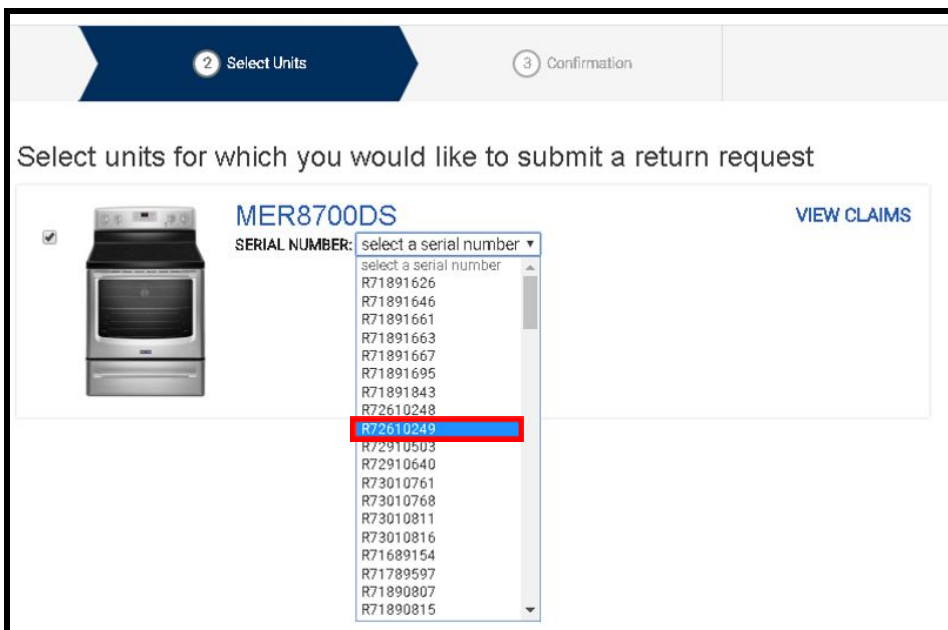
7. Select the checkbox(es) for the item(s) to be returned. If there are multiple items to be returned, you can select the checkbox for each product.



8. Select 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.



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

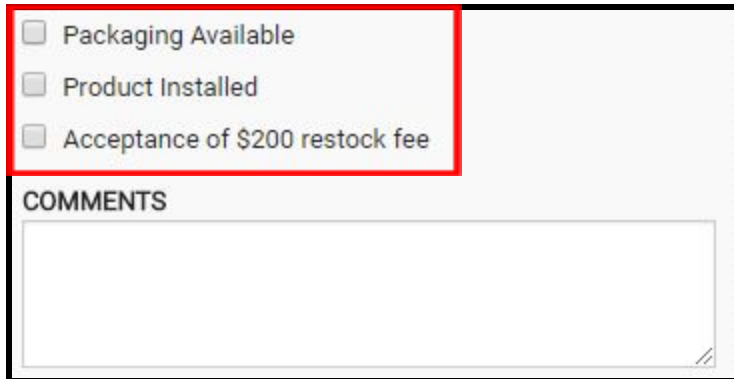
11. Fields relating to damaged items are no longer displayed. Select the **Return Reason**.

Notes:

- Returning damaged items is covered in the **Damage Claim Request** Quick Reference Guide.

12. Select the appropriate checkboxes as follows:

- **Packaging Available** - select if the original packaging for the item will be returned with the product.
- **Product Installed** - select if the product was installed at a customer site.
- **Acceptance of \$200 restock fee** - select to agree to pay the \$200 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."



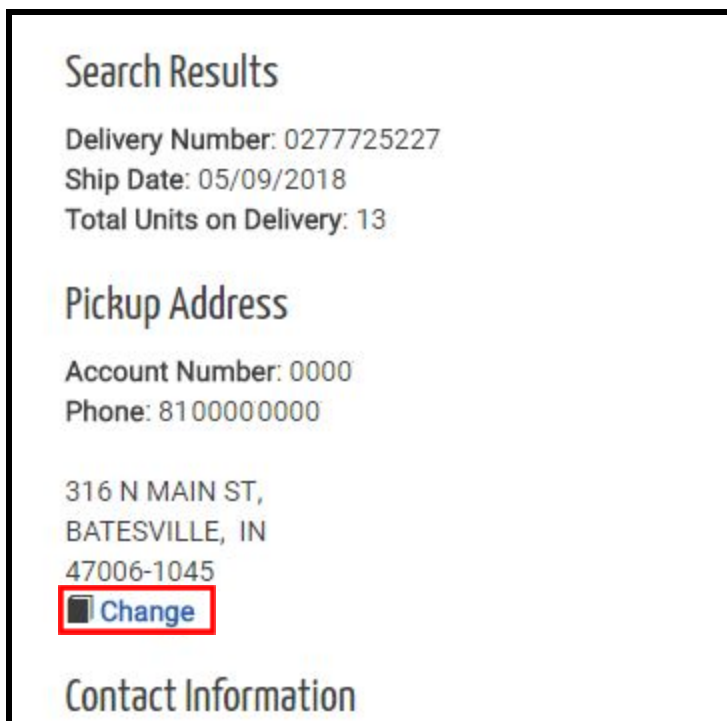
Packaging Available

Product Installed

Acceptance of \$200 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: 0277725227
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**.

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

cancel

15. 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

PREVIOUS

NEXT

16. 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.

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 IN
Country US
Account phone 8129346088

Contact Information

Name Trade Partner 4
Phone number 1234567890
Email address w3in@whirlpool.com

Table View
Card View

17. 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 IN
Country US
Account phone 8129346088

Contact Information

Name Trade Partner 4
Phone number 1234567890
Email address w3in@whirlpool.com

Table View
Card View

MODEL	SERIAL	DELIVERY	REQUEST FOR	AMOUNT REQUESTED IF MARKDOWN
WTW4855HW	C81831055	0277725227	Undamaged	-
WMH31017HW	TR81022060	0277725227	Undamaged	-

PREVIOUS
CONFIRM & SUBMIT

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

