

Creating Bulk Issues or Returns


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Please note when using this module: 1) You can only capture one location at a time; 2) To see the drop down list you need to double click on the relevant field; and 3) Please check your email for any errors, as bulk issues/returns does not validate before submitting.


Creating Bulk Issues

1. Click **Menu** 
2. Scroll to and click on **Issues & Returns**
3. Click **CREATE BULK ISSUE**
4. Select **Location** for the bulk issue you want to create
5. Enter required **Delivery Date** in the first available line
6. Select **CHEP** in **Source** field
7. Select **Customer** or **CHEP** in **Transport** field depending on which party is arranging transport
8. Select the required equipment in the **Equipment** field
9. Enter required **Quantity**
10. Select **Each** for the Unit of Measure **UoM**

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1 of 2


Creating Bulk Issues

11. Choose the relevant **Plant** or **Service Centre Site** depending on transport type
12. Select the relevant **Contact Details**
13. Enter your **Reference**
14. Enter **Driver Comment**
15. Tick **Conditions of Supply**
16. Press **Submit**
17. Confirm  number of issues
18. An email will be sent detailing the bulk issue submission with the sales order number shown. This will be next to clean sales orders and errors, along with sales orders that need fixing

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2 of 2


Creating Bulk Returns

1. Click **Menu** 
2. Scroll to and click on **Issues & Returns**
3. Click **CREATE BULK RETURNS**
4. Select **Location** for the bulk return you want to create
5. Enter required **Delivery Date** in the first available line
6. Select **CHEP** in **Source** field
7. Select **Customer** or **CHEP** in **Transport** field depending on which party is arranging transport
8. Select the required equipment in the **Equipment** field
9. Enter required **Quantity**
10. Select **Each** for the Unit of Measure **UoM**

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1 of 2

Creating Bulk Returns

11. Choose the relevant **Plant** or **Service Centre Site** depending on transport type
12. Select the relevant **Contact Details**
13. Enter your **Reference**
14. Enter **Driver Comment**
15. Tick **Conditions of Supply**
16. Press **Submit**
17. Confirm by selecting  number of returns
18. An email will be sent detailing the bulk returns submission with the sales order number shown. This will be next to clean return orders and errors, along with return orders that need fixing

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2 of 2

Reviewing Bulk Issues and Returns





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Please note when entering the Bulk ID in the search field, you will need to precede the bulk ID reference with enough zeros to make up a 10 digit reference, i.e. 000000261 or 000001261.





Reviewing Bulk Issues and Returns

1. Click **Menu** 
2. Scroll to and click on **Issues & Returns**
3. Click **REVIEW BULK TRANSACTIONS** 
4. Search **Bulk ID** for which to view transactions
5. View the **System Status** of each transaction
6. View **SO Number** for successfully processed transactions
7. Click **Clean** to view successful transactions
8. Click **Errors** to view successful transactions
9. Click **ERROR**  to view error details
10. Click  to download transaction listing

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1 of 1

Reviewing Bulk Issues and Returns (Multiple Error Detail)

1. Click **Menu** 
2. Scroll to and click on **Issues & Returns**
3. Click **REVIEW BULK TRANSACTIONS** 
4. Tick the **Tick Box**  for all transactions in error to view the details
5. Click **VIEW ERROR DETAILS**  to view multiple error details. These will be detailed by line item

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1 of 1

Resubmitting Failed Issues or Returns



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Please note that when you click on the **Correct Errors** button you will be taken back to the create bulk issues /returns screen where the lines with errors will be populated for you to correct.


Resubmitting Failed Issues or Returns

1. Click **Menu** 
2. Scroll to and click on **Issues & Returns**
3. Click **REVIEW BULK TRANSACTIONS**
4. Search **Bulk ID** for which to view transactions
5. Tick the **Tick Box**  for all transactions in error to view the error details
6. Click **CORRECT ERRORS**
7. Edit fields that need correcting
8. Tick **Conditions of Supply**

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1 of 2

Resubmitting Failed Issues or Returns

9. Press **Submit**
10. Confirm by selecting  number of issues / returns
11. An email will be sent detailing the bulk issues / returns submission with the sales order number shown. This will be next to clean sales orders and errors, along with sales orders that need fixing
12. Once the errors have been corrected and you search the original bulk issues / returns file, the corrected issues / returns will have a status of 'reprocessed'

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2 of 2